



CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

2024

(1ST Edition)





About the City

The origin of the name "Muntinlupa" came from at least three versions. First, its association with the thin top soil in the area thus the term Muntinlupa. Second, residents, purportedly replying to a question by Spaniards in the 16th century what the name of their place was, said Monte sa Lupa apparently mistaking the question for what card game they were playing. Third, the topographical nature of the area, where the term Monte or mountain was expanded to Muntinlupa or mountain land.

Some documents suggest that the first and third versions of Muntinlupa and Montesa Lupa respectively eventually became Muntinlupa either through misspelling or mispronunciation. But no record to date can firmly establish which of the three versions is historically correct.

Muntinlupa is an old term, which refers to a village now known as the Poblacion. As early as 1800, the Catholic priest Father Joaquin de Zuniga chronicled it as La Poblacion que Sigue se Llama Muntinlupa.

As early as 1601, Muntinlupa was under the religious supervision of the Augustinians. The religious education of the residents was under the convent of the Guadalupe Sanctuary until one Quijano Bustamante bought from the residents the land of Muntinlupa. In 1869, the project of forming a town out of the barrios of Muntinlupa was approved by the Civil Government.

In 1901, Muntinlupa was one of the districts of Morong. On November 25, 1903, by Act 1008 of the Philippine Commission, the Municipality of Muntinlupa was included within the boundary of Laguna Province and placed under Binangalan along with San Pedro. Muntinlupa protested

against this Act, through Marcelo Fresnedi, the head of the Municipality.

A petition, presented to the Governor General for the return of Muntinlupa to Rizal Province, was heard and granted through Act 1308 and duly approved on March 22, 1905. Muntinlupa was returned to Rizal and became, with Pateros, a part of Taguig from which it was eventually separated because of its physical distance.

The residents later petitioned the government for an independent status of the Municipality which was granted under Executive Order 108 dated December 19, 1917 with the approval of Governor General Francis Burton Harrison and took effect on January 1, 1918.

Vidal Joaquin, a native of Alabang, served as the first appointed mayor in 1918 while the first elected mayor was Melencio Espeleta.

After the 1945 World War, infrastructure projects were implemented in the town. The first municipal hall was constructed under the leadership of Mayor Francisco de Mesa. There was an increase in the rise of residential housing, factories and other business establishments. Portions of the town's 4,673 hectare land area (mostly land farms) were developed. Road widening and development projects were also undertaken by the local government.

With the creation of the Metropolitan Manila Commission, Muntinlupa was proclaimed on November 7, 1975 as one of the 17 municipalities and cities comprising the Metro Manila area.

Under the Loresca and Argana administration, education was given priority. Elementary public schools at different barangays were established.

After the EDSA revolution, lawyer Ignacio R. Bunye was appointed mayor of the municipality by President Corazon Aquino. He served the local government for three consecutive terms and the administration undertook various projects that converted the municipality into a very progressive town in the far south.

With the ratification of the 1986 Constitution, Muntinlupa together with Las Pinas formed one political district. Muntinlupa was divided into two districts. District I included Barangays Tunasan, Poblacion, Putatan and Bayanan while District II consisted of Barangays Alabang, Cupang, Buli, Sucat and New Alabang.

During the Bunye Administration, Muntinlupa signed a sisterhood pact with Gunma, Japan. The covenant called the Muntinlupa-Gunma Sisterhood Pact that will establish bilateral relations between the two municipalities was signed on March 1, 1994.

On February 16, 1995, House Bill No. 14401 converting the Municipality of Muntinlupa into a

highly urbanized city was approved by the House of Representatives. Muntinlupa formally became a charter city when President Fidel Ramos signed Republic Act 7926 proclaiming Muntinlupa as a city. Bunye became the first representative of Muntinlupa City in Congress.

KEY HISTORICAL EVENTS

**DECEMBER
19, 1917**

Independence from the province of Rizal was granted to Muntinlupa.

**NOVEMBER
7, 1975**

Muntinlupa was include in the 17 Local Government Units comprising Metropolitan Manila.

**MARCH 1,
1995**

Cityhood of Muntinlupa.
(RA 7926)

CITY SEAL

Designed by Manuel Amorsolo, son of a national artist, the City Seal features the Philippine Eagle – the biggest, the strongest and the highest flying bird of the Philippine Republic – a bird that symbolizes our dream, one day, to make Muntinlupa the Premiere Emerald City of the 21st Century.



PARTS OF THE CITY SEAL:

- **Philippine Eagle:** symbolizes the City's aim of soaring into new heights in terms of progress and prosperity.
- **Bamboo surrounding the Seal:** symbolizes the ability of the citizens of Muntinlupa to cope up and withstand trials amidst fast changing times.
- **"Lakas, Talino, Buhay":** words taken from the lyrics of the Muntinlupa March, the official anthem of the City.
- **1917 & 1995:** 1917 marks the time of Muntinlupa becoming an independent town and in 1995 when it became a city.
- **Philippine Flag:** symbolizes the Muntinlupa City is a part of the Republic of the Philippines and its government.
- **Nine Stars:** symbolizes the 9 barangays comprising the City namely Tunasan, Poblacion, Putatan, Bayanan, Alabang, Cupang, Bull, Sucat and Ayala Alabang.

Vision

Muntinlupa City is the Model Smart Urban Village of Metro Manila, the Leading Investment Destination in the Philippines, and One of the Recreation and Sports Development Hubs in the region; propelled by a robust, diversified, and competitive economy; populated by a healthy, empowered, and God-centered citizenry; situated in an ecologically-balanced environment; supported by a well-planned infrastructure and land use; and led by a responsive and accountable local governance.

Mission

- a. To promote broad-based economic growth and revitalize local business-friendly environment for sustainable and inclusive development;
- b. To protect every individual, inclusive of all genders, from natural and human-induced hazards by ensuring strict enforcement of necessary safety measures and climate change adaptation and mitigation strategies;
- c. To provide equitable social services that include education, health and nutrition, livelihood and employment, socialized housing, protective services and further community development responsive to all genders and sectors;
- d. To advance holistic development through strategic management of land use and institutionalization of accessible, disaster-resilient, and energy-efficient infrastructure;
and,
- e. To steer local development by upholding the elements of good governance with prime focus on digital transformation, fiscal accountability, and civic participation.

7K AGENDA



To reduce unemployment, increase employment opportunities for all, improve the quality of life and provision of basic needs, giving emphasis to the plight of the urban poor, daily earners and marginalized workers, the disadvantaged and persons with disability, and those who have lost their jobs and whose livelihoods are affected by natural calamities, pandemic and the like.



To institute an effective framework and easy access to affordable but quality healthcare for all people of Muntinlupa City, giving emphasis on their physical as well as mental health, safety and well-being, including the eradication of malnutrition, availability of sanitation and clean water.



To provide high-quality free or affordable education and learning in and out of the school, to encourage self sufficiency and thus build a sustainable future for the residents of Muntinlupa City.



To work towards the further development and progress of Muntinlupa City and its people in terms of infrastructure, favorable business and investment environment, innovative governance systems and solutions, and use of technology for effective and efficient delivery of services, with community consultation and participation in local governance. Human resource development in government shall be given focus to attain high performance standards in public service.



To implement programs for the preservation of natural resources and protection of the environment, sustainability of clean water and air, effective waste management and disposal, and such other measures to mitigate the adverse impacts of climate change.



To guarantee social justice where its 5 principles, namely Access to Resources, Equity, Participation, Diversity and Human Rights are considered in the formulation of policies, and to promote inclusivity, fairness and equality in the treatment of persons regardless of faith, gender, age, sector, socio-economic status or ethnic origin.



To ensure the safety and security of the people from threats of accidents, injury, violence and crime, the City Government of Muntinlupa together with the Attached National Government Agencies implements intensified modern security measures, effective law enforcement and emergency services as well as capacity-building on disaster resilience.

Under the Kaayusan at Kapayapaan Agenda, focus areas are traffic management, crime prevention and control, drug abuse prevention and control, fire safety, jail management, utilization of manpower complement to deter crimes, and disaster resilience and management.

CONTACT US



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ANTI-GRAFT DIVISION

CITIZEN'S CHARTER



I. Mandate:

To implement and exercise the powers, duties and functions provided for in the City Ordinance No. 06-108 creating the Anti-Graft Division under the Office of the City Mayor, which was enacted in October 5, 2006 by the Sangguniang Panglungsod of Muntinlupa on its 92nd regular session.

II. Vision:

To promote and inculcate among public officials and employees the principle that “a public office is a public trust”, to repress certain acts of public officers and private persons alike which constitute graft and corrupt practices or which may lead thereto and likewise minimize bureaucratic processes in public service.

III. Mission:

To promote a high standard of ethics in public service, considering that public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence and loyalty; act with patriotism and justice, lead modest lives and uphold public interest over personal interest.

IV. Service Pledge:

We commit to:

1. To inform the Mayor on matters relevant to the activities of the Anti-Graft Division to include significant observations involving the performance of its mission, state of discipline among employees, their efficiency, and the economic status of the City Government of Muntinlupa.
2. Supervise investigations, training in coordinating with the City Personnel Office, monitoring/inspections of city programs, projects, and studies in consonance with existing rules and regulations or as directed by the Chairman of the Anti-Graft Board and/or the City Mayor.



3. Formulate and disseminate policies involving the primary interest within the Anti-Graft Division field of activities throughout the City Government of Muntinlupa; recommend procedures feasibly adaptable in the conduct of the investigations, monitoring/inspections and in processing complaints.
4. Determine, assign and coordinate jurisdictional areas of monitoring/inspection and investigation to insure that all Barangay Health Centers, School/Institutions and activities of the Anti-Graft Division are sufficiently covered and properly coordinated with Office/Department concerned.
5. Coordinate with different Departments, Divisions and Unit Heads within the City Government of Muntinlupa on matters relevant and significant to Anti-Graft Division activities.
6. Maintain and consolidate all reports emanating from different Departments, Divisions and lower units.
7. Act and review all cases referred to it for comments and recommendations.
8. Maintain as a complaint office or section to receive and process complaints or request from the public or employees.



LIST OF SERVICES

ANTI-GRAFT DIVISION OFFICE

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ANTI-GRAFT DIVISION OFFICE

**Received and Investigate Complaint relevant to
Graft and Corruption.**

Office or Division:	ANTI-GRAFT DIVISION OFFICE / SECRETARIAT			
Classification:	Simple / Complex			
Type of Transaction:	G2C, G2B & G2G			
Who may avail:	Any concerned citizen who has a Complaint against employees of the City Government involving acts of Graft and Corruption.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Duly notarized <u>Sworn Statement</u>, stating detailed complaints of the client against the respondent. Must indicate client's / complainant's printed name, signature, complete address and contact number(s) for letter-invitation purposes on hearing proper.</p> <p>Bring two (2) copies of the notarized Sworn Statement to the Anti-Graft Division (AGD) Secretariat for submission. One (1) original for AGD & one (1) photocopy for client / complainant. Must be duly received by the AGD Office indicating the date, time and name of the person who received the complaint letter.</p> <p>2. <u>Letter-Invitation</u> issued by the Anti-Graft Division (AGD) Secretariat to client/complainant, inviting him/her to attend a scheduled hearing with the Anti-Graft Board (AGB).</p>		<p>1. <u>Sworn Statement</u> of detailed complaint must be in hand-writing or computerized to be furnish by the client/complainant and submitted at the Office of the Anti-Graft Division, 3rd Floor Annex Building, City Government of Muntinlupa, Putatan, Muntinlupa City.</p> <p>2. <u>Letter-Invitation</u> is being issued by the Anti-Graft Division (AGD) Secretariat and to be delivered personally both at the client/complainant's & respondent's office or residents, copy furnish his/her immediate head if the respondent is a City Government employee.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit duly notarized Sworn Statement / Complaint.	None	30 mins.	Any employee assigned at the Anti-Graft Division (AGD) Secretariat

2	Receiving of Documents.	None	5 mins.	Any employee assigned at the Anti-Graft Division (AGD) Secretariat
3	Respondent is invited to answer complaints.	None	1 day	Investigator
4	Background check of Respondent.	None	3 – 5 days	Investigator / Administrative Assistant II
5	Gathering of Facts, Evidences and Information.	None	1 week	Investigator / Administrative Assistant II
6	<p>a. Referred to AGB for Deliberation and Preliminary Investigation</p> <p>b., Submit to the City Mayor confidential report of findings and Board recommendation.</p>	None	<p>At least within 30 days in pursuance to 2017 Rules on Administrative Cases in Civil Service (RACCS)</p> <p>10 minutes</p>	Anti-Graft Board / Anti-Graft Department Head / Investigator Administrative Assistant II



ANTI-GRAFT DIVISION OFFICE

Issuance of Certificate of NO PENDING CASE

Office or Division:	ANTI-GRAFT DIVISION OFFICE / SECRETARIAT			
Classification:	Simple / Complex			
Type of Transaction:	G2C, G2B & G2G			
Who may avail:	Any Muntinlupa City Government Official / Employee.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of official/employee's valid I.D. with present position/item and name of office/department written on it.		1. At the office of the Anti-Graft Division.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Application with valid I.D. and Official Appointment	None	5 mins.	Any personnel of the Anti-Graft Division (AGD) Secretariat, responsible for the issuance of No Pending Case Certification.
2	Receiving of Documents	None	5 mins.	Any personnel of the Anti-Graft Division (AGD) Secretariat, responsible for the issuance of No Pending Case Certification.
3	Checking / Verifying records	None	5 mins.	Any personnel of the Anti-Graft Division (AGD) Secretariat,

				responsible for the issuance of No Pending Case Certification.
4	Signing / Release of Certificate of Non-Pending Case.	None	5 mins.	Any personnel of the Anti-Graft Division (AGD) Secretariat, responsible for the issuance of No Pending Case Certification.



ANTI-GRAFT DIVISION OFFICE

Monitoring Proper

Office or Division:	ANTI-GRAFT DIVISION OFFICE / SECRETARIAT			
Classification:	Simple / Complex			
Type of Transaction:	G2C, G2B & G2G			
Who may avail:	1. Any concerned citizen who has a Complaint against employees of the City Government involving acts of Graft and Corruption. 2. By order or authority of the City Mayor.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.		1.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Roaming / Monitoring the Department or Office subject of the complaint or order of the City Mayor.	None	1 day	Public Service Foreman / Administrative Officer
2	Gather / Consolidate Reports	None	1 day	Investigator / Administrative Officer II
3	Report to the Department Head / Anti-Graft Board of any irregularity or commission of Graft and Corruption	None	30 mins.	Anti-Graft Department Head / Anti-Graft Board
4	Report is submitted to the CHRMD, copy	None	1 day	Anti-Graft Department

	furnished the City Administrator			Head / Anti-Graft Board
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Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Feedback should be in the form of writing or computerized. Drop it at the designated drop box located at main entrance/door of the Anti-Graft Division Office, 3rd Floor Annex Building, City Government of Muntinlupa, Putatan, Muntinlupa City.</p> <p>Contact info: 8862-2525 Loc. 3021-3022 or antigraftoffice@gmail.com</p>
How feedback is processed	<p>Every Friday, Administrative Assistant or Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the Department Head and they are required to answer within three (3) days from the receipt of the feedback. The office concerned will be requiring the name, contact number and the exact resident address of the person who send feedback/complaint to relayed to them the answer.</p> <p>For inquiries and follow-ups clients may contact the following telephone number: 8862-2525 Loc. 3021-3022</p>
How to file a complaint	***see Frontline Services on pages 5 – 6.
How complaints are processed.	***see Frontline Services on pages 5 – 6.
	ARTA: complaint@arta.gov.ph

Contact Information of CCB, PCC, ARTA	: 1-ARTA (2782) PCC : 8888 CCB : 0908-881-6565 (SMS)
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List of Offices

Office	Address	Contact Information
Anti-Graft Division Anti-Graft Board	3 rd Floor Annex Building, City Government of Muntinlupa, Putatan, Muntinlupa City.	8862-2525 Loc. 3021-3022



ASSETS MANAGEMENT OFFICE

MARICEL G. LABRA
Acting Division Head

fixedassets@muntinlupacity.gov

I. Mandate

The Assets Management Office (Assets Management Division) was created through Sangguniang Panglungsod Ordinance No. 06-106 and tasked to conduct Physical Count and inventory of Property, Plant and Equipment (PPE) owned by the City Government of Muntinlupa purposely to ascertain the physical existence, validity and correctness of the recorded PPE in the Books of Accounts maintained by the Office of the City Accountant. AMO also act as Co-Chair of Muntinlupa City Committee on Property, Plant and Equipment Inventory and Disposal (MCCPPEID) that facilitates the disposal of unserviceable PPEs pursuant to Executive Order No. 40 s. 2020, as amended.

II. Vision

We envision the Assets Management Division of the Office of the City Mayor of the City Government of Muntinlupa as a model office in the field of Assets Management and oversees the proper maintenance and utilization of the City's Property, Plant and Equipment.

III. Mission

The Assets Management Division shall undertake an over-all assessment of the effectiveness of property management of the City Government of Muntinlupa and the level of its compliance with the established policies and guideline set forth by the Commission on Audit, and shall institute an organizational accountability and responsibility for assets utilization by conducting an annual physical Inventory of Property, Plant and Equipment to determine their actual condition, economic useful life, performance and eventual disposal.

LIST OF SERVICES

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1. ANNUAL INVENTORY OF PROPERTY, PLANT AND EQUIPMENT

This is in compliance with Sec. 124 of the New Government Accounting System for Local Government Units, which provides that, "The Local Chief Executive shall require periodic physical inventory of supplies or property... Physical count of property, plant, and equipment by type shall be made annually and reported on the Report on the Physical Count of Property, Plant and Equipment (RPCPPE). This shall be submitted to the Auditor concerned not later than January 31 of each year."

Office or Division:	Assets Management Division <ul style="list-style-type: none"> Inventory and Inspection Section 			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Client/ City Employees and All City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memos informing the Inventory to be conducted issued by the Assets Management Office		Assets Management Office - Inventory and Inspection Section		
Equipment Inspection and Inventory Form (qf-amd-inspection-equip-001)		Assets Management Office - Inventory and Inspection Section		
Motor Vehicle Inspection Report Form (qf-amd-inspection-mv-002)		Assets Management Office - Inventory and Inspection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the Issuance of memos to different City Offices	1. Assets Management Division in collaboration with the Muntinlupa City Committee on PPE Inventory and Disposal (MCCPPEID) will issue memos to different offices informing the inventory to be conducted	None	7 working days	Staff of Assets Management Division/ MCCPPEID Secretariat
2. Offices concerned must accomplish the Equipment Inspection and Inventory Form and Motor Vehicle Inspection	2. The AMO staff will receive the submitted forms for verification	None	15 working days	Staff of Assets Management Office/ MCCPPEID Secretariat

Report Form and submit to Assets Management Office				
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the Scheduled Physical Inspection and Inventory of Equipment per City office and assist the inspectors	3. Assets Management Office in collaboration with MCCPPEID, will prepare inventory stickers and visit the scheduled City office for the physical inventory/ inspection	None	4 hrs – 7 days working days maximum per office depending on the number of equipment to be inspected	<i>Staff of Assets Management Office/ MCCPPEID Inspectors</i>
	4. Reconciliation of the actual Inspection report and inventory listing to the Accounting Book of Accounts	None	3 hrs to 7 working days per office	<i>Staff of Inventory and Inspection Section</i>
	5. Encoding to the Report on Physical Count of Property, Plant and Equipment (RPCPPE) form from the Local Commission on Audit	None	30 calendar days per office	<i>Staff of Inventory and Inspection Section</i>
	6. Compilation of all Inventory reports and submission of RPCPPE to Local Chief Executive and Local Commission on Audit	None	2 working days	<i>Staff of Inventory and Inspection Section</i>

2. DISPOSAL OF UNSERVICEABLE PROPERTY, PLANT AND EQUIPMENT (PPE)

As per Sec. 1 (Authority to Dispose) of Executive Order No. 888, dated March 18, 1983 provides that, "The provisions of existing laws, rules or regulations to the contrary notwithstanding the Ministers (now Secretaries) or Head of Ministers (now Departments/ Agencies of the Government) shall have the full and sole authority and responsibility to dispose of all unserviceable equipment and property of their respective Ministries/Agencies" and Art. 444 (Modes of Disposition of Property) of Republic Act No. 7160, "The Local Government Code of 1991" also provides that, "As a general rule, sale of property owned by LGU shall be made only through public auction. Other modes of disposal maybe resorted to only when public auction has failed."

Office or Division:		Assets Management Office <ul style="list-style-type: none">Disposal Section		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Client/ City Employees and All City Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Turn-In Form		General Service Office (Procurement Office)		
Inventory and Inspection Report of Unserviceable Property (IIRUP) Form		Assets Management Office <ul style="list-style-type: none">Disposal Section		
Waste Material Report (WMR)		Assets Management Office <ul style="list-style-type: none">Disposal Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Inventory and Inspection Report of unserviceable properties from General Services Office.	1. AMO will inspect the PPE to be disposed	None	1 minutes depending to the volume of unserviceable equipment/ scraps	Staff of Assets Management Office/ MCCPPEID Inspectors
	2. Appraisal of the Unserviceable PPE and setting of ceiling price	None	2-3 working days depending on the volume of unserviceable equipment/ scraps	MCCPPEID Sub-Committee on Appraisal/ AMO Staff
	3. Sale of the Unserviceable PPE/ Scraps to the winning bidder.	None	1 day	MCCPPEID Sub-Committee on

	issuance of Order of Payment and payment of the price to City Treasurer			<i>Appraisal/ AMO Staff</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Hauling of Sold Unserviceable PPE by the winning bidder	None	30 mins to 1 week depending to the volume of unserviceable equipment/ scraps	<i>Staff of Assets Management Office/ MCCPPEID Inspectors</i>
	5. Prepare request/ endorsement of listing of the unserviceable PPE that was disposed for dropping from the Book of Accounts of Accounting Office	None	3 days from the hauling/ disposal	<i>Staff Disposal Section</i>

2. PROFILING, TITLING AND CONSOLIDATION OF CITY PROPERTIES (LAND AND BUILDING)

The Assets Management Office is also mandated to profile the City owned Properties. Ocular inspections of the land and building properties were made on a yearly basis to update and collect updated necessary documents for profiling and titling. City Offices can request copy of the documents profiled by AMO for their information.

Office or Division:		Assets Management Office		
Classification:		<ul style="list-style-type: none"> Inventory and Inspection Section 		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		City Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Letter from their respective City Offices indicating its purpose and signed by the Department Head		
Individual Property Document		Assets Management Office - Inventory and Inspection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request letter for the copy of property (land documents)	1. AMO staff will retrieve the file of the requested property upon verification of its purpose and give copy to the requesting party	None	15 minutes to 30 minutes	<i>Staff of Assets Management Office</i>
2. Ocular inspection	2. AMO staff visit the location of the property and take a picture	None	2 to 3 hours per property	<i>Staff of Assets Management Office</i>
3. Collecting necessary documents for profiling and titling	3. AMO staff request for the following documents Transfer Certificate of Title; Tax Declaration; Lot Plan; Vicinity Map; Zoning Classification; Development Plan; Actual Improvements; Pictures and Insurance Policy, if any	None	30-60 calendar days	<i>Staff of Assets Management Office</i>

<p>4. For profiling: Aggregating all documents retrieved into one folder per property for proper documentation</p> <p>For titling: Forward all documents obtained for titling to agencies concerned. Note: Processing time dependent on the different offices involved in the titling.</p> <p>Follow-up for the issuance of Transfer Certificate of Title in the name of the City Government of Muntinlupa</p>	<p>4. Transfer Certificate of Title; Tax Declaration; Lot Plan; Vicinity Map; Zoning Classification; Development Plan; Actual Improvements; Pictures and Insurance Policy, if any.</p> <p>Deed of Donation/Deed of Sale; Owner's Copy of Transfer Certificate of Title; Approved Lot Plan, Resolution of the Sangguniang Panlungsod; Tax Declaration, and Pictures.</p> <p>Claim Stub from BIR/ Registry of Deeds</p>	<p>None</p> <p>None</p>	<p>1 to 2 hours per property</p> <p>30-60 calendar days per property</p> <p>20 working days</p>	<p><i>Staff of Assets Management Office</i></p> <p><i>Staff of Assets Management Office</i></p>
<p>5. Follow-up for the issuance of Transfer Certificate of Title in the name of the City Government of Muntinlupa</p>	<p>5. Claim Stub from BIR/ Registry of Deeds</p>	<p>None</p>		<p><i>Staff of Assets Management Office</i></p>

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Fill-out Feedback Form and drop it on the Suggestion Box located at the Front desk of Assets Management Division
How to file a complaint?	<p>Concerned individuals can fill-out Complaint Form or can write a formal letter addressed to the Head of the Assets Management Division.</p> <p>For inquiries and follow-up, clients may contact us via email at assetsmgmtuntinlupa@gmail.com</p>
How feedbacks are processed?	<p>Every month, the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>All concerns will be forwarded to the Head of the Assets Management Division to be addressed accordingly.</p>
How complaints are processed?	Complaints will be endorsed to the Head of the Assets Management Division to be addressed accordingly.



BAHAY PAG-ASA MUNTINLUPA
(BPAM)

CITIZEN'S CHARTER



I. Mandato

Ang Republic Act 9344 o ang Juvenile Justice Welfare Act ay isang batas na naglalayong bigyan ng solusyon ang kalagayan ng mga batang Pilipinong may suliranin sa batas.

Sa pamamagitan ng Republic Act 9344, nabuo ang komprehensibo at maka-batang sistema ng hustisya kung saan ang bata ay napapanagot sa kanyang maling nagawa sa paraan na hindi kailangang humantong sa pagkakakulong.

Inamyendahan ang RA 9344 ng Republic Act 10630 na mas mapatibay ang Juvenile Justice Welfare System upang masiguro ang epektibo at kumpletong pagpapatupad ng batas na nag-aatas sa pagtatatag, pagpopondo at pamamahala ng Bahay Pag-asa sa bawat lokal na pamahalaan ng mga probinsya at highly-urbanized na siyudad maging ng mga lisensyadong NGO o Non-Government Organization alinsunod sa pamantayang itnikada ng Department of Social Welfare o DSWD na pinagtibay ng Juvenile Justice Welfare Council o JJWC

Ang Bahay Pag-asa ay isang pansamantalang pasilidad para sa mga batang nagkaroon ng suliranin sa batas alinsunod sa Juvenile Justice Law. Ito ay nagbibigay proteksyon, kalinga, pagsasanay at rehabilitasyon para sa mga Children in Conflict with the Law (CICL).

II. Misyon ng Bahay Pag-Asa Muntinlupa

Makapag bigay ng isang mala-tahanang pasilidad para sa mga bata na may suliranin sa batas at sa mga batang nasa banta ng panganib na may angkop na implementasyon o pagpapatupad ng mga kaukulang programa at serbisyo na naaayon sa kanilang pangangailangan para sila ay maihanda sa kanilang muling pagbabalik sa kani-kanilang mga pamilya at komunidad

III. Bisyon ng Bahay Pag-asa Muntinlupa:

Makita na ang Bahay Pag-Asa ng Muntinlupa ay isang maging modelo na tahanan sa pangangalaga sa mga bata na may suliranin sa batas o (CICL) at sa mga batang nasa banta ng panganib o (Child at Risk)

IV. Pangako ng Serbisyo

Kami ay nangangako na:

1. Itataguyod ang pagpapatibay ng mga epektibong gawi ng pamahalaan para sa mahusay na paghahatid ng serbisyo at pag-iwas sa graft at katiwalian;



2. Bibigyang kakayahan ang mga ahensya ng gobyerno na lalong mapabuti ang mga sistema at pamamaraan nito upang mabawasan ang oras ng pagproseso at pasanin sa regulasyon para sa publikong transaksyon;
3. Isusulong ang pagpapatupad ng pinasimpleng mga kinakailangan at pamamaraan na magpapababa ng red tape at magpapabilis ng mga transaksyon sa gobyerno;
4. Magbibigay ng tulong sa publiko sa pagsasampa at pag-iimbestiga ng mga reklamo laban sa mga ahensya ng gobyerno at/o mga opisyal para sa hindi pagsunod sa RA 11032;
5. Dadalo sa lahat ng mga kliyente o humihiling ng mga partido na nasa loob ng lugar ng opisina bago matapos ang opisyal na oras ng trabaho at sa panahon ng pahinga sa tanghalian.



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SOCIAL SERVICES DEPARTMENT
Protective Services Division
Bahay Pag-asa Muntinlupa



OPERATIONAL GUIDELINES

(Mga Patnubay sa Pagpapatupad ng Proseso sa Pagtanggap ng Kliyente)

I. ADMISSION PHASE

- Pagtanggap sa Bagong Residente

Ang pagtanggap sa kliyente ito man ay mula sa isang referral o paglilipat mula sa isang institusyon o ibang ahensya ay nararapat na mabigyan ng tamang programa at serbisyo na may respeto, pag-unawa, at pagbibigay ng gabay.

Tanggapan/Dibisyon:	Bahay Pag-Asa Muntinlupa/Protective Services Division	
Klasipikasyon:	Complex	
Uri ng Transaksyon:	G2C- Government to Client	
Uri ng Benepisyaryo:	CICL, CAR (under special case) clients	
CHECKLIST O MGA KAILANGANG DOKUMENTO		SAAN MAAARING KUNIN
<ul style="list-style-type: none">• Referral Letter (<i>orihinal na dokumento</i>)• Medical Certificate• RT-PCR / Antigen-Test (para sa mga may sintomas) (<i>orihinal na dokumento</i>)• 1 Kopya ng alinmang dokumento: Rehistradong Certificate of Live Birth (PSA), Baptismal Certificate o School Record• 1 Pregnancy Test Kit (para sa babaeng kliyente) <p>Karagdagan mula sa referral mula sa ibang center o Institusyon: (<i>Mga orihinal na dokumento</i>)</p> <ul style="list-style-type: none">• Court Order• Social Case Study Report• Psychological Evaluation• Laboratory Exam Result (Chest X-Ray/Urine/Fecalalysis/CBC)		<ul style="list-style-type: none">• Barangay, PNP, LGU-CSWDO o NGO at ibang institusyon• Health Center, Pamublikong Ospital, City Health Office• Local Civil Registrar (LCR) o Philippine Statistics Authority (PSA), Simbahan at sa Paaralan na pinasukan ng kliyente• Nakatalagang Family Court• L/MSWDO, Bahay Pag-asa o sa nakatalagang Institusyon• Health Center, Pamublikong Ospital, City Health Office



MGA HAKBANG NG KLIYENTE	TUGON NG AHENSYA	KAUKULA NG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Pre-admission 1. Pagsusumite ng mga kaukulang dokumento 1.1 Pagsusulat at pagpirma ng Referring Party sa Admission Slip para sa pagendorso ng pisikal na kustodiya ng kliyente	1. Pagtanggap sa mga dokumento ng kliyente 1.1 Pagpirma at pagsusulat ng inisyal na kasunduan at iba pang impormasyon ng kliyente sa Admission Slip 1.2. Pagtatala ng bagong kliyente sa Admission Logbook	Wala	15 minuto	Houseparent Homelife Service
2. Pagtanggap ng kliyente sa Pre-admission Kit a. Pagligo ng kliyente	2. Pagbibigay ng probisyon ng Pre-admission Kit (sabon, shampoo, tooth brush at pares ng damit) 2.1 Pagtatala ng natanggap na kit sa Clothing and Basic Needs Provision Form ng bagong kliyente	Wala	15 minuto	Houseparent Homelife Service
3. Ang kliyente ay sasailalim sa pagkuha ng larawan, taas at timbang	3. Pagsasagawa ng pagkuha ng larawan, timbang at taas ng kliyente. 3.1Pagsusulat sa Initial Examination Body Chart	Wala	15 minuto	Houseparent Homelife Service
4. Pag-aabot ng dalang personal na kagamitan bago ipasok sa nakatalagang hall.	4.Pagsasagawa ng inspeksyon sa mga personal na kagamitan ng kliyente 4.1 Pagtatala ngbilang o dami ng natanggap na personal na kagamitan ng bagong kliyente sa likuang bahagi	Wala	10 minuto	Houseparent Homelife Service



	ng Admission Slip at pagpapapirma ditto.			
	Kabuuang Oras ng Proseso	Wala	55 minuto	
Admission 1. Sumailalim sa inisyal interview	1. Initial Intake Interview 1.1 Pagsasagawa ng inisyal na interview at pagtatala ng mga impormasyon sa Intake Interview Form 1.2 Pagsasagawa ng Pagtatasa (Assessment) sa pamamagitan ng <i>MSSM Tool</i>	Wala	45 minuto 45 minuto	Houseparent Homelife Service Social Welfare Officer Social Service
2. Sumailalim sa 7 araw na Isolation o quarantine period	2. Pagdadala ng kliyente sa Masunurin Hall para sa pagsasagawa ng 7 Araw na Quarantine ng Bagong Residente 2.1 Pagbibigay ng Admission Kit sa Bagong Residente 2.2 Pagbibigay ng Orientasyon patungkol sa Programa at mga Serbisyo at patakaran ng Center at pagtatala nito sa 7 Araw na Quarantine Takdang Gawain Form	Wala	7 Araw	Documents and Records Custodian Administrative Service Houseparent Homelife Service
2.1 Sumailalim sa <i>Inquest Proceeding</i> ng bagong residente (<i>Para sa mga CICL na kliyente</i>)	2.1 Pagpresenta sa bagong residente para sa legal na proseso ng kanyang kaso	Wala	Online Inquest Proceeding 1 oras	Social Welfare Officer Social Service /



3. Sumailalim sa pagsusulit para sa <i>Initial Assessment on Discernment (IAD)</i>	3.Pagsasagawa ng pagsusulit sa bagong residente para sa <i>Initial Assessment on Discernment (IAD) Examination Sheet</i>	Wala	Face to face Inquest Proceeding 2 oras	Houseparent Homelife Service
	3.1 Pagtatasa, pagbilang ng puntos at Paghahanda ng IAD Certification	Wala	7 araw (ayon sa itinakdang protocol ng RA 9344)	Social Welfare Officer Social Service/ Psychometrician Psychological Service
	3.2 Pagsasapinal ng IAD Certification gamit ang IAD Exam Toolkit	Wala		
	3.3 Pagsusumite ng Resulta ng <i>Initial Assessment on Discernment Certification</i> sa nakatalagang Inquest Prosecutor	Wala		
4. Pagpaparehistro ng impormasyon ng Bagong Kliyente sa JJMIS <i>Online Registry System</i>	4.1 Inisyal na pagrerehistro/pagrerecord ng impormasyon ng bagong residente/kliyente sa JJMIS <i>Online Registry System</i>	Wala	10 minuto	
	4.2 Inisyal na pagrerecord ng impormasyon at pagtatala sa Online Registry Logbook		Tuwing ika-(3) tatlong buwan	Documents and Records Custodian Administrative Service/ Social Welfare Officer Social Service
	4.3 Pag-update sa impormasyon ng residente			



5.Sumailalim sa Post-Admission Conference kasama ang pamilya o tagapangalaga	5. Pagsasagwa ng Post-Admission Conference para sa pagsisimula ng proseso ng rehabilitasyon ng bagong residente. 51.Pagtatala sa Case Conference Form at Case Conference Logbook ng mga napagkasunduang Gawain para sa bagong residente	Wala	1 oras	Social Welfare Officer Social Service
	Kabuuang Oras ng Proseso	Wala	40 minuto, 3 oras at 7 araw	

II. REHABILITATION PHASE

Pagsasailalim sa rehabilitasyon at repormasyon ng Residente

Ang rehabilitasyon ng isang residente ay naaayon sa rekomedasyon at desisyon ang haba ng programa at mga serbisyo na ipagkakaloob dito base sa uri ng kanyang paglabag sa batas o krimeng nagawa at pangangailangan.

Tanggapan/Dibisyon:	Bahay Pag-Asa Muntinlupa/Protective Services Division		
Klasipikasyon:	Highly Technical Transaction		
Uri ng Transaksyon:	G2C- Government to Client		
Uri ng Benepisyaryo:	CICL, CAR (under special case) clients		
CHECKLIST O MGA KAILANGANG DOKUMENTO		SAAN MAAARING KUNIN	
<ul style="list-style-type: none">• 1 Kopya ng Case Resolution (orihinal na dokumento)• 1 Kopya ng Information Sheet para sa mga kasong sasailalim sa pagdinig sa korte (Certified thru Copy)• 1 Kopya Court Order (orihinal na dokumento, na may dry seal ng korte) • 5 Kopya ng Deed of Voluntary Commitment (by Representative) Application para sa CAR na Kliyente na kailangan maiproseso ang mga Dokumento para sa Drug Rehabilitation (na may orihinal na pirma ng aplikante o representante ng kliyente)		<ul style="list-style-type: none">• Nakatalagang Prosekusyon ng Kaso/Nakatalagang Family Court /Office of Clerk of Court, Hall of Justice (para sa CICL na kliyente) • Dangerous Drug Board (DDB)	



<ul style="list-style-type: none">5 Kopya ng Deed of Voluntary Commitment/Involuntary Commitment para sa mga CICL-IJISC (na may orihinal na pirma ng aplikante o representante ng kliyente)			<ul style="list-style-type: none">Social Services Department		
MGA HAKBANG NG KLIYENTE		TUGON NG AHENSYA	KAUKULANG BAYARIN	TAGAL NG PROSESO	TAGAPANGA SIWA
1.Sumailalim sa Rehabilitasyon ng Residente		1. Paglipat ng Residente sa Regular na Hall mula sa Quarantine Hall 1.1Paglipat ng kliyente ayon sa kategorya bilang residente at kasarian nito *Lalaking Residente – Masunurin Hall * Babaeng Residente – Mayumi Hall *IJISC na Residente – Masigla Hall 2. Pagsasagawa ng sumusunod na Pagtatasa (Assessment) •Child Social Functioning Self-Assessment (Filipino Version) • Child and Adolescent Needs and Strengths (CANS) Assessment • Resident’s Social Functioning Checklist	Wala <		



	<ul style="list-style-type: none">• Psychological Service (Screening for mental health and substance use)• Behavioral Rating Scale• Progress Report• Anecdotal		1 oras Pag-update: Pagkaraan ng 7 araw na Quarantine ng residente	Psychometrician Psychological Service
			Kada buwan	Houseparent Homelife Service
			Kada buwan	Houseparent Homelife Service
			Kada buwan	Houseparent Homelife Service
	3.Pagsusumite sa inisyal at regular na medikal, dental at laboratory exam ang residente	Wala		
	3.1 Paghahanda ng Referral letter para sa pangangailang pangkalusugan ng residente	Wala	5 minuto	Social Welfare Officer Social Service/ Houseparent Homelife Service
	3.2 Pagdadala ng residente sa medical na pasilidad na ayon sa kanyang pangangailang pangkalusugan (Health Center, City Health Office o Ospital)	Wala	30 minuto Pag-update quarterly o ika-4 na buwan/kung kinakailangan	Houseparent Homelife Service
	4. Pagaasikaso ng papatuloy ng pag-aaral ng Residente	Wala		
	4.1 Para sa Out of School			Education Focal In-charge/ ALS



	<p>- Pag-enrol ng Residente o pagrehistro sa Alternative Learning System para sa mga Residente na hindi nag-aaral</p> <p>4.1.1 Pagdalo sa klase ng residente sa ALS</p> <p>4.2 Para sa In-School</p> <p>- Pakikipag-ugnayan sa paaralan para sa pagpapatuloy ng pag-aaral ng mga residente na nag-aaral / Pag-enrol sa Modular-Based ng Residente</p> <p>4.2.1 Pag-aasikaso sa pagdalo ng klase ng residente sa Modular-Based Schooling</p>		<p>1 oras</p> <p>TTH 3 oras</p> <p>1 araw</p> <p>TTH 3 oras</p>	<p>Mobile Teacher Education Service</p> <p>Education Focal In-charge/ ALS Mobile Teacher Education Service</p> <p>Education Focal In-charge/ Social Welfare Officer Social Service</p> <p>Education Focal In-charge/ Regular School Adviser Teacher</p>
2. Sumailalim sa itinakdang Intervention Program ang Residente	<p>2.Pagsasagawa ng iba't-ibang uri ng aktibidad para sa residente</p> <p>2.1 Mga Programa para sa Residente</p> <p><i>Homelife Service</i></p> <ul style="list-style-type: none">•Life Skills Interventions•Buklod Paglaom Interventions (para sa IJISC)•Focus Group Discussions•Kamustahan Sessions•Livelihood Trainings	Wala	Pagkakaloob sa panahon ng buong rehabilitasyon ng Residente	Houseparents Homelife Service



	<ul style="list-style-type: none">•Household Skills Sessions•Spiritual Formation and Values Education•Socio-Cultural and Recreational Activities•Outdoor Activities tulad ng Youth Camp, Sports-fests, Nature Trip, Educational Tour <p><i>Psychological Service</i></p> <ul style="list-style-type: none">•Individual and Group Sessions•Psych Assessment•Individual and Group Counseling Session•KKDK KIDS•Buklod Paglaom•LSI <p><i>Social Service</i></p> <ul style="list-style-type: none">• Individual and Group Coaching Session• Pagsusumite ng mga report at dokumento sa Family Court tulad ng Certificate of Custody, Manifestation, Performance Feedback o Progress Report, Rekomendasyon para sa Disposition Measures, Final Report• Pagsasagawa ng Kontrata para sa Diversion o			<p>Psychometrician an Psychological Service</p> <p>Social Welfare Officer Social Service</p>
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	<p>Intervention ng Kliyente</p> <ul style="list-style-type: none">• KKDK Kids• Life Skills Intervention <p>2.2 Pagsasagawa ng Multi-Disciplinary Team (MDT) Conference</p> <p>2.2.1 Pagsasagawa ng Pagpupulong at pagsusulat sa Case Conference Form ng mga napagkasunduang gawain para sa residente</p> <p>2.2.2 Pagsasagawa ng Sikolohikal na pagtatasa o ebalwasyon ng Residente</p> <p>2.2.3 Paghahanda ng Social Case Study Report at Intervention Plan ng Residente</p>	<p>Wala</p> <p>Wala</p> <p>Wala</p>	<p>1 oras</p> <p>pag <i>update</i> tuwing ika-3 buwan</p> <p>2 oras</p> <p>pag <i>update</i> tuwing Ika- 6 na buwan</p> <p>2 oras</p> <p>Pagkaraan ng 10 araw ng Residente sa Center</p> <p>Pag-update pagkaraan ng 1 buwan ng Residente sa Center</p> <p>Pag-update tuwing ika- 6 na buwan</p>	<p>Social Welfare Officer Social Service</p> <p>Psychometrician Psychological Service</p> <p>Social Welfare Officer Social Service</p>
3. Sumailalim sa Legal na Proseso para sa pagaayos ng Kasong kinahaharap (<i>para</i>	<p>3.Pag-aasikaso ng Kaso ng Residente (<i>Legal na proseso</i></p> <p>3.1 Pagkuha ng Kopya ng mga</p>	Wala	<p>Pag-aasikaso panahon ng buong rehabilitasyo ng at prosesong</p>	Social Welfare Officer Social Service



sa mga CICL na kliyente)	Legal na Documento ng Residente para sa kanyang Kaso		legal ng Residente	Social Welfare Officer Social Service
	3.2 Pagdadala at pagdalo sa Residente sa petsa ng kanyang Inquest Proceeding/ Preliminary Investigation/Court Hearing/Diversion Proceeding			
3.1 Sumailalim sa boluntaryong pagpapa-rehab ng isang kliyente para sa paggamit ng ilegal op ipinagbabawal na gamot (para sa mga CAR na gumagamit ng ipinagbabawal na gamot)	3.3 Pag-aasikaso ng mga kailangang dokumento para sa pagproseso ng aplikasyon sa Family Court para sa boluntaryong pagpapa rehab ng isang kliyente	Wala	1 buwan	Social Welfare Officer Social Service
3.2 Sumailalim sa kustodiya ng center para sa Intensive Juvenile Intervention Program (para sa mga CICAL-IJISC)	4. Pagsasampa ng Involuntary Commitment sa Family Court para sa CICAL-IJISC (kung kinakailangan)	Wala	1 taon	Social Welfare Officer Social Service
Para sa CICAL na may kasong higit sa 6 na taon ang parusa ayon sa batas	Kabuuang tagal ng Proseso	Wala	6 na buwan hanggang 1 taon na rehabilitasyon depende sa diskresyon ng korte sa kaso ng residente	
Para sa CICAL na may kasong mababa sa 6 na taon ang parusa ayon sa batas	Kabuuang tagal ng Proseso	Wala	2 linggo hanggang 1 buwan na rehabilitasyon	



III. Discharge Phase

Pagbabalik ng residente sa pamilya at komunidad o paglilipat sa ibang pasilidad o institusyon.

Ang paglabas sa center o paglilipat ng residente sa ibang institusyon o pasilidad ay naaayon sa rekomedasyon at desisyon base sa legal na proseso ng Prosekusyon o sa lebel ng Family Court sa uri ng kanyang paglabag sa batas o krimeng nagawa at pangangailangan.

A. Pre-discharge

Tanggapan/Dibisyon:		Bahay Pag-Asa Muntinlupa/Protective Services Division		
Klasipikasyon:		Highly Technical Transaction		
Uri ng Transaksyon:		G2C- Government to Client		
Uri ng Benepisyaryo:		CICL, CAR (under special case) clients		
CHECKLIST O MGA KAILANGANG DOKUMENTO				SAAN MAAARING KUNIN
<ul style="list-style-type: none">1 Kopya ng Case Resolution (orihinal na dokumento)1 Kopya ng Court Order (orihinal na dokumento)				<ul style="list-style-type: none">Nakatalagang Prosekusyon ng Kaso/Nakatalagang Family Court /Office of Clerk of Court, Hall of Justice (para sa CICL na kliyente)
MGA HAKBANG NG KLIYENTE	TUGON NG AHENSYA	KAUKULAN G BAYARIN	TAGAL NG PROSESO	TAGAPANG ASIWA
1.Pagdalo sa Pre-Discharge Conference kasama ang kanyang pamilya o tagapangalaga	1.Pagsasagawa ng Pre-Discharge Conference	Wala	1 oras	Social Welfare Officer Social Service
	1.1 Pagsasagwa ng pagpupulong at pagsusulat sa Case Conference Form ng mga napagkasunduang Gawain para sa paglabas o paglilipat ng residente			
	1.2 Pag-aayos ng mga na orihinal na dokumento ng residente na ibabalik o ibibigay sa kanya (Certificate of Live Birth, School	Wala	1 oras	Documents and Records Custodian Administrative Service



	Certification, IDs Court Order, Activity Certifications at Kopya ng Profit Share Form mula sa Livelihood Program. 1.3 Pagsusumite o Pagbabalik ng Residente ng dokumento para sa pagproseso ng kanyang <i>discharge clearance</i> tulad ng Handbook, Journal, Lifebook, LSI Process Workbook			
2.Pagpapirma ng Discharge Clearance	Pagbibigay ng Discharge Clearance Form sa Residente para sa pagpapapirma sa lahat ng Unit	Wala	1 oras	Documents and Records Custodian Administrative Service
3.Sumailalim sa Exit Interview	3. Pagsasagawa ng Exit Interview sa Residente 3.1 Pagtatala sa Exit Interview Form ng mga impormasyon na nakuha mula sa interbyu ng Residente	Wala	45 minuto	Social Welfare Officer Social Service
	Kabuuang Oras ng Proseso	Wala	3 oras, 45 minuto	

B. Discharge

Tanggapan/Dibisyon:	Bahay Pag-Asa Muntinlupa/Protective Services Division
Klasipikasyon:	Highly Technical Transaction
Uri ng Transaksyon:	G2C- Government to Client
Uri ng Benepisyaryo:	CICL, CAR (under special case) clients
CHECKLIST O MGA KAILANGANG DOKUMENTO	
SAAN MAAARING KUNIN	
<ul style="list-style-type: none">• 1 Kopya ng Case Resolution (orihinal na dokumento)• 1 Kopya ng Court Order (orihinal na dokumento)	Nakatalagang Prosekusyon ng Kaso/Nakatalagang Family Court /Office of Clerk of Court, Hall of Justice (para sa CICL na kliyente)



MGA HAKBANG NG KLIYENTE	TUGON NG AHENSYA	KAUKULANG BAYARIN	TAGAL NG PROSESO	TAGAPANGA SIWA
1.Paglabas ng Kliyente sa Center	1.Pagsasagawa ng proseso ng pag-discharge sa residente 1.1 pagpapapirma ng discharge form 1.2 pagbabalik ng mga dokumento ng residente 1.3 pagpapaliwanag ng Kasunduan at pagpirma dito 1.4 pagbibigay ng Profit share 1.5. Pagkuha ng larawan 1.6 opisyal na pag endorse ng residente sa kanyang pamilya o tagapangalaga	Wala		
	2. Ayon sa kategorya ng mga sumusunod na kliyente: 2.1 CICL- IJISC Pagsasagawa ng Transitional Living para sa pagbabalik sa kanyang pamilya at komunidad	Wala	Unang hakbang- (1) isang Linggo Pangalawang Hakbang- (2) dalawang linggo Pangatlong Hakbang- (3) tatlong lingggo	Social Welfare Officer Social Service/ Houseparents Homelife Service
	2.2 CAR (Under Special Cases) Pagsasagawa ng paglipat o pagdadala sa residente sa Drug Rehabilitation	Wala	1 araw	Social Welfare Officer Social Service



	<p>2.3 CICL- Suspended Sentence</p> <p>Pagsasagawa ng paglipat o pagdadala sa ibang institusyon o center ng residente</p> <p>2.4 CICL na inirekomendang makabalik sa kanyang pamilya at komunidad (sa <i>ilalim ng Diversion/ Intervention/Comm unity- Based/Dismissed na kategorya</i>)</p>	<p>Wala</p> <p>Wala</p>	<p>1 araw</p> <p>1 oras</p>	<p>Multi- Disciplinary Team (MDT) Social Welfare Officer, Psychomatrici an, Houseparents</p> <p>Social Welfare Officer Social Service/ Houseparents Homelife Service</p>
	<p>3. Pag-Update ng Case Folder ng Kliyente</p> <p>Pagtatala ng ginawang proseso ng paglabas o paglipat ng residente sa ibang center o institusyon -Progress Report -Case Summary Report -Transfer Summary Report</p>	<p>Wala</p>	<p>1 araw</p>	<p>Social Welfare Officer Social Service</p>
Para sa CICL -IJISC	Kabuuang Oras ng Proseso	Wala	1 buwan, 15 araw	
Para sa CAR (Under Special Case)	Kabuuang Oras ng Proseso	Wala	1 araw	
Para sa CICL- Suspended Sentence na ililipat sa ibang ahensya	Kabuuang Oras ng Proseso	Wala	1 araw	
CICL na inirekomendang makabalik sa kanyang pamilya at komunidad	Kabuuang Oras ng Proseso	Wala	1 oras	



IV. After-Care Phase

Pagsasailalim sa After Care Program ng Kliyente na nakatapos ng programa at rehabilitasyon

Tanggapan/Dibisyon:		Bahay Pag-Asa Muntinlupa/Protective Services Division		
Klasipikasyon:		Highly Technical Transaction		
Uri ng Transaksyon:		G2C- Government to Client		
Uri ng Benepisyaryo:		CICL, CAR (under special case) clients		
CHECKLIST O MGA KAILANGANG DOKUMENTO				SAAN MAAARING KUNIN
<ul style="list-style-type: none">1 Kopya ng Court Order o Case Resolution (Certified Thru Copy)1 Kopya SCSR at Intervention Plan (Certified Thru Copy)Referral Letter				<ul style="list-style-type: none">Nakatalagang Prosekusyon ng Kaso/Nakatalagan g Family Court /Office of Clerk of Court, Hall of Justice (para sa CICL na kliyente)Bahay Pag-asa Muntinlupa (BPAM)
MGA HAKBANG	TUGON NG AHENSYA	KAUKULAN G BAYARIN	TAGAL NG PROSESO	TAGAPANG ASIWA
1.Sumailalim sa Kumpolsaryong After care Program	1.Pagsasaayos ng After Care program, ng Kliyente 1.1Pagsasagawa ng After Care Case Conference Pagsasagwa ng pagpupulong at pagsusulat sa Case Conference Form ng mga napagkasunduan g Gawain para sa programa ng kliyente	Wala	1 oras	Social Welfare Officer Social Service At Family Life Enrichment Division Social Worker Social Services Department



	1.2 Pagpapaliwanag ng nilalaman na programa After Care Plan sa kliyente at pagmomonitor dito	Wala	6 na buwan	Pagpapaliwa nag ng nilalaman na programa After Care Plan sa kliyente at pagmomonito r dito
	Kabuuang oras ng proseso	Wala	1 oras at 6 na buwan	

V. Iba pang Serbisyo

Pagtanggap ng mga walk-in na kliyente, bisita, donor atbpa

Tanggapan/Dibisyon:		Bahay Pag-Asa Muntinlupa/Protective Services Division		
Klasipikasyon:		Complex Transaction		
Uri ng Transaksyon:		G2C- Government to Client		
Uri ng Benepisyaryo:		Walk-in Clients, Donors, Visitors etc.		
CHECKLIST O MGA KAILANGANG DOKUMENTO			SAAN MAAARING KUNIN	
<ul style="list-style-type: none">Liham Kahilingan na aprubado ng pinuno ng tanggapan ng Social Services Department (orihinal na dokumento)Referral Letter (orihinal na dokumento)			<ul style="list-style-type: none">Social Services Department (SSD)	
MGA HAKBANG	TUGON NG AHENSYA	KAUKULA NG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Pagtanggap sa kahilingan para sa pagkuha ng dokumento, o sertipikasyon				



1.1 Pagtatala ng impormasyon sa Logbook para sa mga Bisita	1.Paghahanda at pagbibigay ng kopya ng dokumentong kailangan	Wala	15 minuto	Center Head Bahay Pag-asa Muntinlupa
1.2 Sasailalim sa Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita	• Certificate of Custody • Certificate of Diversion/Intervention			
1.3 Pagbibigay ng impormasyon ayon sa kahilingan	• Donation Certification • Internship Certification (Signed and approved by SSD Department Head)			
1.4 Pagpirma sa Child Protection Commitment Form				
	Kabuuang oras ng proseso	Wala	15 minuto	
MGA HAKBANG	TUGON NG AHENSYA	KAUKULA NG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Pagtanggap sa kahilingan para pagsasailalim sa Counseling o Coaching Session				
1.1 Pagtatala ng impormasyon sa Logbook para sa mga Bisita	1.Pagtugon sa katanungan ng Bisita ukol sa pagsasailalim sa Counseling o Coaching Session	Wala	45 minuto	Social Welfare Officer Social Service o Psychometrician Psychological Service
1.2 Sasailalim sa Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita	1.1 Pagbibigay ng referral slip sa Community Based Mental Health (CBMH)			
1.3 Pagbibigay ng impormasyon ayon sa kahilingan	1.2 Pagtatala ng impormasyon at mga napag-usapan at rekomendasyon sa logbook			
1.4 Pagsagot ng Client Satisfaction Survey Form				
	Kabuuang oras ng proseso	Wala	45 minuto	
MGA HAKBANG	TUGON NG AHENSYA	KAUKULA NG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Pagtanggap sa kahilingan ng pagsasagawa ng Outreach Activity				



1.1 Pagtatala ng impormasyon sa Logbook para sa mga Bisita	1.Pagtanggap at paggabay sa kahilingan sa pagsasagawa ng Outreach proram	Wala	2 oras	Administrative Officer V Administrative Service
1.2 Sasailalim sa Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita	1.1 Pagsasagwa ng Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita			
1.3 Pagpirma sa Child Protection Commitment Form	1.2 Pagtatala sa logbook ng impormasyon ng mga bisita			
1.4 Pagsagot ng Client Satisfaction Survey Form	1.3 Paggawad ng Sertipikasyon sa isinagawang Outreach Program			
	Kabuuang oras ng proseso	Wala	2 oras	
MGA HAKBANG	TUGON NG AHENSYA	KAUKULA NG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Pagtanggap sa kahilingan sa pagsasagawa ng Survey, Pagsasaliksik at Interview sa mga kawani ng Center at residente				
1.1 Pagtatala ng impormasyon sa Logbook npara sa mga Bisita	1.Pagtanggap at paggabay sa kahilingan sa pagsasagawa ng kahilingang interbyu, survey, pagsasaliksik	Wala	2 oras	Administrative Officer V Administrative Service
1.2 Sasailalim sa Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita	1.1 Pagsasagwa ng Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita			
1.3 Pagpirma sa Child Protection Commitment Form ng Authorized Representative	1.2 Pagtatala sa logbook ng impormasyon ng mga bisita			
1.4 Pagsagot ng Client Satisfaction Survey Form	Paghahanda sa mga residente para			



	sa kanilang pagharap sa bisita			
	Kabuuang oras ng proseso	Wala	2 oras	
MGA HAKBANG	TUGON NG AHENSYA	KAUKULANG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Kahilingan para sa On the Job Training (OJT) o Internship				
1.Pagtatala ng impormasyon sa Logbook npara sa mga Bisita 1.1 Pagsusumite ng rekomendasyon o referral mula sa CHRMD ng City Government of Muntinlupa at Opisyal na endorsement o memorandum mula sa Social Services Department 1.2 Sasailalim sa Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita 1.3 Pagpirma sa Child Protection Commitment Form 1.4 Pagpirma para sa Kasunduan patungkol sa responsibilidad na iniatas 1.5 Pagsagot ng Client Satisfaction Survey Form	1.Pagtanggap at paggabay sa kahilingan sa pagsasagawa ng kahilingan para sa On the Job Training (OJT) o Internship 1.1 Pagsasagwa ng Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita 1.2 Pagtatala sa logbook ng impormasyon ng mga bisita 1.3 Paghahanda ng OJT para sa kanilang responsibilidad bilang Interns ng Center.	Wala	2 oras	Administrative Officer Administrative Officer Administrative Officer Center Head
	Kabuuang oras ng proseso	Wala	2 oras	
MGA HAKBANG	TUGON NG AHENSYA	KAUKULANG BAYARIN	TAGAL NG PROSESO	TAGAPANGASIWA
Inquiry patungkol sa proseso ng pagpapa -rehab para sa mga kliyente (menor de edad) na positibo o maaaring gumagamit ng ipinagbabawal na gamot				



<p>.1 Pagtatala ng impormasyon sa Logbook npara sa mga Bisita</p> <p>1.2 Sasailalim sa Orientasyon sa Patakaran ng Center sa pagtanggap ng bisita</p> <p>1.3 Sasailalim sa orientasyon patungkol sa proseso ng pagpaparehab ng kliyente</p> <p>1.4. Pagbibigay ng impormasyon patungkol sa kliyente para sa pagtatasa ng proseso</p> <p>1.5 Pagsagot ng Client Satisfaction Survey Form</p>	<p>1. Pagsasagawa ng orientasyon sa pamamagitan ng brochure patungkol sa proseso ng Drug rehabilitation ng isang menor de edas</p> <p>1.1 Pagtatala sa Logbook ng impormasyon ng kliyente</p>	<p>Wala</p>	<p>1 oras</p>	<p>Social Welfare Officer Social Service</p>
	<p>Kabuuang oras ng proseso</p>	<p>Wala</p>	<p>1 oras</p>	

Feedback and Complaints Mechanism

Feedback and Complaints Mechanisms	
Paano magpadala ng feedback	sagutin ang feedback form ng kliyente at ihulog ito sa itinalagang drop box sa Mapagmahal at Pagkakaisa Hall. Contact Info: 8893-6006 or muntingbahaypagasa@gmail.com
Paano pinoproseso ang feedback	<p>1. Ang Record Custodian ay magsasagawa ng pagtatala para sa mga naipong Client Satisfaction Measurement Form na isinasagawa tuwing katapusan ng buwan.</p> <p>2. Ang nakolektang mga Cient Satisfaction Measrement Form at rekord ng pagtatala ay isusumite sa Administrative Service upang ayusin at pagbukod bukurin ang mga ito ayon sa mga serbisyong nabanggit ng sumagot na kliyente.</p> <p>3. Ang Service Unit na may natanggap na komento o ng reklamo ay kinakailangan</p>



	<p>tumugon sa loob ng 3 araw para sa aksyon o resolusyon na ihahain mula sa araw na natanggap ang pinagsama-samang resulta ng Client Satisfaction Measurement Form.</p> <p>4. Ang tugon o resolusyon na ginawa ng Service Unit na may natanggap na komento o ng reklamo ay isusumite sa Administrative Service upang ipagbigay alam o ipadala ang sagot mula sa Service Unit.</p> <p>5. Para sa pagpapabuti ng serbisyo ang mga Client Satisfaction Measurement Form at resulta ng pagtugon dito ay pag-uusapan sa buwanang pagpupulong ng Center.</p>
Paano ang pagsasamsampa ng reklamo	<p>Sagutin ang Client Complaint Form at ihulog ito sa itinalagang drop box sa Mapagmahal Hall at Pagkakaisa Hall.</p> <p>Maaari ding magsampa ng mga reklamo sa pamamagitan ng telepono o email. Tiyaking ibigay ang sumusunod na impormasyon:</p> <ul style="list-style-type: none">-Pangalan ng taong inirereklamo-Insidente-Ebidensya <p>Para sa mga katanungan at follow-up, maaaring makipag-ugnayan ang mga kliyente sa numero ng telepono: 8893-6006</p>
Paano pinoproseso ang reklamo	<p>Binubuksan ng Administrative Officer ang drop box ng mga reklamo araw-araw at sinusuri ang bawat reklamo.</p> <p>Sa pagsusuri, dapat simulan ng Administrative Officer ang imbestigasyon at ipasa ang reklamo sa kawani para sa naaangkop na seksyon.</p> <p>Ibibigay ng opisyal ang feedback sa kliyente.</p> <p>Para sa mga katanungan at follow-up, maaaring makipag-ugnayan ang mga kliyente sa numero ng telepono: 8893-6006</p>
Contact Information	<p>8893-6006 09504308386 (SMS)</p>



LISTAHAN NG MGA OPISINA

AHENSYA/OPISINA	EMAIL ADDRESS/ Contact Person	CONTACT INFORMATION
National Juvenile Justice Welfare Council (NJJWC) JJWC National Secretariat AdvoCom Division	secretariat@jjwc.gov.ph acd.jjwc@gmail.com Ms. Ana Favila	09566144537
Regional Juvenile Justice Welfare Council (RJJCWC)	rjjwc.ncr@jjwc.gov.ph rjjwc.ncr@gmail.com Ms. Claire T. Corpuz	7330010 to 18 loc. 205 84883110 09177112446
DSWD NCR	www.ncr.dswd.gov.ph	87330010 loc 204 (+632) 921-9017
Social Services Department (SSD) City Government of Muntinlupa		8861-5854
ACTION JAICA Phils.		
Partner Agency – Developmental		
DepEd Muntinlupa - Division Office	dominico.idanan003@deped.gov.ph	88292308 88059938 86337241
Alternative Learning System (ALS) Office	Suzette Almeida suzette.almeida@deped.gov.ph	09205664517 84036358
Muntinlupa City Technical Institute (MCTI)	www.facebook.com/mcti.official/ mcti.Tesda@gmail.com	8850-1795 84099629 88210701
Pamantasan ng Lungsod ng Muntinlupa	plmuncomm@gmail.com	86783585 86592113
Mary Mount Academy	marymountacademybf@gmail.com	88094486
Partner Agency- Protection		
Muntinlupa – Hall of Justice		
RTC- Office Clerk of Court	rtcmunocc@judiciary.gov.ph rtccoccmuntinlupa@yahoo.com	8352-58-24
Regional Trial Court- Branch 207 Family Court	rtc1mun207@judiciary.gov.ph rtc207muntinlupa@gmail.com	09199807276 09989627694 82834566
Regional Trial Court - Branch 8 Family Court	fc1mun0008@judiciary.gov.ph fc8muntinlupa@gmail.com	09610349343 09662987674
Office of Chief Prosecutor Muntinlupa	dvg.ocpmun@gmail.com lfdv.ocpmun@gmail.com casi.ocmun@gmail.com	88620123 88630123 trunkline



	ocpmuntinlupa@doj.gov.ph	
Public Attorneys' Office (PAO) Muntinlupa District	paomunti@gmail.com Atty. Madelaine Monteza (Br. 207) mmmonteza@gmail.com Atty. Veronica Villadolid (Br. 8-FC)	09178155441 09173023088
Parol and Probation Office		556-74-40
Muntinlupa City Police Headquarters Women & Children Protection Desk (WCPD) Crime Investigation Division (CID) Subpoena & Warrant Section	psmu.muntinlupacity@gmail.com PLT Rizalyn Soledad Chief, WCPD	09083770084 88622611
National Training School for Boys (NTSB) Tanay Rizal	dswdfo4a__ntsb2@yahoo.com	7752678
Marillac Hills Alabang	marillachills@yahoo.com	88071585
Partner Agency - Participation		
YASDO		88628428
COMELEC		88337391 86075317
EPNRO		8619937 loc. 227
ESC		8619937
Department of Agriculture		8045093 loc. 288
Bureau of Fire	Muntinlupacru2020@gmail.com	8071830 87723945
Partner Agency- Survival		
Ospital ng Muntinlupa		87710456 to 63
Dangerous Drug Board	oed@ddb.gov.ph	89291753
DOH-Treatment Rehabilitation Center Bicutan	dohtrcbicutan@yahoo.com	8380093 88376540
City Health Office	Cesumunres20@gmail.com Cityhealthoffice2015@gmail.com	88619513
DAPCO	dapcomunti@gmail.com	88622525 loc. 212
Partner Agency/Community Partners		
St. Peregrine Church Tunasan		88422424
Faithful Jesus Church	www.faithfuljesuschurch.org info@faithfuljesuschurch.org	8616431 9945308
Baluti Inc.	balutiorganization@gmail.com	09152921290
Muntinlupa City- Barangays Sucat Buli Cupang Alabang Ayala Alabang Bayanan Putatan	barangaybulinew@gmail.com Luvcupang001@gmail.com bagongalabang.muntinlupa@gmail.com brgy.ayalaalabang@gmail.com vawc.barangayputatan@gmail	85539390/91 88501956 88503259 88422292 88421114 84036459 88620407



Poblacion Tunasan		8869753 88622918
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DIRECTORY OF BAHAY PAGASA CENTER HEADS
NATIONAL CAPITAL REGION

	LOCAL GOVERNMENT UNIT	CENTER HEAD	CONTACT NUMBERS	EMAIL ADDRESS
1	Caloocan	Rowelyn B. Acdog	0916- 2032340	wengacdog@gmail.com
2	Las Piñas	Nhora Guevarra	8893-8832	bpyhlaspinas2015@gmail.com
3	Makati	Obdulia Volante- Bas	0915- 8359250 0925- 6081897	obduliabas@gmail.com
4	Malabon	Rosemarie R. Ramos	0915- 8507986	bahaypagasamalabon29@gmail.com
5	Mandaluyong	Arlene P. Gampal	0919- 5404850	arlenegampal123@gmail.com
6	Manila	Lorna A. Escuril	5310-3506 0956- 0851465	lornaescurel58@gmail.com
7	Marikina	Shelly Mae D. Mondano	8369-4132 0915- 1634681	cswdomarikinacity@gmail.com
8	Muntinlupa	Sheilla R. Enaje	8893-6006 0951- 7804695	muntingbahaypagasa@gmail.com
9	Navotas	Luzviminda B. Perales	8241-1080 09479509639	bahaypagasanavotas@gmail.com
10	Parañaque	Kristian Buhay	09232998068	bahaypagasa12@gmail.com
11	Pasay	Marites Roxas	09950325848	pasaycityyouthhome_2001@yahoo.com
12	Pasig	Maria Socorro Jalmasco	0998- 2538247	cottiejalmasco8899@yahoo.com
13	Quezon City	Irene Miranda	0917- 8247856	molavescsr1@gmail.com
14	San Juan	Anna Luz Talde	09484237243	sanjuancitybahaypagasa@gmail.com norieann_sanchez@yahoo.com
15	Taguig	Marie Fe Marcial	09208689683	taguig2bpa@gmail.com



16	Valenzuela	Ma. Lourdes M. Gardoce	8556-7707 0995- 9155010	bpvalenzuela531@gmail.com
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CITY GOVERNMENT OF MUNTINLUPA

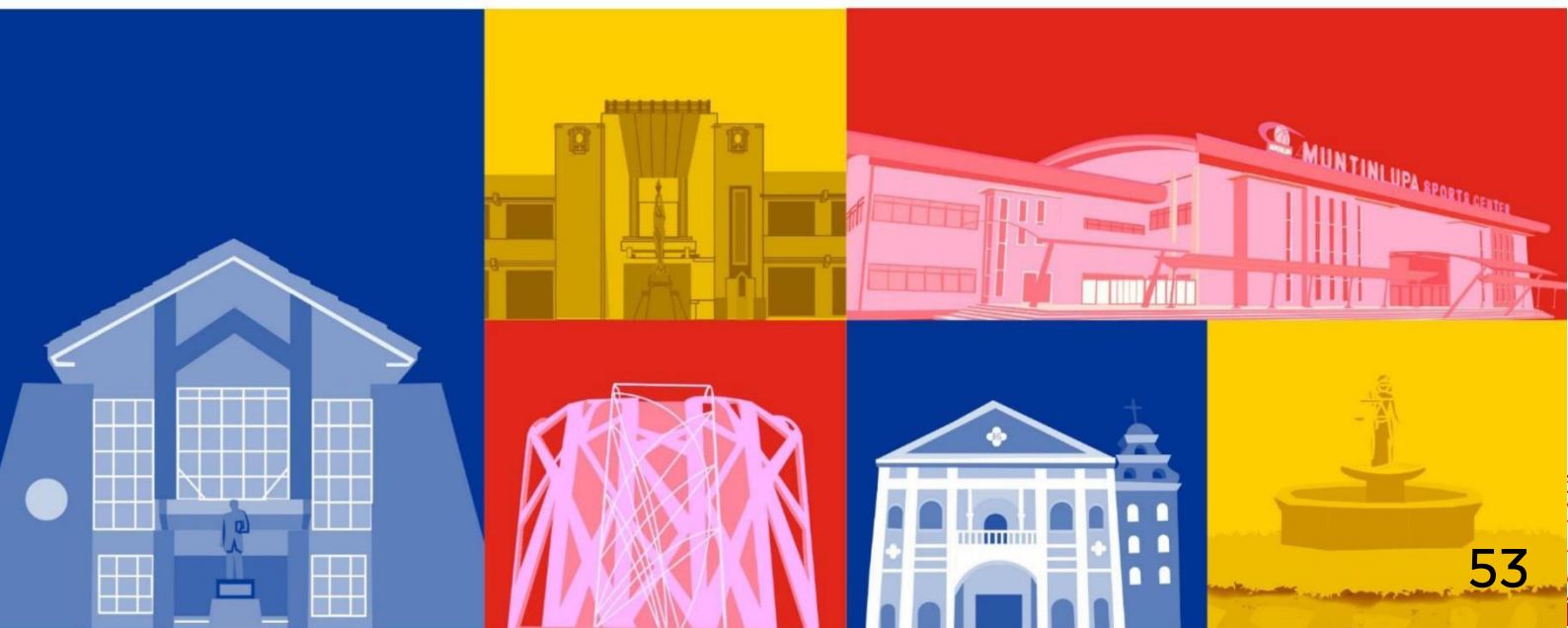


BUSINESS PERMITS AND LICENSING OFFICE

CITIZEN'S CHARTER

2024

(1ST Edition)





I. Mandate

General administration and support services for the regulation and control of all business as well as the issuance of permits and licenses of establishments, issuance of occupational permits and implementation of various ordinances related to business establishments in the City of Muntinlupa.

II. Vision

The Business Permits and Licensing Office of Muntinlupa City is the Model BPLO in the entire Philippines through its excellent implementation of the BOSS System and other innovative programs that facilitate the conduct of legitimate private enterprises as a strategic means to enhance the city's competitiveness as an investment destination.

III. Mission

The Business Permits and Licensing Office of the City Government of Muntinlupa exists to provide quality public service to the city's taxpayers through the streamlined Business One-Stop Shop which ensures efficient, fast, and quality public service toward achieving a business-friendly environment.

IV. Service Pledge

We commit to:

1. Provide efficient, prompt and excellent service to taxpayers at all times.
2. Adhere to our service standard of processing application provided that requisite documents, as prescribe in our citizen's charter, are presented as well.
3. Attend to all applicants/ taxpayers who are within the premises of the office prior to the end of official working hours and during lunch break





LIST OF SERVICES

Business Permits and Licensing Office

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BPLO EXTERNAL SERVICES

1. Issuance of Business Permit (New and Renewal)

Any person, company or entity who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's Permit and pay the fee therefore and business tax imposed in Muntinlupa Revenue Code.

Muntinlupa Revenue Code:		Business Permits and Licensing Office (BPLO)	
Office or Division:		Simple	
Classification:		G2C – Government to Citizen, G2B – Government to Business	
Type of Transaction:		Transacting public, Business Entity	
Who may avail:			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
New Business			
Duly accomplished Application Form (2 Original Copies)		Muntinlupa Business One-Stop Shop; can be downloaded at www.muntinlupacity.gov.ph	
Business Name Registration (1 Photocopy) <ul style="list-style-type: none">• Single Proprietorship – Department of Trade and Industry (DTI) Registration• Partnership/Corporation - Securities and Exchange Commission (SEC) Registration with Articles and By-laws and Certificate of capitalization (notarized) if business is a branch• Cooperative – CDA Registration with Articles of Cooperation• Homeowners' Association- Housing and Land Use Regulatory Board (HLURB) Registration with Articles and By-Laws		Department of Trade and Industry (DTI) Philippine Business Registry – Muntinlupa Securities and Exchange Commission (SEC) Cooperative Development Authority (CDA) Housing and Land Use Regulatory Board (HLURB)	
Photocopy of Community Tax Certificate or Cedula (if business has a valid and subsisting CTC of its main branch) (1 photocopy)		Muntinlupa Business One-Stop Shop (MBOSS)	
Proof of Right over the property where business is located: (1 photocopy) <ul style="list-style-type: none">• Transfer Certificate of Title (TCT)/ Condominium Certificate of Title (CCT)/ Tax Declaration (if location of business is owned)• Lease Contract (if location of business is rented)		Registry of Deeds/ Assessor's Office Owner/ Lessor of the property	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Other requirements (depending on the area, location and nature of the business)</p> <ul style="list-style-type: none"> Notarized Affidavit of Undertaking (in case of deficiency in requirements submitted) (1 original) Authorization Letter (1 original) with valid IDs of the owner and representative (if application will be processed by a representative) (1 photocopy) Market Certification for Stall Holders/ Tenants at Alabang Central Market (ACM) (1 photocopy) Homeowners' Association Clearance for business (if location of business is inside a subdivision or village) (1 photocopy) Certification from Building Admin (allowing the conduct of business in the particular unit) (1 original) Certification from the NBP-BuCor Director/ Supt. (if business is located within NBP Area) (1 photocopy) Cert. from NHA Field Office (if business is located in NHA Southville 3) (1 photocopy) Franchise Agreement (if business is a franchise) (1 photocopy) Sanitary Permit from City Health Office (if business involves handling/ preparation of food or beverage; business activity may directly affect public health & safety) (1 photocopy) 	<p>Muntinlupa Business One-Stop Shop</p> <p>Taxpayer</p> <p>Office of the City Market Administrator</p> <p>Homeowners' Association with jurisdiction</p> <p>Building Administrator</p> <p>New Bilibid Prison/ Bureau of Corrections Office of the Director General</p> <p>National Housing Authority Field Office</p> <p>Franchisor</p> <p>Muntinlupa Business One-Stop Shop, City Health Office-Muntinlupa</p>
<p>Other regulatory requirements depending on the nature of business (1 photocopy per document)</p> <ul style="list-style-type: none"> Aircon/ Refrigeration Services – DTI Accreditation, and Clearances from Environmental Sanitation Center and Munt. Traffic Management Bureau 	<p>Department of Trade and Industry – Fair Trade Enforcement Bureau, Muntinlupa Business One- Stop Shop</p>





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Auto/Motorcycle Repair Shop– Clearances from Munt. Traffic Management Bureau and Environmental Sanitation Center, Affidavit of Undertaking (notarized) (subject for inspection to determine compliance to pertinent national and local laws) 	Muntinlupa Business One-Stop Shop, Muntinlupa Traffic Management Bureau and Environmental Sanitation Center
<ul style="list-style-type: none"> • Auto/Motorcycle Parts & Accessories Retailer/Wholesaler– Clearances from Munt. Traffic Management Bureau and Environmental Sanitation Center, Affidavit of Undertaking (notarized) 	Muntinlupa Business One-Stop Shop, Muntinlupa Traffic Management Bureau and Environmental Sanitation Center
<ul style="list-style-type: none"> • Bank, Pawnshop, Money Transfer/Remittances/ForEx Dealer/Money Service Businesses– BSP Certificate of Authority/ Clearance 	Bangko Sentral ng Pilipinas
<ul style="list-style-type: none"> • Bar & Restaurant – Affidavit of Undertaking for Bar & Restaurant (notarized) (subject for inspection to determine compliance to pertinent national and local laws) 	Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Bus Terminal – Approved Bus Terminal Security Plan by Office of the Transportation Security (OTS Public Affairs 8-853-5249) 	Office of the Transportation Security
<ul style="list-style-type: none"> • Business Process Outsourcing (BPO)/ Call Center – Subject for inspection to determine compliance to 	Business Permits and Licensing Office
<ul style="list-style-type: none"> • Carinderia/Eatery - Subject for inspection to determine compliance to pertinent national and local laws 	Business Permits and Licensing Office
<ul style="list-style-type: none"> • CDs, DVDs, etc. – Optical Media Board Permit/License 	Optical Media Board
<ul style="list-style-type: none"> • Cigarette retailer/ wholesaler/ distributor subject for inspection to determine compliance to pertinent national and local laws 	Business Permits and Licensing Office
<ul style="list-style-type: none"> • Computer/Internet Shop – Kasunduan sa Computer Shop (notarized) (Subject for inspection to determine compliance to pertinent national and local laws) 	Muntinlupa Business One-Stop Shop





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Cooperative – Certificate of Accreditation from City Cooperative Office 	City Cooperative Office
<ul style="list-style-type: none"> • Deepwell Operators – National Water Resources Board (NWRB) Permit & Certificate of Public Convenience (CPC) issued by NWRB 	National Water Resources Board
<ul style="list-style-type: none"> • Drugstore/Cosmetics (Manufacturing/Distributor/Retailer)– Food and Drug Administration (FDA) License to Operate 	Food and Drug Administration City Health Office-Muntinlupa, Food and Drug Administration
<ul style="list-style-type: none"> • E-cigarette – Certification from the City Health Office (CHO), Food and Drug Administration (FDA) License to Operate, subject for inspection to determine compliance to pertinent national and local laws 	City Health Office – Muntinlupa, Food and Drug Administration, Business Permits and Licensing Office
<ul style="list-style-type: none"> • E-games/E-bingo – PAGCOR License to Operate, Favorable endorsement from Sangguniang Panlungsod (SP) 	Philippine Amusement and Gaming Corporation, Sangguniang Panlungsod ng Muntinlupa
<ul style="list-style-type: none"> • Emission Testing – Land Transportation Office (LTO) License to Operate, ESC Clearances and MTMB Clearance 	Land Transportation Office, Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Fish Culture – Bureau of Fisheries and Aquatic Resources Clearance 	Bureau of Fisheries and Aquatic Resources
<ul style="list-style-type: none"> • Fish pen/Fishpond – Laguna Lake Development Authority & Lake Management Office Clearances 	Laguna Lake Development Authority, Lake Management Office-Muntinlupa
<ul style="list-style-type: none"> • Freight Forwarders – Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center 	Muntinlupa Business One Stop Shop
<ul style="list-style-type: none"> • Gun & Ammunition retailer – Camp Crame (License to Operate) 	Philippine National Police Camp Crame Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Hardware - Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center 	Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Health Maintenance Organizations/Healthcare service providers - Department of Health Accreditation, Certificate of Authority from Insurance Commission (IC) 	Department of Health, Insurance Commission





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Insurance Company – Certificate of Authority from the Philippine Deposit Insurance Commission 	Philippine Deposit Insurance Commission
<ul style="list-style-type: none"> • Junkshop– Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center, Zoning Certificate, Affidavit of Undertaking (notarized) (Subject for inspection to determine compliance to pertinent national and local laws) 	Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Laundry/Carwash - Clearances from Muntinlupa Traffic Management Bureau, Environmental Sanitation Center & Lake Management Office 	Muntinlupa Business One-Stop Shop, Lake Management Office-Muntinlupa
<ul style="list-style-type: none"> • LPG, Gas Station – Standard Compliance Certificate, Department of Energy Permit & Zoning Clearance 	Department of Energy, Muntinlupa Business One- Stop Shop
<ul style="list-style-type: none"> • Manufacturing of Food Products/ Toys/Drugs/Medical Devices - Food and Drug Administration (FDA) License to Operate 	Food and Drug Administration
<ul style="list-style-type: none"> • Meat & Frozen Food – City Veterinary Clearance and National Meat Inspection Service Clearance 	City Veterinary Office-Muntinlupa, National Meat Inspection Service
<ul style="list-style-type: none"> • Metal/Wood Fabrication - Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center 	Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Mining Office – Department of Environment and Natural Resources Permit 	Department of Environment and Natural Resources
<ul style="list-style-type: none"> • Motorcycle Parts/Accessories/Services Affidavit of Undertaking (Notarized), Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center 	Muntinlupa Business One-Stop Shop
<ul style="list-style-type: none"> • Off-cockpit betting stations/livestream and/or broadcast cockfights – Games and Amusements Board (GAB) Livestream/Broadcast Permit 	Games and Amusements Board
<ul style="list-style-type: none"> • PEZA Registered – PEZA Certificate of Registration/ Certificate of Incentives 	Philippine Economic Zone Authority



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Pet Shop/Breeding/Other animal facilities (e.g. stockyard, corral, zoo) - Certificate of Registration from the Bureau of Animal Industry (BAI), City Veterinary Clearance Real Estate Broker – Department of Trade & Industry License Real Estate Lessor – Proof of ownership: TCT from Registry of Deeds, Tax Declaration from Assessor's Office Recruitment Agency/Manpower Agency– Permit from Department of Labor and Employment (DOLE) Rent-a-car & Transport Services – Land Transportation Franchising and Regulatory Board (LTFRB) Decision franchise, Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center Rice, corn, and wheat – National Food Authority License School <ul style="list-style-type: none"> Primary/Secondary: DepEd Permit/Recognition Tertiary: CHED Permit (441-1260) Vocational: TESDA Permit (811-3499/817-2781) Slaughterhouse – Certificate of Registration from the Bureau of Animal Industry (BAI), City Veterinary Clearance, National Meat Inspection Service Clearance Spa/Massage Clinic – Affidavit of Undertaking (notarized) (Subject for inspection to determine compliance to pertinent national and local laws) Telecommunications Service – National Telecommunications Commission Clearance Travel & Tours – Certificate from the Tourism, Culture and the Arts Department 	<p>Bureau of Animal Industry, City Veterinary Office- Muntinlupa</p> <p>Department of Trade and Industry</p> <p>Registry of Deeds, City Assessor's Office- Muntinlupa</p> <p>Department of Labor and Employment</p> <p>Land Transportation Franchising and Regulatory Board, Muntinlupa Business One-Stop Shop</p> <p>National Food Authority</p> <p>Department of Education</p> <p>Commission on Higher Education</p> <p>Technical Education and Skills Development Authority</p> <p>Bureau of Animal Industry, City Veterinary Office- Muntinlupa, National Meat Inspection Service</p> <p>Muntinlupa Business One-Stop Shop</p> <p>National Telecommunications Commission</p> <p>Tourism, Culture and the Arts Department- Muntinlupa</p>





CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Trucking Services – Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center Security Agency/Security Posting – National License (License to Operate) from Philippine National Police Camp Crame Veterinary Clinic - Certificate of Registration from the Bureau of Animal Industry (BAI), City Veterinary Clearance Vulcanizing - Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center (Subject for inspection to determine compliance to pertinent national and local laws) Warehouse - Clearances from Muntinlupa Traffic Management Bureau and Environmental Sanitation Center (Subject for inspection to determine compliance to pertinent national and local laws) Water-related Business – Water Potability Test from City Health Office (CHO), Clearances from Environmental Protection and Natural Resources Office (EPNRO) and Lake Management Office 	<p>Muntinlupa Business One-Stop Shop</p> <p>Philippine National Police - Camp Crame</p> <p>Bureau of Animal Industry, City Veterinary Office- Muntinlupa</p> <p>Muntinlupa Business One-Stop Shop</p> <p>Muntinlupa Business One-Stop Shop</p> <p>City Health Office-Muntinlupa, Environmental Protection and Natural Resources Office- Muntinlupa, Lake Management Office-Muntinlupa</p>
Renewal of Business	
Previous Mayor's/Business Permit (1 photocopy)	Taxpayer's File / Business Permit and Licensing Office
Previous Audited Financial Statements (for the period covering 2 years prior) duly filed before the Securities and Exchange Commission (SEC) and/or BIR/Annual Income Tax Return (1 photocopy)	Taxpayer's File / Securities and Exchange Commission, Bureau of Internal Revenue
Previous BIR Payments (Monthly/Quarterly) (1 photocopy) <ul style="list-style-type: none"> Form No. 2550Q/2551Q/2550M Form No. 1701Q/1702Q 	Taxpayer's File / Bureau of Internal Revenue
Declaration of Gross Sales: <ul style="list-style-type: none"> Notarized Breakdown of Gross Sales of the preceding year (1 original). If financial documents are consolidated: 	Taxpayer





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">- Notarized Breakdown of Gross Sales per Branch for the preceding year (1 original)- Business Permits/ Assessment from other LGUs (1 photocopy)- Official Receipts/ Sales Invoices/ Journals/ POS Reports (if applicable) (1 photocopy) <ul style="list-style-type: none">• Certificate of Gross of the preceding year from the Mall Admin./Leasing Department, if business is located in the mall (1 original)		Taxpayer's File		
		Taxpayer's File		
		Taxpayer's File		
Others: <ul style="list-style-type: none">• Copy of Community Tax Certificate (if business has a valid and subsisting CTC of its main branch)• Certification from the Office of the Market Administrator (if business is located in Alabang Central Market)• Authorization and valid ID for representatives		Mall Administration Office		
		Taxpayer's File		
		Office of the City Market Administrator		
		Taxpayer		
Onsite Application				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
				(Backroom)
1. Submit business applications with complete requirements	1. Examine and assess the submitted requirements	None	13 minutes	Head of Examination Division BPLO
	1.1. Issue the Order of Payment from the Building and Zoning Offices			Backroom Building Staff Building Office and Zoning Staff Zoning Office Representative Liga ng Barangay
	1.2. Issue the Billing Statement (Integrated Billing)			Head of Billing and Information Division BPLO Fire Officer Bureau of Fire Protection





Onsite Application				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Pay the necessary fees	2. Issue the Community Tax Certificate (Cedula) and Official Receipts	<p>Graduated Tax based on City Ordinance No. 93-35 otherwise known as the Muntinlupa Revenue Code as amended by the following City Ordinances Nos.:</p> <p>02-076 03-092 09-087 11-036 13-005 13-014 13-030 13-032 13-033</p> <p>Ordinance No. 17-098 (Zoning Ordinance of Muntinlupa City)</p> <p>Ordinance No. 2022-037 (Tourism Code of Muntinlupa Amendments)</p> <p>P.D. 1096 (National Building Code of the Philippines)</p> <p>Section 12.0.0.2 of Rule 12 of R.A. 9514 (Fire Code of the Philippines)</p> <p>Barangay Revenue Code of concerned Barangay</p>	2 minutes	<p><i>Backroom</i></p> <p>Cashier/ Head of Miscellaneous Division Treasury Office</p>



Onsite Application				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Receive the approved Business License and Mayor's Permit Certificate and Barangay Clearance for Business	3. Issue the Business License and Mayor's Permit Certificate	None	5 minutes	Backroom Head of Examination Division BPLO
	3.1. Approve and sign the certificate by the BPLO Chief			Asst. Dept. Head BPLO
	3.2. Issue the Barangay Clearance Certificate			Representative Liga ng Barangay
	Total	Refer to the Annexes	20 minutes	

Notes:

- In the implementation of the Single Window Transaction (SWiT), all three (3) steps are facilitated by one and the same BPLO frontliner. This scheme limits the number of personnel or staff a taxpayer needs to transact with to just one.
- In lieu of incomplete requirement/s, the taxpayer shall execute an Affidavit of Undertaking which provides that he/she will submit within a period of thirty (30) days the lacking requirement, otherwise, the BPLO will be constrained to revoke his/her Business License and Mayor's Permit.
- Additional documents may be necessary, as prescribed in pertinent local and national laws and regulations.
- Transactions falling under the categories complex and highly technical may took longer time to process as prescribed in the EODB Law of 2018.





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
NEW BUSINESS 1. Fill-out the text boxes with correct information.	(System-automated)	None	Not Applicable	Taxpayer
1.1. Select the documents for submission thru the BPASS kiosk. (For applications with Incomplete requirement/s, please give the reason/s in the space provided)				
1.2. Select the business line/s being applied for. (More than one may be selected as appropriate for enterprises/firms with multiple business lines)				
1.3. Input capital and floor area of the establishment.				
1.4. Press "Print Application" then attach the printout to the set of requirements for submission.				
2. Drop the application with complete requirements enclosed in a long envelope inside the Document Drop Box. (Please make sure the envelope is sealed to avoid document loss or damage)	2. Retrieve from the drop box application submitted at the end of the day	None	2 minutes	Head of Inspection and Consumer Welfare Division BPLO





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	2.1. Examine, assess the application and coordinate with the taxpayer via e-mail any additional requirements, if necessary, the following work day	None	10 minutes	Head of Examination Division BPLO
	2.2. Issue Billing Statement (Integrated Billing) and send the e-copy version to the taxpayer via e-mail	None	3 minutes	Head of Billing and Information Division BPLO Fire Officer Bureau of Fire Protection
3. Pay the necessary fees 3.1 Onsite	3.1. Issue the Community Tax Certificate (Cedula) and Official Receipts	Graduated Tax based on City Ordinance No. 93-35 otherwise known as the Muntinlupa Revenue Code as amended by the following City Ordinances Nos.: 02-076 03-092 09-087 11-036 13-005 13-014 13-030 13-032 13-033 Ordinance No. 17-098 (Zoning Ordinance of Muntinlupa City)	2 minutes	Backroom Cashier/ Head of Miscellaneous Division Treasury Office





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
		Ordinance No. 2022-037 (Tourism Code of Muntinlupa Amendment) P.D. 1096 (National Building Code of the Philippines) Section 12.0.0.2 of Rule 12 of R.A. 9514 (Fire Code of the Philippines) Barangay Revenue Code of concerned Barangay		
3.2 Online (Business E-Payment System)	3.2.1. Verify the payment transaction		1 minute	Bank Manager Landbank of the Philippines/ Development Bank of the Philippines Cashier/ Head of Miscellaneous Division Treasury Office
3.2.1 Register or log-in to BEST portal then proceed to "Billing and Payment" Generate billing statement then proceed to payment. Select preferred payment gateway (Landbank or Development Bank of the Philippines)	3.2.2 Print hard copy of billing statement (integrated billing)		1 minute	Head of Computer Billing and Information Division BPLO
	3.2.3. Print Community Tax Certificate and Official Receipt		1 minute	Cashier/ Head of Miscellaneous Division Treasury Office





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
4. Receive the approved Business License and Mayor's Permit Certificate and Barangay Clearance for Business 4.1. Onsite	4.1.1. Issue the Business License and Mayor's Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	4.1.2 Approve and sign the certificate by the BPLO Chief			Asst. Dept. Head BPLO
	4.1.3. Issue the Barangay Clearance for Business			Representative Liga ng Barangay
4.2. Online (Business E-payment System)	4.2.1. Print the Business License and Mayor's Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	4.2.2 Approve and sign the certificate by the BPLO Chief			Asst. Dept. Head BPLO
	4.2.3. Issue the Barangay Clearance for Business			Representative Liga ng Barangay
	4.2.4. Send the e-copy of the Business License, Mayor's Permit Certificate, Barangay Clearance for Business, Community tax Certificate and Official receipt via e-mail. (Taxpayer may have the option to pick-up the original business permit certificate on- site or have it delivered via Keridelivery)			Head of Computer Billing and Information Division BPLO
	Total	Refer to the Annexes	30 minutes	





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(OPTIONAL) BUSINESS PERMIT DELIVERY 1. Book Business Permit Delivery 1.1 Log into you BEST account and click Keri Logo. 1.2 Fill-out your information for the fields required. 1.3 Select service needed. 1.4 Select preferred payment method (Cash only/ Cash on Delivery or GCash) 1.5 Input Additional information 1.6 Click “Submit Request”	1. Confirm/ review the booking in Keri portal	Php 100.00 (for delivery inside Muntinlupa City) Additional fee of Php 6.50 per km (for delivery outside Muntinlupa City)	Not Applicable (may vary depending on the availability of delivery rider and distance of drop-off location)	Head of Computer Billing and Information Division BPLO Representative Keri Delivery
	1.1 Prepare the documents for pick-up			Head of Computer Billing and Information Division BPLO
	1.2 Pick-up the documents for delivery			Rider Keri Delivery
	2. Pay the rider* and receive the original copy of the Business License and Mayor's Permit Certificate, Barangay Clearance for Business, and Official Receipt *If payment method is Cash only/Cash on Delivery	2. Deliver the Business License and Mayors Permit Certificate, Barangay Clearance for Business and Official Receipt (Keri Rider takes picture of taxpayer holding the documents as proof of delivery)		
	Total	Php 100.00 (Muntinlupa area only) + Php 6.50/km (delivery outside Muntinlupa	Not Applicable	





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Business Renewal				
1. Input your BPLO account number, then enter the e-mail address you registered when you registered when you applied for the business permit. Set up a new password for your BPASS account.	System automated	None	Not Applicable	Taxpayer
1.1. Select the documents for submission thru the BPASS kiosk. (For applications with Incomplete requirement/s, please give the reason/s in the space provided)				
1.2. Input the gross sales in the corresponding line of business, then press enter to all the next dialog boxes that will appear. (Please note that inputted amounts will be reviewed by BPLO examiners)				
1.3. Press "Print Application" then attach the printout to the set of requirements for submission.				





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Drop the application with complete requirements enclosed in a long envelope inside the Document Drop Box. (Please make sure the envelope is sealed to avoid document loss or damage)	2. Retrieve from the drop box application submitted at the end of the day	None	2 minutes	Head of Inspection and Consumer Welfare Division BPLO
	2.1. Examine, assess the application and coordinate with the taxpayer via e-mail any additional requirements, if necessary, the following work day	None	10 minutes	Head of Examination Division BPLO
	2.2. Issue Billing Statement (Integrated Billing) and send the e- copy version to the taxpayer via e-mail	None	3 minutes	Head of Computer Billing and Information Division BPLO Fire Officer Bureau of Fire Protection
3. Pay the necessary Fees 3.1 Onsite	3.1.1. Issue the Community Tax Certificate and Official Receipts	Graduated Tax based on City Ordinance No. 93-35 otherwise known as the Muntinlupa Revenue Code as amended by the following City Ordinances Nos.: 02-076 03-092 09-087 11-036 13-005 13-014 13-030 13-032 13-033	2 minutes	Cashier/ Head of Miscellaneous Division Treasury Office





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
		Ordinance No. 17-098 (Zoning Ordinance of Muntinlupa City) Ordinance No. 2022-037 (Tourism Code of Muntinlupa Amendment) P.D. 1096 (National Building Code of the Philippines) Section 12.0.0.2 of Rule 12 of R.A. 9514 (Fire Code of the Philippines) Barangay Revenue Code of concerned Barangay		
3.2. Online (Business E-Payment System) 3.2.1. Register or log-in to BEST portal then proceed to "Billing and Payment". Generate billing statement then proceed to payment. Select preferred payment gateway. (Landbank or Development Bank of the Philippines)	3.2.1 Verify the Payment Transaction	None	1 minute	Bank Manager Landbank of the Philippines/ Development Bank of the Philippines Cashier/ Head of Miscellaneous Division Treasury Office
	3.2.2 Print hard copy of billing statement (integrated billing)	None	1 minute	Head of Computer Billing and Information Division BPLO
	3.2.3 Print Community Tax certificate	None	1 minute	Cashier/ Head of Miscellaneous Division Treasury Office





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
4. Receive the Business License and Mayor's Permit Certificate and Barangay Clearance for Business 4.1 Onsite	4.1.1 Issue the Business License and Mayor's Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	4.1.2. Approve and sign the certificate by the BPLO Chief and City Mayor	None		Asst. Dept. Head BPLO
	4.1.3. Issue the Barangay Clearance for Business	None		Representative Liga ng Barangay
4.2 Online (Business E-Payment System)	4.2.1. Print the Business License and Mayor's Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	4.2.2. Approve and sign the certificate by the BPLO Chief and City Mayor	None		Asst. Dept. Head BPLO
	4.2.3. Issue the Barangay Clearance for Business	None		Representative Liga ng Barangay
	4.2.4. Send the e-copy of the Business License, Mayor's Permit Certificate, Barangay Clearance for Business Community tax Certificate and Official receipt via e-mail (Taxpayer may have the option to pick-up the original business permit certificate on- site or have it delivered via Keridelivery)	None		Head of Computer Billing and Information Division BPLO
	Total	Refer to the Annexes	30 minutes	





Offsite Application (Business Permit Application Self-Service)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(OPTIONAL) BUSINESS PERMIT DELIVERY 1. Book Business Permit Delivery 1.1 Log into you BEST account and click Keri Logo. 1.2 Fill-out your information for the fields required. 1.3 Select service needed. 1.4 Select preferred payment method (Cash only/ Cash on Delivery or GCash) 1.5 Input Additional information 1.6 Click "Submit Request"	1. Confirm/ review the booking in Keri portal	Php 100.00 (for delivery inside Muntinlupa City) Additional fee of Php 6.50 per km (for delivery outside Muntinlupa City)	Not Applicable (may vary depending on the availability of delivery rider and distance of drop-off location)	Head of Computer Billing and Information Division BPLO Representative Keri Delivery
	1.1 Prepare the documents for pick-up			Head of Computer Billing and Information Division BPLO
	1.2 Pick-up the documents for delivery			Rider Keri Delivery
2. Pay the rider* and receive the original copy of the Business License and Mayor's Permit Certificate, Barangay Clearance for Business, and Official Receipt *If payment method is Cash only/Cash on Delivery	2. Deliver the Business License and Mayors Permit Certificate, Barangay Clearance for Business and Official Receipt (Keri Rider takes picture of taxpayer holding the documents as proof of delivery)			Rider Keri Delivery
	Total	Php 100.00 (Muntinlupa area only) + Php 6.50/km (delivery outside Muntinlupa)	Not Applicable	





Online Application (Business E-Payment System)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
NEW BUSINESS 1. Register to BEST portal (can be accessed at www.muntinlupacity.gov.ph)	Not Applicable	None	Not Applicable	Taxpayer
2. Submit business application with complete requirements	2.1 Examine the submitted requirements and coordinate with the taxpayer via e-mail for additional requirements if necessary.	None	10 minutes	Head of Examination Division BPLO
	2.2. Generate and print the billing statement (integrated billing)	None	2 minute	System-generated (with intervention of BEST Designated staff BPLO)
3. Pay the necessary fees upon receipt of electronic billing statement by selecting preferred payment gateway (Landbank or Development Bank of the Philippines)	3.1 Verify the payment transaction	Graduated Tax based on City Ordinance No. 93-35 otherwise known as the Muntinlupa Revenue Code as amended by the following City Ordinances Nos.: 02-076 03-092	1 minute	Bank Manager Landbank of the Philippines/ Development Bank of the Philippines Head of Computer Billing and Information Division BPLO





	3.2. Print Community Tax Certificate and Official Receipt	09-087 11-036 13-005 13-014 13-030 13-032 13-033 Ordinance No. 17-098 (Zoning Ordinance of Muntinlupa City) Ordinance No. 2022-037 (Tourism Code of Muntinlupa Amendment) P.D. 1096 (National Building Code of the Philippines) Section 12.0.0.2 of Rule 12 of R.A. 9514 (Fire Code of the Philippines) Barangay Revenue Code of concerned Barangay	1 minute	Cashier/ Head of Miscellaneous Division Treasury Office
4. Receive the Business License and Mayor's Permit Certificate and Barangay Clearance for Business	4.1. Print the Business License and Mayor's Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	4.2. Approve and sign the certificate by the BPLO Chief and City Mayor			Asst. Dept. Head BPLO
	4.3. Issue the Barangay Clearance for Business			Representative Liga ng Barangay





	<p>4.4. Send the e-copy of the Business License, Mayor's Permit Certificate, Barangay Clearance for Business, Community tax Certificate and Official receipt via e-mail</p> <p>(Taxpayer may have the option to pick-up the original business permit certificate on- site or have it delivered via Keridelivery)</p>			<p>Head of Computer Billing and Information Division BPLO</p>
	Total	Refer to the Annexes	19 minutes	





Online Application (Business E-Payment System)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(OPTIONAL) BUSINESS PERMIT DELIVERY 1. Book Business Permit Delivery 1.1 Log into you BEST account and click Keri Logo. 1.2 Fill-out your information for the fields required. 1.3 Select service needed. 1.4 Select preferred payment method (Cash only/ Cash on Delivery or GCash) 1.5 Input Additional information 1.6 Click "Submit Request"	1.1 Confirm/ review the booking in Keri portal	Php 100.00 (for delivery inside Muntinlupa City) Additional fee of Php 6.50 per km (for delivery outside Muntinlupa City)	Not Applicable (may vary depending on the availability of delivery rider and distance of drop-off location)	Head of Computer Billing and Information Division BPLO Representative Keri Delivery
	1.2 Prepare the documents for pick-up			Head of Computer Billing and Information Division BPLO
	1.3 Pick-up the documents for delivery			Rider Keri Delivery
	2. Deliver the Business License and Mayors Permit Certificate, Barangay Clearance for Business and Official Receipt (Keri Rider takes picture of taxpayer holding the documents as proof of delivery)			Rider Keri Delivery
2 Pay the rider* and receive the original copy of the Business License and Mayor's Permit Certificate, Barangay Clearance for Business, and Official Receipt *If payment method is Cash only/Cash on Delivery				
	Total	Php 100.00 (Muntinlupa area only) + Php 6.50/km (delivery outside Muntinlupa)	Not Applicable	





Online Application (Business E-Payment System)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
BUSINESS PERMIT RENEWAL				
1. Send business account details and active company e-mail address to bplo.muntinlupa@yahoo.com / best.bplomuntinlupa@gmail.com or direct message BPLO Muntinlupa Facebook page and wait for notification.	1. Update the e-mail address provided in BPLO database and notify the taxpayer	None	5 minutes	Head of Computer Billing and Information Division BPLO
2. Register to BEST portal (can be accessed at www.muntinlupacity.gov.ph)	Not Applicable	None	Not Applicable	Taxpayer
3. Submit business application with complete requirements	3.1 Examine the submitted requirements and coordinate with the taxpayer via e-mail for additional requirements if necessary.	None	10 minutes	Head of Examination Division BPLO
	3.2 Generate and print the electronic billing statement (integrated billing)	None	2 minutes	System-generated (with intervention of BEST Designated Staff BPLO)
4. Pay the necessary fees upon receipt of electronic billing statement by selecting preferred payment gateway (Landbank or Development Bank of the Philippines)	4.1. Verify the payment transaction	Graduated Tax based on City Ordinance No. 93-35 otherwise known as the Muntinlupa Revenue Code as amended by the following City Ordinances Nos.: 02-076 03-092 09-087 11-036 13-005 13-014 13-030 13-032 13-033 Ordinance No. 17-098 (Zoning Ordinance of Muntinlupa City)	1 minute	Bank Manager Landbank of the Philippines/ Development Bank of the Philippines Cashier/ Head of Miscellaneous Division Treasury Office Head of Computer Billing and Information Division BPLO
	4.2 Print the Community Tax Certificate and Official Receipt.	Ordinance No. 2022-037 (Tourism Code of Muntinlupa Amendment) P.D. 1096 (National Building Code of the Philippines) Section 12.0.0.2 of Rule 12 of R.A. 9514 (Fire Code of the Philippines) Barangay Revenue Code of concerned Barangay	1 minute	Cashier/ Head of Miscellaneous Division Treasury Office



Online Application (Business E-Payment System)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
5. Receive the Business License and Mayor's Permit Certificate and Barangay Clearance for Business	5.1. Print the Business License and Mayor's Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	5.2. Approve and sign the certificate by the BPLO Chief and City Mayor			Asst. Dept. Head BPLO
	5.3. Issue the Barangay Clearance for Business			Representative Liga ng Barangay
	5.4. Send the e-copy of the Business License, Mayor's Permit Certificate, Barangay Clearance for Business, Community tax Certificate and Official receipt via e-mail (Taxpayer may have the option to pick-up the original business permit certificate on-site or have it delivered via Keridelivery)			Head of Computer Billing and Information Division BPLO
	Total	Refer to the Annexes	24 minutes	





Online Application (Business E-Payment System)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
(OPTIONAL) BUSINESS PERMIT DELIVERY 2. Book Business Permit Delivery 2.1 Log into you BEST account and click Keri Logo. 2.2 Fill-out your information for the fields required. 2.3 Select service needed. 2.4 Select preferred payment method (Cash only/ Cash on Delivery or GCash) 2.5 Input Additional information 2.6 Click “Submit Request”	2.1 Confirm/ review the booking in Keri portal	Php 100.00 (for delivery inside Muntinlupa City) Additional fee of Php 6.50 per km (for delivery outside Muntinlupa City)	Not Applicable (may vary depending on the availability of delivery rider and distance of drop-off location)	Head of Computer Billing and Information Division BPLO
	2.2 Prepare the documents for pick-up			Representative Keri Delivery
	2.3 Pick-up the documents for delivery			Head of Computer Billing and Information Division BPLO
				Rider Keri Delivery
3 Pay the rider* and receive the original copy of the Business License and Mayor's Permit Certificate, Barangay Clearance for Business, and Official Receipt *If payment method is Cash only/Cash on Delivery	2. Deliver the Business License and Mayors Permit Certificate, Barangay Clearance for Business and Official Receipt (Keri Rider takes picture of taxpayer holding the documents as proof of delivery)			Rider Keri Delivery
	Total	Php 100.00 (Muntinlupa area only) + Php 6.50/km (delivery outside Muntinlupa	Not Applicable	





2. Issuance of Special Permit

Any person, company, or entity, except those specifically exempted by law, who shall conduct any special activity and/or event within the jurisdiction of the City of Muntinlupa must secure a special permit.

Office or Division:	Business Permits and Licensing Office (BPLO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business		
Who may avail:	Transacting public, Business Entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Exhibits/Organizers			
• Request letter (1 original)		Taxpayer	
• Contract for the venue of the event		Service Provider	
• (1 photocopy)			
• List of exhibitors/Certificate of Gross Rental (for organizers) (1 photocopy)		Taxpayer	
• Project Cost (organizer) (1 photocopy)		Taxpayer	
For Motorcade			
• Request letter (1 original)		Taxpayer	
• Project Cost (1 photocopy)		Taxpayer	
• Muntinlupa Traffic Management Bureau (MTMB) Clearance (1 photocopy)		Muntinlupa Traffic Management Bureau	
• Environmental Sanitation Center (ESC) Clearance (1 photocopy)		Environmental Sanitation Center- Muntinlupa	
• Philippine National Police (PNP) Clearance (1 photocopy)		Philippine National Police (PNP)- Muntinlupa	
For Streamer/Banner			
• Request letter (1 original)		Taxpayer	
• Endorsement letter from the Administrator (for areas in Filinvest, Alabang Town Center & Madrigal Business Park) (1 original)		Administrator of the area/location	
• Sample layout (1 photocopy)			
		Taxpayer	
For Other Outdoor Activities			
• Request letter (1 original)		Taxpayer	
• Contract for the venue of the event		Service Provider	
• (1 photocopy)			
• Environmental Sanitation Center (ESC) Clearance (1 photocopy)		Environmental Sanitation Center- Muntinlupa	
• Philippine National Police (PNP) Clearance (1 photocopy)		Philippine National Police (PNP)- Muntinlupa	
• Muntinlupa Traffic Management Bureau (MTMB) Clearance (1 photocopy)		Muntinlupa Traffic Management Bureau	
• Bureau of Fire Protection (BFP) Clearance (for concert/fun run/outdoor food bazaar/fireworks display (1 photocopy)		Bureau of Fire Protection	



Issuance of Special Permit				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit business applications with complete requirements	1. Receive and approve the request letter 1.1. Issue the Billing Statement	None	6 minutes	Head of Administrative Division BPLO
2. Pay the necessary fees	2. Issue the Official Receipts	<p>For Organizer with Exhibitor/s 2% of the total contract (Contract includes venue rental) + Regulatory fees based on the activity listed in Section 3 of City Ordinance No. 14-089</p> <p>For Exhibitor and other activities Regulatory fees based on the activity listed in Section 3 of City Ordinance No. 14-089</p>	2 minutes	Cashier/ Head of Miscellaneous Division Treasury Office
3. Receive the approved Special Permit	3. Issue the Certification	None	5 minutes	Head of Administrative Division BPLO
	3.1. Approve and sign the certification by the BPLO Chief and City Mayor			Asst. Dept. Head BPLO
	Total	Refer to below schedule	13 Minutes	





For Organizer with Exhibitor

Advertisement Related Activity/event	Amount per day (in Peso)/ Exhibitor
Bazaar, Special Sales, Midnight Madness, Night Market and other related activities	115.00
Bingo Social Raffle and other related activities	800.00
Boxing tournament, Martial Arts and other related sports tournament	500.00
Fashion Show	1,000.00
Fireworks Display	800.00
Flower Shows, Car Shows and other similar shows	175.00
Food Carts	115.00
Motorcade	800.00
Movie Premier/Advance Screening/Film Festivals and other related activities	800.00
Printing and Art Exhibitions	380.00
Pay per view	5,000.00
Product Sampling/Launching/Information Booth	400.00
Promotional Activities (House-to-House/Leafleting/etc.)	175.00

For Exhibitor

Advertisement Related Activity/Event	Amount per Day (in PESO)
Bazaar, Special Sales, Midnight Madness, Night Market and Other Related Activities:	
<u>RATES:</u>	
1-7 Days	1,750.00
8-29 Days	1,750.00
Monthly	4,300.00 per month
Bingo Social Raffle and other related activities	1,000.00
Boxing Tournament, Martial Arts and other related sports tournament	1,000.00
Concerts, Recital and other related shows	1,000.00
Fashion Show	1,000.00
Fireworks Display	1,000.00
Flower Shows, Car Shows and other similar shows	500.00
Food Carts	115.00
Motorcade	1,000.00
Movie Premier/Advance Screening/Film Festivals and other related activities	1,000.00
Printing and Art Exhibitions	430.00
Pay per view	5,000.00
Product Sampling/Launching/Information Booth	430.00
Promotional Activities (House-to-House/Leafleting/etc.)	250.00



3. Issuance of Non-Contracting Certificate

Owners who do not engaged the services of a general contractor must secure a Certificate of Non-Contracting from Business Permits and Licensing Office as a requirement for securing building permit and occupancy permit from the Office of the Building Official-Muntinlupa.

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business			
Who may avail:	Transacting public, Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Building Permit (Construction and Renovation)				
<ul style="list-style-type: none"> Accomplished Application Form (1 original) 		Muntinlupa Business One-Stop Shop; can be downloaded at www.muntinlupacity.gov.ph		
<ul style="list-style-type: none"> Notarized Affidavit of Non-Contracting (1 original) 		Muntinlupa Business One-Stop Shop; can be downloaded at www.muntinlupacity.gov.ph		
<ul style="list-style-type: none"> Bill of Materials (Signed and sealed) (1 photocopy) 		Applicant		
<ul style="list-style-type: none"> Transfer Certificate of Title or Condominium Certificate of Title (1 photocopy) 		Registry of Deeds, Land Registration Authority		
<ul style="list-style-type: none"> Blueprint (Architectural plan) (1 original) 		Taxpayer		
<ul style="list-style-type: none"> Authorization Letter (1 original) and ID (1 photocopy) 		Taxpayer		
For Occupancy Permit Requirement (Completion)				
<ul style="list-style-type: none"> Building Permit (1 photocopy) 		Office of the Building Official-Muntinlupa		
<ul style="list-style-type: none"> Non-Contracting Certificate (For Construction/Renovation) 		Muntinlupa Business One-Stop Shop		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application with complete requirements	1.1 Examine and assess the submitted requirements 1.2 Issue the Billing Statement	None	10 Minutes	Head of Examination Division BPLO
2. Pay the necessary fees	2. Issue the Official Receipts	Certificate of Non-Contracting Graduated tax based on City Ordinance 14-088 Certificate of Completion PHP 50.00	2 minutes	Cashier/ Head of Miscellaneous Division Treasury Office



Issuance of Non-Contracting Certificate				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Receive the approved Non-Contracting Certificate/ Certificate of Completion	3.1 Issue the Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	3.2 Approve and sign the certificate by the BPLO Chief and City Mayor	None		Asst. Dept. Head BPLO
	Total	Refer to below schedule Certificate of completion – Php 50.00	17 Minutes	

BILL OF MATERIALS	CITY TAX
50,000.00 – 75,000.00	P 880.00
75,001.00 – 100,000.00	1,320.00
100,001.00 – 150,000.00	1,980.00
150,001.00 – 200,000.00	2,640.00
200,001.00 – 300,000.00	3,630.00
300,001.00 – 400,000.00	6,160.00
400,001.00 – 1,000,000.00	8,250.00
1,000,001.00 – 1,500,000.00	10,500.00
1,500,001.00 – 2,000,000.00	12,500.00
2,000,001.00 – 3,000,000.00	15,000.00
3,000,001.00 – 4,000,000.00	16,000.00
4,000,001.00 – 5,000,000.00	17,000.00
5,000,001.00 – 6,000,000.00	18,000.00
6,000,001.00 – 7,000,000.00	19,000.00
7,000,001.00 – 8,000,000.00	20,000.00
8,000,001.00 – 9,000,000.00	21,000.00
9,000,001.00 – 10,000,000.00	22,000.00
10,000,000.00	Ph22,000.00 plus 50% of 1% over Php10,000,000.00



4. Business Account Modification

Business owner may apply for change of business name, line of business, business address and ownership pursuant to the provisions of the Revenue Code of Muntinlupa.

Office or Division:	Business Permits and Licensing Office (BPLO)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business		
Who may avail:	Transacting public, Business Entity		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Change of Business Address			
<ul style="list-style-type: none">Duly accomplished Application Form (1 original)		Muntinlupa Business One-Stop Shop	
<ul style="list-style-type: none">Place of business<ul style="list-style-type: none">If owned – Transfer Certificate of Title (TCT) or Condominium Certificate of Title (CCT) (1 photocopy)If rented – New Lease of Contract (1 photocopy)		Taxpayer	
		Lessor/Service Provider	
<ul style="list-style-type: none">Certification from the Building Administrator (1 photocopy)		Taxpayer	
<ul style="list-style-type: none">Homeowners Association Clearance (if business is located inside a subdivision/village) (1 photocopy)		Homeowners Association with jurisdiction	
<ul style="list-style-type: none">Current Mayor's/Business Permit (Original)		Taxpayer	
<ul style="list-style-type: none">Valid ID of affiant (1 photocopy)		Taxpayer	
<ul style="list-style-type: none">Authorization letter (1 original) with valid ID of representative (1 photocopy)		Taxpayer, Authorized Representative	
For Change of Business Name			
<ul style="list-style-type: none">Duly accomplished Application Form (1 original)		Muntinlupa Business One-Stop Shop	
<ul style="list-style-type: none">Business Name Registration (1 photocopy)<ul style="list-style-type: none">Amended DTI (for sole proprietor)Amended SEC Registration (for corporation/partnership)		Department of Trade and Industry Securities and Exchange Commission	
<ul style="list-style-type: none">Current Mayor's/Business Permit (Original)		Taxpayer	
<ul style="list-style-type: none">Authorization letter (1 original) with valid ID of representative (1 photocopy)		Taxpayer, Authorized Representative	
For Change of Ownership			
<ul style="list-style-type: none">Duly accomplished Application Form (1 original)		Muntinlupa Business One Stop-Shop	
<ul style="list-style-type: none">Deed of Sale/Transfer/Assignment (Notarized) (1 photocopy)		Taxpayer	
<ul style="list-style-type: none">Valid IDs of Affiant		Taxpayer	



Business Account Modification				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Business Name Registration (1 photocopy) <ul style="list-style-type: none"> a. New/ Updated DTI Registration b. New/ Updated SEC Registration 		Department of Trade and Industry / Philippine Business Registry-Muntinlupa Securities and Exchange Commission/ Philippine Business Registry-Muntinlupa		
<ul style="list-style-type: none"> Current Mayor's/Business Permit (Original) 		Taxpayer		
<ul style="list-style-type: none"> Authorization letter (1 original) with valid ID of representative (1 photocopy) 		Taxpayer, Authorized Representative		
For Change/Additional Line of Business				
<ul style="list-style-type: none"> Duly accomplished Application Form (1 original) 		Muntinlupa Business One-Stop Shop		
<ul style="list-style-type: none"> Business Registration (1 photocopy) <ul style="list-style-type: none"> a. Amended DTI (for sole proprietor) b. Amended SEC Registration with Articles of Incorporation and By-Laws (for corporation/partnership) 		Department of Trade and Industry Securities and Exchange Commission		
<ul style="list-style-type: none"> Current Mayor's/Business Permit (Original) 		Taxpayer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application with complete requirements	1.1 Examine and assess the submitted requirements	None	10 minutes	Head of Examination Division BPLO
	1.2 Issue the Order of Payment/ Billing Assessment	None	3 minutes	Head of Computer Billing and Information Division BPLO
2. Pay the necessary fees	2. Issue the Official Receipts	For change of Business Address or Business Name PHP 50.00 For change of ownership or change/ additional line of business Graduated tax based on Muntinlupa Revenue Code as amended by City Ordinance 02-076	2 minutes	Cashier/ Head of Miscellaneous Division Treasury Office





Business Account Modification				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Receive the modified Business License and Mayor's Permit Certificate	3.1 Issue new Business Permit Certificate	None	5 minutes	Head of Computer Billing and Information Division BPLO
	3.2 Approve and sign the certificate by the BPLO Chief and City Mayor	None		Asst. Dept. Head BPLO
	Total	For change of business address or name –Php 50.00 For change of ownership/additional line of business – refer to the Annexes	20 Minutes	





5. Issuance of Business Retirement/ Closure Certificate

Upon termination of business operation, the taxpayer shall apply for business retirement.

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business			
Who may avail:	Transacting public, Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished and Notarized Application Form (2 original) 		Muntinlupa Business One-Stop Shop		
<ul style="list-style-type: none"> Certification of Closure (from mall/building admin/lessor/homeowner's association) (1 original) 		Mall Administrator, Building Administrator, Lessor, Homeowners Association with jurisdiction		
<ul style="list-style-type: none"> Mayor's/Business Permit (Certificate, Billing Assessment, Official Receipt) (All original) (for cancellation) 		Taxpayer		
<ul style="list-style-type: none"> Audited Financial Statement (1 photocopy) 		Taxpayer, Securities and Exchange Commission		
<ul style="list-style-type: none"> BIR Payments/VAT Returns (Monthly/Quarterly/Annual) (1 photocopy) 		Bureau of Internal Revenue		
<ul style="list-style-type: none"> Others: <ol style="list-style-type: none"> Board Resolution Authorizing Closure (for corporation) (1 original) Notarized Breakdown of gross sales per branch (if business is a branch)(1 original) 		Taxpayer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application with complete requirements	1. Examine the submitted requirements	None	10 Minutes	Head of Examination Division BPLO
2. Wait for the business establishment inspection	2.1 Schedule the inspection	None	1 working day	Head of Inspection and Consumer Welfare Division BPLO
	2.2 Do the actual inspection	None	1 working day	
3. Secure the assessment	3.1 Assess the application	None	5 minutes	Head of Examination Division BPLO
	3.2 Issue the billing assessment	None		Head of Computer Billing and Information Division BPLO



Issuance of Business Retirement or Closure Certificate				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
4. Pay the necessary fees	4. Issue the Official Receipt	Graduated tax based on Muntinlupa Revenue Code as amended by City Ordinance 02-076	5 minutes	Cashier/ Head of Miscellaneous Division Treasury Office
5. Receive the approved Business retirement Certificate	5.1 Issue the Business Retirement Certificate	None	2 minutes	Head of Examination Division BPLO
	5.2 Approve and sign the certificate by the BPLO Chief	None	5 minutes	Assistant Department Head BPLO
	Total	Refer to the Annexes	2 Days and 27 minutes	





6. Certification/ Verification of Business Record

A certification is being issued to attest the veracity of a business record. Request for such may be processed pursuant to the provisions of Section 5(B) of the National Internal Revenue Code (NIRC) of 1997, as amended, RA 10021 or the Exchange on Information of Tax Matters Act of 2009, Data Privacy Act of 2012, Court Orders/ Summons, Subpoena Duces Tecum and other applicable laws.

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government			
Who may avail:	Transacting Public, Business Entity, Government Agency, Government Employee or Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Certified True copy				
• Request letter (1 original)		Taxpayer		
• Business Permit Certificate (1 original, 1 photocopy)		Taxpayer		
For Certification/Verification				
• Request letter (1 Original)		Taxpayer, National Government Agency, Local Government Unit		
• Consent letter from the person/entity concerned (1 original)		Taxpayer, Concerned person/entity		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the letter of request	1.1 Receive and approve the letter of request 1.2 Issue the Order of Payment (not applicable to National Government Agencies)	None	5 Minutes	Head of Administrative Division BPLO Head of Examination Division BPLO Head of Computer Billing and Information Division BPLO
2. Pay the necessary fees	2. Issue the Official Receipt	For Certified True Copy First Copy PHP 50.00 Succeeding copy PHP 15.00/copy Certification PHP 50.00	2 minutes	Cashier/ Head of Miscellaneous Division Treasury Office



Certification/ Verification of Business Record				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
3. Receive the approved Certification/ Certified True Copy	3.1 Issue the Certification	None	5 minutes	Head of Computer Billing and Information Division BPLO
	3.2 Approve and sign the certification/ certified rue copy by the BPLO Chief	None		Asst. Dept. Head BPLO and Head of Computer Billing and Information Division BPLO
	Total	For Certified True Copy First Copy PHP 50.00 Succeeding copy PHP 15.00/copy Certification PHP 50.00	12 Minutes	





7. Issuance of Health and Occupational Permit

Workers employed by private establishments within the jurisdiction of Muntinlupa City must secure a health and occupational permit.

Office or Division:	Business Permits and Licensing Office (BPLO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business,			
Who may avail:	Employees within the jurisdiction of Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Medical Laboratory Examination Results (1 original copy per result) <ul style="list-style-type: none"> a. Chest X-Ray (1-year validity) b. Urinalysis (6 months' validity) c. Fecalysis (6 months' validity) 		Applicant, Accredited Medical Laboratory		
<ul style="list-style-type: none"> Community Tax Certificate (Cedula -Class B) (current year) (1 original) 		Treasury Office, Muntinlupa City Satellite Office-South Park Center Alabang		
<ul style="list-style-type: none"> 1 pc. 1x1 I.D. Picture (1 original) 		Applicant		
<ul style="list-style-type: none"> Parents/Guardian's Consent with photocopy of their IDs (for 17 years old and below) (1 original) 		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the application with complete requirements	1. Examine and approve the submitted requirements	None	5 Minutes	Head of Sanitation Division City Health Office
2. Pay the necessary fees	2. Issue the Official Receipt	PHP 212.50	2 minutes	Cashier/ Head of Miscellaneous Division Treasury Office
3. Receive the approved Health Certificate and Occupational Permit ID	3.1 Issue the Health Certificate	None	8 minutes	Head of Sanitation Division City Health Office
	3.2 Issue the Occupational Permit ID			Head of Occupational Division BPLO
Total		Php 212.50	15 Minutes	





8. Feedback and Complaints Mechanism

- a. **FILING OF COMPLAINTS-** This refers to the filing of complaints against private establishments or business entities within the jurisdiction of Muntinlupa City.

Office or Division:		Business Permits and Licensing Office (BPLO)		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen, G2B – Government to Business, G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Accomplished Complaint Form (1 original) 			Muntinlupa Business One-Stop Shop; can be downloaded at www.muntinlupacity.gov.ph	
<ul style="list-style-type: none"> Evidence (attach photos, videos, narration, whichever is available) 			Provided by Complainant	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. File complaint with the required information as detailed in the application form and provide attachments, if applicable.	1. Provide the complainant with the Complaint Form	None	2 minutes	Head of Administrative Division BPLO
	1.1 Conduct of initial interview	None	30 minutes	PACD/ Head of Administrative Division BPLO/
	1.2 Evaluate the complaint and endorse/ route to relevant division	None	1 hour	Asst. Dept. Head BPLO
	2. Validation of complaint through a preliminary investigation and series of consultations.	None	3 days	Head of Inspection and Consumer Welfare Division BPLO
	3. Formulation of recommendation for the approval of the department head.	None	1 day	Head of Inspection and Consumer Welfare Division BPLO Department Head BPLO
	4. Communicate/ relay the outcome of resolution to the complainant	None	1 day	Head of Inspection and Consumer Welfare Division BPLO
Total		None	5 Days, 1 Hour and 32 Minutes	



- b. **FEEDBACK MECHANISM-** Feedbacks are gathered using the Client Satisfaction Measurement (CSM) survey tool prescribed by the Anti Red Tape Authority (ARTA). It asks clients demographical questions, three (3) Citizen's Charter questions, and eight (8) questions related to the following Service Quality Dimensions: (1) Responsiveness; (2) Reliability; (3) Access and Facilities; (4) Communication; (5) Costs; (6) Integrity; (7) Assurance; and (8) Outcome.

How to send feedback	<p>For walk-in/onsite processing: Client may answer the digital version of the CSM or write on the CSM Form and put in the feedback and complaints box located at the frontline counter of BPLO.</p> <p>For online: the CSM Form can be accessed using the link: https://forms.office.com/r/paA9qVzufK.</p> <p>Other concerns may be coursed through the following: Telephone no.: 8862-BPLO (2756) Email address: bplo.muntinupa@yahoo.com Facebook Page: BPLO Muntinlupa</p>
How feedbacks are processed	<p>For walk-in/ssonsite processing: the BPLO personnel in-charge of CSM compiles and records all feedbacks submitted monthly. Feedback requiring answers are endorsed to the concerned division/personnel and they are required to answer within three (3) days from the receipt of the feedback.</p> <p>Answer to the feedback are communicated to the client.</p> <p>For inquiries and follow-ups, clients may contact the following numbers: 8862-BPLO (2756) or 8861-6527</p>
How to file a complaint	<p>To file a complaint against the BPLO, provide the following details via email:</p> <p>Full name and Contact Information of the Complainant Sex (Male or Female) Narrative/Details of the complaint Evidence Name of the person/office being complained</p> <p>You may send all complaints against BPLO to the Office of the Mayor Or call us at hotline 8862-2756 (BPLO)</p>
How are complaints being processed	<p>All complaints received against the BPLO personnel will be evaluated by the BPLO Management or elevated to proper authorities, as the need arises.</p> <p>The BPLO reviews and evaluates the complaints received on daily basis. The BPLO shall coordinate with the concerned Office/s to address the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the BPLO shall submit an incident report to the proper authorities for appropriate action.</p> <p>Decisions to complaints are communicated to the complainant.</p> <p>For follow-ups or queries, the contact information are as follows: Telephone no.: 8862-BPLO (2756) Email address: bplo.muntinupa@yahoo.com Facebook Page: BPLO Muntinlupa</p>





ANNEXES





SAMPLE TAX ORDER OF PAYMENT FOR NEW BUSINESS

TAXPAYER'S NAME		BUS.CODE	ACCOUNT NO.	STATUS	AREA	DATE BILLED	MAYOR'S PERMIT NUMBER
DELA CRUZ, JUAN PEDRO		3103	B-12345	NEW	10.00	1/2/2023	2023-0000001
LOCATION/ADDRESS OF BUSINESS		KIND OF BUSINESS		BUSINESS TRADE NAME			BARANGAY
NATIONAL ROAD, PUTATAN, MUNTINLUPA CITY		GENERAL MERCHANDISE		ABC GENERAL MERCHANDISE			PUTATAN
BKCD	KIND OF FEE/TAX	TAX BASE	TAX AMOUNT	SUR/INT	TOTAL	PERIOD	
3103	GENERAL MERCHANDISE	1,000,000.00	250.00	0.00	250.00	4-2023 1-2023	
3103	MAYOR'S FEE		230.00	0.00	230.00	2023	
3103	GARBAGE FEE		200.00	0.00	200.00	4-2023 1-2023	
3103	SANITARY FEE		50.00	0.00	50.00	2023	
	ZONING FEE		325.00	0.00	325.00	2023	
	BUILDING FEE		120.00	0.00	120.00	2023	
	MECHANICAL FEES		70.00	0.00	70.00	2023	
	ELECTRICAL FEES		200.00	0.00	200.00	2023	
	PLUMBING FEES		70.00	0.00	70.00	2023	
	SIGNBOARD FEE		100.00	0.00	100.00	2023	
	OTHER FEES		712.50	0.00	712.50	2023	
	PROCESSING FEE		5.00	0.00	5.00	2023	
	RRDM FEE	2,332.50	233.25	0.00	233.25	2023	
	BARANGAY CLEARANCE		630.00	0.00	630.00	2023	
	FIRE INSPECTION FEE		500.00	0.00	500.00	2023	
TOTALS			3,695.75	0.00	3,695.75		

SAMPLE COMPUTATION OF TAX FOR CAPITALIZATION

Reference: Title II, Chapter I, Article I, Sec. 6 of Ordinance No. 93-35

COMPUTATION:

Tax Base	Php 1,000,000.00		
Tax Rate	x 0.00025		
	<hr style="width: 50%; margin-left: 0;"/>		
	Php 250.00		(See reference)



SAMPLE TAX ORDER OF PAYMENT FOR BUSINESS RENEWAL

TAXPAYER'S NAME		BUS.CODE	ACCOUNT NO.	STATUS	AREA	DATE BILLED	MAYOR'S PERMIT NUMBER
DELA CRUZ, JUAN PEDRO		3103	B-12345	RENEWAL	10.00	1/2/2024	2024-0000001
LOCATION/ADDRESS OF BUSINESS		KIND OF BUSINESS		BUSINESS TRADE NAME			BARANGAY
NATIONAL ROAD, PUTATAN, MUNTINLUPA CITY		GENERAL MERCHANDISE		ABC GENERAL MERCHANDISE			PUTATAN
BKCD	KIND OF FEE/TAX	TAX BASE	TAX AMOUNT	SUR/INT	TOTAL	PERIOD	
3103	GENERAL MERCHANDISE	2,000,000.00	24,400.00	0.00	24,400.00	4-2024 1-2024	
3103	MAYOR'S FEE		230.00	0.00	230.00	2024	
3103	GARBAGE FEE		200.00	0.00	200.00	4-2024 1-2024	
3103	SANITARY FEE		50.00	0.00	50.00	2024	
	ZONING FEE		325.00	0.00	325.00	2024	
	BUILDING FEE		120.00	0.00	120.00	2024	
	MECHANICAL FEES		70.00	0.00	70.00	2024	
	ELECTRICAL FEES		200.00	0.00	200.00	2024	
	PLUMBING FEES		70.00	0.00	70.00	2024	
	SIGNBOARD FEE		100.00	0.00	100.00	2024	
	OTHER FEES		712.50	0.00	712.50	2024	
	PROCESSING FEE		5.00	0.00	5.00	2024	
	RRDM FEE	26,482.50	2,648.25	0.00	2648.25	2024	
	BARANGAY CLEARANCE		630.00	0.00	630.00	2024	
	FIRE INSPECTION FEE		500.00	0.00	500.00	2024	
TOTALS			30,260.75	0.00	30,260.75		

SAMPLE COMPUTATION OF BUSINESS TAX

Reference: Title II, Chapter I, Article I, Sec. 5 (d) of Ordinance No. 02-076

COMPUTATION:

Tax Base Php 1,000,000.00

Less: Php 400,000.00

In excess: **Php 1,600,000.00**

Tax rate: x 1% + Php 8,400.00

Php 24,400.00

(See reference for details)



ANNEX A

ORDINANCE NO. 93-35

An ordinance adopting a Revenue Code of the Municipality of Muntinlupa (as amended by various city ordinances shown in this handbook)

BASIS FOR THE COMPUTATION OF TAX FOR CAPITALIZATION

TITLE II. MUNICIPAL TAXES

CHAPTER I. TAXES ON BUSINESS

ARTICLE I. GRADUATED TAXES

Sec. 6. **Newly Operated Business.** For newly started business falling under paragraphs (a), (b), (c), (d), (e), (f), (g), (h), (i), (j), or (k) above, tax shall be fixed. The initial tax for business shall be one-fourth ($1/4$) of one-tenth ($1/10$) of one percent (1%) of the capital investment, but in no case shall it be less than the minimum provided thereof by the pertinent schedule.

[Handwritten signature and initials]





ORDINANCE NO. 02-076

An ordinance amending Ordinance No. 93-35, otherwise known as the Revenue Code of the Municipality of Muntinlupa, and adopting the new rates prescribed under this ordinance.

Ordinance No. 02-076

- (a) On Manufacturers, producers, importers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders of liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind or nature in accordance with the following schedule:

Gross Sales/Receipts for the proceeding calendar year			AMOUNT OF TAX PER ANNUM
50,000.00	Or more but less than	75,000.00	1,452.00
75,000.00	Or more but less than	100,000.00	1,815.00
100,000.00	Or more but less than	150,000.00	2,420.00
150,000.00	Or more but less than	200,000.00	3,025.00
200,000.00	Or more but less than	300,000.00	4,235.00
300,000.00	Or more but less than	500,000.00	6,050.00
500,000.00	Or more but less than	750,000.00	8,800.00
750,000.00	Or more but less than	1,000,000.00	11,000.00
1,000,000.00	Or more but less than	2,000,000.00	14,575.00
2,000,000.00	Or more but less than	3,000,000.00	18,150.00
3,000,000.00	Or more but less than	4,000,000.00	21,780.00
4,000,000.00	Or more but less than	5,000,000.00	25,410.00
5,000,000.00	Or more but less than	6,500,000.00	26,812.50
6,500,000.00	Or more but less than	50,000,000.00	20% of 1% plus 26,812.50
50,000,000.00	Or more but less than	100,000,000.00	15% of 1% plus 146,437.50
100,000,000.00	And above		10% of 1% plus 228,937.50

The preceding rates shall apply only to the amount of domestic sales of manufacturers, repackers, brewers, processors, distillers, rectifiers and compounders of liquor, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature other than those enumerated in the next paragraph of this Article.

- (b) On wholesalers, distributors, or dealers of any article of commerce of whatever kind or Nature in accordance with the following schedule:

Gross Sales/Receipts for the proceeding calendar year			AMOUNT OF TAX PER QUARTER
50,000.00	Or more but less than	75,000.00	1,320.00
75,000.00	Or more but less than	100,000.00	1,870.00
100,000.00	Or more but less than	150,000.00	2,420.00
150,000.00	Or more but less than	200,000.00	3,300.00
200,000.00	Or more but less than	300,000.00	4,400.00



ANNEX B

Ordinance No. 02-076

300,000.00	Or more but less than	500,000.00	6,600.00
500,000.00	Or more but less than	750,000.00	8,800.00
750,000.00	Or more but less than	1,000,000.00	11,000.00
For every 100,000.00 in excess of 1,000,000.00			100.00

(c) On exporters of any article commerce of whatever king and nature in accordance with the following schedule: **Thirty Percent (30%) of the rate prescribed in paragraph (a)**

(d) Retailers

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX
PER ANNUM**

400,000.00 or less

2.1%

In excess of 400,000.00

1% plus 8,400.00

(c) On exporters, manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate of **one-half (1/2)** of the rates prescribed under paragraph (a), (b), (c), and (d), respectively of this Article:

- (1) Rice and corn;
- (2) Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt, and other agricultural, marine, and fresh water products, whether in their original state or not;
- (3) Cooking oil and cooking gas;
- (4) Laundry soap, detergents and medicine;
- (5) Agricultural implements, equipment, and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
- (6) Poultry feeds and other animal feeds;
- (7) School supplies; and
- (8) Cement



Ordinance No. 02-076

(f)

On contractors and other independent contractors defined in Section 3 of Chapter 1 Title of this Code, and on owners or operators of business establishments rendering services, such as but not limited to advertising agencies, animal hospitals, assaying laboratories, belt and buckle shops, blacksmith

shops, bookbinders, booking offices for film exchange, booking offices for transportation on commission basis, breeding of game cocks and other sporting animals belonging to others, business management services, collecting agencies, escort disposal contractors, gold and silver smith shops, inspections services for incoming and outgoing cargoes, interior decorating services, janitorial services, job placement or recruitment consultants not subject to professional tax; medical and dental laboratories mercantile agencies, messengerial services, operators of shoe shine stands, painting shops, perma press establishment, rent-a-plant services, polo players, school for and/or horse-back riding academy, real estate appraisers, real estate brokerages, photostatic, white blue printing, photocopying, typing and mimeographing services, rental of bicycles and/or tricycles, furniture, shoes, watches, household appliances, boats, typewriters, etc., roasting of pigs, fowls, etc., shipping agencies, shipyard for repairing ships for others, shops for shearing animals, silkscreen or T-shirt printing shops, stables, travel agencies, vaciador shops, veterinary clinics, video rentals and/or coverage services, dancing schools/driving schools/speed reading/EDP/judo karate, etc., nursery, vocational and other schools not regulated by the Department of Education, etc.,

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX
PER ANNUM**

50,000.00 or more but less than 75,000.00	880.00
75,000.00 or more but less than 100,000.00	1,320.00
100,000.00 or more but less than 150,000.00	1,980.00
150,000.00 or more but less than 200,000.00	2,640.00
200,000.00 or more but less than 250,000.00	3,630.00
250,000.00 or more but less than 300,000.00	4,620.00
300,000.00 or more but less than 400,000.00	6,160.00
400,000.00 To 500,000.00	8,250.00
For every 10,000.00 in excess of 500,000.00	50.00

(g)

On owners or operators of banks and other financial institutions, as follows:

**AMOUNT OF TAX
PER ANNUM**

- | | |
|--|-----------|
| (1) Banks | 50% of 1% |
| (2) Financial institutions such as but not limited to lending investors, finance and investment companies, pawnshop, money shop, insurance companies, stock markets, stock brokers, and dealers in securities and foreign exchange | 50% of 1% |



ANNEX B

Ordinance No. 02-076

- (h) On owners or operators of cafe, cafeteria, ice cream and other refreshment parlors, restaurants, soda fountains, carinderia or food caterer in accordance with the following schedule:

Gross Sales/Receipts for the proceeding calendar year		AMOUNT OF TAX PER ANNUM
50,000.00 or more but less than	75,000.00	750.00
75,000.00 or more but less than	100,000.00	850.00
100,000.00 or more but less than	150,000.00	1,000.00
150,000.00 or more but less than	200,000.00	1,150.00
200,000.00 or more but less than	250,000.00	1,300.00
250,000.00 or more but less than	300,000.00	1,500.00
300,000.00 or more but less than	400,000.00	1,750.00
400,000.00 or more but less than	500,000.00	2,125.00
For every 1,000.00 in excess of 500,000.00		6.00

*Additional One Thousand Pesos (Php 1,000.00) for every videoke and the like machines

- (i) Owners or operators of hotels and motels shall pay the tax in accordance with the following schedule:

HOTELS:

Gross Sales/Receipts for the proceeding calendar year		AMOUNT OF TAX PER QUARTER
50,000.00 or more but less than	75,000.00	750.00
75,000.00 or more but less than	100,000.00	850.00
100,000.00 or more but less than	150,000.00	1,000.00
150,000.00 or more but less than	200,000.00	1,150.00
200,000.00 or more but less than	250,000.00	1,300.00
250,000.00 or more but less than	300,000.00	1,500.00
300,000.00 or more but less than	400,000.00	1,750.00
400,000.00 or more but less than	500,000.00	2,125.00
For every 1,000.00 in excess of 500,000.00		10.00

MOTELS:

Gross Sales/Receipts for the proceeding calendar year		AMOUNT OF TAX PER QUARTER
50,000.00 or more but less than	75,000.00	1,000.00
75,000.00 or more but less than	100,000.00	1,250.00
100,000.00 or more but less than	150,000.00	1,500.00
150,000.00 or more but less than	200,000.00	1,750.00
200,000.00 or more but less than	250,000.00	2,000.00
250,000.00 or more but less than	300,000.00	2,250.00
300,000.00 or more but less than	400,000.00	2,750.00
400,000.00 or more but less than	500,000.00	3,250.00
For every 1,000.00 in excess of 500,000.00		10.00

*For newly established hotels or motels, the initial tax shall be the minimum tax prescribed above.



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- (j) Real Estate Dealers shall pay the tax in accordance with the following schedule:

1. Subdivision Operator/s:

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX
PER ANNUM**

The tax shall be based on the total area of the remaining lots title in the name of the subdivision operators

0.02

2. Lessors or sub-lessors of real estate including accessories, apartelles, pension inns, apartments, condominium, house for rent, land/space for rent shall pay the tax in accordance with the following schedule:

Other than Residential:

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX PER
ANNUM**

30,000.00 To 50,000.00
For every 1,000.00 in excess of 50,000.00

550.00
10.00

Residential:

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX PER
ANNUM**

30,000.00 To 50,000.00
For every 5,000.00 in excess of 50,000.00

550.00
10.00

3. On dealers of real estate excluding subdivision operators and lessors or real estate

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX PER
ANNUM**

50,000.00 or more but less than	100,000.00	825.00
100,000.00 or more but less than	200,000.00	1,650.00
200,000.00 or more but less than	400,000.00	2,475.00
400,000.00 or more but less than	700,000.00	4,400.00
700,000.00 or more but less than	1,000,000.00	6,600.00
1,000,000.00 or more but less than	1,500,000.00	9,625.00
1,500,000.00 or more but less than	2,000,000.00	11,825.00
2,000,000.00 or more but less than	3,000,000.00	15,125.00
3,000,000.00 or more but less than	5,000,000.00	17,600.00
5,000,000.00 or more but less than	6,500,000.00	22,000.00
6,500,000.00 or more but less than	8,000,000.00	27,500.00
8,000,000.00 To	10,000,000.00	34,650.00
For every 500,000.00 in excess of 10,000,000.00		1,100.00

(k)

Owners or operators of privately-owned public markets and shopping centers shall pay the tax in accordance with the following schedule:



ANNEX B

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Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX PER
QUARTER**

50,000.00 or more but less than	60,000.00	750.00
60,000.00 or more but less than	70,000.00	850.00
70,000.00 or more but less than	80,000.00	1,000.00
80,000.00 or more but less than	90,000.00	1,150.00
90,000.00 <i>To</i>	100,000.00	1,300.00
<i>For every 1,000.00 in excess of PhP100,000.00</i>		22.00

* For newly operated privately-owned public markets and commercial/shopping centers, the tax shall be computed at 0.05% of 50% of the cost of investment on the first two (2) years of operation; 1% of gross sales/receipts on the 3rd year of operation; and on the 4th year and succeeding years, the tax shall be in accordance with the above prescribed rates.

(1) On owners or operators of the following amusement and other recreational places in accordance with the following schedule:

1. Day and night clubs, cocktail or music lounges or bars, dance halls, disco houses, beer garden or joints, sing-along bars and other similar places:

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX PER
ANNUM**

<i>Less than</i>	500,000.00	18,750.00
500,000.00 or more but less than	750,000.00	25,000.00
750,000.00 <i>To</i>	1,000,000.00	31,250.00
<i>For every 100,000.00 in excess of 1,000,000.00</i>		250.00

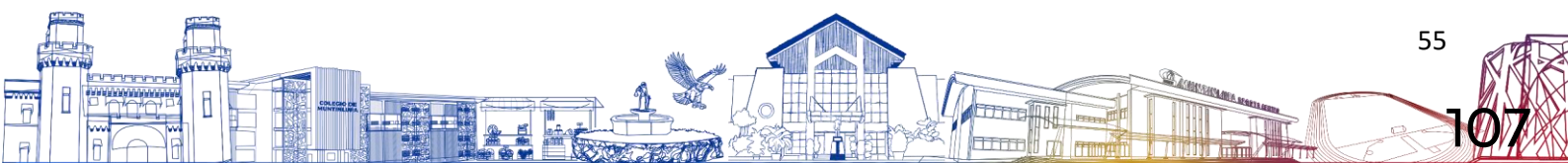
* Additional One Thousand Pesos (Php 1,000.00) for every videoke and similar machines

2. On owners or operators of amusement/vending devices, such as but not limited to juke box machines, machine apparatus for visual entertainment, apparatus for weighing persons, dispensing or vending soft drinks or other articles, machine or apparatus for printing letters or numbers, device for vending games of skill or amusement, coin-operated amusement machine or apparatus, videos, family computers, amusement places, such as but not limited to skating rinks, bath houses, resorts, swimming pools, billiard halls, bowling fees paid by players, circuses, carnivals, side shows, merry-go-round, roller coasters and the like, cockpits, gun club, judo-karate clubs, pelota/squash courts, tennis courts, driving ranges, green fees prescribed by golf management, basketball gym rentals, and others not specified in this Code:

Gross Sales/Receipts for the proceeding calendar year

**AMOUNT OF TAX PER
ANNUM**

50,000.00 or more but less than	75,000.00	1,320.00
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75,000.00 or more but less than	100,000.00	1,870.00
100,000.00 or more but less than	150,000.00	2,420.00
150,000.00 or more but less than	200,000.00	3,300.00
200,000.00 or more but less than	300,000.00	4,400.00
300,000.00 or more but less than	500,000.00	6,600.00
500,000.00 or more but less than	750,000.00	8,800.00
750,000.00 or more but less than	1,000,000.00	11,000.00
For every 100,000.00 in excess of 1,000,000.00		110.00
* Additional One Thousand Pesos (Php1,000.00) for every videoke and the like machine		
* Additional One Thousand Pesos (Php1,000.00) for every token-operated machine		
* Additional Two Hundred Fifty Pesos (Php250.00) for every coin-operated machine		

**ARTICLE II
FIXED TAX ON BUSINESS**

Section 8. Imposition of Tax. There is hereby imposed, as specified below, taxes on the following businesses in the City.

	AMOUNT OF TAX PER ANNUM
1. Warehouse, representative offices and other business granted special tax privileges	2% of the total gross sales/receipts
2. a. <i>Wholesaler/retailer of cigarettes and liquor</i>	3% of the gross sales/receipts if establishment is covered by Ordinance No. 98-015
b. <i>Wholesaler/retailer of cigarettes and liquor</i>	345.00
3. Theaters and cinema houses:	
a. Itinerant operators, per day	17.25
b. With Orchestra only and with seating capacity of less than 500 persons	862.50
c. With Balcony and Orchestra and with seating capacity of less than 500 persons	1,035.00
d. With Balcony and Orchestra and with seating capacity of 500 to 999 persons	1,380.00
e. With Balcony and Orchestra and with seating capacity of 1,000 persons	1,725.00
f. With lodge, balcony and orchestra	2,587.50
4. Boxing studio, auditoriums, gymnasiums, concert or similar establishments	517.50
5. Boxing, wrestling or martial arts contest, per exhibition	172.50
6. Race tracks for conducting dog races	
Per annum	3,450.00
Per racing day or fraction thereof	86.25
7. Race track for conducting horse races, per racing	3,450.00



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8. Jai-alai Frontons and/or Coliseums	
a. With seating capacity of 25,000 persons or more	11,250.00
b. With seating capacity of 15,000 to 24,999 persons	12,075.00
c. With seating capacity of 5,000 to 14,999 persons	8,625.00
d. With seating capacity of less than 5,000 persons	5,175.00
e. Per gaming on Jai-alai or fraction thereof	1,725.00
9. Off Tracks Betting Stations and Off Fronton, per station	1,725.00
10. Posting of detective and security guards	86.25
11. Polo Grounds	6,900.00
12. Operators of cemetery and memorial parks	
a. Less than 2 hectares	862.50
b. 2 to 5 hectares	1,293.75
c. More than 5 hectares	1,725.00
13. Fishponds, fishpens or fish breeding grounds, per hectare or fraction thereof	11.50
14. Cold storage and refrigeration cases	
a. Refrigeration or Cold Storage Unit with total cold storage capacity:	
a.1. Not exceeding 5 cubic meters	172.50
a.2. Over 5 to 15 cubic meters	258.75
a.3. Over 15 to 25 cubic meters	431.25
a.4. Over 25 to 35 cubic meters	862.50
a.5. Over 35 to 50 cubic meters	1,293.75
a.6. Over 50 cubic meters	1,725.00
b. Refrigerating Cases:	
b.1. Less than 5 cubic meters	8.63
b.2. Over 5 cubic meters	17.25
c. Lumberyards	
c.1. With an area of less than 500 sq.m.	690.00
c.2. Over 500 to 1,000 sq.m.	862.50
c.3. Over 1,000 to 1,500 sq.m.	1,035.00
c.4. Over 1,500 to 2,000 sq.m.	1,380.00
c.5. Over 2,000 sq.m.	1,725.00
d. Car exchange on consignment basis only	86.25
d.1. For an enclosure of less than 500 sq.m.	258.75
d.2. For an enclosure of more than 500 sq.m.	345.00
If car exchanges are being operated by a buying-selling basis, they are covered by the graduated business tax on retailers, independent wholesalers and distributors	
15. Storage of flammable, combustible or explosive substance	
a. Flammable Liquids	
Flammable liquids with flash point of 20°F or below such as gasoline and other carbon besolphide, naphta, benzol, allodin and acetone	
Over 5 gallons	To 25 gallons 8.63
Over 25 gallons	To 50 gallons 23.29
Over 50 gallons	To 100 gallons 45.71



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Over 100 gallons	To	500 gallons	92.29
Over 500 gallons	To	1,000 gallons	138.00
Over 1,000 gallons	To	1,500 gallons	183.71
Over 1,500 gallons	To	2,000 gallons	230.29
Over 2,000 gallons	To	2,500 gallons	276.00
Over 2,500 gallons	To	3,000 gallons	368.29
Over 3,000 gallons	To	3,500 gallons	459.71
Over 3,500 gallons	To	4,000 gallons	552.00
Over 4,000 gallons	To	8,000 gallons	690.00
Over 8,000 gallons	To	10,000 gallons	948.75
Over 10,000 gallons	To	50,000 gallons	1,380.00
Over 50,000 gallons	To	200,000 gallons	2,070.00
Over 200,000 gallons	To	500,000 gallons	2,760.00
Over 500,000 gallons	To	1,500,000 gallons	3,680.29
Over 1,500,000 gallons			4,599.71

Flammable liquids with flash point above 20°F and below 70°F such as alcohol, amylacetate, tuluol, ethylacetate

Over 5 gallons	To	25 gallons	17.25
Over 25 gallons	To	50 gallons	23.26
Over 50 gallons	To	100 gallons	34.50
Over 100 gallons	To	500 gallons	57.79
Over 500 gallons	To	1,000 gallons	92.29
Over 1,000 gallons	To	5,000 gallons	230.29
Over 5,000 gallons	To	25,000 gallons	459.71
Over 25,000 gallons	To	50,000 gallons	920.26
Over 50,000 gallons			1,149.71

Flammable liquids with flash point above 70°F to 200°F such as turpentine, thinner, prepared paints, diesel oil, fuel oil, kerosene, varnish, cleansing solvent, polishing liquids

Over 5 gallons	To	25 gallons	8.63
Over 25 gallons	To	50 gallons	13.80
Over 50 gallons	To	500 gallons	23.29
Over 500 gallons	To	1,000 gallons	57.79
Over 1,000 gallons	To	5,000 gallons	114.71
Over 5,000 gallons	To	10,000 gallons	230.29
Over 10,000 gallons	To	50,000 gallons	345.00
Over 50,000 gallons	To	100,000 gallons	575.29
Over 100,000 gallons	To	500,000 gallons	920.29
Over 500,000 gallons	To	900,000 gallons	1,725.00
Over 900,000 gallons			1,149.71

Flammable liquids with flash point above 70°F to 200°F such as turpentine, thinner, prepared paints, diesel oil, fuel oil, kerosene, varnish, cleansing solvent, polishing liquids

Over 5 gallons	To	25 gallons	8.63
Over 25 gallons	To	100 gallons	23.26
Over 100 gallons	To	500 gallons	69.00

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Over 500 gallons	To	2,000 gallons	138.00
Over 2,000 gallons	To	10,000 gallons	345.00
Over 10,000 gallons	To	50,000 gallons	690.00
Over 50,000 gallons	To	100,000 gallons	1,035.00
Over 100,000 gallons			1,725.00

b. Flammable Gases

Acetylene, hydrogen, coal, gases and other flammable in gaseous form, except liquefied petroleum gas and other compressed gases

Over 5 gallons	To	25 gallons	8.63
Over 25 gallons	To	50 gallons	13.80
Over 50 gallons	To	100 gallons	23.26
Over 100 gallons	To	500 gallons	69.00
Over 500 gallons	To	2,000 gallons	138.00
Over 2,000 gallons	To	10,000 gallons	345.00
Over 10,000 gallons	To	50,000 gallons	690.00
Over 50,000 gallons	To	100,000 gallons	1,035.00
Over 100,000 gallons			1,149.71

c. Combustible Solids

1. Calcium Carbide

Over 10 kg.	But not more than	20 kg.	25.88
Over 20 kg.	But not more than	50 kg.	35.36
Over 50 kg.	But not more than	100 kg.	69.00
Over 100 kg.	But not more than	500 kg.	103.50
Over 500 kg.	But not more than	2,000 kg.	138.00
Over 2,000 kg.	But not more than	10,000 kg.	172.50
Over 10,000 kg.	But not more than	50,000 kg.	258.75
Over 50,000 kg.			345.00

2. Pyroloxin

Over 10 kg.	To	50 kg.	23.29
Over 50 kg.	To	200 kg.	45.71
Over 200 kg.	To	500 kg.	92.29
Over 500 kg.	To	1,000 kg.	172.50
Over 1,000 kg.	To	3,000 kg.	345.00
Over 3,000 kg.	To	10,000 kg.	575.29
Over 10,000 kg.			345.00

3. Matches

Over 10 kg.	To	100 kg.	23.29
Over 100 kg.	To	500 kg.	114.71
Over 500 kg.	To	1,000 kg.	258.75
Over 1,000 kg.	To	5,000 kg.	459.71
Over 5,000 kg.			690.00

4. Nitrate, phosphorous, bromine, sodium, picric acid and hazardous explosive, corrosive, oxidizing and lacrymatory properties

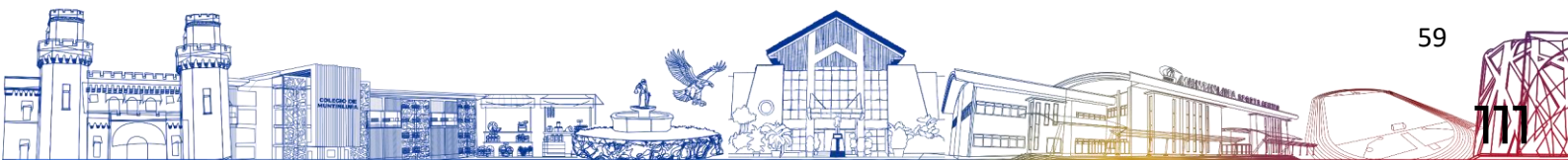
Over 5 kg.	To	25 kg.	23.29
Over 25 kg.	To	100 kg.	34.50
Over 100 kg.	To	500 kg.	86.25

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Over 500 kg.	<i>To</i>	1,000 kg.	172.50
Over 1,000 kg.	<i>To</i>	5,000 kg.	258.75
Over 5,000 kg.			345.00

5. *Shredded combustible materials such as wood shaving (kusot), waste (estopa), sisal oakum, and other similar combustible shaving and fine materials*

Over 9 cu.ft.	<i>To</i>	100 cu.ft.	23.00
Over 100 cu.ft.	<i>To</i>	500 cu.ft.	69.00
Over 500 cu.ft.	<i>To</i>	1,000 cu.ft.	103.50
Over 1,000 cu.ft.	<i>To</i>	2,500 cu.ft.	172.50
Over 2,500 cu.ft.			258.75

6. *Tar, resin waxes, copra, rubber, coal, bituminous coal, and similar combustible materials*

Over 50 kg	<i>To</i>	100 kg.	25.88
Over 100 kg	<i>To</i>	1,000 kg.	51.75
Over 1,000 kg	<i>To</i>	5,000 kg.	103.50
Over 5,000 kg.			172.50





"TITLE II, CHAPTER II, ARTICLE V, Section 34 of Ordinance No. 93-34 is hereby deleted and TITLE II, CHAPTER II, ARTICLE V, Section 35, 1 to 2 and ARTICLE VII, Section 38, (a) to (i) of the same Ordinance is hereby amended" and shall now be read as follows:

**ARTICLE V
TAXES ON DELIVERY TRUCKS AND VANS**

Section 34. Imposition of Tax on Delivery Trucks/Vans Fierra. There is hereby imposed an annual fixed tax for every truck, van or any vehicle used by a person or corporation or any business in the conduct of his business and for the delivery of his goods and other products to sales outlets, or consumers, whether directly or indirect, within the City.

- 1.) For Trucks, Vans/Fierras of Businesses not located in Muntinlupa
 - a.) Manufacturers or producers of, or dealers in, distilled spirits, fermented liquors, soft drinks, cigars and cigarettes, gravel and sand, delivery or distributing their products to sales outlets or selling to customer or sales
 - 12 wheeler trucks and above, per truck 575.00
 - 6 wheeler trucks to 10 wheeler truck, per truck 345.00
 - 4 wheeler trucks and below, per truck 230.00
- 2.) For delivery trucks/vans/fierras/vehicle of business located in Muntinlupa, per truck 230.00

**ARTICLE VI
TAX ON SIGNS, SIGNBOARDS, BILLBOARDS OR ADVERTISEMENT**

Section 37. Imposition of Tax. There is hereby imposed a tax signs, signboard, billboard or advertisements, at the rates prescribed hereunder:

- a.) Billboards or signboards for advertisement of business, per sq.m. or fraction thereof

Single faced	28.75
Double faced	57.50
- b.) Billboards or signs for professionals, per sq.m. or fraction thereof 23.00
- c.) Billboards or signs or advertisement for business and professions, painted on any building or structure or otherwise separated or detached therefrom, per sq.m. or fraction thereof 23.00
- d.) Advertisements by means of placards, per sq.m. or fraction thereof 23.00
- e.) Advertisements for business or profession by means of slides in movies payable by owner or operators of movie houses, per product 1,150.00
- f.) Advertisements for business or profession by means of film exhibition payable by owner or operators of movie houses, per product 2,300.00

In addition to the taxes provided under (a) (b) of this Section, for the use of electric neon lights in billboards, per sq.m. or fraction thereof

- g.) Advertisements by means of mass display of signs
 - 100 to 250 display signs 575.00
 - 251 to 500 display signs 862.50
 - 501 to 750 display signs 1,150.00
 - 751 to 1,000 display signs 2,875.00
- h.) Advertisements by means of vehicles, balloons, kites, etc.
 - Per day or fraction thereof 115.00
 - Per week or fraction thereof 172.50
 - Per month or fraction thereof 230.00
- i.) Advertisements by means of promotional sales (house to house), per day, per person 11.50



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"TITLE III, CHAPTER I, Section 56, SCHEDULE A to R of Ordinance No. 93-35 is hereby amended" and shall now be read as follows

TITLE III. USER CHARGES
CHAPTER I. ENVIRONMENT PROTECTION SUPERVISION FEE
(GARBAGE FEE)

Section 55. Rate of Charges. Except as otherwise provided herein, garbage service charges shall be collected quarterly from every person (natural or juridical) engaged in business, occupation or calling or any undertaking within the City in accordance with the following schedule:

SCHEDULE A – Amusement Places

**RATE PER
QUARTER**

- | | |
|---|----------|
| 1. Amusement centers and establishments with coin-operated machines, amusement rides and shooting galleries, side shows booths and other similar establishments with contrivances for the amusement of customers, per contrivance | 20.00 |
| 2. Billiard and/or pool hall, per table | 10.00 |
| 3. Bowling establishments | |
| Automatic, per lane | 40.00 |
| Non-automatic, per lane | 25.00 |
| 4. Casinos | 2,000.00 |
| 5. Circuses, carnivals and the like | 400.00 |
| 6. Cockpits | 1,500.00 |
| 7. Golf Links and/or Ranges | 700.00 |
| 8. Gymnasiums | 100.00 |
| 9. Membership clubs, discos, and other similar establishments | |
| a.) Serving food, drinks and lodging facilities | 600.00 |
| b.) Serving food, drinks and without lodging facilities | 300.00 |
| 10. Night/day Clubs, disco and other similar establishments | |
| a.) Night Clubs | 800.00 |
| b.) Day Clubs | 500.00 |
| c.) Cocktail lounges/bars, beer gardens, discos | 350.00 |
| d.) Cabaret/dance halls | 250.00 |
| 11. Sauna baths, massage clinics and other similar establishments per cubicle and/or bed capacity | 50.00 |
| 12. Skating ranges | 150.00 |
| 13. Stadium, sports complex | 400.00 |
| 14. Theaters or cinema houses | |
| a.) More than 2,000 seating capacity | 550.00 |
| b.) 500 to 2,000 seating capacity | 350.00 |
| c.) Less than 500 seating capacity | 200.00 |
| 15. Pelota courts, tennis courts, and other similar nature | 50.00 |





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SCHEDULE B – Electric and Power Companies

Main office/power plant

2,300.00

Every branch thereof

800.00

SCHEDULE C – Financial Institutions

1.) Banks

a.) Commercial Banks

Main office

750.00

Every branch thereof

225.00

b.) Savings Banks

Main office

350.00

Every branch thereof

100.00

c.) Rural Banks

150.00

2.) Savings and loan associations, insurance companies, and pawnshops

Main office

350.00

Every branch thereof

100.00

3.) Financial and/or lending investors, money shops

Main office

350.00

Every branch thereof

100.00

SCHEDULE D – Gasoline Service/Filling Stations

More than 1,500 sq.m.

300.00

1,000 sq.m. but less than 1,500 sq.m.

250.00

Less than 1,000 sq.m.

200.00

Curb pumps and filling stations

150.00

SCHEDULE E – Private Hospitals and Medical Clinics

Bed capacity of

More than 500 persons

800.00

301 to 500 persons

700.00

151 to 300 persons

600.00

101 to 150 persons

450.00

76 to 100 persons

350.00

75 persons or less

200.00

Animal Hospitals

150.00

SCHEDULE F – Hotels, Motels, Appartels, Pension Inns, Boarding Houses, Lodging Houses, Dormitories, Dwelling and other spaces for lease or rent

1.) Hotel

a.) Five Stars, per room

Single bed

10.00

Double bed

15.00

Suites

20.00

b.) Four Stars, per room

Single bed

8.00

Double bed

12.00

Suites

16.00



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c.) Three Stars, per room	
Single bed	10.00
Double bed	15.00
Suites	20.00
2.) Motels and drive inns, per room	15.00
3.) Hotels, appartels, condo-hotel, pension inns, per room	
a.) With air-conditioner	
Single Bed	10.00
Double Bed	15.00
b.) Without air-conditioner, per room	
Single Bed	8.00
Double Bed	10.00
4.) Boarding houses, lodging houses, dormitories, per bed capacity	6.00

SCHEDULE G – Institution of Learning

50,000 Students or more	50,000 students	1,200.00
30,000 Or more but less than	30,000 students	1,000.00
20,000 Or more but less than	20,000 students	700.00
10,000 Or more but less than	10,000 students	450.00
5,000 Or more but less than	5,000 students	250.00
1,000 Or more but less than	1,000 students	180.00
300 Or more but less than	Below 300 students	80.00
		45.00

SCHEDULE H – Liquefied Petroleum

Gas Dealer	
Marketer	200.00
Dealer	100.00

SCHEDULE I – Market Stall Holders/Public/private Market/ Commercial Centers/Shopping Malls

30.00

SCHEDULE J – Media Facilities

1.) Newspapers, books or magazines publications	
a.) Daily newspapers	225.00
b.) Weekly magazines	150.00
c.) Books and other magazines publications	100.00
2.) Radio Stations	200.00
3.) TV Stations	250.00

SCHEDULE K – Telegraph, Teletype, Cable and Wireless Communication

Companies	
Main Office	500.00
Every branch/station thereof	200.00

SCHEDULE L – Telephone Companies

Main Office	2,300.00
Every branch/station thereof	800.00

SCHEDULE M – Terminal, Garage for Bus, Taxi and other vehicle except those used for home garage

1,000 sq.m. or more	400.00
700 sq.m. or more but less than 1,000 sq.m.	350.00



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500 sq.m. or more but less than 700 sq.m.	250.00
300 sq.m. or more but less than 500 sq.m.	180.00
Less than 300 sq.m.	100.00
SCHEDULE N – Administrative Offices, Display Offices and/or Offices of Professionals	50.00
SCHEDULE O – Film Shooting, per day	50.00
SCHEDULE P – Private Warehouse or Bodega	100.00
SCHEDULE Q – All other business and other service agencies not specifically mentioned above	
1.) Manufacturers, producers and processors with an aggregate area of	
1,000 sq.m. or more	1,600.00
500 sq.m. or more but less than 1,000 sq.m.	1,300.00
200 sq.m. or more but less than 500 sq.m.	1,000.00
100 sq.m. or more but less than 200 sq.m.	750.00
50 sq.m. or more but less than 100 sq.m.	500.00
25 sq.m. or more but less than 50 sq.m.	200.00
Less than 25 sq.m.	150.00
Principal/branch or sales office with an aggregate area of	
Within same locality	
1,000 sq.m. or more	500.00
500 sq.m. or more but less than 1,000 sq.m.	400.00
200 sq.m. or more but less than 500 sq.m.	300.00
100 sq.m. or more but less than 200 sq.m.	200.00
50 sq.m. or more but less than 100 sq.m.	130.00
25 sq.m. or more but less than 50 sq.m.	50.00
Less than 25 sq.m.	20.00
Outside the locality	
1,000 sq.m. or more	650.00
500 sq.m. or more but less than 1,000 sq.m.	450.00
200 sq.m. or more but less than 500 sq.m.	350.00
100 sq.m. or more but less than 200 sq.m.	280.00
50 sq.m. or more but less than 100 sq.m.	200.00
25 sq.m. or more but less than 50 sq.m.	100.00
Less than 25 sq.m.	40.00
2.) Exporters/Importers	500.00
3.) Brewers, distillers, compounders and public eating places	
1,000 sq.m. or more	1,700.00
500 sq.m. or more but less than 1,000 sq.m.	1,100.00
200 sq.m. or more but less than 500 sq.m.	850.00
100 sq.m. or more but less than 200 sq.m.	650.00
50 sq.m. or more but less than 100 sq.m.	450.00
25 sq.m. or more but less than 50 sq.m.	250.00
Less than 25 sq.m.	120.00
Carinderia	80.00
4.) Owners or operators of business establishments rendering services	





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Business offices of general contractors (building, specialty engineering), manpower service/employment agencies, private detective agencies, advertising agencies

1,000 sq.m. or more	850.00
500 sq.m. or more but less than 1,000 sq.m.	650.00
200 sq.m. or more but less than 500 sq.m.	500.00
100 sq.m. or more but less than 200 sq.m.	350.00
50 sq.m. or more but less than 100 sq.m.	200.00
25 sq.m. or more but less than 50 sq.m.	100.00
Less than 25 sq.m.	50.00

Other contractors/business establishments engaged in rendering services, printers and publishers

1,000 sq.m. or more	1,250.00
500 sq.m. or more but less than 1,000 sq.m.	850.00
200 sq.m. or more but less than 500 sq.m.	650.00
100 sq.m. or more but less than 200 sq.m.	500.00
50 sq.m. or more but less than 100 sq.m.	350.00
25 sq.m. or more but less than 50 sq.m.	200.00
Less than 25 sq.m.	50.00

5.) Independent wholesalers, dealers, distributors, repackers, and retailers

1,000 sq.m. or more	1,100.00
500 sq.m. or more but less than 1,000 sq.m.	750.00
200 sq.m. or more but less than 500 sq.m.	600.00
100 sq.m. or more but less than 200 sq.m.	400.00
50 sq.m. or more but less than 100 sq.m.	250.00
25 sq.m. or more but less than 50 sq.m.	150.00
Less than 25 sq.m.	50.00

6.) Dwelling and other spaces for lease/rent

1,000 sq.m. or more	1,100.00
500 sq.m. or more but less than 1,000 sq.m.	750.00
200 sq.m. or more but less than 500 sq.m.	600.00
100 sq.m. or more but less than 200 sq.m.	400.00
50 sq.m. or more but less than 100 sq.m.	250.00
25 sq.m. or more but less than 50 sq.m.	150.00
Less than 25 sq.m.	50.00





"TITLE IV, CHAPTER I, ARTICLE I, Section 72 (a) to (d) of Ordinance
No. 93-35 is hereby amended" and shall now be read as follows

**TITLE IV
REGULATORY FEES**

**CHAPTER I. MAYOR'S PERMIT FEES FOR BUSINESS, OCCUPATION, AND
OTHER ACTIVITIES
ARTICLE I
MAYOR'S PERMIT FEES**

Section 70. Imposition of Fees. The following permit shall be collected for the issuance of a permit by the City Mayor to operate a business, pursue an occupation or calling, or undertake an activity within the City.

A. On Operation of Business

RATE PER ANNUM

1. Dealers in fermented liquors, distilled spirits and/or wines, except for wine houses/cellars which shall be based on capitalization

a.) Wholesale/dealers in foreign liquor	575.00
b.) Retail/dealers in foreign liquor	345.00
c.) Wholesale/dealers in domestic liquor	230.00
d.) Retail/dealers in domestic liquor	172.50
e.) Wholesale/dealers in fermented liquor	230.00
f.) Retail/dealers in fermented liquor	172.50
g.) Wholesale/dealers in vino liquor	172.50
h.) Retail/dealers in vino liquor	115.00
i.) Retail/dealers in tuba, basi and/or tapuy	115.00

2. Dealers in Tobacco

a.) Retail leaf tobacco dealers	345.00
b.) Wholesale leaf tobacco dealers	575.00
c.) Retail tobacco dealers	172.50
d.) Wholesale tobacco dealers	230.00
e.) Retail/peddler of tobacco	57.50

3. Owners or operators of amusement places/devices

a.) Night/day Clubs	5,750.00
b.) Super clubs, cocktail lounges, bars, disco houses, beer gardens and other similar establishments	5,750.00



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c.) Dance halls or ordinary pavilions	5,750.00
d.) Social clubs/voluntary association or organizations	1,150.00
e.) Skating rinks	1,150.00
f.) Bath houses, resorts and the like	3,450.00
g.) Steam baths, sauna clinic and the like	5,750.00
h.) Billiard/pool halls, per table	115.00
i.) Bowling establishments	5,750.00
j.) Circuses, carnivals, fun houses, etc.	2,300.00
k.) Merry-go-round, roller coasters, ferries-wheels, shooting galleries or similar contrivances and side show booths, per booth	345.00
l.) Theater and cinema houses	
Air-conditioned	5,750.0
Non-air-conditioned	3,450.00
m.) Boxing stadia, auditoriums, gymnasium, concert halls or similar establishments	3,450.00
n.) Race tracks and cockpits	5,750.00
o.) Pelota/tennis/squash courts	345.00
p.) Jai-alai and/or coliseum establishments	4,025.00
r.) Amusement devices, per device	115.00
4. Financial Institutions and/or Lending Institutions	
Main Office	5,750.00
Branch	2,300.00
Money shops	1,150.00
5. Dealers in Securities including Foreign Exchange	2,300.00
6. Educational Life Plan/Memorial Plan	
Main Office	2,300.00
Per branch/agency	1,150.00
7. Subdivision Operators	5,750.00
8. Private Cemetery/Memorial Parks	5,750.00
9. Dancing Studio, Judo Karate Schools, Driving Schools, Speed Reading, EDP, etc.	1,150.00
10. Boarding House/Lodging Houses	575.00
11. Nursery, Vocational and other schools not regulated by Department of Education	1,150.00
12. Driving Ranges	1,150.00
13. Golf Links	2,300.00
14. Mini-golf Links	1,150.00
15. Polo Grounds	2,300.00
16. Private Detective/Security Agencies	
Main Office	575.00
For every locality where security guards are posted	230.00
B. On Other Activities	
1. On delivery trucks or vans to be paid by the manufacturers, producers and dealers in any product regardless of the number of trucks	230.00



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2. For maintaining window/display office	575.00
3. Promoters, sponsors or talent scouts	575.00
4. For holding stage shows or fashion shows, exhibits, advanced movie screening/premiere payable by operators/organizers	575.00
5. For maintaining an office such as but not limited to liaison, administrative and/or similar offices with an aggregate area of	
400 sq.m. or more	2,300.00
300 sq.m. or more but less than 400 sq.m.	1,725.00
200 sq.m. or more but less than 300 sq.m.	1,150.00
100 sq.m. or more but less than 200 sq.m.	920.00
50 sq.m. or more but less than 100 sq.m.	575.00
Less than 50 sq.m.	345.00
6. For operating private warehouse or bodega of wholesaler/retailers, importers and exporters except those which business is duly licensed in the locality where the warehouse or bodega is located	1,725.00
7. Cold Storage	1,725.00
8. Refrigerating cases	115.00
9. Lumberyards	2,300.00
10. Car exchange on consignment basis	1,150.00
11. Storage and sales of flammable or explosive substances	1,150.00
12. Signboards, billboards and other forms of advertisement	115.00
13. Film shooting on location, per day	575.00
14. Gun clubs	575.00
15. Judo/Karate clubs, etc.	230.00
16. Streamers, banner and other similar materials used for advertisement/promotions, per event	
1 x 3 meters	100.00/piece
Above 3 meters	200.00/piece
C. All other business not specifically mentioned with Capital Investment	
Less than	
3,000.00	57.50
Or more but less than 10,000.00	115.00
Or more but less than 50,000.00	230.00
Or more but less than 100,000.00	345.00
Or more but less than 200,000.00	575.00
Or more but less than 300,000.00	690.00
Or more but less than 400,000.00	805.00
Or more but less than 500,000.00	920.00
Or more but less than 600,000.00	1,035.00
Or more but less than 700,000.00	1,150.00
Or more but less than 800,000.00	1,725.00
Or more but less than 900,000.00	2,300.00
Or more but less than 1,000,000.00	2,875.00
Or more but less than 10,000,000.00	4,600.00
Over 10,000,000.00	6,900.00

Provided that on businesses wit principal offices maintaining or operating branch or sales offices, the following fees per branch shall be imposed.



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With capital investment of 10 Million or more

Principal office within the same locality per branch, per activity

345.00

Principal office outside the locality per branch, per activity

690.00

With capital investment of 1 Million or more but less than 10 Million

Principal office within the same locality per branch, per activity

115.00

Principal office outside the locality per branch, per activity

230.00

With capital investment of less than 1 Million

Principal office within the same locality per branch, per activity

57.50

Principal office outside the locality per branch, per activity

115.00

(d) All occupations or callings subject to periodic inspection, surveillance and/or regulations by the City Mayor, like but not limited to, animal trainer, auctioneer, barber, bar tender, beautician, bondsman, butcher, chambermaid, cook, criminologists, electrician, club/floor manager, forensic expert, fortune teller, hair stylist, hand writing expert, hospital attendant, life guard, make-up artist, manicurists, masseur attendant, photographer (itinerant), private ballistic expert, tricycle/jeepney/truck/taxi drivers, waiter/waitresses, service crews, factory workers, store or business establishment helpers including employees that are board passers.

57.50

"TITLE IV, CHAPTER I, ARTICLE II, Section 75, (a) to (f), Section 76, Section 77 of Ordinance No. 93-35 is hereby amended" and shall now be read as follows

ARTICLE II

SANITARY INSPECTION AND HEALTH CERTIFICATE FEES

Section 73. Sanitary Inspection Fee. Every owner/operator of business, industrial, commercial, or agricultural establishment, accesoría, building or house for rent shall secure sanitary certificate or permit for the purpose of supervision and enforcement of existing rules and regulations on sanitation and safety of the public upon payment to the City Treasurer of an annual fee in accordance with the following schedule:

	RATE PER ANNUM
a.) Aircraft and watercraft companies	575.00
b.) Financial Institutions	
b.1.) Banks	750.00
Main	500.00
Branch	
b.2.) Other financial companies such as but not limited to pawnshops, money shops, insurance companies, finance and other investment companies, dealer in securities and foreign exchange dealer	
Main	500.00
Branch	200.00
c.) Lending Investors	500.00
d.) Gasoline Service Filling Stations	500.00



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c.) Private Hospitals			1,500.00
f.) Medical and Dental Clinics, Animal Hospitals			500.00
g.) Dwellings and other spaces for lease such as but not limited to hotels, condo-hotels, motels, apartels, pension inns, drive inns, apartment/house for rents, condominiums, commercial building/space for rent, commercial/shopping centers, stall lessors, warehouse, land lessors			
With an assessed value of less than		50,000.00	500.00
Assessed value of	50,000.00	but less than 100,000.00	1,000.00
Assessed value of	100,000.00	but less than 200,000.00	1,500.00
Assessed value of	200,000.00	but less than 1,000,000.00	3,000.00
Assessed value of	1,000,000.00	but less than 5,000,000.00	5,000.00
Assessed value of	5,000,000.00	but less than 10,000,000.00	7,000.00
Assessed value of more than		10,000,000.00	10,000.00
h.) Institution for Learning			600.00
i.) Media Facilities			300.00
j.) Telegraph, teletype, cable and wireless communication companies			500.00
K.) Telephone/Electric Companies			
Main			1,000.00
Branch			500.00
l.) Administration offices, display offices, and/or office or professionals			500.00
m.) All other business, industrial, commercial, agricultural establishments not specifically mentioned above with an area of:			
1,000 sq.m. or more			1,000.00
500 sq.m. or more but less than	1,000 sq.m.		800.00
200 sq.m. or more but less than	500 sq.m.		600.00
100 sq.m. or more but less than	200 sq.m.		400.00
50 sq.m. or more but less than	100 sq.m.		200.00
25 sq.m. or more but less than	50 sq.m.		100.00
Less than	25 sq.m.		50.00

In case where a single person, partnership or corporation conducts or operates two or more Businesses in one place or establishment, the sanitary inspection permit fee shall be imposed on the business with the highest rate.

Section 74. Health Certificate Fee. All persons required by existing laws, rules and regulations to secure health certificate from the City Health Office shall pay an annual fee of Thirty Pesos (Php30.00).

Section 75. Medical Certificate Fee. All persons who will secure Medical Certificate from the City Health Office shall pay Fifty Pesos (Php 50.00).

Section 76. Payments of Fees. The Sanitary Permit and Health and Medical Certificates fee shall be paid to the City Treasurer.

[Signature]



ORDINANCE NO. 03-092

An ordinance amending section 5(b), (i), and (k) of Chapter I, Title II of Article I and Section 8 (1) of Article II of Ordinance No. 02-076 otherwise known as the Revised Revenue Code of Muntinlupa.

NOW, THEREFORE, BE IT ORDAINED, AS IT IS HEREBY ORDAINED
by the Members of the Sangguniang Panlungsod duly assembled the following:

SECTION 1. Section 5(b), (i), and (k) Chapter I, Article I of Ordinance No. 02-076 is hereby amended to read as follows:

Section 5. Imposition of Tax. There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective businesses within the City of Muntinlupa a Graduated Business Tax in the amounts hereafter prescribed.

(b). On wholesalers, distributors or dealers of any articles of commerce of whatever kind or nature in accordance with the following schedule:

**AMOUNT OF TAX
PER ANNUM**

xxx

xxx

(i). Owners or operators of hotels and motels shall pay the tax in accordance with the following schedule:

**AMOUNT OF TAX
PER ANNUM**

xxx

xxx

3 percent of total gross/ receipts

(k). Owners or operators of privately-owned public markets and shopping centers shall pay the tax in accordance with the following schedule:

Gross Sales/ Receipts for the proceeding calendar year

**AMOUNT OF TAX
PER ANNUM**

xxx

xxx

SECTION 2. Section 8 (1), Article II is hereby amended to read as follows:

Section 8. Imposition of Tax. There is hereby imposed, as specified below, taxes on the following businesses in the City.

1. Warehouse, representative offices and other business granted special tax privileges:

**AMOUNT OF TAX PER
ANNUM**

a. Manufacturer

0.25%

b. Exporter

0.50%

c. Dealer/ Wholesaler

0.75%

d. Services

0.75%

e. Retailer

1.25%



ORDINANCE NO. 09-087

An ordinance prescribing environmental protection and inspection fees for all industrial, agricultural, commercial establishments and private entities in the City of Muntinlupa whereas such business activities are sources of land, air and water pollution and for other purposes.

SECTION 1. *Environmental Protection Inspection Fee* – Every owner/operator of business, industrial, commercial, or agricultural establishments, and private entities building shall be charged an Environmental Protection Fee for inspection and compliance monitoring. The said fee that will be imposed will generate funds that will supplement the operations and maintenance of the City's environmental programs and other environmental projects. An Environmental Permit to Operate will then only be issued after an inspection by a composite team from EPNRO, ESC and LMO and after compliance with the environmental requirements set forth by the DENR, LLDA and other government agencies.

The Environmental Permit to Operate shall be a pre-requisite for the issuance of business permit subject to the conditions and policies of the Business Permits and Licensing Office, EPNRO, ESC and LMO.

SECTION 2. *Payment to the City Treasurer of an annual Environmental Protection Inspection Fee in accordance with the following schedule:*

A. All High-Risk Industrial and Establishments:

1) Fuel Depot and Fuel Storage Facilities	Php5,000.00
2) Gasoline Service and LPG Filling Stations	500.00
3) Foundry Shops/Electroplating/Recycling Shop	1,000.00
4) All big scale Manufacturing Industries	1,000.00
5) Garbage Contractor/Terminal of Garbage Trucks Garbage Transfer Station	1,000.00
6) Sanitary Waste Landfills and other waste treatment or disposal site of toxic wastes	2,000.00

Ordinance No. 09-087

7) Private Hospitals	600.00
8) Shopping Centers/Malls/Markets/Talipapa	1,000.00
9) Substation Cell Site	1,000.00
10) Junkshop	200.00
11) Retailer of LPG (10 tanks and above)	300.00



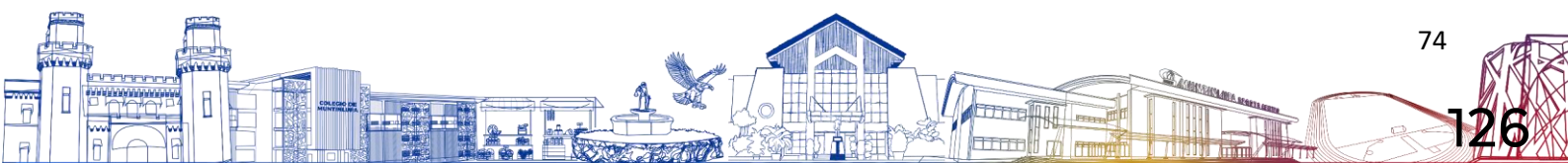


Ordinance No. 09-087

B. All Low-Risk Industries/Establishments:

1. Small-scale Manufacturing industries	Php 300.00
2. Housing Development Projects such as Residential subdivision, Parks (Memorial Park included) condominiums	1,000.00
3. High Rise Buildings	600.00
4. Fast food chains/Restaurants	500.00
5. Terminal/Garbage of Transport/Trucking Services	500.00
6. Medical Clinic with Lying-In Clinic	400.00
7. Hotels, Motels, Apartelles, Inns	1,000.00
8. Welding shop/auto repair with repairing shop refrigerator with repainting shop, furniture shop/shsh factory	500.00
9. Car wash, laundry services	300.00
10. Animal farm/piggery exceeding 25 heads	500.00
11. Manufacture's procedures, laboratories and warehouses	400.00
12. Funeral services	500.00
13. Amusement places, such as KTV/Videoke or other similar establishments	500.00
14. Golf Courses/Driving Range	1,000.00
15. Such other activities, projects as may be determined by EPNRO, ESC and LMO or has been the subject of complain/inspection	500.00

In case where a single person, partnership or corporation conducts or operates two or more business in one place or establishment, the environmental inspection permit fee shall be imposed on the business with the highest rate.





ORDINANCE NO. 11-036

An ordinance amending the Revenue Code of Muntinlupa particularly, Section 5 (f)(j); Section 8 (1)(10) of Ordinance No. 02-076 and Section 15 of Ordinance No. 93.-35.

Ordinance No. 11-036

TITLE II CITY TAXES CHAPTER I. TAXES OF BUSINESS ARTICLE I. GRADUATED TAXES

SECTION 5. Imposition of Tax. There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective businesses within the City of Muntinlupa a graduated Business Tax in the amounts hereafter prescribed:

- (f) On contractors and other independent contractors defined in Section 3 of Chapter 1, Title of this Code, and on owners or operators of business establishments rendering services, such as but not limited to advertising agencies, animal hospitals, assaying laboratories, belts and buckle shops, blacksmith shops, bookbinders, booking offices for film exchange, booking offices for transportation on commission basis, breeding of game cocks and other sporting animals belonging to others, business management services, collecting agencies escort disposal contractors, gold and silver smith shops, inspection service/posting of janitors, **security agencies/posting of security guards and detectives**, job placement or recruitment consultants not subject to professional tax, medical and dental laboratories, mercantile agencies, messengerial services, operators of shoe shine stands, painting shops, perma press establishments, ret-a-plant services, polo players, school for and/or horse-back riding academies, real estate brokerages, photostatics, white blue printing, photocopying, typing and mimeographing services, rental of bicycles and/or tricycles, furniture, shoes, watches, household appliances, boats, typewriters, etc., roasting of pigs, fowls, etc., shipping agencies, vaciador shops, veterinary clinics, video rentals and/or coverage services, dancing schools/driving schools/speed reading /EDP/judo karate etc., nursery, vocational, and other schools not regulated by the Department of Education, etc.,

Gross Sales/Receipts for the proceeding calendar year	Amount of Tax per Annum
50,000.00 or more but less than 75,000.00	880.00
75,000.00 or more but less than 100,000.00	1,320.00
100,000.00 or more but less than 150,000.00	1,980.00
150,000.00 or more but less than 200,000.00	2,640.00
200,000.00 or more but less than 250,000.00	3,630.00
250,000.00 or more but less than 300,000.00	4,620.00
300,000.00 or more but less than 400,000.00	6,160.00
400,000.00 to 500,000.00	8,250.00
For every 10,000.00 in excess of 500,000.00	50.00



Ordinance No. 11-036

- (j) Real Estate Dealers shall pay the tax in accordance with the following schedule:

(2) Lessors of sub-lessors of real estate including accessories, apartelles, pension inns, apartments, condominiums, houses for rent, lands/spaces for rent shall pay the tax in accordance to the following schedule:

Other than residential:

1,000.00 or more but less than 5,000.00	50.00
5,000.00 or more but less than 10,000.00	200.00
10,000.00 or more but less than 20,000.00	350.00
20,000.00 or more but less than 30,000.00	700.00
30,000.00 or more but less than 50,000.00	1,000.00
For every 1,000.00 in excess of 50,000.00	20.00

Residential:

1,000.00 or more but less than 5,000.00	50.00
5,000.00 or more but less than 10,000.00	200.00
10,000.00 or more but less than 20,000.00	350.00
20,000.00 or more but less than 30,000.00	700.00
30,000.00 or more but less than 50,000.00	1,000.00
For every 1,000.00 in excess of 50,000.00	20.00

SECTION 2. TITLE II, CHAPTER I, ARTICLE L, Section 8 (1) of Ordinance No. 02-076 is hereby amended and shall now be read as follows:

**TITLE II CITY TAXES
CHAPTER I. TAXES OF BUSINESS
ARTICLE II. FIXED TAX ON BUSINESS**

1. Warehouses, representative offices and other business granted special tax privileges	2% of the total gross sales/receipt
---	-------------------------------------

For the purpose of this Section, Gross Receipts shall also mean remittances being regularly sent by the foreign principal to a local office.

SECTION 3. TITLE II, CHAPTER I, ARTICLE L, Section 8 (10) of Ordinance No. 02-076 is hereby amended and shall be deleted in consideration of the amendment in TITLE II, CHAPTER I, ARTICLE I Section 5 (f):

**TITLE II CITY TAXES
CHAPTER I. TAXES OF BUSINESS
ARTICLE II. FIXED TAX ON BUSINESS**

10. Posting of detective and security guards	86.25
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ORDINANCE NO. 13-005

An ordinance amending Section 4 of Ordinance No. 10-019 on the basis of the computation of the Risk Reduction Fee.

SECTION 1. Section 4 of Ordinance No. 10-019, read as follows:

"**Amount of Risk Reduction Fee** – The Risk Reduction fee to be imposed on every business establishment is **ten percent (10%)** of the **one percent (1%)** of the business tax due."

NOW SHALL BE READ AS FOLLOWS:

Amount of Risk Reduction Fee - The amount of **Risk Reduction Fee** to be imposed on every business establishment is **ten percent (10%)** of the total assessed fees and charges payable annually.





ANNEX G

ORDINANCE NO. 13-014

An ordinance imposing business taxes, fees and other regulation charges on tollway operators/concessionaires operating toll collection plazas located within the jurisdiction of the City of Muntinlupa.

SECTION 1. Imposition of Business Tax – All toll operators/concessionaires operating toll plazas – Pursuant to **Section 143(e)** of the Local Government Code and **Article 233** of the Implementing Rules and Regulations, municipalities/cities are authorized to imposed taxes on contractors and other independent contractors at a rate not exceeding **fifty percent (50%)** of **one percent (1%)** of the gross receipts for the preceding calendar year.

SECTION 2. Aside from the business tax tollway operators/concessionaire shall also pay regulatory fees which shall include but not limited to, Mayor's Permit Fee on business, Garbage Fee, Mayor's Permit Fee on Exercise of Profession, Occupation or Calling, Health Certificate Fee and Sanitary Inspection Fee.

SECTION 3. Coverage – all tollways operators/concessionaires operating toll collection plazas located within the jurisdiction of the City of Muntinlupa.





ORDINANCE NO. 13-030

An ordinance amending Section 5(b) of Ordinance No. 13-015, entitled “An ordinance amending Section 5(B) of Article 1, Chapter 1 of Title II of Ordinance No. 02-076 otherwise known as the New Revenue Code of Muntinlupa”.

(b) On wholesalers, distributors, or dealers of any article of commerce of whatever kind or nature in accordance with the following schedule:

Gross Sales For The Preceding Calendar Year	Amount of Tax per Annum
Php50,000.00 or more but less than 75,000.00	Php1,190.00
Php 75,000.00 or more but less than 100,000.00	1,540.00
Php 100,000.00 or more but less than 150,000.00	2,240.00
Php 150,000.00 or more but less than 200,000.00	2,900.00
Php 200,000.00 or more but less than 300,000.00	3,960.00
Php 300,000.00 or more but less than 500,000.00	5,820.00
Php 500,000.00 or more but less than 750,000.00	7,920.00
Php 750,000.00 or more but less than 1,000,000.00	10,560.00
Php 1,000,000.00 or more but less than 2,000,000.00	12,000.00
Php 2,000,000.00 or more	Php12,000.00 plus 50% of 1% over Php2,000,000.00



ORDINANCE NO. 13-032

An ordinance amending ordinance 11-036 of the Revenue Code of Muntinlupa particularly Section 5(f) thereof.

SHALL NOW BE READ AS FOLLOWS:

SECTION 5. Imposition of Tax. There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective businesses within the City of Muntinlupa a graduated Business Tax in the amounts hereafter prescribed:

Muntinlupa

iniang Panglungsod

Page 3

Ordinance No. 13-032

(f) On contractors and other independent contractors defined in Section 3 of Chapter 1, Title of this Code, and on owners or operators of business establishments rendering services, such as but not limited to advertising agencies, animal hospitals, assaying laboratories, belts and buckle shops, blacksmith shops, bookbinders, booking offices for film exchange, booking offices for transportation on commission basis, breeding of game cocks and other sporting animals belonging to others, business management services, collecting agencies escort disposal contractors, gold and silver smith shops, inspection service/posting of janitors, security agencies/posting of security guards and detectives, job placement or recruitment consultants not subject to professional tax, medical and dental laboratories, mercantile agencies, messengerial services, operators of shoe shine stands, painting shops, perma press establishments, ret-a-plant services, polo players, school for and/or horse-back riding academies, real estate brokerages, photostatics, white blue printing, photocopying, typing and mimeographing services, rental of bicycles and/or tricycles, furniture, shoes, watches, household appliances, boats, typewriters, etc., roasting of pigs, fowls, etc., shipping agencies, vaciador shops, veterinary clinics, video rentals and/or coverage services, dancing schools/driving schools/speed reading /EDP/judo karate etc., nursery, vocational, and other schools not regulated by the Department of Education, professionals, etc.,

Gross Sales/Receipts for the proceeding calendar year	Amount of Tax per Annum
50,000.00 or more but less than 75,000.00	880.00
75,000.00 or more but less than 100,000.00	1,320.00
100,000.00 or more but less than 150,000.00	1,980.00
150,000.00 or more but less than 200,000.00	2,640.00
200,000.00 or more but less than 250,000.00	3,630.00
250,000.00 or more but less than 300,000.00	4,620.00
300,000.00 or more but less than 400,000.00	6,160.00
400,000.00 to 500,000.00	8,250.00
For every 10,000.00 in excess of 500,000.00	50.00

SECTION 2. For purposes of this ordinance, the term Professional shall mean persons who, independent of employer employee relationship, derive income from their profession, the practice or exercise of which requires an examinations and/or license from a government agency. This includes lawyers and other persons who are registered with Professional Regulation Commission such as doctors, dentists, certified public accountants and other similarly situated. The term "professionals" also refers to one who pursues an art and makes his living therefrom such as artists, athletes and others similarly situated.



ANNEX J

ORDINANCE NO. 13-033

An ordinance requiring the Manila Waterworks Sewerage System (MWSS) and/or its concessionaire, Maynilad Water Services, Inc., to remit 1% of the Gross Sales/Receipts of their business operations in the City of Muntinlupa in the preceding calendar year representing its share from the utilization of water from the Laguna de Bay through their treatment plant/pumping station located in Muntinlupa City.

SECTION 1. Title - An ordinance requiring the *Manila Waterworks Sewerage System (MWSS) and/or its concessionaire Maynilad Water Services, Inc.*, to remit 1% of the Gross Sales/Receipts of their business operations in the City of Muntinlupa representing their share from the utilization of water from the Laguna De Bay through Putatan Treatment Plant/Pumping Station.

SECTION 2. Coverage - This ordinance shall cover the *Manila Waterworks Sewerage System (MWSS) and/or its concessionaire Maynilad Water Services, Inc.*, treatment facility/pumping station located within the jurisdiction of Muntinlupa City.

SECTION 3. Period of Imposition of Tax. The tax herein imposed shall commence or shall be reckoned from the date of the effectivity of the concession agreement between *Manila Waterworks Sewerage System (MWSS) and Maynilad* or on the date of the actual operation of *Maynilad Water Services Inc.*





ANNEX K

ORDINANCE NO. 17-098

An ordinance adopting the Zoning Regulations for the updated Comprehensive Land Use Plan 2016-2026 of the City of Muntinlupa and providing for the administration, enforcement and amendment thereof and for the repeal of all ordinances in conflict therewith.

IV. ZONING FEE FOR BUSINESS PERMIT	
▪ New Business	Same as Locational Clearance
▪ Business Renewal	
B.1 Filing Fee	Php 200.00
B.2 Land Use Fee	
• 20 m ² or less	Php 50.00
• More than 20 m ² to 100 m ²	Php 100.00
• More than 100 m ² to 300 m ²	Php 300.00
• More than 300 m ² to 500 m ²	Php 500.00
• Above 500 m ²	Php 1000.00 + (0.50¢ / m ² in excess of 500 m ²)





ORDINANCE NO. 2022-037

An ordinance amending the Tourism Code Muntinlupa

SECTION 5. New schedule of fees for tourism enterprises registration. The following shall be the new schedule of fees for tourism enterprise registration thereby amending Section 16 of the TCM:

"Section 16 Registration – A registration fee shall be imposed on all tourism establishments, whether operating as principal, branch or extension office at the city payable as follows and without prejudice to the collection of taxes, fees and surcharges imposed under existing laws, ordinances, regulations and other local issuance. An annual registration shall be imposed on a pro-rata basis on all:

16.1	TOURISM-ORIENTED ESTABLISHMENTS	FEES
	Accommodation Establishments	
	a. Hotels:	
	De Luxe	P5,000.00
	First Class	P4,500.00
	Standard	P4,000.00
	Economy	P3,000.00
	b. Motels, Inns, Apartelles, Resorts, etc.	P3,000.00

Ordinance No. 2022-037

	Travel and Tour Services	
	a. Travel and Tour Agencies	
	Tour Operator	P3,000.00
	Travel Agency	P3,000.00
	Travel and Tour Agency	P3,000.00
	Online Travel and Tour Agency	P3,000.00
	b. Tourist Transport Services	
	Tourist Air Transport	P3,000.00
	Tourist Land Transport	P3,000.00
	Tourist Water Transport	P3,000.00
	c. Ticket Sales Office	P3,000.00
	Meetings, Incentives, Conventions and Exhibitions	
	a. MICE Facilities	P3,000.00
	b. MICE Organizers	P3,000.00
	Tourism Frontlines	
	a. Tour Guide	P3,000.00
16.2	TOURISM-RELATED ESTABLISHMENTS	
	Food and Beverage Establishments	
	a. Restaurants	
	Fine Dining Restaurant	P2,500.00
	Buffet / All-you-can-eat	P2,000.00
	Ethnic Restaurant, Casual Dining	P2,000.00
	Fast Food, Fast Casual, Café	P1,500.00
	Pop-up, Stalls, Kiosks, Stands, Food Truck	P1,000.00
	Ghost (Kitchen/Online Delivery Service)	P1,000.00
	b. Drinking Establishments	P1,500.00
	Pubs, Taverns, Bars (alcoholic/non-alcoholic), Gastropubs, Restobars, Night/Day/Super Clubs, Wineries, etc.	



ANNEX L

Ordinance No. 2022-037

Retail Stores	
a. Malls and Commercial Centers	
Class A	₱3,000.00
Class B	₱2,500.00
b. Essential Retail	
Supermarket	₱2,000.00
Wet and Dry Market*	₱2,000.00
*Kiosks/Stalls	₱1,000.00
Convenience Store, Drug Store, Grocery Store	₱1,500.00
c. Automotive Retailers	
Automobile Dealership	₱3,000.00
Motorcycle/Electric Vehicles	₱2,000.00
Parts & Accessories	₱1,500.00
d. Other Retailers	
Big Box/Superstore	₱2,500.00
Department Store	₱2,000.00
Specialty Store	₱1,500.00
Oil and Gas Retail	₱1,500.00
Recreational Facilities	
a. Sports Facilities	₱2,000.00
Golf, Tennis, Archery, Bowling, Swimming, Billiards, etc.	
b. Entertainment Facilities	₱1,500.00
Cinema (per room), Theater, Game Arcade, Karaoke/KTV	
Bars,	
Amusement Facilities	₱1,500.00
c. Museums, Galleries, and Libraries	₱3,000.00
d. Country Clubs	
Health and Wellness Facilities	
a. Healthcare	
Level 3 Hospital	₱3,000.00
Level 2 Hospital	₱2,500.00
Level 1 Hospital	₱2,000.00
Ambulatory Care Clinics	₱1,500.00
b. Personal Care and Aesthetic Services	
Health Spa/Clinic	₱1,500.00
Beauty Salon	₱1,500.00
c. Gyms	
Membership Gym	₱2,000.00
Pay-As-You-Go Gym	₱1,500.00





Ordinance No. 2022-037

Other related establishments/activities	
a. Financial Services	P1,500.00
Bank ATMs	P1,000.00
b. Transport Services	P2,000.00
c. Utility Services	
Energy and power companies	P2,000.00
Water supply and sanitation services	P1,500.00
Telecommunications / ISPs	P1,500.00
d. Educational Services	
International School	P3,000.00
Private Schools	P2,000.00
Language, Dance, Voice, Acting Schools, etc.	P2,000.00
Training, Testing and Review Centers, Driving Schools	P1,500.00
Academic Advancement Institutes	P1,500.00
e. Manufacturing Companies	P3,000.00
f. Professional Services	P2,000.00
g. Repair and Maintenance Services	P1,500.00
h. Real Estate Activities	P2,000.00
i. Home maintenance service	P1,500.00
j. Business Process Outsourcing and Export-oriented companies	P2,000.00
	P1,500.00
k. Creative services	P1,500.00
l. Publishing and Printing Services	P1,500.00
m. Funeral and embalming services	P2,000.00
n. Rental and Leasing Activities	P2,000.00
o. Event suppliers	
Micro, Small, and Medium Enterprise in Non-Commercial Complexes	P1,000.00





ANNEX M

REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

ANNEX "A"
NBCDO Memorandum Circular No. 03
Series of 2016
Page 1 of 16

NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

1. BASES OF ASSESSMENT

- Character of occupancy or use of building/structure
- Cost of construction
- Floor area
- Height

2. Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:

Table II.G.1. On Fixed Cost of Construction per Sq. Meter

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	₱10,000	₱8,000	₱6,000

3. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:

a. Division A-1

Area in Sq. Meters	Fee per Sq. Meter
i. Original complete construction up to 20.00 sq. meters	₱ 2.00
ii. Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	2.40
iii. Above 20.00 sq. meters to 50.00 sq. meters	3.40
iv. Above 50.00 sq. meters to 100.00 sq. meters	4.80
v. Above 100.00 sq. m to 150 sq. meters	6.00
vi. Above 150.00 sq. meters	7.20

Sample Computation for Building Fee for a 75.00 sq. meters floor area:

Floor area = 75.00 sq. meters
Therefore area bracket is 3.a.iv.
Fee = P 4.80/sq. meter
Building Fee = 75.00 x 4.80 = P 360.00

b. Division A-2

Area in sq. meters	Fee per sq. meter
i. Original complete construction up to 20.00 sq. meters	₱ 3.00
ii. Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	3.40
iii. Above 20.00 sq. meters to 50.00 sq. meters	5.20
iv. Above 50.00 sq. meters to 100.00 sq. meters	8.00
v. Above 100.00 sq. meters to 150.00 sq. meters	8.00
vi. Above 150.00 sq. meters	8.40





ANNEX M

ANNEX "A"

NBCDO Memorandum Circular No. 03

Series of 2016

Page 2 of 16

- c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

Area in sq. meters		Fee per sq. meter
i.	Up to 5,000	₱ 23.00
ii.	Above 5,000 to 6,000	22.00
iii.	Above 6,000 to 7,000	20.50
iv.	Above 7,000 to 8,000	19.50
v.	Above 8,000 to 9,000	18.00
vi.	Above 9,000 to 10,000	17.00
vii.	Above 10,000 to 15,000	16.00
viii.	Above 15,000 to 20,000	15.00
ix.	Above 20,000 to 30,000	14.00
x.	Above 30,000	12.00

NOTE: Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual products as shown in the following example:

Sample Computation for Building Fee for a building having a floor area of 32,000 sq. meters:

First 5,000 sq. meters @ 23.00	₱ 115,000.00
Next 1,000 sq. meters @ 22.00	22,000.00
Next 1,000 sq. meters @ 20.50	20,500.00
Next 1,000 sq. meters @ 19.50	19,500.00
Next 1,000 sq. meters @ 18.00	18,000.00
Next 1,000 sq. meters @ 17.00	17,000.00
Next 5,000 sq. meters @ 16.00	80,000.00
Next 5,000 sq. meters @ 15.00	75,000.00
Next 10,000 sq. meters @ 14.00	140,000.00
Last 2,000 sq. meters @ 12.00	24,000.00
Total Building Fee	₱ 531,000.00

- d. Divisions C-2/D-1, 2, 3

Area in sq. meters		Fee per sq. meter
i.	Up to 5,000	₱ 12.00
ii.	Above 5,000 to 6,000	11.00
iii.	Above 6,000 to 7,000	10.20
iv.	Above 7,000 to 8,000	9.60
v.	Above 8,000 to 9,000	9.00
vi.	Above 9,000 to 10,000	8.40
vii.	Above 10,000 to 15,000	7.20
viii.	Above 15,000 to 20,000	6.60
ix.	Above 20,000 to 30,000	6.00
x.	Above 30,000	5.00

NOTE: Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.

- e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).





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4. ELECTRICAL FEES

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

a. Total Connected Load (kVA)

		Fee
i. 5 kVA or less ₱	200.00
ii. Over 5 kVA to 50 kVA	200.00 + ₱ 20.00/kVA
iii. Over 50 kVA to 300 kVA	1,100.00 + 10.00/kVA
iv. Over 300 kVA to 1,500 kVA	3,600.00 + 5.00/kVA
v. Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA
vi. Over 6,000 kVA	20,850.00 + 1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

		Fee
i. 5 kVA or less ₱	40.00
ii. Over 5 kVA to 50 kVA	40.00 + ₱ 4.00/kVA
iii. Over 50 kVA to 300 kVA	220.00 + 2.00/kVA
iv. Over 300 kVA to 1,500 kVA	720.00 + 1.00/kVA
v. Over 1,500 kVA to 6,000 kVA	1,920.00 + 0.50/kVA
vi. Over 6,000 kVA	4,170.00 + 0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i. Power Supply Pole Location ₱	30.00/pole
ii. Guying Attachment ₱	30.00/attachment

This applies to designs/installations within the premises.

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	₱ 15.00	₱ 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.





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f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5. MECHANICAL FEES

a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof	₱	40.00
ii. Ice Plants, per ton or fraction thereof		60.00
iii. Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton		90.00
iv. Every ton or fraction thereof above 100 tons		40.00
v. Window type air conditioners, per unit		60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent		40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.		

For evaluation purposes:

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):

- 1.10 kW per ton, for compressors up to 5 tons capacity.
- 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
- 0.97 kW per ton, for compressors above 50 tons capacity.

For Ice making (refer to 5.a.ii.):

- 3.50 kW per ton, for compressors up to 50 tons capacity.
- 3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
- 3.00 kW per ton, for compressors above 50 tons capacity.

For Air conditioning (refer to 5.a.iii.):

- 0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
- 0.80 kW per ton, for above 5 up to 50 tons capacity.
- 0.70 kW per ton, for compressors above 50 tons capacity.

b. Escalators and Moving Walks, funiculars and the like:

i. Escalator and moving walk, per lineal meter or fraction thereof	₱	10.00
ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof		20.00
iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters		10.00
iv. Funicular, per lineal meter or fraction thereof		200.00
(a) Per lineal meter travel		20.00
v. Cable car, per lineal meter or fraction thereof		40.00
(a) Per lineal meter travel		5.00





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c. Elevators, per unit:

i. Motor driven dumbwaiters	₱	600.00
ii. Construction elevators for material		2,000.00
iii. Passenger elevators		5,000.00
iv. Freight elevators		5,000.00
v. Car elevators		5,000.00

d. Boilers, per kW:

i. Up to 7.5 kW	₱	500.00
ii. Above 7.5 kW to 22 kW		700.00
iii. Above 22 kW to 37 kW		900.00
iv. Above 37 kW to 52 kW		1,200.00
v. Above 52 kW to 67 kW		1,400.00
vi. Above 67 kW to 74 kW		1,600.00
vii. Every kW or fraction thereof above 74 kW		5.00

NOTE:

- (a) Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
- (b) Steam from this boiler used to propel any prime-mover is exempted from fees.
- (c) Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.

e. Pressurized water heaters, per unit	₱	200.00
f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof	₱	60.00
g. Automatic fire sprinkler system, per sprinkler head	₱	4.00
h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:		
i. Every kW up to 50 kW	₱	25.00
ii. Above 50 kW up to 100 kW		20.00
iii. Every kW above 100 kW		3.00
i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet	₱	20.00
j. Gas Meter, per unit	₱	100.00
k. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher	₱	4.00
l. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:		
i. Up to 50 kW	₱	10.00
ii. Above 50 kW to 100 kW		12.00
iii. Every above 100 kW or fraction thereof		3.00





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m. Pressure Vessels, per cu. meter or fraction thereof	₱	60.00
n. Other Machinery /Equipment for commercial /Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof	₱	60.00
o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof	₱	10.00
p. Weighing Scale Structure, per ton or fraction thereof	₱	50.00

NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

6. PLUMBING FEES

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT".	₱	24.00
b. Every fixture in excess of one unit:		
i. Each water closet	₱	7.00
ii. Each floor drain		3.00
iii. Each sink		3.00
iv. Each lavatory		7.00
v. Each faucet		2.00
vi. Each shower head		2.00
c. Special Plumbing Fixtures:		
i. Each slop sink	₱	7.00
ii. Each urinal		4.00
iii. Each bath tub		7.00
iv. Each grease trap		7.00
v. Each garage trap		7.00
vi. Each bidet		4.00
vii. Each dental cuspidor		4.00
viii. Each gas-fired water heater		4.00
ix. Each drinking fountain		2.00
x. Each bar or soda fountain sink		4.00
xi. Each laundry sink		4.00
xii. Each laboratory sink		4.00
xiii. Each fixed-type sterilizer		2.00
d. Each water meter	₱	2.00
i. 12 to 25 mm Ø	₱	8.00
ii. Above 25 mm Ø		10.00



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e. Construction of septic tank, applicable in all Groups

- | | | |
|--|---|-------|
| i. Up to 5.00 cu. meters of digestion chamber | ₱ | 24.00 |
| ii. Every cu. meter or fraction thereof in excess of 5.00 cu. meters | | 7.00 |

7. ELECTRONICS FEES

- a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications ₱ 2.40 per port
- b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location ₱ 1,000.00 per location
- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically-controlled apparatus or devices, whether located indoor or outdoors ₱ 10.00 per unit
- d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected ₱ 2.40 per outlet
- e. Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire





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alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected

..... ₱ 2.40 per termination

f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities

..... ₱ 1,000.00 per location

g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception

..... ₱ 1,000.00 per structure

h. Electronic or electronically-controlled indoor and outdoor signage and display systems, including TV monitors, multi-media signs, etc.

..... ₱ 50.00 per unit

i. Poles and attachment:

i. Per Pole (to be paid by pole owner)

..... ₱ 20.00

ii. Per attachment (to be paid by any entity who attaches to the pole of others)

..... 20.00

j. Other types or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above

..... ₱ 50.00 per unit

8. ACCESSORIES OF THE BUILDING/STRUCTURE FEES

a. All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a. to 3.d. of this Schedule).

b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (P 0.25) per cu. meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.

c. Bank and Records Vaults with interior volume up to 20.00 cu. meters

..... ₱ 20.00

i. In excess of 20.00 cu. meters

..... ₱ 8.00





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d. Swimming Pools, per cu. meter or fraction thereof:

i. GROUP A Residential	₱	3.00
ii. Commercial/Industrial GROUPS B, E, F, G		36.00
iii. Social/Recreational/Institutional GROUPS C, D, H, I		24.00
iv. Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.			
v. Swimming pool shower rooms/locker rooms, per unit or fraction thereof:			
(a) Residential GROUP A		6.00
(b) GROUP B, E, F, G		18.00
(c) GROUP C, D, H		12.00

e. Construction of firewalls separate from the building:

i. Per sq. meter or fraction thereof	₱	3.00
ii. Provided, that the minimum fee shall be		48.00

f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:

Use or Character of occupancy	Self-Supporting	Tylon (Guyed)
i. Single detached dwelling units.....	₱ 500.00	₱ 150.00
ii. Commercial/Industrial (Groups B, E, F, G) up to 10.00 meters in height.....	2,400.00	240.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00
iii. Educational/Recreational//Institutional (Groups C, D, H, I) up to 10.00 meters in height.....	1,800.00	120.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00

g. Storage Silos, up to 10.00 meters in height

i. Every meter or fraction thereof in excess of 10.00 meters	₱ 150.00
ii. Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e. of this Schedule		

h. Construction of Smokestacks and Chimneys for Commercial/Industrial Use Groups B, E, F and G:

i. Smokestacks, up to 10.00 meters in height, measured from the base	₱ 240.00
(a) Every meter or fraction thereof in excess of 10.00 meters	12.00
ii. Chimney up to 10.00 meters in height, measured from the base	48.00
(a) Every meter or fraction thereof in excess of 10.00 meters	2.00





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i. Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas ₱	48.00
j. Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume ₱	12.00
k. Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu. meters ₱	12.00
i. Every cu. m or fraction thereof in excess of 2.00 cu. meters ₱	12.00
ii. For all other than Groups A and B up to 10.00 cu. meters	480.00
(a) Every cu. meter or fraction thereof in excess of 10.00 cu. meters	24.00
l. Construction of Water and Waste Water Treatment Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume ₱	7.00
m. Construction of reinforced concrete or steel tanks for Commercial/Industrial Use:		
i. Above ground, up to 10.00 cu. meters ₱	480.00
Every cu. m or fraction thereof in excess of 10.00 cu. meters	24.00
ii. Underground, up to 20.00 cu. meters	540.00
Every cu. meter or fraction thereof in excess of 20.00 cu. meters	24.00
n. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:		
i. Underground, per cu. meter or fraction thereof of excavation ₱	3.00
ii. Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank	3.00
iii. Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k. above.		
o. Booths, Kiosks, Platforms, Stages and the like, per sq. meter or fraction thereof of floor area:		
i. Construction of permanent type ₱	10.00
ii. Construction of temporary type	5.00
iii. Inspection of knock-down temporary type, per unit	24.00
p. Construction of buildings and other accessory structures within cemeteries and memorial parks:		
i. Tombs, per sq. meter of covered ground areas ₱	5.00
ii. Semi-enclosed mausoleums whether canopied or not, per sq. meter of built-up area	5.00
iii. Totally enclosed mausoleums, per sq. meter of floor area	12.00
iv. Multi-level interment inches per sq. meter, per level	5.00



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v. Columbarium, per sq. meter 18.00

9. Accessory Fees

- a. Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters ₱ 24.00
 - i. Every meter or fraction thereof in excess of 10.00 meters ₱ 2.40
- b. Ground Preparation and Excavation Fee
 - i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements.
 - (a) Inspection and Verification Fee ₱ 200.00
 - (b) Per cu. meters of excavation 3.00
 - (c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit 50.00
 - (d) Per cu. meter of excavation for foundation with basement 4.00
 - (e) Excavation other than foundation or basement, per cu. meter. 3.00
 - (f) Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment 250.00
- c. Fencing Fees:
 - i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof ₱ 3.00
 - ii. In excess of 1.80 meters in height, per lineal meter or fraction thereof 4.00
 - iii. Made of indigenous materials, barbed, chicken or hog wires, per linear meter 2.40
- d. Construction of Pavements, up to 20.00 sq. meters ₱ 24.00
- e. In excess of 20 sq. meters or fraction thereof of paved areas intended for commercial /industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like ₱ 3.00
- f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month ₱ 240.00
 - i. Every sq. meter or fraction thereof in excess of 20.00 sq. meters ₱ 12.00





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g. Erection of Scaffoldings Occupying Public Areas, per calendar month.

- i. Up to 10.00 meters in length ₱ 150.00
- ii. Every lineal meter or fraction thereof in excess of 10.00 meters 12.00

h. Sign Fees:

- i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area ₱ 120.00
 - (a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters 24.00
- ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	₱ 36.00	₱ 52.00
Illuminated	24.00	36.00
Others	15.00	24.00
Painted-on	9.60	18.00

- iii. Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Type of Sign Display	Business Signs	Advertising Signs
Neon	₱36.00, min. fee shall be ₱124.00	₱46.00, min. fee shall be ₱200.00
Illuminated	₱18.00, min. fee shall be ₱72.00	₱38.00, min. fee shall be ₱150.00
Others	₱12.00, min. fee shall be ₱40.00	₱20.00, min. fee shall be ₱110.00
Painted-on	₱8.00, min. fee shall be ₱30.00	₱12.00, min. fee shall be ₱100.00

i. Repairs Fees:

- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups ₱ 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups 5.00
- iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (₱5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor)

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
- ii. The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.





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k. Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:

i. Buildings in all Groups per sq. meter floor area ₱	3.00
ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences	4.00
iii. Structures of up to 10.00 meters in height	800.00
(a) Every meter or portion thereof in excess of 10.00 meters	50.00
iv. Appendage of up to 3.00 cu. meter/unit	50.00
(a) Every cu. meter or portion thereof in excess of 3.00 cu. meters	50.00
v. Moving Fee, per sq. meter of area of building/structure to be moved	3.00

10. Certificates of Use or Occupancy (Table II.G.1. for fixed costing)

a. Division A-1 and A-2 Buildings:

i. Costing up to ₱150,000.00 ₱	100.00
ii. Costing more than ₱150,000.00 up to ₱400,000.00	200.00
iii. Costing more than ₱400,000.00 up to ₱850,000.00	400.00
iv. Costing more than ₱850,000.00 up to ₱1,200,000.00	800.00
v. Every million or portion thereof in excess of ₱1,200,000.00	800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i. Costing up to ₱150,000.00 ₱	200.00
ii. Costing more than ₱150,000.00 up to ₱400,000.00	400.00
iii. Costing more than ₱400,000.00 up to ₱850,000.00	800.00
iv. Costing more than ₱850,000.00 up to ₱1,200,000.00	1,000.00
v. Every million or portion thereof in excess of ₱1,200,000.00	1,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i. Costing up to ₱150,000.00 ₱	150.00
ii. Costing more than ₱150,000.00 up to ₱400,000.00	250.00
iii. Costing more than ₱400,000.00 up to ₱850,000.00	600.00
iv. Costing more than ₱850,000.00 up to ₱1,200,000.00	900.00
v. Every million or portion thereof in excess of ₱1,200,000.00	900.00

d. Division J-I Buildings/structures:

i. With floor area up to 20.00 sq. meters ₱	50.00
ii. With floor area above 20.00 sq. meters up to 500.00 sq. meters	240.00
iii. With floor area above 500.00 sq. meters up to 1,000.00 sq. meters	360.00
iv. With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters	480.00
v. With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters	1,200.00
vi. With floor area above 10,000.00 sq. meters	2,400.00



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e. Division J-2 Structures:

- i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.
- ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above.
- iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:
 - (a) First 10.00 meters of height from the ground ₱ 800.00
 - (b) Every meter or fraction thereof in excess of 10.00 meters 50.00
- f. Change in Use/Occupancy, per sq. meter or fraction thereof of area affected ₱ 5.00

11. Annual Inspection Fees

a. Divisions A-1 and A-2:

- i. Single detached dwelling units and duplexes are not subject to annual inspections
- ii. If the owner request inspections, the fee for each of the services enumerated below is ₱ 120.00
 - Land Use Conformity
 - Architectural Presentability
 - Structural Stability
 - Sanitary and Health Requirements
 - Fire-Resistive Requirements

b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:

- i. Appendage of up to 3.00 sq. meters/unit ₱ 150.00
- ii. Every sq. meter or fraction thereof in excess of 3.00 sq. meters 50.00
- iii. Floor area of up to 100.00 sq. meters 120.00
- iv. Above 100.00 sq. meters up to 200.00 sq. meters 240.00
- v. Above 200.00 sq. meters up to 350.00 sq. meters 480.00
- vi. Above 350.00 sq. meters up to 500.00 sq. meters 720.00
- vii. Above 500.00 sq. meters up to 750.00 sq. meters 960.00
- viii. Above 750.00 sq. meters up to 1,000.00 sq. meters 1,200.00
- ix. Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters 1,200.00

c. Divisions C-1, 2, Amusement Houses, Gymnasias and the like:

- i. First class cinematographs or theaters ₱ 1,200.00
- ii. Second class cinematographs or theaters 720.00
- iii. Third class cinematographs or theaters 520.00
- iv. Grandstands/Bleachers, Gymnasias and the like 720.00

d. Annual plumbing inspection fees, each plumbing unit ₱ 60.00





ANNEX M

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e. Electrical Inspection Fees:

- i. A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
- ii. Annual Inspection Fees are the same as in Section 4.e.

f. Annual Mechanical Inspection Fees:

i.	Refrigeration and Ice Plant, per ton:		
	(a) Up to 100 tons capacity ₱	25.00
	(b) Above 100 tons up to 150 tons	20.00
	(c) Above 150 tons up to 300 tons	15.00
	(d) Above 300 tons up to 500 tons	10.00
	(e) Every ton or fraction thereof above 500 tons	5.00
ii.	Air Conditioning Systems: Window type air conditioners, per unit	40.00
iii.	Packaged or centralized air conditioning systems:		
	(a) First 100 tons, per ton	25.00
	(b) Above 100 tons up to 150 tons	20.00
	(c) Above 150 tons up to 300 tons	15.00
	(d) Above 300 tons up to 500 tons	10.00
	(e) Every ton or fraction thereof above 500 tons	5.00
iv.	Mechanical Ventilation, per unit, per kW:		
	(a) Up to 1 kW	10.00
	(b) Above 1 kW to 7.5 kW	50.00
	(c) Every kW above 7.5 kW	20.00
v.	Escalators and Moving Walks; Funiculars and the like:		
	(a) Escalator and Moving Walks, per unit	120.00
	(b) Funiculars, per kW or fraction thereof	50.00
	(c) Per lineal meter or fraction thereof of travel	10.00
	(d) Cable Car, per KW or fraction thereof	25.00
	(e) Per lineal meter of travel	2.00
vi.	Elevators, per unit:		
	(a) Passenger elevators	500.00
	(b) Freight elevators	400.00
	(c) Motor driven dumbwaiters	50.00
	(d) Construction elevators for materials	400.00
	(e) Car elevators	500.00
	(f) Every landing above first five (5) landings for all the above elevators	50.00
vii.	Boilers, per unit:		
	(a) Up to 7.5 kW	400.00
	(b) 7.5 kW up to 22 kW	550.00
	(c) 22 kW up to 37 kW	600.00
	(d) 37 kW up to 52 kW	650.00
	(e) 52 kW up to 67 kW	800.00
	(f) 67 kW up to 74 kW	900.00
	(g) Every kW or fraction thereof above 74 kW	4.00
viii.	Pressurized Water Heaters, per unit	120.00
ix.	Automatic Fire Extinguishers, per sprinkler head	2.00
x.	Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW:		
	(a) Up to 5 kW	55.00
	(b) Above 5 kW to 10 kW	90.00
	(c) Every kW or fraction thereof above 10 kW	2.00



ANNEX M

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xi.	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
	(a) Per kW, up to 50 kW	₱	15.00
	(b) Above 50 kW up to 100 kW		10.00
	(c) Every kW or fraction thereof above 100 kW		2.40
xii.	Compressed air, vacuum, commercial/institutional /industrial gases, per outlet		10.00
xiii.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher		2.00
xiv.	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,		
	(a) Per unit, up to 10 kW		100.00
	(b) Every kW above 10 kW		3.00
xv.	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:		
	(a) Up to ½ kW		8.00
	(b) Above ½ kW up to 1 kW		23.00
	(c) Above 1 kW up to 3 kW		39.00
	(d) Above 3 kW up to 5 kW		55.00
	(e) Above 5 kW up to 10 kW		80.00
	(f) Every kW above 10 kW or fraction thereof		4.00
xvi.	Pressure Vessels, per cu. Meter or fraction thereof		40.00
xvii.	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof		2.40
xviii.	Weighing Scale Structure, per ton or fraction thereof		30.00
xix.	Testing/Calibration of pressure gauge, per unit		24.00
	(a) Each Gas Meter, tested, proved and sealed, per gas meter		30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferries wheel, and the like, per unit		30.00

g. Annual electronics inspection fees shall be the same as the fees in Section 7 of this Schedule.

12. Certifications:

a.	Certified true copy of building permit	₱	50.00
b.	Certified true copy of Certificate of Use/Occupancy		50.00
c.	Issuance of Certificate of Damage		50.00
d.	Certified true copy of Certificate of Damage		50.00
e.	Certified true copy of Electrical Certificate		50.00
f.	Issuance of Certificate of Gas Meter Installation		50.00
g.	Certified true copy of Certificate of Operation		50.00
h.	Other Certifications		50.00

NOTE: The specifications of the Gas Meter shall be:

Manufacturer.....
Serial Number.....
Gas Type.....
Meter Classification/Model.....
Maximum Allowable Operating Pressure – psi (kPa).....
Hub Size - mm (inch).....
Capacity - m3/hr. (ft3/hr.).....



ANNEX N

REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE FIRE CODE OF THE PHILIPPINES (RA 9514)

SECTION 12.0.0.2 FIRE CODE REVENUES

- A. The classification of Fire Code revenues and rates are prescribed in the following schedule:
1. Fire Code Construction Tax. Tax prescribed in Section 12.0.0.1 (B) of this RIRR.
 2. Fire Code Realty Tax. Tax prescribed in Section 12.0.0.1 (C) of this RIRR.
 3. Fire Code Premium Tax. Tax prescribed in Section 12.0.0.1 (D) of this RIRR.
 4. Fire Code Sales Tax. Tax prescribed in Section 12.0.0.1 (E) of this RIRR.
 5. Fire Code Proceeds Tax. Tax prescribed in Section 12.0.0.1 (F) of this RIRR.
 6. Fire Safety Inspection Fee. Fee charged for the conduct of Fire Safety Inspection equivalent to fifteen percent (15%) of all fees charged by the Local Government Unit or Philippine Economic Zone Authority (PEZA), but in no case shall be lower than Five Hundred Pesos (PhP500.00).
 7. Storage Clearance Fee. Fee derived from storage of flammable and combustible materials.
 8. Conveyance Clearance Fee. Fee derived from transporting flammable and combustible materials.
 9. Installation Clearance Fee. Fee derived from installation of tanks, pipes of flammable and combustible substances, building installations, and other fire protection system and warning system.
 10. Fire Code Fines. Fees derived from imposition of administrative fines and penalties.
 11. Other Fees. Fees derived from fireworks display, fumigation/fogging, fire drill, hotworks, filing fees for FSEC, protest and appeal fee, and other clearances as provided under this RIRR.
- B. The account codes of the above classified taxes, fees/charges and fines shall be prescribed by the Commission on Audit (COA).





Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER



OFFICE OF THE CITY MAYOR CENTRAL RECORDS OFFICE

CITIZEN'S CHARTER

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City Government of Muntinlupa, National Road,
Barangay Putatan, Muntinlupa City, Philippines, 1772



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

I. Mandate:

Central Depository of all Permanent Records

II. Vision:

A premier Office of the CITY GOVERNMENT OF MUNTINLUPA with dependable and efficient staff, committed to serve as a central depository of all archival records of public documents generated by different City Departments and Offices and make it accessible to them, as well as to the people from all walks of life.

III. Mission:

To provide an economical and efficient Records Management Services to meet the information needs of all the Departments and Offices of the CITY GOVERNMENT OF MUNTINLUPA, as well as, of its citizenry.

IV. Service Pledge:

Efficient Records Management Services to the City Government of Muntinlupa. Fully capacitate all Records Custodian based on National Government Authority "National Archives of the Philippines" standards, thru trainings on systematic filing, proper handling, safekeeping, maintenance, and monitoring of documents.



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

CENTRAL RECORDS OFFICE SERVICES

RECEIVING OF MEMO FOR DISSEMINATION

Office or Division:		Office of the City Mayor – Central Records Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU Departments/Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Copy of Memo		From Office Originated		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Handover Memo for Dissemination	Identify and classify the validity of the memo * If invalid, explain the reason and return the memo.	N/A	5 minutes	Receiving Clerk
Receive File Copy	Accept valid memo and release the file copy.	N/A	1 minute	Receiving Clerk
	Use Routing Slip Form for Instructions by Department Head (CGM-OP-CRO-01F1)	N/A	1 minute	Receiving Clerk
	Provide instructions for the appropriate action.	N/A	15 minutes	Department Head
	Forward the memo to the concerned employee.	N/A	5 minutes	Receiving Clerk

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CITIZEN'S CHARTER

	Scan documents and disseminate soft copy via e-mail.	N/A	15 minutes	Administrative Officer
	If for manual distribution of copies, Acknowledgement Receipt (CGM-OP-CRO-01F3) must be accomplished.	N/A	1 day	Administrative Assistant
	File the original documents.	N/A	5 minutes	Records Officer
	TOTAL:	N/A	1 day and 47 minutes (manual distribution) 47 minutes (via e-mail)	

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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

REQUEST FOR DOCUMENTS

Office or Division:		Office of the City Mayor – Central Records Office		
Classification:		Simple		
Type of Transaction:		G2C/ G2B/ G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished Request Form		Central Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Request Form (CGM-OP-CRO-01F2)	Issue Request Form (CGM-OP-CRO-01F2)	N/A	1 minute	Receiving Clerk
Submit Request Form	Assess the submitted request form for completeness and validity. * If invalid, inform the client of the reason	N/A	1 minute	Receiving Clerk
Receive Claim Stub for follow-up. To follow up on the 3rd day	Receive the filled-out Request Form and issue a Claim Stub * Advise the client to follow-up on the 3rd day	N/A	5 minutes	Receiving Clerk
	Use Routing Slip Form for Instructions by Department Head	N/A	5 minutes	Receiving Clerk

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	(CGM-OP-CRO-01F1)			
	Provide instructions for appropriate action	N/A	5 minutes	Department Head
	Forward the request form to the concerned employee	N/A	2 minutes	Receiving Clerk
	Locate and photocopy the request form. * If the requested document is not available, prepare a letter	N/A	1 hour	Division Heads
Present Claim Stub	Check the claim stub and prepare the required documents.	N/A	5 minutes	Receiving Clerk
	Release the requested documents, requestor must sign in the Request Form Received by and Date/Time released.	N/A	1 minute	Receiving Clerk
	TOTAL:	N/A	1 hour and 25 minutes	

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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

RECORDS INVENTORY

Office or Division:		Office of the City Mayor – Central Records Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU Departments/Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Copy of Filled-out Records Inventory and Appraisal Form 1			Central Records Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Filled-out Records Inventory and Appraisal Form 1	Prepare Memo for Departments/ Offices for Records Inventory	N/A	1 hour	Records Officer
	Release Memo to Departments/ Offices via e-mail	N/A	15 minutes	Administrative Officer
	Receive the Submitted and Filled-out Records Inventory and Appraisal Form 1	N/A	1 day (after specific deadline indicated in the Memo)	Receiving Clerk
	Assign to Division Head in charge of evaluation	N/A	15 minutes	Department Head
	Conduct an ocular visit, manual checking, verification, appraisal, and comparison through RDS, as per the assigned number of Departments /	N/A	15 days	CRO Staff

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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

	Offices for each Division. * If with correction, inform the concerned Records Custodian for the changes and request for re-submission.			
	Receive and forward corrected/ updated Records Inventory and Appraisal Form 1 , through hard and soft copy to Division Heads * If with correction, submit corrected Records Inventory and Appraisal Form 1	N/A	2 days	Receiving Clerk
	Final Re-checking of corrected / received Records Inventory and Appraisal Form 1	N/A	1 day	Division Heads
	Collate and File by the Archives and Filing Division	N/A	5 days	Records Officer
	TOTAL:	N/A	24 days, 1 hour and 30 minutes	

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

REQUEST FOR AUTHORITY TO DISPOSE OF VALUELESS RECORDS

Office or Division:		Office of the City Mayor – Central Records Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU Departments/Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Original Copy of Filled-up Request for Authority to Dispose of Records Form 3			Central Records Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Filled-out Request for Authority to Dispose of Records Form 3	Prepare Memo for Departments/ Offices	N/A	1 hour	Records Officer
	Release Memo to Departments/ Offices with Records for Disposal	N/A	15 minutes	Administrative Officer
	Receiving of Submitted Request for Authority to Dispose of Records Form 3 from different Departments/ Offices	N/A	1 day (after specific deadline indicated in the Memo)	Receiving Clerk
	Assign to Division head in charge of review and evaluation.	N/A	1 day	Department Head

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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

	Review and Evaluation of CRO Disposal Form 3 * If with discrepancies inform the concerned Records Custodian for correction of CRO Disposal Form 3	N/A	5 days	Division Head
Re-submission of Revised/ Corrected Request for Authority to Dispose of Records Form 3	Receiving of Revised/ Corrected Request for Authority to Dispose of Records Form 3 from different Departments/ Offices	N/A	1 day	Receiving Clerk
	Forward the corrected Request for Authority to Dispose of Records Form 3 to Archive Division Head	N/A	5 minutes	Department Head
	Review corrected Request for Authority to Dispose of Records Form 3 and submit to Archive Division Head	N/A	5 days	Records Officer

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CITIZEN'S CHARTER

	Consolidation of all submitted Request for Authority to Dispose of Records Form 3	N/A	2 Days	Records Officer
	Presentation to RMIC Committee of all Departments/ Offices with Request to Dispose of Valueless Records for Recommendation	N/A	1 hour	Records Officer
	Letter to City Mayor Requesting for Authority to Dispose Valueless Records with attached endorsement letter addressed to National Archives of the Philippines (NAP)	N/A	1 day	Records Officer
	Submission of Request for Authority to Disposal of Valueless Records through Electronic Mail, Fax or delivered personally to National Archives	N/A	1 day	Records Officer

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CITIZEN'S CHARTER

	of the Philippines			
	Once approved, an Accredited/ Official Hauler by NAP will be provided, giving a specific Records Disposal Schedule	N/A	1 day (specific date given)	Accredited/Official Hauler
	Letter to Commission on Audit (COA), for their availability in witnessing the Records Disposal Activity	N/A	3 days	Records Officer
	Letter to National Archives of the Philippines (NAP) in availing the services of accredited/official buyer	N/A	3 days	Records Officer
	Prepare Letter and Disseminate to Departments/ Offices who are approved to dispose of valueless Records by NAP	N/A	3 days	Records Officers
	Facilitation of the Records Disposal of valueless records activity, with the	N/A	4 hours	CRO STAFF

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

	different Departments/ Offices, Representatives from NAP, COA, Accredited / Official Hauler			
	Preparation of Narrative Report for our City Mayor	N/A	3 days	Records Officer
	TOTAL:	N/A	30days, 6 hours, 20 minutes	

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Answer the client feedback form and drop it to the suggestion box
How is feedback processed?	Every Friday afternoon, Administrative Officer opens the suggestion box and compiles and record all comments at the logbook. Feedback requiring answer are acted within 3 working days. The answer to the feedback is then relayed to the citizen.
How to file complaints?	Fill-up Client Complaint Form and drop it at the designated suggestion box in front of the office. Complaint can also be filed thru a letter to Central Records Office or email at records@muntinlupacity.gov.ph . Please provide the following when filing a complaint: a) Name of person being complained b) Incident c) Evidence For inquiries and follow-up, clients may contact #8800-64-87 (02) 8862-2525 local 234, 3024 and 3025
How are complaints processed?	The Administrative Officer opens the designated suggestion box on a weekly basis and compiles each complaint to be reported to the Head of Office. Upon evaluation, the Administrative Officer will conduct an investigation and forward the complaint to the concerned personnel/division for their explanation and/or appropriate action. The Administrative Officer must then report to the Head of Office on the result of the investigation for further instruction and/or action, if necessary. The Administrative Officer will also give feedback to the client. For inquiries and follow-up, clients may contact #8800-64-87 (02) 8862-2525 local 234, 3024 and 3025
Contact Information of Central Records Office	Website: recordsmgtooffice@gmail.com 8800-64-87 (02) 8862-2525 local 234, 3024 and 3025

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CITY GOVERNMENT OF MUNTINLUPA



CITY
Accounting
DEPARTMENT

CITIZEN'S CHARTER

I. Mandate:

RA 7160 (Sec. 474) / RA 7926 (Sec. 30)

- ✓ Prepare and submit financial statements in the Office of the Honorable Local Chief Executive, and to the Commission on Audit (CGM and Barangay);
- ✓ Certify to the availability of budgetary allotment to which expenditures and obligations may be properly charged
- ✓ Review supporting documents before preparation of vouchers to determine completeness of requirements
- ✓ Prepare statement of cash advances, liquidation, salaries and allowances, reimbursement and remittances pertaining to the local government unit
- ✓ Prepare statements of journal vouchers and liquidation of the same and other adjustments related thereto
- ✓ Account for all issued requests for obligations and maintain and keep all records and reports related thereto
- ✓ Prepare journals and the analysis of obligations and maintain and keep all records and reports related thereto
- ✓ Exercise such other powers and perform such other duties and functions as maybe provided by law or ordinance

DILG MC No. 2011-134

- ✓ Full Disclosure Policy

OTHER DUTIES

- ✓ Community Outreach (Adopted Community: UPNA, Esporlas Itaas)
- ✓ DECS “Brigada Eskwela” (Adopted Schools: Lakeview Integrated School, Putatan, Muntinlupa National High School Tunasan Annex)

II. Vision:

A leading support department of the City Government of Muntinlupa towards transparency and accountability in local governance through total quality management and excellence in the performance of public service.

III. Mission:

To ensure accurate recording of accounting transactions and timely submission of financial statements and other required reports for Management’s use in decision-making and for compliance to statutory requirements.

IV. Strategic Goal:

Process all valid claims with complete supporting documents within specified cycle time. Prepare, finalize and submit the financial statements and related reports on or before the due date.

V. LIST OF SERVICES

4

External Service

Issuance of BIR Form 2307 & 2306	5-6
Preparing and Submitting of Financial Reports	7-10

Internal Services

Processing of Disbursement Vouchers	12-34
Preparing Accountant's Advice of Local Check Disbursement	35-36
Post-Auditing of Liquidation	37-38
Preparing Financial Statements	39-44
Transmitting of Documents	45-47
Issuing of Certificate of Contributions and Loans	48-49

Feedback and Complaints	50
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City Accounting Department

External Service

1. Issuing of BIR Form No. 2307

These BIR Forms are issued to clients who are subject to Final Tax and Expanded Withholding Tax. These BIR Forms indicate the total amount paid and total taxes withheld by the Agency.

Office or Division:	City Accounting Department / Account Analysis and Bookkeeping Division / Payroll Processing and Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government G2B – Government to Business Entity G2C – Government to Citizen			
Who may avail:	-City Officials, Officers and Employees -Constituents -Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Voucher (1 original or 1 photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Log Sheet/ Log Book	1.Give the Log Sheet/ Log Book to the client	None	2 minutes	<i>Edgardo A. Frisnedi</i> <i>Administrative Aide IV</i> Denmark Jan. T. Patricio Administrative Assistant I Records Management Division
2.Submit the Log Sheet/ Log Book and the required documents to the Counter	2.Receive the Log Sheet/ Log Book and the required documents for completeness	None	1 minute	<i>Edgardo A. Frisnedi</i> <i>Administrative Aide IV</i> Denmark Jan. T. Patricio Administrative Assistant I Records Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.Wait for your name to be called	3.Start processing the request	None	3 minutes	<i>Noel L. Rongavilla</i> <i>Admin Officer IV -</i> <i>Management Analyst I</i> <i>Jonah A. Placio</i> <i>Accountant III</i> Payroll Processing & Remittance Section
	4.Issue the Certificate to the client	None	1 minutes	<i>Noel L. Rongavilla</i> <i>Admin Officer IV -</i> <i>Management Analyst I</i> <i>Jonah A. Placio</i> <i>Accountant III</i> Payroll Processing & Remittance Section
TOTAL:			7 minutes	

2. Preparing and Submitting of Financial Reports

These financial reports are submitted for compliance to various National Government Agencies.

Office or Division:	City Accounting Department / Financial Reporting and Data Management Division / Barangay Accounting Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government G2B- Government to Business Entity			
Who may avail:	City Officials, City Department, Financial Institutions, Investors, NGAs and other Regulatory Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Financial Position		Generated from eNGAS & Prepared		
Statement of Financial Performance				
Statement of Cash Flows				
Statement of Changes in Equity				
Notes to Financial Statements				
Trial Balance		Generated from eNGAS		
Bank Reconciliation Statements		Prepared		
CLIENT STEPS		AGENCY ACTION		
1.0 LGU compliance to submit financial reports for audit to COA (Annually, quarterly)		1.0.1 prepare JEVs for adjustments, prepare reports after adjustments, printing of reports, submission to COA with receiving copies for documentation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Reconcile Accounts and Balances	1.0.1 Reconcile Accounts and Balances	none	5 days	Ruth B. Mapacpac,- <i>Administrative Officer IV,</i> Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division
1.0.1	1.0.2 Prepare Journal Entry	none	3 days	Ruth B. Mapacpac,- <i>Administrative</i>

	Vouchers per adjustment			<p><i>Officer IV, Eric Gerald J. Mallari-Administrative Assistant IV, Financial Reporting and Data Management Division</i></p> <p><i>Evangeline P. Monsalve- Senior Administrative Assistant I</i></p> <p><i>Shara S. Pacificar-Administrative Assitant II</i></p> <p><i>Ma. Prima R. Naim-Administrative Assitant II</i></p> <p>Barangay Accounting Division</p>
	Approval of Adjusting Journal Entry Vouchers	None	2 day	<p><i>Amelia A. Devaras-Supervising Administrative Officer</i></p> <p>Barangay Accounting Division</p> <p><i>Pacita S. Serrano Accountant IV</i></p> <p>Financial Reporting and Data Management Division</p>
	Prepare financial reports	None	1 day	<p><i>Ruth B. Mapacpac,-Administrative Officer IV,</i></p> <p>Pacita S. Serrano</p>

				<p><i>Accountant IV</i> Financial Reporting and Data Management Division</p> <p>Evangeline P. Monsalve- <i>Senior Administrative Assistant I</i></p> <p>Amelia A. Devaras- <i>Supervising Administrative Officer</i> Barangay Accounting Division</p>
	TOTAL	None	11 days	
1.1 Submit Financial Reports and Documentation	Printing and sorting of Financial Reports	None	1 day	<p>Ruth B. Mapacpac,- <i>Administrative Officer IV,</i></p> <p>Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division</p> <p>Evangeline P. Monsalve- <i>Senior Administrative Assistant I</i></p> <p>Amelia A. Devaras-</p>

				<i>Supervising Administrative Officer Barangay Accounting Division</i>
	Submission to COA with receiving copies for documentation	None	1 day	Ruth B. Mapacpac,- <i>Administrative Officer IV,</i> Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division Evangeline P. Monsalve- <i>Senior Administrative Assistant I</i> Amelia A. Devaras- <i>Supervising Administrative Officer</i> Barangay Accounting Division
	TOTAL	None	4 days	

City Accounting Department

Internal Services

1. Processing of Disbursement Vouchers (DVs)

Involves processes from receiving complete and correct set of DVs, pre-auditing of DVs, signing of DVs and transmitting DVs to the Office of the City Treasurer.

Office or Division:	City Accounting Department / Internal Control, Compliance and Monitoring Division	
Classification:	Simple / Complex	
Type of Transaction:	G2B - Government to Business Entity G2C - Government to Citizen G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PURCHASE OF GOODS / SERVICES		
1. Obligation Request	City Budget Management Department	
2. Disbursement Voucher	Concerned Office / End-user	
3. Approved Letter Request	Concerned Office / End-user	
4. Purchase Request	General Services Department - (Logistics And Procurement)	
5. Certificate for Availability of Appropriation	City Budget Management Department	
6. Certificate for Availability of Fund	Office of the City Treasurer	
7. Bid Documents (if thru Public Bidding)	Bids and Award Committee	
8. Approved AIP, PPMP/APP	Concerned Office / End-user	
9. BAC Resolution (for alternative mode of procurement)	Bids and Award Committee	
10. Canvass at least 3 suppliers for purchases involving P1,000 and above, except for purchases made while on official travel (Dated and signed by canvasser and respondent/supplier)	General Services Department - (Logistics And Procurement)	
11. Abstract of Quotation	General Services Department - (Logistics And	

	Procurement)
12. Notice of Award (NOA)	Bids and Award Committee
13. Certificate of exclusive distributorship (<i>Purchase thru Exclusive Distributor</i>)	Bids and Award Committee / Goods/service provider
14. Certificate that there are no sub-dealers selling at lower prices and that no suitable substitute are available	Bids and Award Committee
15. Purchase Order	General Services Department - (Logistics And Procurement)
16. Notice to Proceed	Bids and Award Committee
17. Contract of Services duly signed by engaging parties, noted by LCE, and notarized (Catering/Venue/Rental and other related services)	Concerned Office / End-user
18. Delivery Receipt	Goods/service provider
19. Sales Invoice	Goods/service provider
20. Billing Statement / Statement of Account (official form of the supplier)	Goods/service provider
21. Acceptance and Inspection Report (AIR)	General Services Department - (Logistics And Procurement)
22. Acknowledgement Receipt for Equipment (ARE)	General Services Department - (Logistics And Procurement)
23. Custodian Slip (<i>Inventory Items</i>)	General Services Department - (Logistics And Procurement)
24. Original copy of Attendance (for meals)	General Services Department - (Logistics And Procurement)
25. Distribution List, duly received by beneficiaries with certified copy of Claimant's ID (relief good, supplies, materials, etc.)	Concerned Office / End-user

26. Pictures	Concerned Office / End-user
27. Certified true copy of Driver's License (for vehicle rental)	Concerned Office / End-user
28. Official Receipt/Cash Invoice/Collection Receipt	Goods/service provider
29. Certificate of Emergency Purchase (for purchases originally for bidding but resorted to alternative mode of procurement)	Concerned Office / End-user
30. SP Resolution / Ordinance (for purchase of goods during calamity) - Certified True Copy	Sangguniang Panlungsod
31. Supplemental PPMP/APP with mode of procurement duly approved by the HOPE (in purchases under a work program), if not in details in the approved PPMP/APP.	Concerned Office / End-user
32. BIR Certification of the Contractor/Supplier for tax computation as to Non-VAT or VAT, or as to tax exemption (if any)	Goods/service provider
33. Other documents that are deemed necessary to support the disbursement	Concerned Office / End-user
LOCAL TRAVEL	
1. Approved Letter-Request/ Work Program	Concerned Office / End-user
2. Obligation Request	City Budget Management Department
3. Disbursement Voucher	Concerned Office / End-user
4. Office Order/Travel Order approved in accordance with Sec. 3 of EO No. 298 / Approved Trip Ticket	City Human Resource Management Department (CHRMD)
5. Locator Slip (duly received by CHRMD)	City Human Resource Management Department (CHRMD)
6. Duly Approved Itinerary of Travel (properly filled-up/itemized)	City Human Resource Management Department (CHRMD)

7. Bus Tickets / Official Receipts	Concerned Office/Employee
8. Letter-Invitation addressed to LGU / City Mayor	Event Organizer
9. Certified copy of Certificate of Appearance / Participation / Completion (for trainings/conference, etc.)	Concerned Office/Employee
10. Toll Fees Receipts	Concerned Office/Employee
11. Certified true copy of Driver's License (for vehicle rental)	Concerned Office / End-user
12. Such other supporting documents that may be required and/or required under the agency policy depending on the nature of expenses	Concerned Office / End-user
FOREIGN TRAVEL	
1. Approved Letter-Request/ Work Program	Concerned Office / End-user
2. Obligation Request	City Budget Management Department
3. Disbursement Voucher	Concerned Office / End-user
4. Duly Approved Authority to Travel / Travel Order (with entitlement, if any)	City Human Resource Management Department (CHRMD)
5. Quotation of three travel agencies	Concerned Office / End-user
6. Flight Itinerary issued by the airline/ticketing office/travel agency	Concerned Office/Employee
7. Copy of UNDP rate for daily subsistence allowance	Concerned Office / End-user
8. Document to show the dollar to peso exchange rate at the date of grant of cash advance	Concerned Office / End-user
9. Where applicable, authority from the City Mayor to claim representation allowance	Concerned Office / End-user
10. Certificate of Travel Completed (for reimbursement / liquidation)	Concerned Office / End-user
11. Used transportation tickets and boarding pass (for reimbursement /	Concerned Office / End-user

liquidation)	
12. CTC - Certificate of Appearance (for reimbursement / liquidation)	Concerned Office / End-user
13. Bills and official receipts covering representation expenses (official expenses only) - for reimbursement / liquidation	Concerned Office / End-user
14. Authority to attend from the governing NGA indicating the source of funding (for employees of National Agencies)	Concerned Office / End-user
15. Report of Disbursement in case of liquidation of cash advance / petty cash fund	Concerned Office / End-user
16. Summary of Expenses (noted by the Dept. Head)	Concerned Office / End-user
17. Acknowledgement Receipt for per Diem (if any) and petty expenses	Concerned Office / End-user
18. Certification of Expenses not requiring receipts (P300 below) - COA Form pursuant to COA Cir. 2017-001 dated June 19, 2017	Concerned Office / End-user
19. Such other supporting documents that may be required and/or required under the agency policy depending on the nature of expenses	Concerned Office / End-user
HONORARIUM (Speaker)	
1. Letter-Request / Work Program - Approved by LCE or Authorized Representative	Concerned Office / End-user
2. Obligation Request	City Budget Management Department
3. Credentials/Profile/Curriculum vitae	Concerned Office / End-user
4. Seminar / Training / Workshop Outlines	Speaker
5. Training Evaluation	Concerned Office / End-user
6. Invitation with Speaker's Conforme	Concerned Office / End-user
7. Certified copy of Valid ID, Cedula	Concerned Office / End-user

8. Official Receipt / Acknowledgment Receipt (filled-up properly)	Concerned Office / End-user
9. Other documents that are deemed necessary to support the disbursement	Concerned Office / End-user
CASH ADVANCE FOR ACTIVITIES (seminar/training, etc.) / PETTY CASH FUND	
1. Original copy of letter-request and Work Program, duly approved by the City Mayor	Concerned Office / End-user
2. Approved Estimates of Petty Expenses for the month (with purpose / object of expenditure)	Concerned Office / End-user
3. Obligation Request	City Budget Management Department
4. Approved AIP / PPMP/APP (goods/services in details) with mode of procurement	Concerned Office / End-user
5. Purchase Request (PR) duly approved by LCE (goods/services in details)	General Services Department - (Logistics And Procurement)
6. Certified True Copy of designation by the Agency Head in case the AO is not a disbursing officer by appointment (attachment to initial cash advance)	Concerned Office / End-user
7. Certified True Copy of approved Application for Bond (attachment to initial cash advance)	Concerned Office / End-user
8. Certified List of Attendees/Beneficiaries (Name, Office/Address)	Concerned Office / End-user
9. Canvass for venue, meals, travel agency, etc. (basis for the work program)	Concerned Office / End-user
10. Invitation / Program of Activities	Event Organizer
11. Resource Person / Speaker's Profile	Speaker

Financial Assistance (medical, activities and scholarship)	
Obligation Request	City Budget Management Department
Disbursement Voucher	City Accounting Department / Concerned Office
Approved Request Letter	Concerned Office / End-user
Certificate of Indigency	End-user
Community Tax Certificate	End-user
Valid identification cards	End-user
Medical certificate and prescription (for medical assistance)	End-user
Approved work program (for activities)	End-user
Certificate of Matriculation and copy of grades (for scholarship)	End-user
Utility Expenses	
1. Statement of Account/Bill	Service provider / Concerned Office / End-user
2. Invoice/Official Receipt or machine validated statement of account/bill	Payment center / Concerned Office / End-user
Telephone/Communication Services	
1. Statement of Account	Service provider / Concerned Office / End-user
2. Invoice/Official Receipt or machine validated statement of account/bill	Payment center / Concerned Office / End-user
First Salary	
1. Certified true copy of duly approved Appointment	City Human Resource Management Department (CHRMD)
2. Assignment Order, if applicable	City Human Resource Management Department (CHRMD)
3. Certified true copy of Oath of Office	City Human Resource Management Department (CHRMD)
4. Certificate of Assumption	City Human Resource Management Department

	(CHRMD)
5. Statement of Assets, Liabilities and Net Worth	City Human Resource Management Department (CHRMD) / End-user
6. Approved DTR	City Human Resource Management Department (CHRMD) / Concerned Office / End-user
7. BIR withholding certificates (Forms 1902 and 2305)	City Accounting Department / End-user
8. Payroll Information on New Employee (PINE) for agencies with computerized payroll systems	City Human Resource Management Department (CHRMD)
9. Authority from the claimant and identification, if claimed by person other than the payee	End-user
Additional Requirements for Transferees (from one government office to another)	
1. Clearance from money, property and legal accountabilities from the previous office	Concerned office / End-user
2. Certified true copy of pre-audited disbursement voucher of last salary from previous office and/or Certification by the Chief Accountant of the last salary received from previous office duly verified by the assigned auditor thereat	Concerned office / End-user
3. BIR Form 2316 (Certificate of Compensation Payment / Tax Withheld)	City Accounting Department
4. Certificate of Available Leave Credits	City Human Resource Management Department (CHRMD)
5. Service Record	City Human Resource Management Department (CHRMD)
Salary (if deleted from the payroll)	
1. Approved DTR	City Human Resource Management Department

	(CHRMD) / Concerned office / End-user
2. Notice of Assumption	City Human Resource Management Department (CHRMD)
3. Approved Application for Leave, Clearances and Medical Certificate, if on sick leave for five days or more	End-user
Salary of Casual / Contractual Personnel	
For accredited agencies by CSC (for first claim):	
1. Certified true copy of pertinent contract / appointment / job order	City Human Resource Management Department (CHRMD)
2. Copy of ROPA of pertinent contract / appointment marked received by the CSC	City Human Resource Management Department (CHRMD)
For other agencies (for first claim):	
1. Certification by the Local Chief Executive (LCE), in case of LGUs, that the employment/hiring is still within the Personal Services (PS) limitation prescribed under Section 325(A) of RA 7160	City Human Resource Management Department (CHRMD)
2. Certification by the LCE / Personnel Officer that the activities / services cannot be provided by regular or permanent personnel of the agency (for first claim)	City Human Resource Management Department (CHRMD)
3. Accomplishment report	End-user
4. Approved DTR	City Human Resource Management Department (CHRMD) / Concerned office / End-user
Last Salary	
1. Clearance from money, property and legal accountabilities	City Human Resource Management Department (CHRMD) / Concerned office / End-user
2. Approved DTR	City Human Resource Management Department

	(CHRMD) / Concerned office / End-user
Salary due to heirs of deceased employee	
1. Same requirements as those for last salary	
Additional requirements:	
2. Death certificate authenticated by National Statistics Office (NSO)	National Statistics Office / End-user
3. Marriage contract authenticated by NSO, if applicable	National Statistics Office / End-user
4. Birth certificates of surviving legal heirs authenticated by NSO	National Statistics Office / End-user
5. Designation of next-to-kin	End-user
6. Waiver of right of children 18 years old and above	End-user
Maternity Leave	
1. Certified true copy of approved application for leave	City Human Resource Management Department (CHRMD) / End-user
2. Certified true copy of Maternity Leave Clearance	City Human Resource Management Department (CHRMD) / End-user
3. Medical Certificate for Maternity Leave	End-user
Additional requirements for Unused Maternity Leave (upon assumption before the expiration of the 60-day maternity leave:	
1. Medical certificate that the employee is physically fit to work	End-user
2. Certificate of Assumption	City Human Resource Management Department (CHRMD)
3. Approved DTR	City Human Resource Management Department (CHRMD) / Concerned office / End-user
General Claims through Automated Teller Machine (ATM)	

1. Salary payroll	City Human Resource Management Department (CHRMD)
2. Payroll Register (hard and soft copy)	City Human Resource Management Department (CHRMD)
3. Letter to the bank to credit employees' account of their salaries or other claims	City Human Resource Management Department (CHRMD)
4. Validated deposit slips	Banking institution / Office of the City Treasurer
Terminal Leave Benefits	
1. Clearance from money, property and legal accountability from the Central Office and from Regional Office of last assignment	City Human Resource Management Department (CHRMD) / End-user
2. Certified photocopy of employees leave card as at last date of service duly audited by the Personnel Division and COA / Certificate of Leave Credits issued by the Admin / Human Resource Management Office (HRMO)	City Human Resource Management Department (CHRMD)
3. Approved leave application	City Human Resource Management Department (CHRMD)
4. Complete Service Record	City Human Resource Management Department (CHRMD)
5. Statement of Assets, Liabilities and Net Worth (SALN)	City Human Resource Management Department (CHRMD) / End-user
6. Certified photocopy of appointment / Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest	City Human Resource Management Department (CHRMD) / End-user
7. Computation of terminal leave benefits duly signed/certified by the accountant	City Human Resource Management Department (CHRMD) / City Accounting Department
8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the	City Human Resource Management Department (CHRMD) / End-user

employer/agency/LGU	
9. Affidavit of the applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)	End-user
10. In case of resignation, employee's letter of resignation duly accepted by the head of agency	City Human Resource Management Department (CHRMD) / Concerned office / End-user
Additional requirements in case of death of claimant	
1. Death certificate authenticated by National Statistics Office (NSO)	National Statistics Office / End-user
2. Marriage contract authenticated by NSO	National Statistics Office / End-user
3. Birth certificates of surviving legal heirs authenticated by NSO	National Statistics Office / End-user
4. Designation of next-to-kin	End-user
5. Waiver of right of children 18 years old and above	End-user
CONSTRUCTION PROJECTS	
Basic Requirements:	
1. Copy of Annual Procurement Plan (particular page/s only, certified true xerox copy)	Office Of The City Engineer And Building Official
2. Certificate of Availability of Funds	Office of the City Treasurer
3. Obligation Request	City Budget Management Department
4. Copy of Approved Budget for the Contract (original)	City Budget Management Department
5. Copy of Program of Works and Detailed Estimates (original)	Office Of The City Engineer And Building Official
6. Copy of Approved Plans and Specifications (Blue Print)	Office Of The City Engineer And Building Official
For Bidded Documents:	
1. Invitation to Apply for Eligibility and to Bid (original)	Bids and Awards Committee
a) Certificate of Posting in conspicuous places	Bids and Awards Committee

b) Newspaper Publication (including official receipt) for 5M and above	Bids and Awards Committee
c) City Website	Bids and Awards Committee
d) PhilGEPS Posting	Bids and Awards Committee
2. Letter of Intent (original)	Bids and Awards Committee
3. Affidavit of Site Inspection (original)	Office Of The City Engineer And Building Official
4. Eligibility Documents and Eligibility Data Sheet (Certified true xerox copy)	Bids and Awards Committee
a) DTI Registration or SEC (Certified true xerox copy)	Contractor
b) PhilGEPS Certificate (Certified true xerox copy)	Contractor
c) PCAB License (Certified True Xerox Copy) with number and validity date	Contractor
d) Mayor's Permit / Business Tax (Certified True Xerox Copy)	Contractor
e) Income Tax Return (Certified true xerox copy)	Contractor
f) Tax Clearance (certified true xerox copy)	Contractor
g) Audited Financial Statement stamped "received" by the BIR (Certified true xerox copy)	Contractor
h) NFCC (original)	Contractor
i) Organizational Chart (original)	Contractor
j) List of Contractor's Key Personnel (original)	Contractor
k) List of Contractor's Equipment (original)	Contractor
l) Statement of the prospective bidder of all its ongoing and completed government and private contracts, including contracts awarded but not yet started, if any, whether similar or not similar in nature and complexity to the contract to be bid,	Contractor

	within the relevant period as provided in the bidding documents (original)	
i.	It is not "blacklisted" or barred from bidding by the GOP or any of its agencies, offices, corporations, or LGUs, including foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB	
ii.	Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete, and all statements and information provided therein are true and correct	
iii.	It is authorizing the Head of the procuring entity or his duly authorized representative/s to verify all the documents submitted	
iv.	The signatory is the duly authorized representative of the prospective bidder, and granted full power and authority to do, execute and perform any and all acts necessary and/or to represent the prospective bidder in the bidding, with the duly notarized Secretary's certificate attesting to such fact, if the prospective bidder is a corporation, partnership or joint venture	
v.	It complies with the disclosure provision under Section 47 of the Act in relation to other provisions of RA 3019	
vi.	It complies with the responsibilities of a prospective or eligible bidder provided in the PBDs	
vii.	It complies with existing labor laws and standards	

5. Results of Eligibility Check / Screening (original)	Bids and Awards Committee
6. Bidding Documents (Prepared by the procuring entity following the standard forms and manuals prescribed by the GPPB (original)	General Services Department - (Logistics And Procurement) / Bids and Awards Committee
a) Instruction to Bidders, including criteria for eligibility, bid evaluation and post qualification, as well as the date, time and place of pre-bid conference (where applicable), submission of bids and opening of bids	Bids and Awards Committee
b) Terms of Reference	Bids and Awards Committee / Office of the City Engineer
c) Eligibility Requirements (The documents submitted in satisfaction of the eligibility requirements shall be made under oath by the prospective bidder or by his duly authorized representative certifying to the correctness of the statements made and the completeness and authenticity of the documents submitted. A prospective bidder may be allowed to submit his eligibility requirements electronically. However, said bidder shall later on certify under oath as to correctness of the statements made and the completeness and authenticity of the documents submitted	Contractor
d) Scope of Work, where applicable	Contractor
e) Form of Bid, Price form, and list of	Contractor

goods or bill of quantities	
f) Delivery time or completion schedule	Contractor
g) Form and amount of Bid Security or Bid Securing Declaration	Contractor
h) Form and amount of Performance Security and Warranty	Contractor
i) Form of Contract, and General and Special Conditions of Contract	Contractor
j) PERT/CPM	Contractor
k) Construction schedule and s-curve	Contractor
l) Cash flow by quarter and payment schedule	Contractor
m) Bid forms of participating bidder with bidder's bond / Bond Securing Declaration	Contractor
n) Construction Method	Contractor
o) Construction Safety and Health Program	Contractor
7. Minutes of Pre-bid Conference, if applicable (original)	Bids and Awards Committee
8. Agenda and/or Supplemental Bid Bulletin, if any (original)	Bids and Awards Committee
9. Contractor's detailed cost estimates (original)	Contractor / Bids and Awards Committee
10. Minutes of Bid Opening (original)	Bids and Awards Committee
11. Abstract of Bids (original)	Bids and Awards Committee
12. Minutes of Pre-procurement Conference	Bids and Awards Committee

13. Post-Qualification Report of Technical Working Group (original)	Bids and Awards Committee
14. BAC Resolution declaring winning bidder (original)	Bids and Awards Committee
15. BAC Resolution recommending approval (original)	Bids and Awards Committee
16. Dated Notice of Award (Original) / Dated conforme by the supplier/contractor	Bids and Awards Committee
17. Dated Contract Agreement (original)	Bids and Awards Committee
18. Performance Security (original)	Bids and Awards Committee
19. Dated Notice to Proceed (original) / Dated conforme by the supplier/contractor	Bids and Awards Committee
20. Dated accomplishment report	Contractor
21. Contractor's letter of billing	Contractor
22. Dated inspection report (CEO)	Office Of The City Engineer And Building Official
23. Dated Certificate of 100% Completed	Office Of The City Engineer And Building Official
24. Dated Certificate of Completion and Acceptance	Office Of The City Engineer And Building Official
25. Pictures (on-going and completed)	Contractor / Office Of The City Engineer And Building Official
26. Surety Bond (number / date)	Contractor
Documents Attached for First Billing	
1. All of the required document as submitted to COA	
2. Dated accomplishment report	Contractor

3. Contractor's letter of billing	Contractor
4. Dated Engineering Inspection Report	Office Of The City Engineer And Building Official
5. Dated Certification of Work Accomplishment (City Engineer)	Office Of The City Engineer And Building Official
6. Authority from the company owner/officer identifying the personnel authorized to claim the check for payment	Contractor
7. Certified photocopies of the company and government-issued identification cards of the personnel executing the authorities and those being authorized to make the quotation and to claim the check, showing their signatures	Contractor
8. Pictures (before and on-going)	Contractor
Documents Attached for Progress Billing	
1. Certified photocopies of disbursement voucher (previous payments)	Office Of The City Engineer And Building Official
2. Dated accomplishment report	Contractor
3. Contractor's letter of billing	Contractor
4. Dated Engineering Inspection Report	Office Of The City Engineer And Building Official
5. Dated Certification of Work Accomplishment (City Engineer)	Office Of The City Engineer And Building Official
6. Pictures (on-going)	Contractor
Documents Attached for Final Billing	
1. Certified photocopies of	Office Of The City Engineer And Building Official

disbursement voucher (previous payments)	
2. Dated accomplishment report	Contractor
3. Contractor's letter of billing	Contractor
4. Dated inspection report (CEO)	Office Of The City Engineer And Building Official
5. Dated Certificate of 100% Completed	Office Of The City Engineer And Building Official
6. Dated Certification of Completion and Acceptance	Office Of The City Engineer And Building Official
7. Pictures (on-going and completed)	Contractor
8. Surety Bond (number / date)	Contractor
Documents Attached for First and Final Billing (Variation Order)	
1. Copy of Approved Budget for the Contract (original)	Office Of The City Engineer And Building Official
2. Dated accomplishment report	Contractor
3. Contractor's letter of billing	Contractor
4. PERT/CPM	Contractor
5. Dated Certificate of 100% Completed	Office Of The City Engineer And Building Official
6. Dated Certificate of Completion and Acceptance	Office Of The City Engineer And Building Official
7. Pictures (on-going and completed)	Contractor
8. Surety Bond (number / date)	Contractor
9. Summary Variation Order	Contractor
10. Copy of Program of Works and Detailed Estimates (original)	Contractor
11. Plans/drawings	Office Of The City Engineer And Building Official

For Negotiated Contract	
1. Invitation to Apply for Eligibility and to Bid (original)	
a) City Website	Muntinlupa Information System / Bids and Awards Committee
b) PhilGEPS Posting	Contractor
2. Eligibility Documents and Eligibility Data Sheet (Certified true xerox copy)	
a) PCAB License (certified true xerox copy)	Contractor
b) Income Tax Return (certified true xerox copy)	Contractor
c) Tax Clearance (certified true xerox copy)	Contractor
d) Audited Financial Statement stamped "received" by the BIR (certified true xerox copy)	Contractor
e) Organizational Chart (original)	Contractor
f) List of Contractor's Key Personnel (original)	Contractor
g) List of Contractor's Equipment (original)	Contractor
3. Bidding Documents (Prepared by the procuring entity following the standard forms and manuals prescribed by the GPPB (original)	
a) Form of Bid, Price form, and List of Goods or Bill of Quantities	Contractor
b) Delivery time or Completion Schedule	Contractor

c) Form and amount of Performance Security and Warranty	Contractor
d) PERT/CPM	Contractor
e) Construction Schedule and S-curve	Contractor
f) Cash flow by quarter and payment schedule	Contractor
g) Bid Forms of participating bidder with bidder's bond / bid securing declaration	Contractor
h) Construction Method	Contractor
i) Construction Safety and Health Program	Contractor
4. Abstract of Quotations (original)	Bids and Awards Committee
5. BAC Resolution recommending approval (original)	Bids and Awards Committee
6. Dated Notice of Award (Original) / Dated conforme by the supplier/contractor	Bids and Awards Committee
7. Dated Contract Agreement (original)	Bids and Awards Committee
8. Performance Security (original)	Contractor
9. Dated Notice to Proceed (original) / Dated conforme by the supplier/contractor	Bids and Awards Committee
10. Dated accomplishment report	Contractor
11. Contractor's letter of billing	Contractor
12. Dated inspection report (CEO)	Contractor
13. Dated Certificate of 100% Completed	Office Of The City Engineer And Building Official

14. Dated Certificate of Completion and Acceptance		Office Of The City Engineer And Building Official		
15. Pictures (on-going and completed)		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Office of the City Accountant complete and correct set of documents for payment of valid and legal claims	1. Receive and encode disbursement vouchers and supporting documents	None	2 minutes	<i>Edgardo A. Frisnedi II</i> <i>Driver II</i> <i>Denmark Jan T. Patricio</i> Administrative Assistant I Records Management Division
	2. Pre-audit disbursement vouchers	None	3 minutes / 50 minutes	Elvira D. Tulay Assistant Department Head III Helery V. Rongavilla Accountant III Angela Erika D. Marzo Administrative Assistant I Angelene Joy T. Prado Administrative Aide VI Internal Control and Pre-Audit Section Joel G. Señar Administrative Officer V Mary Jim D. Lizardo Sr. Administrative Assistant II Maricar G. Gamboa Administrative Officer II Administrative and Records Management Division
	3.1 Signing disbursement	None	2 minutes /	<i>Melania M. Casanova</i> <i>Assistant Department</i>

	vouchers by the department head if complete documents are attached		10 minutes	Head II
	4. Transmitting disbursement vouchers to Office of the City Treasurer	None	3 minutes	<p>Mary Jim D. Lizardo Sr. Administrative Assistant II Maricar G. Gamboa Administrative Officer II</p> <p>Administrative and Records Management Division</p>
	TOTAL	None	10 minutes / 1 hour and 5 minutes	
<p>* Processing time is based on processing one disbursement voucher only. The time depends upon the type of transaction being processed, for simple transaction – 10 minutes for a single voucher and 1 hour and 5 minutes for complex transactions. Processing time may also increase due to volume of transactions to be processed. Maximum time for processing simple transactions is within 3 days while processing time for complex transactions is maximum of 7 days.</p>				

2. Preparing Accountant's Advice of Local Check Disbursement

Involves the preparation of bank advice, a document informing the depository banks of the checks to be disbursed

Office or Division:	City Accounting Department / Administrative and Records Management Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Check		Office of the City Mayor / Office of the City Administrator		
Documentary requirements for particular type of transaction (please refer to Service No. 1)		Office of the City Mayor / Office of the City Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Transmit to the City Accounting Department checks along with the necessary documents for a particular transaction	1.0 Receiving and sorting of checks	None	2 minutes	Mary Jim D. Lizardo Sr. Administrative Assistant II Maricar G. Gamboa Administrative Officer II Administrative and Records Management Division
	2.0 Preparing four copies of	None	3 minutes	Mary Jim D. Lizardo Sr. Administrative

	Accountant's Advice of Local Check Disbursement			Assistant II Maricar G. Gamboa Administrative Officer II Administrative and Records Management Division
	3.0 Reviewing bank advices	None	5 minutes	Joel G. Señar Administrative Officer V Administrative and Records Management Division
	4.1 Signing of approved Accountant's Advice of Local Check Disbursement	None	2 minutes	<i>Melania M. Casanova</i> <i>Assistant Department Head II</i>
	4.2 Preparing new advice or returning checks to the Office of the City Treasurer for correction / cancellation	None	3 minutes	Mary Jim D. Lizardo Sr. Administrative Assistant II Maricar G. Gamboa Administrative Officer II Administrative and Records Management Division
	5.0 Furnishing copies of the Accountant's Advice of Local Check Disbursement to respective bank and COA	None	10 minutes	<i>Imelda O. Dueñas</i> <i>Administrative Aide III</i> <i>Glenn E. Alcao</i> <i>Administrative Aide III</i> Administrative and Records Management Division

	6.0 Transmittal of checks and a copy of advice to the Office of the City Treasurer	None	3 minutes	Mary Jim D. Lizardo Sr. Administrative Assistant II Maricar G. Gamboa Administrative Officer II Administrative and Records Management Division
	TOTAL	None	23 minutes	
* Processing time is based on preparation of bank advice for a bundle of documents consisting of 20 checks and documentary requirements. It may increase or decrease depending on the number of checks and documents transmitted by the Office of the City Mayor or Office of the City Administrator.				

3. Post-Auditing of Liquidation

Involves post-audit of liquidation.

Office or Division:	City Accounting Department / Internal Control, Compliance and Monitoring Division/			
Classification:	Simple / Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All concerned Offices/ Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mandatory Documentary requirements for particular type of liquidation		End-user		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete and correct set of documents for	1. Receive submitted documents for	None	2 minutes	<i>Edgardo A. Frisnedi II</i> <i>Driver II</i> <i>Denmark Jan T. Patricio</i> Administrative Assistant I

post-audit requirements	post-audit			Records Management Division
	2.Review and evaluate the completeness of submitted documents	None	1day	<i>Myra Gail D. Icasiano</i> Administrative Officer V Internal Control, Compliance and Monitoring Division
	3.Recording of specific expenses based on submitted documents		1-2days	<i>Cyril R. Reyes</i> Administrative Assistant II Payroll Processing & Remittance Section
	TOTAL	None	4 days and 2 minutes	

4. Preparing Financial Statements

The preparation of financial statements involves the process of aggregating accounting information into a set of financials. These reports are the basis that citizens, stakeholders and other regulatory agencies use to determine the government's efficiency, effectiveness, and overall financial condition.

Office or Division:	City Accounting Department / Financial Reporting and Data Management Division		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government G2B- Government to Business Entity		
Who may avail:	City Officials, City Departments, City’s Barangays, Financial Institutions, Investors, NGAs and other Regulatory Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Statement of Financial Position		Generated from eNGAS & Prepared	
Statement of Financial Performance			
Statement of Cash Flows			

Statement of Changes in Equity				
Notes to Financial Statements				
Trial Balance		Generated from eNGAS		
Bank Reconciliation Statements		Prepared		
CLIENT STEPS		AGENCY ACTION		
1.0 Request for copy of financial reports as reference (Annually, monthly)		1.0. Preparation of Financial Reports		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Reconcile Accounts and Balances	1.0.1 Reconcile Accounts and Balances	none	5 days	Ruth B. Mapacpac,- <i>Administrative Officer IV</i> , Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division
	1.0.2 Prepare Journal Entry Vouchers, for adjustment, if any.	none	4 days	Ruth B. Mapacpac,- <i>Administrative Officer IV</i> , Eric Gerald J. Mallari- <i>Administrative Assistant IV</i> , Financial Reporting and Data Management Division
	1.0.3 Approval of Adjusting Journal Entry Vouchers	None	1 day	Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division

	TOTAL	None	10 days	
2.0 Submit Financial Reports and Documentation	2.0.1 Prepare financial reports	None	2 days	<p>Ruth B. Mapacpac,- <i>Administrative Officer IV,</i></p> <p>Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division</p> <p>Evangeline P. Monsalve- <i>Senior Administrative Assistant I</i></p> <p>Amelia A. Devaras- <i>Supervising Administrative Officer</i> Barangay Accounting Division</p>
	2.0.2 Printing and sorting of Financial Reports	None	1 day	<p>Ruth B. Mapacpac,- <i>Administrative Officer IV,</i></p> <p>Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division</p>
	2.0.3 Submission to end users with receiving copies	None	1 day	Ruth B. Mapacpac,- <i>Administrative Officer IV,</i>

	for documentation			Pacita S. Serrano <i>Accountant IV</i> Financial Reporting and Data Management Division
	TOTAL	None	4 days	

4. Transmitting Documents to COA

Involves transmitting of encoded documents to the Commission on Audit

Office or Division:	City Accounting Department / Administrative and Records Management Division / Records Management and Inventory Section			
Classification:	Simple / Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official receipt/Collection receipt/Delivery Receipt		Office of the City Treasurer		
Please see checklist of requirements for Service No. 2		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.0 Record paid Disbursement Vouchers	1.0 Encoding the attachments of recorded paid Disbursement Vouchers	None	45 minutes	<i>Imelda O. Dueñas</i> <i>Administrative Aide IV</i> Administrative and Records Management Division
	2.0 Compiling monthly recorded paid Disbursement Vouchers and paid voucher transmittal	None	45 minutes	<i>Imelda O. Dueñas</i> <i>Administrative Aide IV</i> Administrative and Records Management Division
	3.0 Transmitting	None	45 minutes	<i>Imelda O. Dueñas</i>

	of monthly compilation of recorded paid Disbursement Vouchers and paid voucher transmittal			Administrative Aide IV Glenn E. Alcao Administrative Aide III Administrative and Records Management Division
	TOTAL	None	3 days, 6 hours and 50 minutes	
* Processing time is based on monthly Release Check Issue (RCI) encoded, compiled and transmitted				
1.1 Transmit to the Office of the City Accountant copies of abstract of payment and official receipts	1.0 Encoding and abstracting official receipts	None	11 days	Girly P. Cedro Administrative Assistant II
	2.0 Transmitting the abstract and official receipts to COA	None	45 minutes	Girly P. Cedro Administrative Assistant II
	TOTAL	None	11 days and 45 minutes	
* Processing time is based on encoding, abstracting and transmitting to COA of monthly official receipts of collections from all funds.				
1.2 Transmit to the Office of the City Accountant documents pertaining to barangay transactions	1.0 Encoding of documents	None	2 days, 4 hours and 10 minutes	Administrative Officer V / Senior Administrative Assistant II/ Administrative Officer II/

				<i>Administrative Assistant II</i> Barangay Accounting Division
	2.0 Transmitting documents to COA	None	45 minutes	<i>Administrative Officer V / Senior Administrative Assistant II/ Administrative Officer II/ Administrative Assistant II</i> Barangay Accounting Division
	TOTAL	None	2 days, 4 hours and 55 minutes	
* Processing time depends upon the complete submission of documents from the different barangays.				

5. Issuing of Certificate of Contributions and Loans

This Certificate of Contribution and Loans is issued to each employee indicating the Premiums and Loans remitted by the Agency in behalf of its employee.

Office or Division:	City Accounting Department / City Accounting Department / Administrative and Processing Section / Payroll Processing and Remittance Section			
Classification:	Simple			
Type of Transaction:	G2G– Government to Government			
Who may avail:	City Officials, Officers and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the Log Book/ Log Sheet	1.Give the Log Book/ Log Sheet to the client	None	3 minutes	<i>Carlo G. Konkle</i> <i>Senior Administrative Assistant II</i> Account Analysis and Bookkeeping Division Or Edgardo A. Frisnedi II <i>Driver II</i> <i>Denmark Jan T. Patricio</i> <i>Administrative Assistant I</i> Administrative and Record Management Division
2.Submit the Log Book/ Log Sheet	2.Receive the Log Book/ Log Sheet	None	1 minute	<i>Carlo G. Konkle</i> <i>Senior Administrative Assistant II</i> Account Analysis and Bookkeeping Division Or Edgardo A. Frisnedi II <i>Driver II</i> <i>Denmark Jan T.</i>

				<i>Patricio</i> <i>Administrative Assistant</i> <i>/</i> Administrative and Record Management Division
	TOTAL	None	4 minutes	

I. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Accounting Department.</p> <p>Contact info: 8862-2525 local 132 8862-3822 local 191 8861-5803 8810-3617 8869-1108 or cityaccounting.muntinlupa@yahoo.com</p>
How feedbacks are processed?	Waiting for CHRMD's synchronized process
How to file a complaints?	
How complaints are processed?	
Contact Information of ARTA, PCC, CCB, ACCTG.	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC:8888 CCB:email@contactcenterngbayan.gov.ph 1-6565 / 0908-881-6565 (SMS) ACCTG.: 8862-2525 local 132 8862-2664 local 191 8862-3822</p>

VII. List of Offices

Office	Address	Contact Information
Office of the City Accountant	1st Floor, Left Wing, Main Bldg., Muntinlupa City Hall, National Road, Putatan, Muntinlupa City	8862-2525 local 132 8862-2664 local 191 8862-3822 8861-5803 8810-3617 8869-1108



CITY GOVERNMENT OF MUNTINLUPA

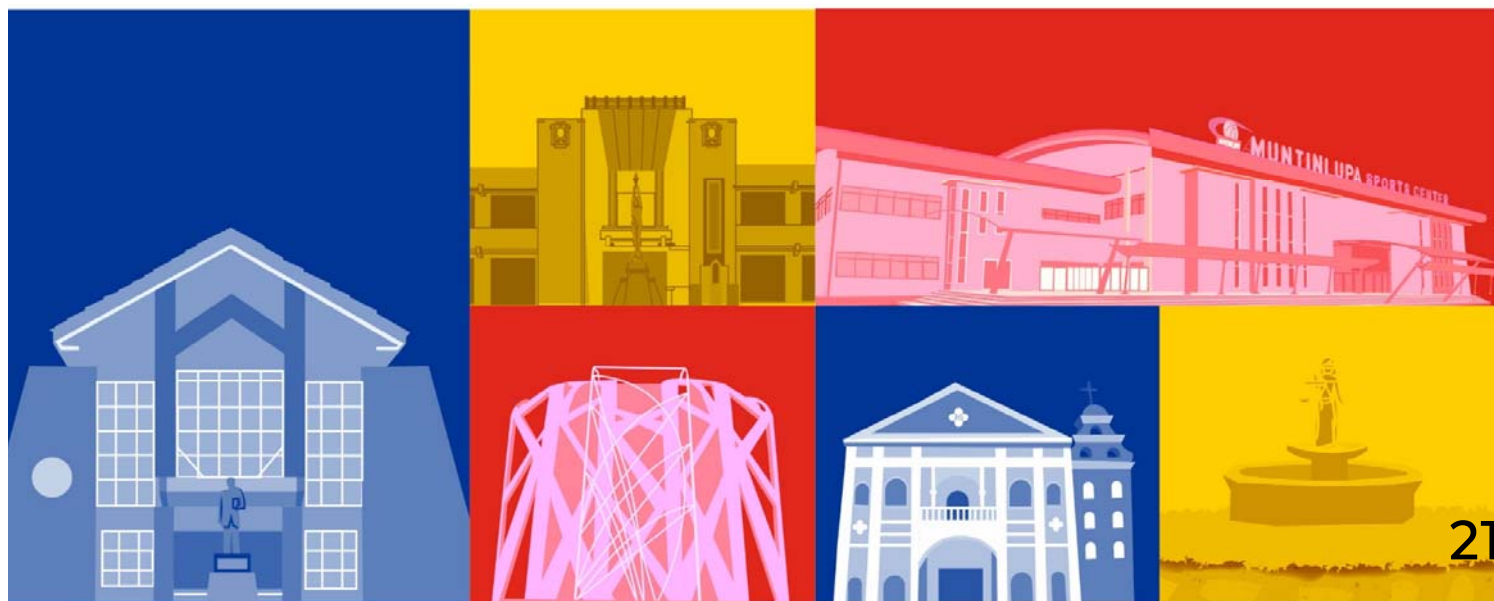


CITY ARCHITECT'S OFFICE

CITIZEN'S CHARTER

2024

(1ST Edition)





CITY ARCHITECT'S OFFICE

CITIZEN'S CHARTER **2024 1st Edition**





I. Mandate

RA 7160 - Be in the frontline of the Delivery of Service involving Architectural Plan & Design Particularly those related to the re-designing of spatial distribution of basic facilities and physical structure with approval of the Mayor.

II. Vision

We envision conceptualizing and designing of structures / built environments for the users.

III. Mission

Our mission is to promote the standards of an Architectural Design for the structures / Built environment/s that are functional and sustainable.

IV. Objective

Develop plans and strategies/implementation of architectural planning and design of programs and projects.

V. Functional Statement

Provides technical assistance and support to the City Mayor in carrying out measures to ensure the delivery of Basic services and provisions of adequate facilities relative to architectural planning and design.





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Main Office

City Architect's Office





1. Process Flow for Clientele

The Citizens of Muntinlupa, Association, or Organization can approach To City Architect's Office if they seek to request a Design of Infrastructure (Offices ,Multi Purpose Hall, etc.) Based on Architectural Design & Standard, with the approval of the Mayor's Office.

Office or Division:		City Architect's Office			
Classification:		Technical Applications			
Type of Transaction:		G2C – Government to Citizen			
Who May Avail:		Barangay & Home-Owners within Vicinity of CGM			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Citizen's Charter			<ul style="list-style-type: none"> City Architect's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Client submits a request letter to the Mayor's Office with supporting documents, such as the lot title and land survey. Once approved, the Mayor's Office will forward the request to the City Architects Office.	1. Administrative Staff receives the documents and forward to the Architectural Division Head. (Documents include approved letter & Supporting Documents from the Client).	None	3 minutes	Rubelyn H. Barranta <i>Administrative Division Head</i>	
2. Client waits for a call/message within a week from the assigned personnel from the Architect's Office for confirmation/clarification.	2. Architectural Division Head will assign Personnel/Architect who will handle the Project/s.	None	1 hour	Ar. John Herrick V Duad <i>Architectural Division Head</i>	
3. Once a received call / message from Architect's Office, Client prepares corresponding documents needed of assigned Architect.	3. The assigned Personnel/Architect will contact the Client for gathering information and schedule meeting for site visiting.	None	3 days	Ar. John Herrick V Duad <i>Architectural Division Head</i>	
	3.1 The assigned Personnel/ Architect will start the Feasibility Evaluation and Confirmation of projects/ Design & Conceptualization.	None	2 weeks	Ar. John Herrick V Duad <i>Architectural Division Head</i>	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client receives updates from the assigned architect and invited to the Architect's Office for a design presentation. If revisions are necessary, the Architect will schedule a time for adjustments to the design. If there are no revisions, the client will sign off on the approved design.	4. The assigned Architect finished the initial design and schedule a meeting with the client for the project presentation. If the client has no revisions and approves the design, the Architect will ask for their signature to proceed to the next stage of "Working Drawings."	None	1 Day	Ar. John Herrick V Duad <i>Architectural Division Head</i>
	4.1 The assigned Architect will commence the Design Development Phase for the Architectural Drawings. (with revisions)	None	4 weeks 6 weeks	Ar. John Herrick V Duad <i>Architectural Division Head</i>
5. Client receives call/message by the Architect's Office that the next phase of their project has been forwarded to the Engineering Department.	5. Once the Architectural drawing is completed, the Administrative Staff will be forwarded to the Engineering Office for engineering works and estimation, along with supporting documents from the client.	None	5 Minutes	Rubelyn H. Barranta <i>Administrative Division Head</i>
	TOTAL	None	34 days, 68 Minutes	





2. Process Flow for Government Projects

The City Architect's is responsible to provide quality design that is compliant With the existing National Building laws and Integrated and disaster-resilient, Climate change adaptive, Gender responsive Buildings and MMDA standards on City landscape to Infrastructure project design with approval of the Mayor.

Office or Division:		City Architect's Office			
Classification:		Technical Applications			
Type of Transaction:		G2G – Government to Government			
Who May Avail:		Dept/Offices under City Government of Muntinlupa – National Govt. Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Citizen's Charter			<ul style="list-style-type: none"> Departments/Offices under City Government of Muntinlupa (<i>Auditee</i>) Other Government Agencies 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. The "End-User" submits a request letter to the Mayor's Office with supporting documents, such as the lot title and land survey. Once approved, the Mayor's Office will forward the request to the City Architects Office.	1. Administrative Staff receives the documents and forward to the Architectural Division Head. (Documents include approved letter & Supporting Documents from the Client).	None	3 minutes	Rubelyn H.Barranta <i>Administrative Division Head</i>	
2. The "End-User" waits for a call/message within a week from the assigned personnel from the Architect's Office for confirmation/clarification.	2. Architectural Division Head will assign Personnel/Architect who will handle the Project/s.	None	1 hour	Ar. John Herrick V Duad <i>Architectural Division Head</i>	
3. Once the "End-User" received call / message from Architect's Office, "End-User" prepares corresponding documents needed of assigned Architect.	3. The assigned Personnel / Architect will contact the "End_user" for gathering information and schedule for meeting and site visiting.	None	3 Days	Ar. John Herrick V Duad <i>Architectural Division Head</i>	
	3.1 The assigned Personnel/ Architect will start the Feasibility Evaluation and Confirmation of projects/ Design & Conceptualization	None	3 weeks	Ar. John Herrick V Duad <i>Architectural Division Head</i>	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. The "end-user" receives updates from the assigned architect and invited to the Architect's Office for a design presentation. If revisions are necessary, the Architect will schedule a time for adjustments to the design. If there are no revisions, the "end-user" will sign off on the approved design.	4. The assigned Architect finished the initial design and schedule a meeting with the "end-user" for the project presentation. If there is no revisions and approves the design, the Architect will ask for their signature to proceed to the next stage of "Working Drawings."	None	1 Day	Ar. John Herrick V Duad <i>Architectural Division Head</i>
	4.1 The assigned Architect will commence the Design Development Phase for the Architectural Drawings. (with revision)	None	4 weeks 6weeks	Ar. John Herrick V Duad <i>Architectural Division Head</i>
5. The "end-user" receives call/message by the Architect's Office that the next phase of their project has been forwarded to the Engineering Department.	5. Once the Architectural drawing is completed, the Administrative Staff will be forwarded to the Engineering Office for engineering works and estimation, along with supporting documents from the "end-user".	None	5 Minutes	Rubelyn H. Barranta <i>Administrative Division Head</i>
6. The "End-user" can monitor the project with the assistance of assigned architect until completion.	6. Once the project is ongoing, the assigned Architect will collaborate with the Engineering department for supervision from construction until completion.	None	Project dependent	Ar. John Herrick V Duad <i>Architectural Division Head</i>
	TOTAL	None	Not applicable	





FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Fill-out Feedback Form and drop it on the Suggestion Box or the concerned individual can write a formal letter and submit it to the City Architect's Office or they may send it through our office email cityarki.muntinlupacityhall18@gmail.com</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-862-2525 local 1055 / 1054.</p>
How feedbacks are processed?	<p>Every month, the Suggestion Box will be opened, and then concerns will be encoded and summarized.</p> <p>Formal letters will be endorsed to the Head of City Architects Office.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter addressed to the Local Chief Executive.</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-403-7117.</p>
How complaints are processed?	<p>Formal letter of complaints will be endorsed by the Local Chief Executive to the City Architect's Office, which will be forwarded to the responsible individuals to be addressed accordingly.</p>
<p>Contact Information of:</p> <ul style="list-style-type: none"> • Contact Center ng Bayan (CCB) • Presidential Complaint Center (PCC) • Anti-Red Tape Authority (ARTA) 	<p>ARTA : <i>complaints@arta.gov.ph</i> : 1-ARTA (2782)</p> <p>PCC : 8888 CCB : (+63)908-8816-565 (SMS)</p>





List of Office/s

Office	Address	Contact Information
Main Office	2nd Floor Main Building, National Road Putatan, Muntinlupa City	Office e-mail: cityarki.muntinlupacityhall18@gmail.com (02) 8-862-2525 local 1055 / 1054





OFFICE OF THE CITY ASSESSOR

CITIZEN'S CHARTER



I. Mandate:

Article III, Section 472 of R.A. 7160, otherwise known as Local Government Code of 1991.

II. Vision:

We envision the City Assessor's Office of Muntinlupa to be a model office of friendly and dedicated public servants, which maintains the highest degree of professionalism and deep commitment to service, in pursuance of its goal of generating more income for the City through increased real property assessment, while providing honest, prompt and courteous service to the people of Muntinlupa.

III. Mission:

- To discover, list, appraise and properly assess all real properties situated within the jurisdiction of Muntinlupa in accordance with existing assessment rules and regulations in order to generate more income for the city.
- To provide the taxpayers and the citizens of Muntinlupa in general, with friendly, prompt, efficient and courteous public service at all times.
- To maintain a systematic and effective accounting and inventory of all real property units within Muntinlupa through graphic and electronic methods.
- To provide the employees of the Assessor's Office with incentives, proper training and opportunity to improve their capabilities, both mentally and physically so as to enhance their job performance efficiency.

IV. Service Pledge:

The City Assessor's Office of Muntinlupa is committed to:

- Serve the public with the highest degree of integrity and professionalism.
- Deliver efficient and steadfast service with utmost courtesy and promptness.

LIST OF SERVICES



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Main Office

External Services



1. Issuance of Certified True Copy of Tax Declaration

Office or Division:		Office of the City Assessor City Treasurer's Office – Miscellaneous Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Registered Property Owner, Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request; SPA or Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative);		App (Web-based); Registered property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online request form	1. System generated transaction slip sent to requestor	N/A	1 Day	MIS Office
	2. Data processor to forward request to Records Management Division for the processing of CTC of Tax Declaration.	N/A		Data Management Staff; Records Management Staff
	3. Photocopying and stamping of Tax Declaration	N/A		Records Management Staff
	4. Signing of CTC of Tax Declaration.	N/A		Asst. City Govt. Dept Head II
	5. Send email to the requestor as to the date when to receive the CTC of Tax Declaration	N/A		Frontline Desk Staff
2. Payment of CTC fee	6. Logging of Official Receipt No.	Php50.00/Tax Declaration		City Treasurer's Office (Miscellaneous Section Staff); Frontline Desk Staff
3. Receipt of CTC of Tax Declaration	7. Releasing of CTC of Tax Declaration	N/A		Frontline Desk Staff
	TOTAL	Php50.00	1 Day	



2. Issuance of Certificate of Landholdings, Certificate of No Real Property & Other Similar Certification

Office or Division:		Office of the City Assessor City Treasurer's Office – Miscellaneous Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Registered Property Owner, Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request; SPA or Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative).		App (Web-based); Registered property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online request form	1. System generated transaction slip sent to requestor	N/A		MIS Office
	2. Data processor to forward request to Admin. Division for the processing of Certificate/s.	N/A	1 Day	Data Management Staff; Admin. Division Staff
	3. Verification, encoding, printing and stamping of Certificate	N/A		Admin. Division Staff
	4. Signing of Certificate.	N/A		Asst. City Govt. Dept Head II
	5. Send email to the requestor as to the date when to receive the Certificate/s	N/A		Frontline Desk Staff
2. Payment of Certification fee	6. Logging of Official Receipt No.	Php50.00 (Note: No payment is charge for Cert. of No Real Property requested for hospitalization and other indigency purposes)		City Treasurer's Office (Miscellaneous Section Staff); Frontline Desk Staff
3. Receipt of Certificate	7. Releasing of Certificate/s	N/A		Frontline Desk Staff
	TOTAL	Php50.00	1 Day	



3. Issuance of Certificate of No Improvement

Office or Division:		Office of the City Assessor City Treasurer's Office – Miscellaneous Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Registered Property Owner, Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request; Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative);		App (Web-based); Registered property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online request form.	1. System generated transaction slip sent to requestor	N/A	5 Days	MIS Office
	2. Data processor to forward request to Admin. Division for endorsement to concerned Division	N/A		Data Management Staff; Admin. Division Staff
2. Receipt of transaction stub no.	2. Tax Mapping Division prepares report whether the lot is vacant or with structure.	N/A		Tax Mapping Division Staff
	3. Encoding and printing of appropriate certification based on the inspection report.	N/A		Administrative or ASED Staff
	4..Signing of Certificate	N/A		Asst. City Govt. Dept Head II
3. Payment of Certification fee	5. Logging of Official Receipt No.	Php50.00		City Treasurer's Office (Miscellaneous Section Staff) Frontline Desk Staff
4.Receipt of Certificate of No Improvement	6.Releasing of Certificate of No Improvement	N/A		Frontline Desk Staff
	TOTAL	Php50.00	5 Days	



4. **Transfer of Tax Declaration (Change of Ownership of Lot (only) or Lot with Improvement (House/Building) and Condominium Unit**

Office or Division:		Office of the City Assessor City Treasurer's Office – Miscellaneous Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Registered Property Owner, Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request; Photocopy of Transfer Certificate of Title (TCT), Photocopy of Deed of Absolute Sale or any applicable Deed of Instrument, Photocopy of Certificate Authorizing Registration, Photocopies of Transfer Tax and Tax Clearance, Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative)		App (Web-based); Registry of Deeds Property Owner Bureau of Internal Revenue City Treasurer's Office Property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online request form.	1. System generated transaction slip sent to requestor	N/A	5-10 Working Days Note: Failure to submit complete documentary requirements, as well as additional requirements deemed necessary by the appraiser within 30 days, shall cause the automatic cancellation of the request without prejudice to the subsequent filing of a new application.	MIS Office
2. Submission of documentary requirements	2. Checking of submitted documentary requirements..	N/A		Frontline Desk Staff
3.Payment of fee,	3. Logging of Official Receipt No.	Php100.00 per Tax Declaration/ per Property Php2,500.00 Penalty for Late Registration of Tax Declaration (Sec. 3 of Ordinance No. 12-072)		City Treasurer's Office (Miscellaneous Section Staff); Frontline Desk Staff
.	4. Transmittal of submitted documentary requirements to assigned appraiser.	N/A		Frontline Desk Staff
	5.Ocular Inspection (for house and lot)	N/A		Property Appraiser and/or Inspector
	6. FAAS preparation and review.	N/A		ASED Staff Review Staff
	7.Encoding and printing of tax declaration and Notice of Assessment (NOA)	N/A		ASED Staff
	8.Signing of FAAS and Tax Declaration	N/A		Assigned Appraiser
	9.Stamping and cancellation of previous tax declaration.	N/A		Records Management Staff



	10. Final approval and signing of Tax Declaration and Notice of Assessment.	N/A		Asst. City Govt. Dept Head II
4. Receipt of owner's copy of Tax Declaration	11. Releasing of owner's copy of tax declaration and Notice of Assessment.	N/A		Frontline Desk Staff
	TOTAL	Php100.00 per Tax Declaration/ per Property Php2,500.00 Penalty for Late Registration of Tax Declaration (Sec. 3 of Ordinance No. 12-072)	5-10 Working Days	

5. Data Correction

5.
6.

Office or Division:	Office of the City Assessor City Treasurer's Office – Miscellaneous Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Registered Property Owner, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request; Photocopy of Transfer Certificate of Title (TCT), Photocopy of Deed of Absolute Sale or any applicable Deed of Instrument, Photocopy of Certificate Authorizing Registration, Photocopies of Transfer Tax and Tax Clearance, Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative)		App (Web-based); Registry of Deeds Property Owner Bureau of Internal Revenue City Treasurer's Office Property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online request form.	1. System generated transaction slip sent to requestor	N/A	5-10 Working Days	MIS Office
2. Submission of documentary requirements	2. Checking of submitted documentary requirements..	N/A	Note: Failure to submit complete documentary requirements, as well as additional requirements deemed necessary by the appraiser within 30 days, shall cause the	Frontline Desk Staff
3. Payment of fee,	3. Logging of Official Receipt No.	Php100.00 per Tax Declaration/ per Property Php2,500.00 Penalty for Late Registration of Tax Declaration		City Treasurer's Office (Miscellaneous Section Staff); Frontline Desk Staff



		(Sec. 3 of Ordinance No. 12-072)	automatic cancellation of the request without prejudice to the subsequent filing of a new application.	
	4. Transmittal of submitted documentary requirements to assigned appraiser.	N/A		Frontline Desk Staff
	5. Ocular Inspection (for house and lot)	N/A		Property Appraiser and/or Inspector
	6. FAAS preparation and review.	N/A		ASED Staff Review Staff
	7. Encoding and printing of tax declaration and Notice of Assessment (NOA)	N/A		ASED Staff
	8. Signing of FAAS and Tax Declaration	N/A		Assigned Appraiser
	9. Stamping and cancellation of previous tax declaration.	N/A		Records Management Staff
	10. Final approval and signing of Tax Declaration and Notice of Assessment.	N/A		Asst. City Govt. Dept Head II
4. Receipt of owner's copy of Tax Declaration	11. Releasing of owner's copy of tax declaration and Notice of Assessment.	N/A		Frontline Desk Staff
	TOTAL	Php100.00 per Tax Declaration/ per Property Php2,500.00 Penalty for Late Registration of Tax Declaration (Sec. 3 of Ordinance No. 12-072)	5-10 Working Days	

6. New Assessment / Re-Assessment (House & Building) and Newly Acquired Machineries

Office or Division:	Office of the City Assessor City Treasurer's Office – Miscellaneous Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Registered Property Owner, Authorized Representative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Online Request; Building Floor Plan/As Built Plan Photocopy of Certificate of Occupancy Photocopy of Certificate of Completion Photocopy of Building Permit Photocopy of Bill of Materials Photocopy of Specification Picture of Property/Building (Front, Sides, Rear, Interior View) printed in a bond/copy paper (colored) Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative)		App (Web-based); Office of the Building Official Office of the Building Official Office of the Building Official Office of the Building Official Office of the Building Official Office of the Building Official Office of the Building Official Property Owner Property Owner or Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online application form.	1. System generated transaction slip sent to requestor	N/A	10 Working Days Note: Failure to submit complete documentary requirements, as well as additional requirements deemed necessary by the appraiser within 30 days, shall cause the automatic cancellation of the request without prejudice to the subsequent filing of a new application.	MIS Office
2. Submit documentary requirements	2. Checking of submitted documentary requirements.	N/A		Frontline Desk Staff
	3. Conduct of ocular inspection	N/A		Tax Mapping Div. Staff
	4. FAAS preparation and review.	N/A		ASED Staff Review Staff
	5. Encoding and printing of tax declaration and Notice of Assessment (NOA)	N/A		-do-
	6. Signing of FAAS and Tax Declaration by assigned appraiser	N/A		Assigned Appraiser
	7. Stamping of FAAS and Tax Declaration.	N/A		Data Mngt. Staff
	8. Final approval and signing of Tax Declaration and Notice of Assessment.	N/A		Asst. City Govt. Dept Head II
3. Receipt of owner's copy of Tax Declaration	9. Releasing of owner's copy of tax declaration and Notice of Assessment.	N/A		Frontline Desk Staff
	TOTAL	N/A	10 working days	

7. Lot Re-Classification, Segregation or Consolidation

Office or Division:	Office of the City Assessor City Treasurer's Office – Miscellaneous Division
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Real Property Owners, Authorized Person
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Online Request Photocopy of Transfer Certificate of Title (TCT) Photocopy of Mother Title (Cancelled Title) Photocopy of Deed of Absolute Sale or any applicable Instrument Photocopy of Certificate Authorizing Registration Photocopy of Transfer Tax, Tax Clearance Blueprint copy of Approved Subdivision Plan (Segregation/Consolidation) Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative)		App (Web-based); Registry of Deeds Registry of Deeds Property Owner Bureau of Internal Revenue City Treasurer's Office Bureau of Lands Property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online application form.	1. System generated transaction slip sent to requestor	N/A	10 Working Days Note: Failure to submit complete documentary requirements, as well as additional requirements deemed necessary by the appraiser within 30 days, shall cause the automatic cancellation of the request without prejudice to the subsequent filing of a new application.	MIS Office
2. Submit documentary requirements	2. Checking of submitted documentary requirements.	Php100.00 per Tax Declaration/ per Property Php2,500.00 Penalty for Late Registration of Tax Declaration (Sec. 3 of Ordinance No. 12-072)		Frontline Desk Staff City Treasurer's Office (Miscellaneous Section Staff)
	3. FAAS preparation, review and signing by assigned appraiser.	N/A		ASED Staff
	4. Encoding and printing of tax declaration and Notice of Assessment (NOA)	N/A		
	5. Stamping of FAAS and Tax Declaration.	N/A		
	7. Final approval and signing of Tax Declaration and Notice of Assessment.	N/A		Asst. City Govt. Dept Head II
3. Receipt of owner's copy of Tax Declaration	8. Releasing of owner's copy of tax declaration and Notice of Assessment.	N/A		Frontline Desk Staff
	TOTAL	Php100.00 per Tax Declaration/ per Property Php2,500.00 Penalty for Late Registration of Tax	10 Working Days	



		Declaration (Sec. 3 of Ordinance No. 12-072)		
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8. Issuance of Notice of Cancellation

Office or Division:	Office of the City Assessor City Treasurer's Office City Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Registered Property Owner, Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request; Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative); Ocular Inspection Report Tax Clearance		App (Web-based); Registered property owner or authorized representative Property Appraiser or Field Inspector City Treasurer's Office – Land Tax Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Submit letter of request, together with the documentary requirements	1. Receive and stamp letter of request.	N/A	10 Working Days	Admin. Div. Staff
	2. Forward letter of request and the documentary requirements to the Chief of Office for advice/order.	N/A		Admin. Div. Staff
	3. Verification, ocular inspection and preparation of report.	N/A		Tax Mapping Div. Staff
	4. Encoding and printing and signing of Notice of Cancellation.	N/A		Admin. Div. Staff
	5. Signing Notice of Cancellation by the assigned field inspector/appraiser	N/A		Assigned Appraiser or Inspector
	6. Final approval and signing of Notice of Cancellation	N/A		Asst. City Govt. Dept Head II
	7. Cancellation of tax declaration from the data system and book of records.	N/A		IT Div. Staff & Records Mngt. Staff



	8. Forward copies of Notice of Cancellation to the City Accounting and City Treasurer's Office	N/A		Admin. Div. Staff
2. Receipt of copy of Notice of Cancellation	9. Releasing of Copy of Notice of Cancellation	N/A		Admin. Div. Staff
	TOTAL	N/A	10 working days	

9. Issuance of Tax Mapping Verification Map / Vicinity Map

Office or Division:		Office of the City Assessor City Treasurer's Office – Miscellaneous Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Registered Property Owner, Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Request; SPA or Authorization letter and photocopy of owner's & representative's IDs (if requested by a representative);		App (Web-based); Registered property owner or authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	CHANNEL
1. Fill-out online request form	1. System generated transaction slip sent to requestor	N/A	1 Day	MIS Office
	2. Data processor to forward request to Tax Mapping Division for the processing of Tax Verification Map.	N/A		Data Management Staff; Records Management Staff
	3. Printing of Tax Verification Map.	N/A		-do-
	4. Signing of Tax Mapping Verification Map	N/A		Tax Mapper & Division Head
	5. Send email to the requestor as to the date when to receive the Tax Mapping Verification Map.	N/A		Frontline Desk Staff
2. Payment of Tax Mapping Verification Map	6. Logging of Official Receipt No.	Php50.00/Tax Mapping Verification Map		City Treasurer's Office – Misc. Division Staff; Frontline Desk Staff



3.Receipt of Tax Mapping Verification Map	7. Releasing of Tax Mapping Verification Map	N/A		Frontline Desk Staff
	TOTAL	Php50.00	1 Day	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ul style="list-style-type: none"> Logging of feedback in the assigned log book. Sending feedbacks thru email at assessorsmuntinlupa@yahoo.com or by calling (02) 8-862-2525 Loc. 1014 & 1016.
How feedbacks are processed?	<ul style="list-style-type: none"> Regular monitoring of feedback logbook and referral of issues to the Head of Office to concerned division for info and/or appropriate action. Regular reporting to the Head of Office of summarized online feedbacks received for info and/or referral to concerned division for appropriate action.
How to file a complaint?	<ul style="list-style-type: none"> Logging of complaint in the assigned log book. Sending complaints thru email at assessorsmuntinlupa@yahoo.com or by calling (02) 8-862-2525 Loc. 1014 & 1016.



<p>How complaints are processed?</p>	<ul style="list-style-type: none"> • Regular monitoring of complaint logbook and referral of issues to the Head of Office to concerned division for info and/or appropriate action. • Regular reporting to the Head of Office of summarized online complaint received for info and/or referral to concerned division for appropriate action. • Staff responsible in handling complaints evaluate, identify the real issue and summarize the problem. • Reassures the client that the Office is committed in resolving issues in a fair, timely and efficient manner.
<p>Contact Information of:</p> <ul style="list-style-type: none"> • Contact Center ng Bayan (CCB) • Anti-Red Tape Authority (ARTA) 	<p>CCB : (+63)908-8816-565 (SMS)</p> <p>ARTA: <i>complaints@arta.gov.ph</i> : 1-ARTA (2782)</p>

List of Offices

Office	Address	Contact Information
Main Office	City Hall Main Building, National Road, Putatan, Muntinlupa City	(02) 8-862-2525 Loc. 1014 & 1016





CITY BUDGET AND MANAGEMENT DEPARTMENT

CITIZEN'S CHARTER



I. Mandate

Republic Act No. 7160 or the Local Government Code of 1991, Article V, Section 475

II. Vision

To be competent office that affectively implements the City's development plan thru a sound and accountable allocation and management of public funds that redounds to the realization of the City's goals, mission and vision.

III. Mission

A core office that plays a significant role in the City Government for the realization of its goals, mission and vision by providing a responsible, effective and accountable financial and management plan for public funds that bridges the gap between the people and the government thru a better service delivery and accelerating the local economic growth while maintaining the integrity of the environment.



LIST OF SERVICES

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CITY BUDGET AND MANAGEMENT DEPARTMENT

INTERNAL SERVICES



City Budget and Management Department

A. Budget Preparation

Office or Division:	Operation Divisions			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various Departments/Offices of the Local Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Budget Memorandum, Budget Call, Accomplished Local Budget Preparation (LBP) Forms, Annual Investment Program (AIP), PPMP and supporting documents		Issued by Department of Budget and Management (DBM), City Budget and Management Department (CBMD), Budget Management & Monitoring System, and City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Executive Budget				
Various offices/departments received the Budget Call	Issuance of Budget Call	None	1 working day	Local Chief Executive (LCE)
Various offices/departments will attend the Budget Forum	Conduct Budget Forum	None	1 working day	LCE, Local Finance Committee (LFC), Department/Office Heads, Administrative Officers and CSO
Each Department Head prepares their budget proposals as input to the technical budget hearing	Receive the submitted budget proposals as input to the technical budget hearing of various offices/departments	None	7 working days	Department/Office Heads, City Budget Office



None	Initial review of budget proposals from different offices under General Fund (GF) and School Board Fund(SBF)	None	3 working days	City Budget Officer, Assistant Budget Officer and Budget Analysts
Department heads of various offices/departments will attend to defend/justify their budget proposals	Conduct technical budget hearing	None	8 working days	LCE, LFC, CBO, Budget Analysts and Department/Office Heads
None	Final Review and consolidation of all submitted budget proposals into the Local Expenditure Program	None	27 working days	LCE, LFC, CBO, Assistant Budget Officer and Budget Analysts
None	Submit the Local Expenditure Program to the Sanggunian not later than the 16 th of October of the current fiscal year	None	1 working day	LCE, LFC and CBO
TOTAL			48 working days	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Supplemental Budget				
Department/Office concerned will prepare the Supplemental AIP and APP	Will submit to City Development Council for the AIP Resolution and approval	None	1 working day	City Planning and Development Officer and City Development Council (CDC)
None	Issuance of certification if there is a funds actually available	None	1 working day	City Accountant and City Treasurer
None	Prepare the Supplemental Budget using LBP Form No. 8 and 9	None	1 working day	LCE, CBO, City Accountant and City Treasurer
None	Endorse to Sanggunian Panlungsod (SP) for the approval of ordinance for the Supplemental Budget	None	1 working day	LCE, CBO and SP
TOTAL			4 working days	



B. Budget Authorization Phase

Office or Division:	City Budget and Management Department			
Classification:	Highly Technical			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various Departments/Offices of the Local Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Message, Local Budget Preparation Forms, Annual Operating Budget of LEE and Annual Investment Program		Prepared by City Budget and Management Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Assists in the analysis/review of the annual or supplemental budgets	None	1 working day	LCE LBO LFC SP
TOTAL			1 working day	



C. Budget Review Phase

Office or Division:	City Budget and Management Department			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various Departments/Offices of the Local Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appropriation Ordinance with the Appended Budget Documents		Prepared by the Sanggunian Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Submit the Appropriation Ordinance to the Department of Budget and Management (DBM) Regional Office for review	None	1 working day	LCE SP LBO
TOTAL			1 working day	



D. Process Flow of Budget Implementation Phase

Office or Division:	Operation Division/Administrative Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Internal and External clients customers (Local Gov't Offices / Depts., National Government Agencies, Citizens of Muntinlupa, Suppliers, Individuals from the Private Sector and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Executive Budget, AIP, APP, Obligation Request (ObR), Approved letter request letter, Work Program, Purchase Request (PR), Certificate of Emergency Purchase, BAC documents, Purchase Order (PO), Summary of expenses, Original Official Receipts and other necessary supporting documents		Prepared by the requesting office/ End-Users of different offices and departments of the City.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Preparation of Allotment Release Order	None		Various Offices/Departments, LCE and CBO
The offices/departments submitted to City Budget and Management Department to certified existence of available appropriation	Receives requests, OBRs, Voucher and all kinds of communication such as memos, letters, notices of Public hearing, etc. Records/logs then assigns the reference OBR/BCCN No. then attached the routing slip and forwards to the different staff/personnel division concern	None	1 hour	Receiving Section of Administrative Division



None	Evaluates/Analyzes and verifies the request and its supporting documents;	None	1 1/2 working day	Operations Division Chief-Operations, Analyst/Specialist and Assistant CBO
	<p>a. If “completeness, correctness, accuracy: is attained-verifies the budget balances, encodes in the BMMS registries then signs/initials the OBR/BCCN. Forward to the Division Chief/Asst. Dept. Head for validation</p> <p>b. If “incomplete/for return” documents-analyst will indicate the reason(s) at the back of the OBR, re-routes back to the Admin Division for release/return to the concern offices/departments</p>	None		Administrative Division
Department/offices concern received the documents	Release and records the documents then return to the office/person concern	None	1 hour	Admin Division / Department/ Offices concern
None	Receives and evaluates/analyzes the basis for charging against the appropriations the requests by the analyst then initials the OBR/BCCN and forward to the CBO for approval	None	1 hour	Asst. Dept. Head / Operations Div. Chief



None	Approves and signs the OBRs/BCCNs then forwards to the Admin Division for final OBR/BCCN numbering and releasing	None	1 hour	City Budget Officer (CBO)
Department/offices concern received the documents once released from CBMD	Scanning/Photocopies, records and releases copies to concerned offices/persons then files the receiving copies of the OBRs/BCCNs/Memos and other documents	None	1 working day	Administrative Division and Departments/Offices concern
TOTAL			3 working days	



E. Budget Accountability Phase

Office or Division:	Operation Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Various office/Departments of the Local Gov't of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Routing slip, copy of OBR / BCCN, and other pertinent documents.		Prepared by the requesting Administrative Officers of the different offices and departments of the City.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Reconciliation of the reports generated in the file copies of each analyst in-charge	None	3 working day	Budget Analysts
None	Prepares the final SAAOB report from the date provide by the budget analyst for final checking and initial by the analyst	None	3 working day	Database Accountability Davison / Budget Analysts
None	Finalization/Final Review of the SAAOB report	None	2 working day	Database Accountability division / Asst. Dept. Head / LBO
None	Submit and reports to the LCE the SAAOB	None	On or before the 10th day of the following month	LBO
TOTAL			8 working days	



CITY BUDGET AND MANAGEMENT DEPARTMENT

EXTERNAL SERVICES



F. Barangay Budget Review

Office or Division:	Operation Division			
Classification:	Complex			
Type of Transaction:	G2G Government to Government			
Who may avail:	Barangays in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Budget Review Forms, Transmittal Letter, Barangay Appropriation Ordinance, Sanggunian Barangay – Approved AIP and other necessary requirements		Barangays and Sanggunian Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Punong Barangay will submit their Barangay Budget	Received and review the Barangay Budget	None	30 working days (maximum)	City Budget Officer, Assistant Budget Officer, Budget Analysts
Prepare the budget evaluation letter	Endorse to Sanggunian Panlungsod (SP) for the review action	None		
TOTAL			30 working days (maximum)	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Feedbacks were sent through budget forums by different offices.
How feedbacks are processed	<p>The budget officer, asst. budget officer and the budget analyst will answer the queries from various offices during the conduct of Budget Forum.</p> <p>The budget analyst verifies the nature of queries and feedback and answered within One (1) working day</p> <p>For follow up of queries please refer to Operations division; Tel. No. 8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052 budgetmuntinlupa@gmail.com</p>
How to file a complaint	<p>Fill out the Harmonized CSM Report Form, drop it at the designated suggestion box beside the CBMD receiving section.</p> <p>Complaint can also be filed thru a letter to CBMD or email at budgetmuntinlupa@gmail.com. Please provide the following when filing a complaint:</p> <ul style="list-style-type: none"> a. Nature of complaint c. Evidence <p>For follow up of queries please refer to Operations division; Tel. No. 8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052 budgetmuntinlupa@gmail.com</p>



How complaints are processed	<p>The budget officer, asst. budget officer and the budget analyst will answer forward to the relevant function for appropriate action.</p> <p>The budget officer, asst. budget officer verifies the nature of complaint and feedback and answered within One (1) working day.</p> <p>For follow up of queries please refer to Operations division; Tel. No. 8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052 budgetmuntinlupa@gmail.com</p>
Contact Information of CCB, PCC, ARTA	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>

Office	Address	Contact Information
City Budget and Management Department	2 nd Floor, Muntinlupa City Hall Main Building, National Road, Putatan, Muntinlupa	8862-25-25 loc. 158,159,186,108, 1049, 1050, 1051 and 1052



CTIY ENGINEERING DEPARTMENT

CITIZEN'S CHARTER



CTIY ENGINEERING DEPARTMENT

CITIZEN'S CHARTER



I. Mandate:

The engineer shall take charge of the engineering office and shall:

1. Initiate, review and recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general of the local government unit concerned;
2. Advise the City Mayor on infrastructure, public works, and other engineering matters;
3. Administer, coordinate, supervise, and control the construction, maintenance, improvement, and repair of roads, bridges, and other engineering and public works projects of the local government unit concerned;
4. Provide engineering services to the local government unit concerned, including investigation and survey, engineering designs, feasibility studies and project management;
5. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision:

We envision the City Engineering Department to be in the forefront of citywide development through modern and sustainable infrastructure by providing effective, efficient and fast quality services with united and dynamic people.

III. Mission:

- To provide prompt and honest engineering services;
- To serve as a primary agent of modernized, technology-oriented and environment-friendly infrastructure development;
- To be recognized as one of the leading departments using an updated and advanced technologies in maintenance and construction;
- To be a strong pillar in designing and building of climate change adaptive and disaster-resilient infrastructure.

IV. Service Pledge

We commit to:

1. Perform on duties and functions with utmost goal to render fast, efficient and reliable service to the citizens of Muntinlupa and other stakeholders.
2. Immediately attend to all requesting parties for a more clean, conducive and healthy environment for the general welfare and safety of the public.
3. Attend to all applicants and requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break.



LIST OF SERVICES

City Engineering Department

I. EXTERNAL SERVICES

ADMINISTRATIVE DIVISION

- | | | |
|--|-------|---|
| 1. Receiving/ Releasing of various communications, complaints, requests, billing, etc. | | 5 |
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REPAIR AND MAINTENANCE DIVISION

- | | | |
|--|-------|----|
| 1. Declogging | | 6 |
| 2. Fabrication/Repair of Office Furnitures and Fixtures | | 7 |
| 3. Preparation of Plans and Programs (by request) | | 10 |
| 4. Preparation of Plans and Program of Works for Infrastructure Development Programs and Public Works (by program) | | 13 |
| 5. Project Management and Monitoring (by administration) | | 14 |
| 6. Project Management and Monitoring (by contractor) | | 16 |
| 7. Repair/Maintenance of Roads, Buildings, Aircon, Electrical and Water Systems | | 17 |

DESIGN AND CONSTRUCTION DIVISION

- | | | |
|--|-------|----|
| 1. Lot Surveying | | 20 |
| 2. Preparation of Plans and Programs (by request) | | 21 |
| 3. Preparation of Plans and Program of Works for Infrastructure Development Programs and Public Works (by program) | | 24 |
| 4. Project Management and Monitoring (by contractor) | | 25 |

PERMITTING AND SPECIAL CONCERNS DIVISION

- | | | |
|----------------------------------|-------|----|
| 1. Issuance of Excavation Permit | | 27 |
|----------------------------------|-------|----|



ADMINISTRATIVE DIVISION

1. Receiving/ Releasing of various communications, complaints, requests, billing, etc.

Receiving and releasing of incoming and outgoing communications from the General Public.

Office or Division		Administrative Division		
Classification		Simple		
Type of Transaction		G2C- Government to Citizen		
Who may avail		Citizens of Muntinlupa		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pakay (1 original copy)			City Mayor's Office	
Letter of Request (1 original copy)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request or communication to Records Section 1.1 Obtain receiving copy	1. Receive and stamp the documents	None	1 minute	Receiver Administrative Division
	1.1 Provide the client a receiving copy for reference		5 minutes	
	1.2 Secure a scanned copy		5 minutes	
	1.3 Encode communications for attachment of Routing Slip		5 minutes	
	2. Forward communications to the Office of the City Engineer for instructions	None	5 minutes	Administrative Assistant Administrative Division
	2.1 Evaluate, recommend and designate		1 day	City Engineer City Engineering Department
	3. Receive and check the instructions of the City Engineer and encode in Logbook Records	None	15 minutes	Administrative Assistant Administrative Division
	3.1 Release documents to the concerned division/ contractor/ utility/ barangay and other concerned		10 minutes	Administrative Assistant Administrative Division



	Other concerned agencies as instructed by the City Engineer			
	TOTAL:	None	1 day , 46 minutes	

REPAIR AND MAINTENANCE DIVISION

1. Declogging

Declogging of drainage systems is a critical aspect of urban infrastructure maintenance, particularly in areas prone to flooding or where drainage systems are susceptible to blockages due to debris, sediment buildup, or inadequate maintenance.

Office or Division		Repair and Maintenance Division - Declogging Section		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All residents of Muntinlupa City, Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pakay (1 original copy)		City Mayor's Office		
Letter of Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved 'Pakay Form' with attached Letter of Request	None	1 minute	<i>Administrative Assitant</i> Administrative Division
	1.1 Log application in the Daily Transaction Sheet and attach internal routing slip		5 minutes	
	1.2 Forward to the City Engineer for instructions		1 minute	
	2. Evaluate the request and give recommendation	None	30 minutes	<i>City Engineer</i> City Engineering Department
	2.1 Forward the request to Repair and Maintenance Division for necessary action		1 minute	
	5. Receive the request	None	1 minute	<i>Administrative Assitant</i> Repair and Maintenance
	5.1 Log in the Status Monitoring Report		5 minutes	



	5.2 Evaluate the request and give written instruction to the declogging section		15 minutes	Division <i>Division Head</i> Repair and Maintenance Division
1. Prior to schedule of inspection, make sure that there is a representative while there is on-going inspection for proper coordination	6. Receive the request 6.1 Schedule for inspection <i>*Make sure to inform the client about the schedule of inspection</i> 6.2 Log the scheduled date of inspection in the Calendar of Activities for monitoring	None	1 minute 5 minutes 5 minutes	<i>Section Head</i> Repair and Maintenance Division
2. Coordinate with the inspector about the request	7. Actual on-site inspection 7.1 Recommend necessary actions about the request	None	30 minutes 5 minutes	<i>Inspector</i> Declogging Section
	8. Conduct declogging	None	1 day	<i>Employees</i> Declogging Section
3. Fill-up Client Feedback Form and return back to the personnel	9. Give Client Feedback Form to the client 9.1 Submit Client Feedback Form to Administrative Division	None	1 minute 1 minute	<i>Employees</i> Declogging Section
	TOTAL:	None	1 day, 2 hours	

2. Fabrication/Repair of Office Furnitures and Fixtures

This service undertakes fabrication and repair of office furniture and fixtures of all government-owned buildings requested by various offices and barangays.

Office or Division		Repair and Maintenance Division - Declogging Section		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		All residents of Muntinlupa City, Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 original copy)		Department/ Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter	1. Receive the Letter of	None	1 minute	<i>Administrative</i>



of Request to the Receiving Area of the City Engineer's Office	Request			<i>Assitant</i> Administrative Division
	1.2 Log the request in the Daily Transaction Sheet and attach internal routing slip		5 minutes	
	1.3 Forward to the City Engineer for evaluation of the request		1 minute	<i>Administrative Assitant</i> Administrative Division
	2. Evaluate the request and give recommendation	None	30 minutes	<i>City Engineer</i> City Engineering Department
	2.1 Forward the request to Repair and Maintenance Division for necessary action		5 minutes	<i>Administrative Assitant</i> Administrative Division
	3. Receive the request	None	1 minute	<i>Administrative Assitant</i>
	3.1 Log in the Status Monitoring Report		5 minutes	Repair and Maintenance Division
	3.2 Forward to the Division Head for further evaluation of request		1 minute	
	4. Evaluate the request and give written instruction	None	5 minutes	<i>Division Head</i> Repair and Maintenance Division
	4.1 Log in the Status Monitoring Report		1 minute	<i>Administrative Assitant</i> Repair and Maintenance Division
	4.2 Forward to Section Head for action about the request			
1. Prior to schedule of inspection, make sure that there is a representative while there is on-going inspection for proper coordination	5. Receive the request	None	1 minute	<i>Section Head</i> Repair and Maintenance Division
	5.1 Schedule for inspection <i>*Make sure to inform the client about the schedule of inspection</i>		5 minutes	
2. Coordinate	6. Actual on-site	None	30 minutes	<i>Inspector</i>



with the inspector about the request	inspection			Civil Works Section
	6.1 Recommend necessary actions about the request		5 minutes	
	6.2 Submit recommendations to Section Head for approval		1 minute	
	7.1 Evaluate the proposals	None	5 minutes	<i>Section Head</i> Civil Works Section
	7.2 Prepare Material Requisition Form		5 minutes	
	7.3 Forward to Division Head for approval		1 minute	
	8. Evaluate and sign the Material Requisition –	None	5 minutes	<i>Division Head</i> Repair and Maintenance Division
	8.1 Forward to the City Engineer for final approval		1 minute	
	9. Evaluate and sign the Material Requisition –	None	5 minutes	<i>City Engineer</i> City Engineering Department
	10. Forward to warehouse for issuance of materials	None	5 minutes	<i>Section Head</i> Civil Works Section
	11. Receive the form	None	1 minute	<i>Storekeeper</i> Civil Works Section
	11.1 Prepare needed materials for issuance		30 minutes	
	11.2 Issue the needed materials		5 minutes	
	12. Receive the materials needed	None	1 minute	<i>Section Head</i> Civil Works Section
	12.1 Dispatch the materials		15 minutes	
	12.2 Forward form to Guard-on-Duty for checking of issued materials		1 minute	
	13. Fabricate the request	None	7 days	<i>Employees</i> Civil Works Section



3. Receive the Delivery Receipt	14. Prepare Delivery Receipt of Fabricated	None	5 minutes	Section Head Civil Works Section
3.1 Check the delivered items	14.1 Deliver the fabricated items to the client		15 minutes	
4. Fill-up Client Feedback Form and return back to the personnel	15. Give Client Feedback Form to the client	None	1 minute	Employees Civil Works Section
	15.1 Submit Client Feedback Form to Administrative Division		1 minute	
	TOTAL:	None	7 days, 4 hours	

3. Preparation of Plans and Programs (by request)

One of the services rendered by the City Engineering's Office is the preparation of Plans and Program of Work requested by barangay.

Office or Division		Repair and Maintenance Division		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Barangay officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pakay (1 original copy)		City Mayor's Office		
Letter of Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved 'Pakay Form' with attached Letter of Request	None	1 minute	Receiver Administrative Division
	1.1 Log application in the Daily Transaction Sheet and attach internal routing slip		5 minutes	
	1.2 Forward to the City Engineer for recommendation		1 minute	
	2. Evaluate the request and designate to Repair and Maintenance Division or Construction Division	None	30 minutes	City Engineer Office of the City Engineer
	2.1 Forward the request to Repair and		1 hour	Administrative Assistant



	Maintenance Division and/or Design and Construction Division for necessary action			Administrative Division
	3. Receive the request 3.1 Log in the Status Monitoring Report 3.2 Forward to the Division Head for further evaluation of request	None	1 minute 5 minute 1 minute	<i>Administrative Assistant</i> Repair and Maintenance Division
	4. Evaluate the request and give written instruction 4.1 Log in the Status Monitoring Report 4.2 Forward to assigned personnel for action about the request	None	5 Minutes 5 Minutes 1 minute	<i>Division Head</i> Repair and Maintenance Division <i>Administrative Assistant</i> Repair and Maintenance Division
1. Prior to schedule of inspection, make sure that there is a representative while there is on-going inspection for proper coordination	5. Receive the request 5.1 Schedule for inspection *Make sure to inform the client about the schedule of inspection 5.2 Log the scheduled date of inspection in the Calendar of Activities for monitoring	None	1 minute 5 Minutes 1 minute	<i>Project-incharge</i> Repair and Maintenance Division
2. Coordinate with the inspector about the request	6. Actual on-site inspection 6.1 Recommend necessary actions about the request	None	30 minutes 5 Minutes	<i>Project-incharge</i> Repair and Maintenance Division
	7. Prepare the Program detailed plan and technical specifications 7.1 Prepare the Bill of Materials and Cost Estimates 7.2 Prepare PERT/CPM and construction schedule	None	1 week 1 week 1 day	<i>Project-incharge</i> Repair and Maintenance Division



	7.3 Verification of the Program of Work		1 hour	<i>Division Head</i> Repair and Maintenance Division
	8. Encode Program of Work	None	10 Minutes	<i>Administrative Assistant</i> Repair and Maintenance Division
	8.1 Forward to Assistant City Engineer for checking and evaluation		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	9. Checking and Evaluation of the Assistant City Engineer	None	3 days	<i>Assistant City Engineer</i> City Engineering Department
	9.1 Forward to the City Engineer for approval		1 Minute	<i>Administrative Assistant</i> Administrative Division
	10. City Engineer certifying correctness and recommending approval the plans and Program of Work	None	30 minutes	<i>City Engineer</i> City Engineering Department
	10.1 Forward to the City Mayor for the approval		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	11. Receive the document	None	1 Minute	<i>Receiver</i> City Mayor's Office
	11.1 Log in City Mayor's daily transaction sheet		5 Minutes	
	11.2 City Mayor approves the Plans and Program of Work		1 day	<i>City Mayor</i> City Government of Muntinlupa
	12.0 Forward to the City Engineering Department		1 Minute	
	TOTAL:	None	19 days, 5 hours	



4. Preparation of Plans and Program of Works for Infrastructure Development Programs and Public Works (by program)

This process is done prior to the construction and implementation of Infrastructure Development and Public Works listed in the Annual Investment Program of the City Engineering Department. This includes preparation of design plans, technical specification, quantity and cost estimates, survey of proposed site, site investigation, program of work and construction schedule.

Office or Division		Repair and Maintenance Division		
Classification		Higly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Barangay officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Annual Investment Program, LBP Form 4, PPMP		City Engineering Department		
Architectural Plan (if needed)		City Architect's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Ocular inspection of proposed project	None	2 hours	<i>Project-in-charge</i>
	1.1 Coordinate with the concerned party/ organization/ office (if there's any)		1 hour	Repair and Maintenance Division
	2. Evaluation and assessment	None	30 minutes	<i>Project-in-charge</i>
	2.1 Recommend necessary actions			Repair and Maintenance Division
	3. Prepare the Program detailed plan and technical specifications	None	1 week	<i>Project-in-charge</i>
	3.1 Prepare the Bill of Materials and Cost Estimates		2 weeks	Repair and Maintenance Division
	3.2 Prepare PERT/CPM and construction schedule		1 day	
	3.3 Verification of the Program of Work		1 hour	<i>Division Head</i>
				Repair and Maintenance Division
	4. Encode Program of Work	None	10 Minutes	<i>Administrative Assistant</i>
	4.1 Forward to Assistant City Engineer for checking and evaluation		5 Minutes	Repair and Maintenance Division
				<i>Administrative Assistant</i>
				Administrative



				Division
	5. Checking and Evaluation of the Assistant City Engineer	None	3 days	<i>Assistant City Engineer</i> City Engineering Department
	5.1 Forward to the City Engineer for approval		1 Minute	<i>Administrative Assistant</i> Administrative Division
	6. City Engineer certifying correctness and recommending approval the plans and Program of Work	None	30 minutes	<i>City Engineer</i> City Engineering Department
	6.1 Forward to the City Mayor for the approval		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	7. Receive the document	None	1 Minute	<i>Receiver</i> City Mayor's Office
	7.1 Log in City Mayor's daily transaction sheet		5 Minutes	
	7.2 City Mayor approves the Plans and Program of Work		1 day	<i>City Mayor</i> City Government of Muntinlupa
	8.0 Forward to the City Engineering Department		1 Minute	
	TOTAL:	None	26 days, 6 hours	

5. Project Management and Monitoring (by administration)

Management and monitoring of projects done by administration in coordination with the end-user to discuss the implementation and construction schedule, possible obstructions, safety, and health measures at the site to avoid project delays.

Office or Division	Repair and Maintenance Division			
Classification	Highly Technical			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail	City Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		City Engineering Department		
Architectural Plan (if needed)		City Architect's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	1. Receive and check the delivery of materials 1.1 Sign the delivery receipt 1.2 Inform the project-in-charge and division head of Repair and Maintenance Division for	None	30 minutes 1 minute 5 minutes	Warehouse man Repair and Maintenance Division
	2. Fill-up the Material Requisition Slip to specify the quantity and material requirement for the project 2.1 Sign the filled-up Material Requisition Slip 2.2 Submit the Material Requisition Slip to Warehouse Personnel 2.4 Release Materials to Warehouse	None	15 minutes 1 minute 5 minutes	Project-in-charge Repair and Maintenance Division Warehouse man Repair and Maintenance Division
	3. Assign and send manpower required for the project 3.1 Assign to manpower execute the needed work 3.2 Monitor progress of the project, including quality assurance and quality control		30 minutes 1 hour 30 days *For project below 1M contract price 60 days *For project above 1 M contract price	Project-in-charge Repair and Maintenance Division
	4. Punchlisting and Final Inspection 4.1 Turnover of completed project to the end-user	None	1 day 1 day	
	TOTAL:	None	32 days, 3 hours	For project below 1M contract price
			62 days, 3 hours	For project above 1M contract price



6. Project Management and Monitoring (by contractor)

This is the process of executing the plans, strategies, and activities necessary to bring a construction project from conception to completion. This includes tracking, observing, and evaluating the progress and performance of a project against its planned objectives. It involves collecting data on project activities, comparing actual progress with planned targets, identifying deviations or issues, and taking corrective actions as necessary to keep the project on track.

Office or Division		Repair and Maintenance Division		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen G2G - Government to Government		
Who may avail		City Government of Muntinlupa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		City Engineering Department		
Architectural Plan (if needed)		City Architect's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the Notice to Proceed and Notice of Award	None	1 minute	<i>Administrative Assistant</i> Administrative Division
	1.2 Log in the Daily Transaction Sheet		5 minutes	
	1.3 Submit to the City Engineer for instruction to Project Manager		1 minute	
	2. Evaluate and give instruction to the Project Manager	None	1 day	<i>City Engineer</i> City Engineering Department
	3. Receive the documents	None	1 minute	<i>Project Manager</i> Repair and Maintenance Division
	3.1 Plan for implementation of approved Program of Work		1 day	
	3.2 Give instruction to the Division Head regarding implementation of infrastructure project		5 minutes	
	4. Receive the documents	None	1 minute	<i>Project-in-charge</i> Repair and Maintenance Division
	4.1 Forward the documents to the Project-in-charge		1 minute	
	4.2 Coordinate to the contractor and end-user		1 day	
	4.3 Monitor progress of		30 days	



	the project, including quality assurance and quality control		*For project below 1M contract price 90 years *For project above 1 M contract price	
	4. Punchlisting and Final Inspection 4.1 Turnover of completed project to the end-user	None	1 day 1 day	Project-in-charge Repair and Maintenance Division
	TOTAL:	None	35 days 15 minutes	For project below 1M contract price
			95 days 15 minutes	For project above 1M contract price

7. Repair/Maintenance of Roads, Buildings, Aircon, Electrical and Water Systems

Handles proper maintenance of all roads, streets and bridges of the city; all government-owned buildings such as Daycare Centers, public elementary/high school/university; all government facilities and structures such as sports complex/covered courts; all drainage/canals of the city; all sanitary facilities of government-owned buildings/structures; all government electrification facilities/electrical works; all communication system/telephone lines of all public buildings and offices.

Office or Division		Repair and Maintenance Division		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All residents of Muntinlupa City, Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pakay (1 original copy)		City Mayor's Office		
Letter of Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Receiving Area of the City Engineer's Office	1. Receive the Letter of Request	None	1 minute	Administrative Assitant
	1.2 Log the request in the Daily Transaction Sheet and attach internal routing slip		5 minutes	Administrative Division
	1.3 Forward to the City Engineer for evaluation of the request		1 minute	Administrative Assitant Administrative Division
	2. Evaluate the request and give recommendation	None	30 minutes	City Engineer City Engineering Department
	2.1 Forward the request		5 minutes	Administrative



	to Repair and Maintenance Division for necessary action			<i>Assitant Administrative Division</i>
	3. Receive the request 3.1 Log in the Status Monitoring Report 3.2 Forward to the Division Head for further evaluation of request	None	1 minute 5 minutes 1 minute	<i>Administrative Assitant Repair and Maintenance Division</i>
	4. Evaluate the request and give written instruction 4.1 Log in the Status Monitoring Report 4.2 Forward to Section Head for action about the request	None	5 minutes 1 minute	<i>Division Head Repair and Maintenance Division Administrative Assitant Repair and Maintenance Division</i>
1. Prior to schedule of inspection, make sure that there is a representative while there is on-going inspection for proper coordination	5. Receive the request 5.1 Schedule for inspection <i>*Make sure to inform the client about the schedule of inspection</i>	None	1 minute 5 minutes	<i>Section Head Repair and Maintenance Division</i>
2. Coordinate with the inspector about the request	6. Actual on-site inspection 6.1 Recommend necessary actions about the request 6.2 Submit recommendations to Section Head for approval	None	30 minutes 5 minutes 1 minute	<i>Inspector Repair and Maintenance Division</i>
	7.1 Evaluate the proposals 7.2 Prepare Material Requisition Form 7.3 Forward to Division Head for approval	None	5 minutes 5 minutes 1 minute	<i>Section Head Repair and Maintenance Division</i>
	8. Evaluate and sign the Material Requisition	None	5 minutes	<i>Division Head Repair and</i>



	8.1 Forward to the City Engineer for final approval		1 minute	Maintenance Division
	9. Evaluate and sign the Material Requisition	None	5 minutes	<i>City Engineer</i> City Engineering Department
	10. Forward to warehouse for issuance of materials	None	5 minutes	<i>Section Head</i> Repair and Maintenance Division
	11. Receive the form	None	1 minute	<i>Storekeeper</i> Repair and Maintenance Division
	11.1 Prepare needed materials for issuance		30 minutes	
	11.2 Issue the needed materials		5 minutes	
	12. Receive the materials needed	None	1 minute	<i>Section Head</i> Repair and Maintenance Division
	12.1 Dispatch the materials		15 minutes	
	12.2 Forward form to Guard-on-Duty for checking of issued materials		1 minute	
	13. Conduct repair and/or maintenance as per request	None	7 days	<i>Employees</i> Repair and Maintenance Division
3. Assist the City Engineering Department employee while there is on-going repair and/or maintenance	14. Prepare Delivery Receipt of Fabricated	None	5 minutes	<i>Section Head</i> Repair and Maintenance Division
	14.1 Deliver the fabricated items to the client		15 minutes	
4. Fill-up Client Feedback Form and return back to the personnel	15. Give Client Feedback Form to the client	None	1 minute	<i>Employees</i> Repair and Maintenance Division
	15.1 Submit Client Feedback Form to Administrative Division		1 minute	
	TOTAL:	None	7 days, 4 hours	



DESIGN AND CONSTRUCTION DIVISION

1. Lot Surveying

This service provides technical survey assistance to under privileged lot owners.

Office or Division		Design and Construction Division - Geodetic Section		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All residents of Muntinlupa City, Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pakay (1 original copy)		City Mayor's Office		
Letter of Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the 'Pakay Form' and Letter of Request	None	1 minute	<i>Administrative Assitant</i> Administrative Division
	1.2 Log the request in the Daily Transaction Sheet and attach internal routing slip		5 minutes	
	1.3 Forward to the City Engineer for evaluation of the request		1 minute	<i>Administrative Assitant</i> Administrative Division
	2. Evaluate the request and give recommendation	None	30 minutes	<i>City Engineer</i> City Engineering Department
	2.1 Forward the request to Design and Construction Division		5 minutes	<i>Administrative Assitant</i> Administrative Division
	3. Receive the request	None	1 minute	<i>Administrative Assitant</i> Design and Construction Division
	3.1 Log in the Status Monitoring Report		5 minutes	
	3.2 Forward to the Geodetic Section Head for further evaluation of request		1 minute	
	4. Evaluate the request and give written instruction	None	5 minutes	<i>Section Head</i> Gedodetic Section
	4.1 Log in the Status Monitoring Report		1 minute	<i>Administrative Assitant</i> Design and Construction Division



	5. Receive the request for plotting	None	1 minute	<i>Plotter</i> Geodetic Section
	5.1 Plot		1 day	
	5.2 Schedule for survey		1 minute	
	*Make sure to call the requisitioner for the scheduled date			
1. Assist the Surveyor while there is ongoing lot survey	6. Actual on-site survey	None	1 day	<i>Surveyor</i> Geodetic Section
	6.1 Prepare Lot Relocation Survey		1 day	
1.1 Receive the photocopy of Lot Relocation Survey	6.2 Issue photocopy to client		1 minute	
	7. Give Client Feedback Form to the client	None	1 minute	<i>Surveyor</i> Geodetic Section
	7.1 Submit Client Feedback Form to Administrative Division		1 minute	
	TOTAL:	None	3 days, 1 hour	

2. Preparation of Plans and Programs (by request)

One of the services rendered by the City Engineering's Office is the preparation of Plans and Program of Work requested by barangay.

Office or Division		Design and Construction Division		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Barangay officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the approved 'Pakay Form' with attached Letter of Request	None	1 minute	<i>Receiver</i> Administrative Division
	1.1 Log application in the Daily Transaction Sheet and attach internal routing slip		5 minutes	
	1.2 Forward to the City Engineer for recommendation		1 minute	



	2. Evaluate the request and designate to Repair and Maintenance Division or Construction Division 2.1 Forward the request to Repair and Maintenance Division and/or Design and Construction Division for necessary action	None	30 minutes 1 hour	<i>City Engineer</i> Office of the City Engineer <i>Administrative Assistant</i> Administrative Division
	3. Receive the request 3.1 Log in the Status Monitoring Report 3.2 Forward to the Division Head for further evaluation of request	None	1 minute 5 minute 1 minute	<i>Administrative Assistant</i> Design and Construction Division
	4. Evaluate the request and give written instruction 4.1 Log in the Status Monitoring Report 4.2 Forward to assigned personnel for action about the request	None	5 Minutes 5 Minutes 1 minute	<i>Division Head</i> Design and Construction Division <i>Administrative Assistant</i> Design and Construction Division
1. Prior to schedule of inspection, make sure that there is a representative while there is on-going inspection for proper coordination	5. Receive the request 5.1 Schedule for inspection *Make sure to inform the client about the schedule of inspection 5.2 Log the scheduled date of inspection in the Calendar of Activities for monitoring	None	1 minute 5 Minutes 1 minute	<i>Project-in-charge</i> Design and Construction Division
2. Coordinate with the inspector about the request	6. Actual on-site inspection 6.1 Recommend necessary actions about the request	None	30 minutes 5 Minutes	<i>Project-in-charge</i> Design and Construction Division



	7. Prepare the Program detailed plan and technical specifications	None	1 week	<i>Project-in-charge</i> Design and Construction Division
	7.1 Prepare the Bill of Materials and Cost Estimates		1 week	
	7.2 Prepare PERT/CPM and construction schedule		1 day	
	7.3 Verification of the Program of Work		1 hour	<i>Division Head</i> Design and Construction Division
	8. Encode Program of Work	None	10 Minutes	<i>Administrative Assistant</i> Design and Construction Division
	8.1 Forward to Assistant City Engineer for checking and evaluation		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	9. Checking and Evaluation of the Assistant City Engineer	None	3 days	<i>Assistant City Engineer</i> City Engineering Department
	9.1 Forward to the City Engineer for approval		1 Minute	<i>Administrative Assistant</i> Administrative Division
	10. City Engineer certifying correctness and recommending approval the plans and Program of Work	None	30 minutes	<i>City Engineer</i> City Engineering Department
	10.1 Forward to the City Mayor for the approval		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	11. Receive the document	None	1 Minute	<i>Receiver</i> City Mayor's Office
	11.1 Log in City Mayor's daily transaction sheet		5 Minutes	



	11.2 City Mayor approves the Plans and Program of Work		1 day	City Mayor City Government of Muntinlupa
	12.0 Forward to the City Engineering Department		1 Minute	
	TOTAL:	None	19 days, 5 hours	

3. Preparation of Plans and Program of Works for Infrastructure Development Programs and Public Works (by program)

This process is done prior to the construction and implementation of Infrastructure Development and Public Works listed in the Annual Investment Program of the City Engineering Department. This includes preparation of design plans, technical specification, quantity and cost estimates, survey of proposed site, site investigation, program of work and construction schedule.

Office or Division		Design and Construction Division		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen		
Who may avail		Barangay officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Annual Investment Program, LBP Form 4, PPMP		City Engineering Department		
Architectural Plan (if needed)		City Architect's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Ocular inspection of proposed project	None	2 hours	Project-in-charge Design and Construction Division
	1.1 Coordinate with the concerned party/ organization/ office (if		1 hour	
	2. Evaluation and assessment	None	30 minutes	Project-in-charge Design and Construction Division
	2.1 Recommend necessary actions			
	3. Prepare the Program detailed plan and technical specifications	None	1 week	Project-in-charge Design and Construction Division
	3.1 Prepare the Bill of Materials and Cost Estimates		2 weeks	
	3.2 Prepare PERT/CPM and construction schedule		1 day	
	3.3 Verification of the Program of Work		1 hour	Division Head Design and



				Construction Division
	4. Encode Program of Work	None	10 Minutes	<i>Administrative Assistant</i> Design and Construction Division
	4.1 Forward to Assistant City Engineer for checking and evaluation		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	5. Checking and Evaluation of the Assistant City Engineer	None	3 days	<i>Assistant City Engineer</i> City Engineering Department
	5.1 Forward to the City Engineer for approval		1 Minute	<i>Administrative Assistant</i> Administrative Division
	6. City Engineer certifying correctness and recommending approval the plans and Program of Work	None	30 minutes	<i>City Engineer</i> City Engineering Department
	6.1 Forward to the City Mayor for the approval		5 Minutes	<i>Administrative Assistant</i> Administrative Division
	7. Receive the document	None	1 Minute	<i>Receiver</i> City Mayor's Office
	7.1 Log in City Mayor's daily transaction sheet		5 Minutes	
	7.2 City Mayor approves the Plans and Program of Work		1 day	<i>City Mayor</i> City Government of Muntinlupa
	8.0 Forward to the City Engineering Department		1 Minute	
	TOTAL:	None	26 days, 6 hours	

4. Project Management and Monitoring (by contractor)

This is the process of executing the plans, strategies, and activities necessary to bring a construction project from conception to completion. This includes tracking, observing, and



evaluating the progress and performance of a project against its planned objectives. It involves collecting data on project activities, comparing actual progress with planned targets, identifying deviations or issues, and taking corrective actions as necessary to keep the project on track.

Office or Division		Repair and Maintenance Division		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen G2G - Government to Government		
Who may avail		City Government of Muntinlupa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		City Engineering Department		
Architectural Plan (if needed)		City Architect's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the Notice to Proceed and Notice of Award	None	1 minute	<i>Administrative Assistant</i> Administrtrive Division
	1.2 Log in the Daily Transaction Sheet		5 minutes	
	1.3 Submit to the City Engineer for instruction to Project Manager		1 minute	
	2. Evaluate and give instruction to the Project Manager	None	1 day	<i>City Engineer</i> City Engineering Department
	3. Receive the documents	None	1 minute	<i>Project Manager</i> Design and Construction Division
	3.1 Plan for implementation of approved Program of Work		1 day	
	3.2 Give instruction to the Division Head regarding implementation of infrastructure project		5 minutes	
	4. Receive the documents	None	1 minute	<i>Project-in-charge</i> Design and Construction Division
	4.1 Forward the documents to the Project-in-charge		1 minute	
	4.2 Coordinate to the contractor and end-user		1 day	
	4.3 Monitor progress of the project, including quality assurance and quality control		3 months <i>*For project below 1M contract price</i> 2 years <i>*For project above 1</i>	



			<i>M contract price</i>	
	4. Punchlisting and Final Inspection	None	1 day	<i>Project-in-charge</i>
	4.1 Turnover of completed project to the end-user		1 day	Design and Construction Division
	TOTAL:	None	95 days 15 minutes	For project below 1M contract price
			732 days 15 minutes	For project above 1M contract price

PERMITTING AND SPECIAL CONCERNS DIVISION

1. Issuance of Excavation Permit

The Excavation Permit is issued to agencies needing this document for their excavation projects within the roads, sidewalks and government properties. Excavation Permits are issued to assure that agencies comply with city ordinances and other related standards.

Office or Division	Monitoring Division			
Classification	Simple			
Type of Transaction	G2B - Government to Business Entity			
Who may avail	DPWH, MMDA, MAYNILAD, MERALCO, DILG, PLDT, GLOBE, CONVERGE, SKY, and other excavation areas within the roads, sidewalks and government properties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request to City Engineer		Applicant's Agency or Client		
Set of Plans		Applicant's Agency or Client		
Program of Works (1 photocopy)		Applicant's Agency or Client		
Notice of Awards (1 photocopy)		Applicant's Agency or Client		
Notice to Proceed (1 photocopy)		Applicant's Agency or Client		
Contract of Agreement (1 photocopy)		Applicant's Agency or Client		
Barangay Permit (1 photocopy)		Applicant's Agency or Client		
Environmental Sanitation Center Clearance		Applicant's Agency or Client		
For excavation within the subdivision				
Homeowner's Association Permit (1 photocopy)		Office of the Homeowner's Association		
For excavation along national roads/main roads				
DPWH Clearance/Permit (1 photocopy)		DPWH Office - Port Area Manila		
MTMB Clearance/Permit (1 photocopy)		MTMB Office - 3rd flr, Ayala Southpark Mall, Alabang		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Receiving Area of the City Engineering Department	1. Receive the required documents and check for completeness	None	10 minutes	Administrative Assistant Administrative Division
	1.1 Log application in the Daily Transaction Sheet		3 Minutes	
	1.2 Forward to the City Engineer for evaluation		2 Minutes	
	2. Evaluate the	None	30 minutes	City Engineer



	application and give recommendation			City Engineering Department
	2.1 Forward to the Monitoring Division for the computation of fees		1 Minute	<i>Administrative Assistant</i> Administrative Division
	3. Compute fees and prepare Tax Order of Payment	Refer to Table of Fees	30 minutes	<i>Section Head Permitting and Admin Section</i> Permitting and Special Concerns
	3.1 Evaluate and sign Tax Order of Payment		30 minutes	<i>Assistant City Engineer</i> City Engineering Department
	3.2 Issue Tax Order of Payment to the requesting client *Make sure to explain the fees to be collected to the client		10 minutes	<i>Section Head Permitting and Admin Section</i> Permitting and Special Concerns
2. Pay the required fees at the City Treasurer's Office by showing Tax Order of Payment	4. Accept the payment based on the Tax Order of Payment and prepare Official Receipt	Refer to Table of Fees	5 minutes	<i>Cashier</i> Office of the City Treasurer
	4.2 Evaluate/sign the Official Receipt		15 minutes	
*Make sure to secure Official Receipt that will be issued upon payment	4.3 Issue the Official Receipt		1 minute	
3. Return to the City Engineering Department for the processing and release of Excavation Permit	5. Check the Official Receipt and prepare Excavation Permit	None	10 Minutes	<i>Section Head Permitting and Admin Section</i> Permitting and Special Concerns
	5.1 Evaluate and sign the Excavation Permit		30 minutes	<i>Assistant City Engineer</i> City Engineering Department
			30 minutes	<i>City Engineer</i> City Engineering Department
			1 Day	<i>City Mayor</i>



				Office of the City Mayor
4. Sign the Client Log Book in the Monitoring Division	6. Give the Log Book to Client	None	1 minute	<i>City Engineer</i> City Engineering Department
4.1 Receive the Excavation Permit	6.1 Issue the Excavation Permit to client		5 Minutes	<i>Division Head</i> Permitting and Special Concerns
	TOTAL:	Refer to Total Fees Below		

Total Fees

- Fixed Total Processing Fees:
 - For poles and house connection - PHP 750.00
 - For digging for water supply purposes - PHP 1,500.00
 - For all other excavations - PHP 1,875.00
- Fixed Total Excavation Permit Fees:
 - First 50 lm length of excavation and below - PHP 625.00
 - For drilling wells, first 400 ft., 2 in. pipes - PHP 750.00
 - For drilling wells, first 400 ft., 3 in. pipes - PHP 1,125.00
 - For drilling wells, first 400 ft., 4 in. pipes - PHP 1,875.00
 - For drilling wells, first 400 ft., 5 in. pipes - PHP 3,750.00
 - For horizontal directional drilling, first 200 mtrs. – PHP 1,500.00
- Case to Case Total Excavation Permit Fees:
 - For over 50 lm length of excavation - PHP 18.75/Linear Meter
 - For over 400 ft., 2 in. and 3 in. pipes - PHP 18.75/Foot
 - For over 400 ft., 4 in. and 5 in. pipes – PHP 37.50/Foot
 - For installation of wooden, concrete and steel utility poles – PHP 1,000/Hole
 - For grouted riprap/stone masonry and the like –PHP 5.00/Cubic Meter
 - For reinforced concrete/lean concrete for retaining wall – PHP 10.00/Cubic Meter
 - For horizontal directional drilling, over 200 meter – PHP 10.00/Linear Meter
- Case to Case Supervision Fee (Based on DPWH Department Order No. __)
 - Below PHP 50,000 (3% of the cost of restoration)
 - PHP 50,000 and above (1.5% of the cost of restoration)
- Case to Case Total Deposit for Restoration Work:
 - Concrete-paved streets – PHP 300.00/sq. m.
 - Asphalt-paved streets – PHP 150.00/sq. m.
 - Macadam surfaced streets – PHP 52.00/sq. m.
 - Concrete sidewalk – PHP 180.00/sq. m.
 - Asphalted sidewalk – PHP 112.00/sq. m.
 - Earth sidewalk – PHP 30.00/sq. m.
 - Combination of concrete curbs and gutters for every linear fraction for every linear fraction hereof – PHP 150.00/sq. m.
 - Concrete curbs for every linear fraction hereof – PHP 105.00/sq. m.
- Case to Case Total Maintenance Deposit:
 - Macadam road pavements – PHP 15.00/sq. m.
 - Asphalt road pavements – PHP 45.00/sq. m.
 - Concrete road pavements – PHP 60.00/sq. m.
 - Asphalt sidewalks – PHP 15.00/sq. m.
 - Concrete sidewalks – PHP 22.00/sq. m.
 - Other sidewalks – PHP 9.00/sq. m.



- Curbs and/or gutters – PHP 15.00/sq. m.
- Case to Case Total Penalties:
 - Light penalty, first notice – PHP 1,500.00
 - Light penalty, second notice – PHP 3,000.00
 - Light penalty, third notice – PHP 4,000.00
 - Light penalty, final notice – PHP 10,000.00
 - Less grave penalty, first notice – PHP 8,000.00
 - Less grave penalty, second notice – PHP 10,000.00
 - Less grave penalty, third notice – PHP 12,000.00
 - Less grave penalty, final notice – PHP 15,000.00
 - Grave penalty, first notice – PHP 10,000.00
 - Grave penalty, second notice – PHP 15,000.00
 - Grave penalty, third notice – PHP 20,000.00
 - Grave penalty, final notice – PHP 25,000.00



Feedback and Complaint Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the Client Feedback Form and submit to the employee of the City Engineering Department.
How feedback is processed	<p>The Administrative Assistant compiles and records all feedback submitted every day.</p> <p>Feedback requiring answers are forwarded to the concerned divisions and they are required to answer within three (3) working days upon receipt of the feedback.</p> <p>The reply of the concerned division is then relayed to the client.</p>
How to file a complaint	<p>Answer the client Suggestion Slip and drop it at the Suggestion Box designated in front of Public Assistance and Complaint Desk.</p> <p>Complaints can also be filed via telephone call. For inquiries and follow-ups, clients may contact telephone number 8-861-11-29 or via Facebook page Muntinlupa City Engineering Department.</p>
How complaints are processed	<p>The Administrative Assistant opens the Suggestion Box every Friday and evaluate each complaint.</p> <p>Complaints shall be forwarded to the concerned divisions for explanation.</p> <p>The concerned division will conduct proper investigation and submit report to the City Engineer for appropriate action. Once given recommendation for action, the concerned division will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact telephone number 8-861-11-29 or via Facebook page Muntinlupa City Engineering Department.</p>
Contact Information of the City Engineering Department	<p>E-mail address : muntinlupacityengineering@gmail.com</p> <p>Facebook page: Muntinlupa City Engineering Department</p> <p>Telephone No. : 8-861-11-29</p>



CITY HEALTH OFFICE

CITIZEN'S CHARTER
2024 Edition



CITY HEALTH OFFICE

CITIZEN'S CHARTER
2024 Edition



I. Mandate

The City Health Office (CHO) was created under the Republic act No. 7160 also known as the Local Government Code where in public health service was one of the national functions devolved to local government units. It is the one in charge in the delivery of health services to the community and oversees the implementation of different health programs of the Department of Health (DOH). The CHO in its own building is located at Centennial Avenue, Tunasan, Muntinlupa City. It has 16 health centers (HC) and one health station distributed in the 9 barangays of the city and is instituted depending on the population of the barangay.

The CHO generally manage the personnel and staff of the said office; it also coordinates with other government agencies and non-government agencies to ensure delivery of basic health care and promotion of health to the community. It also recommends to the Sangguniang Panglungsod through the Local Health Board an ordinance that will aid in the preservation and improvement of the public health.

The HC served as the community- based and patient directed in providing basic public health services. It implements DOH programs through provision of quality health services. The following are the lists of DOH programs that are being implemented:

1. National Tuberculosis Program
2. National Immunization Program
3. Maternal, Neonatal, Child Health and Nutrition Program
4. Rabies Program
5. Dental Program
6. Family Planning and Reproductive Health
7. Nutrition
8. Non-Communicable Disease Program
9. Disease Surveillance

All these programs can be availed in all health centers located in different barangays.

II. Vision

The City Health Office of Muntinlupa as the prime mover and excellent provider of quality health service in a dynamic and resilient environment.



III. Mission

To consistently promote, protect and provide innovative and quality health services thru:

- Competent, effective and efficient health provider towards client satisfaction
- Preventive interventions for a healthy environment
- Reduction of risk and vulnerability of the community
- Sustained social health insurance
- An established, comprehensive and technologically updated data information system

IV. Service Pledge

- To provide quality care with compassion, valuing cultural and religious differences with respect to the well-being and dignity of each person.
- Dedicated health care providers fulfilling their duties and responsibilities as public servants.
- Ensure all health care providers are skilled, knowledgeable and reliable, using minimum resources at minimal cost but with reasonable speed.
- To provide quality care services to our clients irrespective of socio-economic status.
- Ensure patients that the health services delivered by the health providers are of good quality, appropriate and timely with effective results.
- Ensure patients on the confidentiality of their health conditions and that they will be treated discreetly and within ethical standards.



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National Immunization Program	
Maternal, Neonatal, Child Health and Nutrition Program	
Rabies Program	
Dental Program	
Family Planning, Reproductive Health, Sexually Transmissible Nutrition	
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City Health Office

Internal Services



1. Issuance of medical Certificate required for newly hired and promotion

One of the functions of the City Health Office is to issue and sign the medical certificate form coming from the Civil Service Commission of the newly hired employee and those employees for promotion.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Newly hired, Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical certificate form		City Human Resource Management and Development Office (CHRMD)		
2. Laboratory results: A. Urinalysis B. Fecalysis C. Complete Blood Count (CBC) D. Chest X-ray E. Drug Test		Newly hired/Employee will present the result from laboratory/diagnostics		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the personal information portion in the medical certificate form with the following attachment of laboratory results: A. Urinalysis B. Fecalysis	1. Receive the accomplished medical certificate form with required attachments and check for completeness	None	1 minute	Midwife I-V Nurse I-V Health Centers, City Health Office



C. Complete Blood Count (CBC) D. Chest X-ray E. Drug Test				
2. Proceed to City Health Office or Health Centers for physical examination and signing of medical certificate	2. Conduct physical examination and sign the medical certificate with remarks of essentially normal findings. *If results have findings, the signing physician will manage and treat the patient and will advise when to comeback	None	10 minutes	<i>Medical Officer III-V</i> Health Centers, City Health Office
3. Receive the signed medical certificate.	3. Release the signed medical certificate.	None	2 minutes	<i>Midwife I-V</i> <i>Nurse I-V</i> Health Centers, City Health Office
TOTAL			13 minutes	



2. Allocation of medicines, vaccines, supplies and medical equipment

One of the functions of the City Health Office is to provide allocation of medicines, vaccines, supplies and medical equipment in the health centers. These commodities will be used in the consultation and treatment of patients in the community.

a. Health Centers

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Health Centers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Issuance Slip (RIS)		Health Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requisition issuance slip duly approved by the Physician of the Health Center	1.1 Review the accomplished RIS 1.2 Prepare the requested commodities	None	20 minutes	<i>Pharmacist/ Administrative Assistant IV/ Nursing Aide I City Health Office</i>
2. Received commodities and sign the issuance slip	2. Provide Issuance slip and release the requested commodities	None	20 minutes	<i>Pharmacist/ Administrative Assistant IV/ Nursing Aide I City Health Office</i>
3. Update	3. Check the	None	1 working day	<i>Pharmacist/</i>



inventory of stocks and submit monthly inventory report of medicines.	validity of the monthly inventory report of medicines.			<i>Administrative Assistant IV/ Nursing Aide I</i> City Health Office
TOTAL			1 working day and 40 minutes	



City Health Office

External Services



1. Issuance and release of Death certificates, Transfer certificates or Authorization of exhumation remains

The City Health Office is the one responsible for the issuance and release of death certificates, transfer certificates or authorization of exhumation remains. The government physician is the one in charge to sign this certificate.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death certificate: - Duly accomplished death certificate form signed by the attending physician Transfer certificate: - Duly accomplished death certificate form signed by the attending physician Authorization of exhumation remains: - Accomplished authorization of exhumation remains form - Copy of PSA death certificate or authenticated death certificate by the PSA		From Hospital and Health Center City Health Office Information Desk City Health Office Information Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of certificates/ authorization	1. Check the completeness of the accomplished death certificate	None	15 minutes	<i>Administrative Assistant IV</i> City Health Office



<p>a. Death certificate: Submit duly accomplished death certificate form</p>	<p>a. Review and validate the causes of death and sign the accomplished death certificate</p>			<p><i>City Health Officer or Health Center Government Physician City Health Office</i></p>
<p>b. Transfer certificate: Submit duly accomplished death certificate form signed by the attending physician in the front desk personnel.</p>	<p>b. Determine the location where the cadaver will be buried and issue a duly signed transfer certificate</p>			<p><i>Administrative Assistant IV/ Officer-In-Charge, Designated CHO Physician and/or HC Physician-In-Charge City Health Office</i></p>
<p>c. Authorization of exhumation of remains: a. Accomplish the authorization of exhumation of remains form. b. Submit a copy of PSA registered death certificate or authenticated death certificate by the PSA in the front desk personnel.</p>	<p>c. Assess the acceptability of disinterment request based on PD 856: – 3 years for non-dangerous communicable disease – 5 years for dangerous communicable disease c.1. Provide the authorization of exhumation form to be filled-out by the client together with a</p>			<p><i>Administrative Assistant IV/ City Health Officer or Health Center Government Physician City Health Office</i></p>



	transfer certificate			
	c.2. Prepare the exhumation permit and the transfer certificate			
2. Claim the signed death certificate/ authorization of exhumation remains.	2. Release the signed certificates/ authorization	None	1 minute	<i>Administrative Assistant IV</i> City Health Office
TOTAL			16 minutes	



2. Water Laboratory Services

The City Health Office has a water laboratory which serves as a testing center to check if the water is safe for human consumption especially those in the food establishments.

Office or Division:	City Health Office			
Classification:	Simple, Highly Technical			
Type of Transaction:	Government to Citizen, Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Water quality analysis request form b. Sampling bottle		City Health Office Water Laboratory Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain the prerequisites from the water laboratory desk for the water quality analysis.	1. Provide the requirement for water quality analysis: a. Water quality analysis request form b. Sampling bottle	None	5 minutes	<i>Administrative Aide VI</i> City Health Office
2. Complete the form for a water quality analysis request and submit water samples using the sampling bottles issued by the water laboratory	2. Receive the completed request form for a water quality examination and the water samples in accordance with the sample	None	5 minutes	<i>Administrative Aide VI</i> City Health Office



staff	acceptance criteria: i. Sufficient volume of samples ii. Time of collection (Sample collected within the day)			
3. Pay corresponding fee	3. Issue an official receipt and provide information on when to return to claim the official results: Bacteriological Test – 5 working days Physico-Chemical Test – 15 working days	Bacteriological Test – Php 300 Physico-Chemical Test - Php 3,000	5 minutes	<i>Administrative Aide VI</i> City Health Office
4. Present the official receipt and claim the official water laboratory result.	4. Check the validity of the official receipt and issue the official water laboratory results	None	5 minutes	<i>Administrative Aide VI</i> City Health Office
TOTAL			20 minutes	



3. General Consultation and Treatment Services

The CHO is the one in charge in the delivery of health services to the community and oversees the implementation of different health programs of the Department of Health (DOH). The following are the lists of DOH programs that are being implemented:

- a. National Tuberculosis Program
- b. National Immunization Program
- c. Maternal, Neonatal, Child Health and Nutrition Program
- d. Rabies Program
- e. Dental Program
- f. Family Planning, Reproductive Health and Sexually Transmissible Infection
- g. Nutrition
- h. Non-Communicable Disease Program

All these programs can be availed in all health centers located in different barangays.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		City Health Office - Health Centers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to admission area to secure consultation records and vital signs	1.1 Secure the availability of patient record and complete the consultation procedures: 1.2 Interview the patient for chief complaint	None	10 minutes	<i>BHW</i> City Health Office - Health Centers



	1.3 Take vital signs (Blood pressure, temperature)			
	1.4 Instruct the patient to the waiting area			
2. Submit self for the interview and history taking	2.1 Interview patient and complete the history based on the chief complaint 2.2 Instruct patient to go to consultation room (Medical and/or dental)	None	5 minutes	<i>Midwife I-V</i> City Health Office - Health Centers
3. Proceed to Consultation room and submit self for check-up by the health center physician and/or health center dentist	3.1 Provide medical/ dental consultation and manage patient accordingly 3.2 Instruct patient to proceed to treatment room/Nurse's Room for the completion of treatment	None	10 minutes	<i>Medical Officer III-V/ Dentist I-V</i> City Health Office - Health Centers
4. Proceed to Treatment Room/Nurse' s room.	4. Carry out the physician's order, advise and dispense medicines and/or issue prescription form for recommended medication	None	5 minutes	<i>Nurse I-V</i> City Health Office - Health Centers
TOTAL			30 minutes	



4. Issuance of Health Certificate, Sanitary Permit and Potability Certificate

One of the functions of the City Health Office is to issue Health Certificate, Sanitary Permit and Potability Certificate as one of the requirements on the Sanitation Code.

Office or Division:	City Health Office	
Classification:	Simple, Highly Technical	
Type of Transaction:	Government to Citizen, Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Health Certificate: <ol style="list-style-type: none"> 1. Urinalysis (5months validity) 2. Fecalalysis (5 months validity) 3. Chest X-ray (11 months validity) 4. Residence Certificate 5. 2 pcs 1x1 ID photo 		Client will present the documents requested
Sanitary Permit: <ol style="list-style-type: none"> 1. Business permit 2. Official receipt of payment 3. Approval of sanitary inspector 4. Health Certificate of Personnel 5. Pest Control Certificate/accreditation from DOH-FDA 6. Certificate of Water Potability If with food establishment, to include the following: <ol style="list-style-type: none"> 7. Food handlers: Food Safety Training Accredited 8. At least Certified Food Safety Compliance Officer (as per Food Safety Act 2013) 		BPLO
Potability Certificate: <ol style="list-style-type: none"> 1. Latest water quality analysis <ul style="list-style-type: none"> o Bacteriological analysis (1 month) 		City Health Office Information Desk – Sanitation Division



○ Physico-Chemical analysis (6 months)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the necessary requirements for the issuance of 1.1 Health Certificate a. Urinalysis (5months validity) b. Fecalalysis (5 months validity) c. Chest X-ray (11 months validity) d. Residence Certificate e. 2 pcs 1x1 ID photo	1.1 Review and assess the validity and completeness of the submitted requirements	None	10 minutes	<i>Sanitary Inspector</i> assigned at Ground Floor, Ayala South Park
1.2 Pay the corresponding fee	1.2 Instruct to proceed to treasury for payment	Php 212.50	5 minutes	<i>Treasury</i> at Ground Floor, Ayala South Park
1.3 Claim the Health Certificate	1.3 Release Health Certificate	None	5 minutes	<i>Sanitary Inspector</i> assigned at Ground Floor, Ayala South Park
TOTAL			20 minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Sanitary Permit a. Business permit official receipt of payment b. Approval of sanitary inspector c. Health Certificate of Personnel d. Pest Control Certificate/ accreditation from DOH-FDA e. Certificate of Water Potability If with food establishment, to include the following: f. Food handlers: Food Safety Training Accredited g. At least Certified Food Safety Compliance Officer (as per Food Safety Act 2013)	2.1 Instruct to comply the requirements within 15 days	None	15 days	<i>Sanitary Inspector</i> City Health Office



2.2 Receive the inspection report for the issuance of the sanitary permit	2.2 Inspect the establishment and recommend the issuance of the sanitary permit	None	10 minutes	<i>Sanitary Inspector</i> City Health Office
2.3 Present the inspection report and the recommendation for the issuance of sanitary permit	2.4 Prepare the permit to be issued	None	5 minutes	<i>Sanitary Inspector</i> City Health Office
2.4 Claim the Sanitary Permit	2. Release Sanitary Permit	None	5 minutes	<i>Sanitary Inspector</i> City Health Office
TOTAL			15 working days and 20 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1 Potability Certificate - Latest water quality analysis o Bacteriological analysis (1 month) o Physico-Chemical	3.1 Review and assess the validity of the submitted requirements	None	10 minutes	<i>Sanitary Inspector</i> City Health Office



analysis (6 months)				
3.2 Claim the Potability Certificate	3.2 Prepare the certificate to be issued	None	5 minutes	<i>Sanitary Inspector City Health Office</i>
TOTAL			15 minutes	



5. Basic Laboratory Services

One of the functions of the City Health Office is to provide basic laboratories to the community. The laboratories are placed in the health center which served as the community-based and patient directed in providing basic public health services.

Office or Division:	City Health Office			
Classification:	Simple, Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory request signed by the attending physician		Health Centers/Clinics/Hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure laboratory request form from the attending physician.	1. Provide information and give instructions on the laboratory request	None	10 minutes	<i>Attending physician/ Nurse</i> City Health Office - Health Centers
2. Proceed to health center with laboratory and present the request to the laboratory staff.	2. Receive the laboratory request	None	5 minutes	<i>Laboratory technician, Laboratory Aide and Medical Technologist</i> City Health Office - Health Centers
3. Pay the corresponding fee	3. Issue an official receipt	Urinalysis – Php 60 Fecalys – Php 60	5 minutes	<i>Laboratory technician, Laboratory Aide and Medical Technologist</i> City Health



		Hemogl obin and Hemato crit – Php 60 Comple te Blood Count (CBC)- Php 120 CBC with Platelet – Php 180 Blood typing with RH – Php 180 HbsAG Screeni ng test – Php 200 Pregna ncy Test – Php 140		Office - Health Centers
4. Submit self for the collection of laboratory specimen	4. Collect specimen and give instructions on when to return for claiming the laboratory results	None	15 minutes	<i>Medical Technologist</i> City Health Office - Health Centers



5. Claim the result.	5. Issue the laboratory result	None	5 minutes	<i>Laboratory technician, Laboratory Aide and Medical Technologist City Health Office - Health Centers</i>
TOTAL			40 minutes	



6. Basic X-ray Services

One of the functions of the City Health Office is to provide basic X-ray to the community. The X-ray are placed in the health center which served as the community- based and patient directed in providing basic public health services.

Office or Division:	City Health Office			
Classification:	Simple, Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. X-ray request signed by the attending physician		Health Centers/Clinics/Hospitals		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure x-ray request from the attending physician.	1. Provide information and give instructions on the x-ray request	None	10 minutes	<i>Attending physician</i> <i>Nurse</i> City Health Office - Health Centers
2. Proceed to the designated health center with x-ray and present the request to the radiologic technologist.	2. Receive and validate the x-ray request	None	5 minutes	<i>Radiologic Technologist,</i> <i>Nursing Aide</i> City Health Office - Health Centers
3. Submit self for x-ray	3. Perform x-ray	None	10 minutes	<i>Radiologic Technologist</i> City Health Office - Health Centers
4. Pay the corresponding fee.	4. Issue the official receipt and	Chest x-ray PA view:	5 minutes	<i>Nursing Aide</i> City Health Office - Health



	give instructions on when to return to get the x-ray results	<p>Adult – Php 190 APL view Adult – Php 400 Pedia – Php 320</p> <p>Abdomen Plain – Php 420 Abdomen Supine/ Upright - Php 660 Abdomen AP Pedia – Php340</p> <p>APL – Php 180</p> <p>Lower/ upper extremities – Php 320 Ankle AP/LAT – Php 320 Cervical Spine AP/LAT – Php 380 Lumbosac ral Spine AP/LAT – Php 470</p> <p>Mastoid Series – Php 420 Clavicle – Php 220 Pelvis AP – Php 300</p>		Centers
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		Paransal Sinuses – Php 500 Shoulder AP/Lat – Php 380 Skull AP/LAT – Php 420 Temporo- mandibula r joint – Php 420 Thoracic Cage – Php 280 Thoracolu mbar spine – Php 540		
5. Claim the results.	5. Issue the X-ray results.	None	5 minutes	<i>Nursing Aide, Nursing Technologist City Health Office - Health Centers</i>
TOTAL			35 minutes	



7. Allocation of medicines, vaccines, supplies and medical equipment

One of the functions of the City Health Office is to provide allocation of medicines, vaccines, supplies and medical equipment in the health centers. These commodities will be used in the consultation and treatment of patients in the community.

b. Patients

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Doctors Prescription		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Doctor's Prescription	Receive and validate the Doctor's Prescription	None	5 minutes	Nurse on Duty/ Midwife on Duty
Receive the medicine/ vaccine and sign at the logbook	Dispense medicine/ Administer vaccine and provide the logbook to the patient	None	15 minutes	Nurse on Duty/ Midwife on Duty
TOTAL			20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Complaint Desk located at the Ground floor, City Health Office. 2. You can also email us through cityhealthoffice2015@gmail.com. 3. Message us at Facebook (City Health Office-Muntinlupa) 4. 888 Complaint
How feedbacks are processed	<p>Every month, feedback received in the designated drop box shall be collected by designated personnel.</p> <p>Feedback requiring answers is forwarded to the relevant function and they are required to answer within three (3) days of the receipt of the feedback.</p>
How to file a complaint	<p>Submit a duly accomplished written report with contact number and signature of the complainant through complaints desk, telephone call, email, and official FB account.</p> <p>For inquiries and follow-ups, clients may contact the following: Tel No.: (02) 85413485, (02) 85414817 Email: webmail - cho@muntinlupacity.gov.ph Email - cityhealthoffice2015@gmail.com</p>
How complaints are processed	<p>As soon as the City Health Office receives the feedback from complaints desk, email, and official FB account, it will be processed and acted within 24-48 hours.</p> <p>As soon as the City Health Office receives an 888-complaint forwarded by the MIS, it will be processed and acted within 72 hours.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



List of Office/s

Office	Address	Contact Information
City Health Office	Centennial Avenue, Tunasan, Muntinlupa City	Tel No.: (02) 85413485, (02) 85414817 Email: webmail - cho@muntinlupacity.gov.ph Email - cityhealthoffice2015@gmail.com

**CITY HUMAN RESOURCES MANAGEMENT
DEPARTMENT**

**CITIZEN'S CHARTER
2024**

I. MANDATE

Responsibility for Human Resources and Development – The chief executive of every local government unit shall be responsible for Human Resources and Development in his unit and shall take all personnel actions in accordance with the Constitutional provisions on civil service, pertinent laws, rules and regulations thereon, including such policies, guidelines and standards as the Civil Service Commission may establish.

II. VISION

We envision the City Human Resources Management Department as a core department that advocates professionalism in public service, employees' strategic Human Resource practices that fosters harmonious relationships for the welfare of every employee.

III. MISSION

To provide efficient, effective quality and strategic Human Resource Service that will fuel the City Government in the attainment of its vision by fostering harmonious relationship for the welfare of every employee thru developing competent people to become an asset to organization.

IV. SERVICE PLEDGE

We are committed to provide the highest possible quality of our services efficiently and strategically to achieve client satisfaction. And furthermore, all applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.

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**CITY HUMAN RESOURCES MANAGEMENT
DEPARTMENT
External Services**

1. Submission of Application

The applicant will submit his/her resume at the CHRMD Receiving Window. Upon receipt, an acknowledgement will be given to the applicant which comprises the recruitment process.

Office or Division	:	Administrative Division and Recruitment & Placement Division		
Classification	:	Simple		
Type of Transaction	:	G2C - Government to Citizen		
Who may avail	:	All interested and qualified applicant		
Checklist of Requirement		Where To Secure		
Application Letter and Resume		Requirements to be provided by the clients.		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Submit application letter and resume to the receiving window	1. Accept and issue the acknowledgement slip	-	5 minutes	<i>Administrative Officer II - Administrative Division</i>
2. Signed and receive the acknowledgement slip	2. Received and record the application	-	5 minutes	<i>Administrative Officer II - Administrative Division</i>
TOTAL		None	10 minutes	

2. Application for Permanent Position

Interested and qualified applicants for vacant permanent position should signify their interest in writing and attach complete documents to the application letter. The CGM encourages all interested and qualified applicants including PWDs and members of the indigenous communities, irrespective of sexual orientation and gender identity to apply for job vacancies.

Office or Division :	Recruitment & Placement Division
Classification :	Highly Technical Transaction
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail :	All interested and qualified applicant
Checklist of Requirement	Where To Secure
<p><u>A. Application Requirement</u></p> <ul style="list-style-type: none"> • Application letter (1 original) • Fully accomplished Personal Data Sheet (1 original and notarized) • Work Experience Sheet (1 original) • Performance rating in the last rating period (if applicable) (1 photocopy) • Certificate of eligibility/rating/license (1 photocopy) • Transcript of Records (1 photocopy) • Other documents as may be required in the publication 	<ul style="list-style-type: none"> - Downloadable from www.csc.gov.ph Downloadable from www.csc.gov.ph Previous or present employer PRC/SC/MARINA/LTO/NTC/CAAP/PNP/TESDA/NAPOLCOM/CESB Last school attended/ CHED/ DEPED/ TESDA -
<p><u>B. Requirements for the Selected applicant</u></p> <ul style="list-style-type: none"> • Notarized & fully accomplished personal data sheet with work experience sheet (2 original) • Barangay clearance (1 original copy) • Voter's id/certification from COMELEC (1 photocopy) • Result of medical exam (1 original) <ul style="list-style-type: none"> a) CBC and Blood type b) X-ray c) Drug test result • Accomplished Medical Certificate • Authenticated professional license(s)/copy of renewal receipt/eligibility and board rating (2 certified true copy original) 	<ul style="list-style-type: none"> Downloadable from www.csc.gov.ph Concerned barangay COMELEC Health Center Ospital ng Muntinlupa Office of the City Health Officer PRC/SC/MARINA/LTO/NTC/CAAP/PNP/TESDA/NAPOLCOM/CESB PSA/LCR PSA/LCR

<ul style="list-style-type: none"> • Birth certificate and marriage contract (1 original) • Birth certificate of dependents (1 photocopy) • Scholastic/academic records (1 certified true copy original) • Notarized assets & liabilities statement (2 original) • Training certificates (1 photocopy each) 		Last school attended/ CHED/ DEPED/ TESDA Downloadable/CHRMD Window		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Check the posted publication.	1. Published vacant positions to the CHRMD Bulletin Board, City Government of Muntinlupa Website, and CSC Job Portal Website	-	15 days publication period	<i>Administrative Officer V Recruitment Division</i>
2. Submit application with complete documents	2. Accept and record the application	-	5 minutes	<i>Administrative Officer II Administrative Division</i>
3. Receive the notification either personal and thru email	3. Issue the notification to unqualified and/or applicants with incomplete documents	-	7 days after the assessment	<i>Senior Administrative Assistant II Recruitment Division</i>
4. Qualified applicant to attend the written examination, and skills test if applicable	4. Conduct written examination, skills test and others if applicable	-	As scheduled	<i>Administrative Officer IV Recruitment Division</i>

5. Qualified applicant to attend the HRMPSB Interview	5. Interview the qualified applicant	-	As scheduled	<i>Human Resource Merit Promotion and Selection Board (HRMPSB)</i>
6. Receive the result of assessment	6. Issue the notice of result	-	Within 10 working days after the interview	Senior Administrative Assistant II & Administrative Officer V <i>Recruitment Division</i>
7. Selected applicant to submit complete requirements	7. Check and accept complete requirements	-	Within 5 minutes upon submission	Administrative Officer V <i>Recruitment Division</i>
8. Appear to the schedule of oath taking and assumption to duty	8. Issue the appointment documents	-	arbitrary	<i>Appointing Authority</i>
9. Appear to the schedule of the on boarding orientation	9. Conduct orientation	-	Within 3 working days after oath taking	Administrative Officer V <i>Recruitment Division</i>
TOTAL		None	20 working days and 10 minutes	

3. Request for Certificate of Employment (Active & In-Active Employees)

The Certificate of Employment is a legitimate and official proof that the requestor is a current or previous employee of the City Government of Muntinlupa. This certificate can only be used for the reason it was requested.

Office or Division :	Administrative Division			
Classification :	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail :	Active & In-Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
-		-		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Log in to Online Request Form: https://bit.ly/376xzt5	1. Generate request from Google form.	-	1 day	<i>Administrative Officer III - Administrative Division</i>
	2. Verification of Employee or its Dependent Thru PMIPS/201 file.	-	3 days	<i>Administrative Officer III - Administrative Division</i>
	3. Printing Of Request (COE)	-	3 minutes	
	4. Endorse To CHRMD-Head for Signature of COE	-	1 day	<i>CHRMD Acting Head</i>
	5. Release COE to Employee (depend to Availability of Employee)	-	3 minutes	<i>Administrative Officer II - Administrative Division</i>
TOTAL		None	5 days and 6 minutes	

4. Request for Service Record (Active & In-Active Employees)

The Service Record is a legitimate and official proof that the requestor is a current or previous employee of the City Government of Muntinlupa. This can only be used for the reason it was requested.

Office or Division :	Benefits & Welfare Division & Administrative Division			
Classification :	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail :	Active & In-Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
-		-		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Log in to Online Request Form: https://bit.ly/376xzt5	1. Generate request and Endorse to Benefits Division	-	1 day	<i>Administrative Officer III - Administrative Division</i>
	2. Verification of Employee or its Dependent Thru PMIPS/201 file.	-	3 days	<i>Administrative Officer IV - Benefits Division</i>
	3. Printing Of Request (SR)	-	3 minutes	
	4. Endorse To CHRMD-Head for Signature of SR	-	1 day	<i>CHRMD Acting Head</i>
	5. Release SR to Employee (depend to Availability of Employee)	-	3 minutes	<i>Administrative Officer II - Administrative Division</i>
TOTAL		None	5 days and 6 minutes	

5. Certificate of Clearance (For Processing of Terminal Pay)

Whenever any official or employee retires, voluntarily resigns, or is separated from the service he shall be process the Certificate of Clearance for processing of terminal pay.

Office or Division :	Benefits & Welfare Division
Classification :	Simple
Type of Transaction:	G2G - Government to Government , G2C - Government to Citizen
Who may avail :	Inactive employees of the LGU Muntinlupa
Checklist of Requirement	Where To Secure
<ul style="list-style-type: none"> -Acceptance Letter/ Retirement Letter approved by Mayor -Police Clearance -Court Clearance -Fiscal Clearance -Notice of Latest Appointment -Notice of Salary Adjustment -Notice of Step Increment -Duly Accomplished SALN Form -Surrender employee ID -Anti-Graft Clearance -GSIS Clearance -Declaration of Pendency/Non-Pendency of Case <p>Additional Requirements of Permanent Employees:</p> <ul style="list-style-type: none"> -DBP Clearance -Veterans Clearance <p>Requirements of Deceased Employees:</p> <ul style="list-style-type: none"> - Surrender employee ID -Certified True Copy of Registered Death Certificate - Notice of Latest Appointment -Notice of Salary Adjustment -PSA Marriage Contract -CENOMAR of Employee and wife/husband -Waiver/Quitclaim of children in favour of whoever will claim -PSA Birth Certificate of all the Children/Siblings -Special Power of Attorney -Another relevant documents, if needed 	<ul style="list-style-type: none"> - Muntinlupa Hall of Justice - Anti-Graft Office - GSIS - DBP - Veterans Bank - PSA

Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1.Submit complete requirements for Certificate of Clearance	1.Received requirements for Certificate of Clearance	-	30 minutes	<i>Senior Administrative Assistant - Benefits Division</i>
	1.1. Review and Validate All Submitted Requirement if complete. If not, return to the claimant	-	30 minutes	<i>Senior Administrative Assistant I - Benefits Division</i>
	1.2. Verify with the Payroll Master if the employee is still active in the payroll and advice the necessary adjustments, if there's any	-	20 minutes	<i>Senior Administrative Assistant II - Payroll Division and Senior Administrative Assistant I- Benefits Division</i>
	1.3. Verify with the Accounting office if Terminal pay has not yet been claimed.	-	20 minutes	<i>Senior Administrative Assistant I - Benefits Division</i>
	1.4. Verify the employee's leave credits.	-	5 minutes	<i>Administrative Officer IV - Benefits Division</i>

	1.5. Prepares Certificate of Clearance, Leave Application, Certificate of Leave Credits, and Service Record; Certificate of Employment	-	1 day	<i>Senior Administrative Assistant I and Administrative Officer IV - Benefits Division</i>
	1.6. Review and confirm the processed documents	-	30 minutes	<i>Senior Administrative Assistant I - Benefits Division</i>
	1.7. Release and Instruct the receiving person to return the Certificate of Clearance and other supporting documents upon completion of signatories but provide 1 copy of each document	-	30 minutes	<i>Senior Administrative Assistant I - Benefits Division</i>
2. Photocopy Certificate of Clearance and other supporting documents	2. Clearance and supporting documents and records the date of receipt for processing of Terminal/Separation Pay	-	1 day	<i>Senior Administrative Assistant I - Benefits Division</i>
TOTAL		None	2 days, 3 hours and 10 minutes	

**CITY HUMAN RESOURCES MANAGEMENT
DEPARTMENT**
Internal Services

1. Processing of Employee's Attendance Regular, Casual, Job Order & Contract of Service (Biometric and Non-Biometric) every Cut-Off Period.

The office ensures the on-time and accurate compensation of employees every 15th and 30th of each month. The office receives, accept and process Daily Time Record (DTR) 3 days after every Cut-Off period of 10th and 25th, 15th and 30th of each month.

Office or Division :	Administrative Division, Payroll & Attendance Division, benefits & welfare Division			
Classification :	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
Civil Service Form No. 48 (DTR) (2 original copies)		Downloadable from www.csc.gov.ph , CHRMD Window Transaction area		
Summary of Attendance Form (1 original copy)		Requirement to be provided by the clients.		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Employees of all offices of LGU Muntinlupa submit the duly filled-out Daily Time Record and Summary of Attendance through their Admin Officer, 3 days after every cut-off period.	1. Receive all the Daily Time Record and Summary of Attendance of all offices/departments of LGU Muntinlupa on the scheduled deadline every cut-off period.	-	5 minutes	<i>Administrative Officer II / Administrative Division</i>
	2. Tagging all the received Daily Time Record (DTR) and Summary of Attendance (SOA) per Department at the CHRMD's database for monitoring purposes.	-	30 minutes	<i>Administrative Officer III & Administrative Officer II Payroll Division</i>

	3. Download the attendance of all employees registered in the biometric machine located at various offices of LGU Muntinlupa every cut-off period and upload attendance in the PMIPS.	-	2 Days	<i>Administrative Officer III & Administrative Officer II Payroll Division</i>
	4. Check and tagging for absences, tardiness and under time of all the submitted Daily Time Record (DTR) of all employees of LGU Muntinlupa.	-	4 days	<i>Administrative Officer III & Administrative Officer II Payroll Division And Senior Administrative Assistant I Benefits Division</i>
	5. Prepare Final Attendance report for each cut-off period in excel template which contains the dates of all employees' Absences, Tardiness and Under time.	-	1 hour	
	6. Endorse the Final report to the Benefits and Welfare Division for checking purposes against filed leave of absence and tardiness / Under time charging from leave.	-	2 minutes	
	7. Encode all absences, tardiness and undertime without filed leave in the payroll system (PMIPS) for possible salary deduction.	-	1 hour	<i>Administrative Officer II Payroll Division</i>

	8. Process attendance of all employees (bio/non-bio) using the PMIPS prior to the cut-off period for payroll processing.	-	1 day and a half	<i>Administrative Officer II Payroll Division</i>
TOTAL		None	7 days, 6 hours & 37 minutes	

2. Processing of Locator Slip/Authority Slip

The locator slip/authority slip is used by employees of LGU Muntinlupa before going out of station or workplace under unavoidable circumstances and for attending trainings, seminar and for official business. Likewise for purposes of avoiding deductions of salary.

Office or Division :	Administrative Division & Payroll & Attendance Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
Locator Slip/Authority Slip (QF-HRD-A01-01)		CHRM, Window Transaction Area (1 original copy)		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. All employees of LGU Muntinlupa are required to submit a duly filled-out locator slip to the CHRM window transaction area in any circumstances of leaving their workplace, upon return to service or within 3 days for offices outside the City Hall.	1. Validate and Received the Locator slip of employee.	-	5 minutes	<i>Administrative Officer II Administrative Division</i>
	2. Process the submitted locator slip of employees by encoding them to the PMIPS	-	1 day	<i>Administrative Officer II Payroll Division</i>
TOTAL		None	1 day & 5 minutes Upon Receipt of the Documents	

3. Processing of Salary adjustment

The CHRMD recognizes the right of the employees to be properly compensated for the services they rendered. However, there are some instances that employees incurred deductions from their salary due to errors. The office is tasked to return the deducted amount after a proper verification.

Office or Division :	Payroll & Attendance Division & Benefits & Welfare Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
Letter request for salary adjustment (1 original copy)		Requirement to be provided by the clients.		
CLIENT STEPS	AGENCY ACTION	Fee to be Paid	Processing Time	Person Responsible
1. Employees with concern on their salary undue deductions must submit a request letter noted by the Department Head and attached all necessary documents such as filed locator slip and leave of absence 5 days before every payroll process	1. Receive, check and verify the request letter with all the attachments	-	20 Minutes	<i>Administrative Officer II</i> Payroll Division
	1.1. Classify the type of deductions for appropriate action 1.1.1 For deductions with filed leave form(s), endorse to Benefits & Welfare Division	-	10 Minutes	<i>Senior Administrative Assistant I</i> Benefits & Welfare Division
	1.1.2 For deductions with filed locator(s) and complete valid attachments prepare adjustment form reflecting the computed amount for adjustment	-	15 Minutes	<i>Administrative Officer II</i> Payroll Division

	1.1.3 For deductions due to erroneous absence reported in the Summary of Attendance with complete valid attachments prepare adjustment form reflecting the computed amount for adjustment		15 Minutes	<i>Administrative Officer II Payroll Division</i>
	1.2. Endorse duly filled-out adjustment form to the CHRMD Head for approval		1 day	<i>Administrative Officer II Payroll Division & CHRMD Acting Head</i>
	1.3. All approved request(s) for salary adjustment will be encoded in the PMIPS for payment to employees in the following pay day.		15 Minutes	<i>Administrative Officer II Payroll Division</i>
2. Employees with concern on their salary due to erroneous deduction shall inquire with any Payroll Division 5 days before every payroll process	2. Accommodate concern, check and verify validity of deduction		10 Minutes	<i>All Payroll Division</i>
	2.1. For valid salary adjustments, prepare adjustment form reflecting the reason for adjustment and the computed amount for payment		15 Minutes	<i>Administrative Officer III & Administrative Officer II Payroll Division</i>
	2.2. Endorse duly filled-out adjustment form to the CHRMD Head for approval		1 day	<i>Administrative Officer III & Administrative Officer II Payroll Division & CHRMD Acting Head</i>

	2.3 All approved request(s) for salary adjustment will be encoded in the PMIPS for payment to employee in the following pay day.		20 Minutes	<i>Administrative Officer II Payroll Division</i>
TOTAL		None	2 days & 2 hours upon Receipt of the Documents	

4. Processing of Overtime pay application.

Overtime pay is the compensation of service rendered beyond the prescribed regular 8 working hours. The CHRMD process the approved overtime for compensation, 5 days before every 30th of each month.

Office or Division :	Payroll & Attendance Division & Administrative Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
Civil Service Form No. 48 (DTR) (2 original copies) Accomplishment Report (1 original copy) Approved letter request by City Mayor		Downloadable from www.csc.gov.ph , CHRMD Window Transaction area Respective office of Duty Mayor's Office		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Endorsed the approved overtime request.	1. Receive the letter request all its attachments.	-	5 Minutes	<i>Administrative Officer II / Administrative Division</i>
	2. Validate and compute each DTR for the overtime rendered.	-	1 day	<i>Senior Administrative Assistant II Payroll Division</i>
	3. Encode the computed overtime of each DTR in the PMIPS prior to the cut-off period for payroll processing.	-	2 days	
TOTAL		None	3 days & 5mins. Upon Receipt of the Documents	

5. Processing of RATA

To cover the incidental expenses of selected officials and employees in connection with the actual performance of their respective functions, the CHRMD accepts requirements for processing of Representation and Transportation Allowance every 15th and 30th of each month

Office or Division :	Payroll & Attendance Division & Administrative Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Selected officials identified, identified in the General Provisions of the Annual Government Appropriations Act (GAA)			
Checklist of Requirement		Where To Secure		
Civil Service Form No. 48 (DTR) (2 original copies)		Downloadable from www.csc.gov.ph, CHRMD Window Transaction area		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Selected officials and employees shall submit to the CHRMD 2 original copies of duly filled-out DTR for RATA processing.	1. Receive and check the DTR for RATA.	-	5 Minutes	<i>Senior Administrative Assistant II Payroll Division</i>
	2. Process RATA Payroll in excel format.	-	1 day	<i>Senior Administrative Assistant II Payroll Division</i>
	3. Process Disbursement Voucher and Endorse to Admin. Division	-	10 Minutes	
	4. Process Obligation Request (OBR) and Endorse to Payroll Division.	-	10 Minutes	<i>Senior Administrative Assistant II –</i>

			<i>Administrative Division</i>
5. Endorse the Payroll of RATA to the CHRMD Head for signature	-	1 day	<i>Senior Administrative Assistant II Payroll Division & CHRMD Acting Head</i>
6. Endorse the approved payroll of RATA to the budget office for budget allocation.	-	10 Minutes	
TOTAL	None	1 day & 45mins. Upon Receipt of the Documents	

6. Processing of Hazard Pay

The CHRMD compensates employees for performing hazardous duties, involving a serious injury on their health and enduring physical hardships in the course of the performance of duties.

Office or Division :	Payroll & Attendance Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Employees under the following offices: DAPCO, CITY VET , CHO, SSD			
Checklist of Requirement		Where To Secure		
Approved Letter from the City Mayor. Civil Service Form No. 48 (DTR) (2 original copies)		Downloadable from www.csc.gov.ph , CHRMD Window Transaction area		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Endorsed the approved request with complete supporting documents.	1. Receive and check the DTR for hazard pay.	-	20 Minutes	Senior Administrative Assistant II Payroll Division
	2. Process hazard pay payroll in excel format.	-	1 day	
	3. Process Disbursement Voucher and Endorse to Admin. Division	-	10 Minutes	
	4. Process Obligation Request (OBR) and Endorse to Payroll Division.	-	10 Minutes	Senior Administrative Assistant II – Administrative Division
	5. Endorse the Payroll of hazard pay to the CHRMD Head for signature.	-	1 day	

	6. Endorse the approved payroll of Hazard pay to the budget office for budget allocation.	-	5 Minutes	<i>Senior Administrative Assistant II Payroll Division</i>
TOTAL		None	2 days & 45mins upon Receipt of the Documents	

7. Request for Certificate of Employment with Compensation

The Certificate of Employment is a legitimate and official proof that the requestor is a current employee of the City Government of Muntinlupa. This certificate can only be used for the reason it was requested.

Office or Division :	Administrative Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active Employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
-		-		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Log in to Online Request Form: https://bit.ly/376xzt5	1. Generate request from Google form.	-	1 day	<i>Administrative Officer III Administrative Division</i>
	2. Verification of Employee Thru PMIPS/201 file.	-	1 day	<i>Administrative Officer III Administrative Division</i>
	3. Printing Of Request (COE w/Compensation)	-	3 minutes	
	4. Endorse To CHRMD-Head for Signature.	-	1 day	<i>CHRMD Acting Head</i>
	5. Release COE w/compensation to Employee (depend to Availability of Employee)	-	3 minutes	<i>Administrative Officer II Administrative Division</i>
TOTAL		None	3 days and 3 minutes	

8. Hospitalization Reimbursement

The Hospitalization reimbursement enables the employees to reimburse their medical expenses and hospital bills as well as their dependents.

Office or Division :	Benefits & Welfare Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
<ul style="list-style-type: none"> Fully accomplished Reimbursement Form approved by the City Health Officer Medical Certificate Medical Prescriptions Request for Lab Procedures & Result, if applicable Official Receipts Copy of Employee's ID Copy of Leave Application, if applicable Another relevant document, if needed 		<ul style="list-style-type: none"> City Health Office Other Requirements to be provided by the clients. 		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Endorsed the approved request with complete supporting documents.	1. Received claimant's request with the approved of City Health Officer.	-	3 minutes	Senior Administrative Assistant II Benefits Division
	2. Evaluate the approved receipt and verify employment status of employee as well as their legal dependent.	-	1 hour	Senior Administrative Assistant II Benefits Division

	3. Review the employee's Health Care record in database if benefits do not exceed the allowable amount.	-	3 minutes	<i>Senior Administrative Assistant II Benefits Division</i>
	4. Compute the total cost of the hospitalization expenses.	-	3 minutes	<i>Senior Administrative Assistant II Benefits Division</i>
	5. CHRMD Head recommend the request	-	1 day	<i>CHRMD Acting Head</i>
	6. Forward to City Mayor of approval.		3 minutes	<i>Senior Administrative Assistant II Benefits Division</i>
	7. Prepares the OBR, and Voucher with all the requirements.		5 minutes	<i>Senior Administrative Assistant II Benefits Division</i>
	8. CHRMD Head signed the documents.		1 day	<i>CHRMD Acting Head</i>
	9. Attached Routing Slip to be forwarded to Budget Office.		3 minutes	<i>Senior Administrative Assistant II Benefits Division</i>
TOTAL		None	2 days, 1 hour, & 20 minutes	

9. Processing of Leave Benefits

Leave of absence is generally defined as a right granted to officials and employees not to report to work with pay as may be provided by law and as the rules prescribe in the Civil Service Commission.

Office or Division :	Administrative Division & Benefits & Welfare Division			
Classification :	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail :	Active employees of the LGU Muntinlupa			
Checklist of Requirement		Where To Secure		
Leave Form Application		CHRMD, Window Transaction Area (1 original copy)		
Client Steps	Agency Action	Fee to be paid	Processing time	Person Responsible
1. Submit fully accomplished leave form application approved and signed by the Department Head.	1. Review and validate the Leave Applications and supporting documents	-	3 minutes each application	<i>Administrative Officer II Administrative Division</i>
	2. Received leave application and endorse to benefits division.	-	2 minutes each application	
	3. Encode / update the leave application data in the Leave Module of PMIPS	-	5 minutes each application	<i>Senior Administrative Assistant I Benefits Division</i>
	4. Endorse the leave applications to	-	Arbitrary	<i>CHRMD Acting Head</i>

	the CHRMD Head for signature			
	5. Endorse the leave applications to the City Administrator for signature; transmit back to the CHRMD office	-	Arbitrary	<i>Senior Administrative Assistant I Benefits Division</i>
	6. Verify if all the leave applications are returned and approved, transmits to Benefits & Welfare Division	-	30 minutes	<i>Senior Administrative Assistant I Benefits Division</i>
	7. File approved Leave applications per month	-	15 minutes	<i>Senior Administrative Assistant I Benefits Division</i>
TOTAL		None	3 days	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback</p>	<p>Fill-up the client feedback form and drop it at the designated suggestion box beside the CHRMD receiving section.</p> <p>Contact info: (02) 8862-2525 Local 1045-1048 Email: chrmd@muntinlupacity.gov.ph</p>
<p>How feedbacks are processed</p>	<p>Every day at 12:00 noon, the designated Administrative Officer opens the suggestion box and compiles and records all feedback submitted to be reported to the head of office.</p> <p>Feedback requiring responses are forwarded to the concerned personnel/divisions and are required to reply within three (3) working days upon receipt of the feedback, which is then relayed to the client thru the provided contact details.</p> <p>For inquiries and follow-up, the client may call (02) 8862-2525 Local 1045-1048</p>
<p>How to file a complaint</p>	<p>Fill-up the client Complaint Form and drop it at the designated suggestion box beside the CHRMD receiving section.</p> <p>Complaint can also be filed thru a letter to CHRMD or email at chrmd@muntinlupacity.gov.ph. Please provide the following when filing a complaint:</p> <ul style="list-style-type: none"> a. Name of person being complained b. Incident c. Evidence <p>For inquiries and follow-up, client may call (02) 8862-2525 Local 1045-1048</p>

How complaints are processed	<p>The Administrative Officer opens the designated suggestion box on a daily basis and compiles each complaint to be reported to the head of office.</p> <p>Upon assessment, the Administrative Officer will conduct an investigation and forward the complaint to the concerned personnel/division for their explanation and/or appropriate action.</p> <p>The Administrative Officer must then report to the Head of Office on the result of the investigation for further instruction and/or action, if necessary. The Administrative Officer will also give feedback to the client.</p> <p>For inquiries and follow up, clients may call (02) 8862-2525 Local 1045-1048</p>
Contact information of CIC-Legal, ARTA, Presidential Complaints Center (PCC), CSC Contact Center ng Bayan (CCB)	<p>CIC-Legal: cichelpdesk@creditinfo.gov.ph (02) 8236-5900</p> <p>ARTA: complaints@arta.gov.ph or Telephone No. 1-ARTA (2782)</p> <p>PCC: 8889</p> <p>CCB: 0908-881-6565 (SMS)</p>

	1.1.3 For deductions due to erroneous absence reported in the Summary of Attendance with complete valid attachments prepare adjustment form reflecting the computed amount for adjustment		15 Minutes	<i>Administrative Officer II Payroll Division</i>
	1.2. Endorse duly filled-out adjustment form to the CHRMD Head for approval		1 day	<i>Administrative Officer II Payroll Division & CHRMD Acting Head</i>
	1.3. All approved request(s) for salary adjustment will be encoded in the PMIPS for payment to employees in the following pay day.		15 Minutes	<i>Administrative Officer II Payroll Division</i>
2. Employees with concern on their salary due to erroneous deduction shall inquire with any Payroll Division 5 days before every payroll process	2. Accommodate concern, check and verify validity of deduction		10 Minutes	<i>All Payroll Division</i>
	2.1. For valid salary adjustments, prepare adjustment form reflecting the reason for adjustment and the computed amount for payment		15 Minutes	<i>Administrative Officer III & Administrative Officer II Payroll Division</i>
	2.2. Endorse duly filled-out adjustment form to the CHRMD Head for approval		1 day	<i>Administrative Officer III & Administrative Officer II Payroll Division & CHRMD Acting Head</i>

	6. Endorse the approved payroll of Hazard pay to the budget office for budget allocation.	-	5 Minutes	<i>Senior Administrative Assistant II Payroll Division</i>
TOTAL		None	2 days & 45mins upon Receipt of the Documents	

How complaints are processed	<p>The Administrative Officer opens the designated suggestion box on a daily basis and compiles each complaint to be reported to the head of office.</p> <p>Upon assessment, the Administrative Officer will conduct an investigation and forward the complaint to the concerned personnel/division for their explanation and/or appropriate action.</p> <p>The Administrative Officer must then report to the Head of Office on the result of the investigation for further instruction and/or action, if necessary. The Administrative Officer will also give feedback to the client.</p> <p>For inquiries and follow up, clients may call (02) 8862-2525 Local 1045-1048</p>
Contact information of CIC-Legal, ARTA, Presidential Complaints Center (PCC), CSC Contact Center ng Bayan (CCB)	<p>CIC-Legal: cichelpdesk@creditinfo.gov.ph (02) 8236-5900</p> <p>ARTA: complaints@arta.gov.ph or Telephone No. 1-ARTA (2782)</p> <p>PCC: 8889</p> <p>CCB: 0908-881-6565 (SMS)</p>



CITY GOVERNMENT OF MUNTINLUPA



CITY PLANNING AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2024

(1ST Edition)





I. Mandate

The planning and development coordinator shall take charge of the planning and development office in accordance to the Local Government Code of 1991 and shall perform the following functions as stated in the code:

- (1) Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council;
- (2) Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;
- (3) Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
- (4) Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan;
- (5) Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
- (6) Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned as provided under Title Five, Book II of this Code;
- (7) Promote people participation in development planning within the local government unit concerned;
- (8) Exercise supervision and control over the secretariat of the local development council; and
- (9) Exercise such other powers and perform such other functions and duties as may be prescribed by law or ordinance.

II. Vision

We envision the City Planning and Development Office as custodian of updated and comprehensive data for purposes of thorough development planning and strategic decision-making.



III. Mission

Our mission is to provide accurate, updated and comprehensive data in support to development planning and fiscal programming.

IV. Service Pledge

We commit to:

- Oversee the formulation, development, and implementation of all mandated and thematic plans of Local Government such as but not limited to the Comprehensive Land Use Plan, Comprehensive Development Plan, Local Development Investment Plan, etc.;
- Provide updated socio-economic data and information of the City of Muntinlupa to National Government Agencies, LGU offices, and general public essential for developmental projects and academic purposes;
- Strictly monitor and evaluate the implementation of programs and projects including its budget utilization in accordance with the approved development plans; and
- Ensure democratic governance through advocating for increased participation rate of external partners, barangay governments, and civil society organizations;



LIST OF SERVICES

City Planning and Development Office

External Services

Assistance to Data Gathering (Population, Maps, etc.)	5
Issuance of Flood Overlay Certificate	8

Internal Services

Assistance to Annual Investment Plan/Program Formulation and other pertinent documents	11
Review of Accomplishment Reports and/or other pertinent documents	13



City Planning and Development Office

External Services



1. ASSISTANCE TO CLIENTS ON DATA GATHERING (POPULATION, SOCIO-ECONOMIC PROFILE, MAPS, ETC.)

As a custodian of accurate and comprehensive data, the City Planning and Development Office (CPDO) provides assistance to clients on data gathering (i.e. population, literacy rate, maps, etc.) for research, planning, or any purpose/s deemed appropriate.

Office or Division:	(1) Plan Formulation and Research Division (2) Monitoring and Evaluation Division (3) Land Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All (General Public, Public, and Private agencies)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request Letter addressed to the Local Chief Executive and thru the Head of the City Planning and Development Office (1 original, 1 photocopy - optional) for G2B and G2G Request letter addressed to CPDO Head of Office (1 original, 1 photocopy - optional) for G2C 			Client	
<ul style="list-style-type: none"> Government Issued or Valid Identification Card (1 original) for G2G and G2C 			School or University (if student), National Identification Card, Social Security System, / Government Service Insurance System Identification Card, Tax Identification Number Identification Card, Postal Identification Card, Philippine Passport, Pag-IBIG Identification Card, etc.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Receiving and Information Area	1. Give the Log Book to the client	None	2 minutes	Administrative Aide IV Administrative Division



2. Submit request letter addressed to the Local Chief Executive or City Planning and Development Office Department Head (depends on client) to the Receiving and Information Area for initial assessment and verification	2. Receive the document and record in the logbook 2.1 Endorse client to person-in-charge 2.2 Person-in-charge assists client to his/her request	None	30 minutes	<i>Administrative Aide IV</i> Administrative Division <i>Planning Officer II, III, and IV; and Project Development Officer II, III</i> Plan Formulation and Research Division Or <i>Project Development Officer II and Planning Officer IV</i> Land Management Division
3. Fill-out feedback form and drop at the drop box; Sign out in the researcher's logbook in the Receiving and Information Area	3. Give the feedback form and Researcher's Logbook to client	None	15 minutes	<i>Administrative Aide IV</i> Administrative Division <i>Planning Officer II, III, and IV; and Project Development Officer II, III</i> Plan Formulation and Research Division Or <i>Project Development Officer II and Planning Officer IV</i> Land Management Division
TOTAL:		None	47 Minutes	
Online				
1. Send e-mail addressed to the Local Chief Executive or City	1.1 Review the request e-mail and endorse to	None	1 day	<i>Planning Officer II, III, and IV; and Project Development</i>



Planning and Development Office Department Head (depends on client) stating the requested data	appropriate staff for feedback 1.2 .Provide data request			<i>Officer II, III Plan Formulation and Research Division</i> <i>Or</i> <i>Project Development Officer II and Planning Officer IV Land Management Division</i>
2. Wait for the data requested and fill out feedback form once data provided	2.2 Send google form of feedback form	None	20 minutes	<i>Planning Officer II, III, and IV; and Project Development Officer II, III Plan Formulation and Research Division</i>
	TOTAL:	None	1 day and 20 minutes	

The indicated time is for under normal circumstances. Time may extend depending on how complex the requested data is. Original request letter should be kept by the receiving agency while its photocopy is optional depending on client's discretion.



2. ISSUANCE OF FLOOD OVERLAY CERTIFICATE

The Flood Overlay Certificate is issued to individuals needing this document as one of their basis for structure development where regulations are applied – determined in the Comprehensive Land Use Plan as flood-prone area certified by the City Planning and Development Office and concurred by the Disaster Risk Reduction and Management Officer. The flood overlay zone is based on the 200-Year Return Period Flood Hazard Map as per Risk Analysis Project (RAP) as enforced by City Ordinance 17-098 “Revised Zoning Ordinance of City of Muntinlupa.” The objective of the Flood Overlay Zone is to protect lives and properties from the harmful effects of flood.

Office or Division:	Land Management Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All (General Public, Public, and Private agencies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
Filled-up application form of Locational Clearance		Zoning Office – One Stop Shop at 2 nd Floor. Main Building		
Certificate of Title		Registry of Deeds – Barangay Tunasan, Muntinlupa City		
Tax Declaration		Assessor's Office – Ground floor, Main Building, City Government of Muntinlupa		
Vicinity Map		Client		
Representative				
Authorization letter from the owner		Client		
All specified requirements listed above (<i>principal</i>)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book at the Receiving and Information Area	1. Give the Log Book to the client 1.1 Endorse client to person-in-charge	None	2 minutes	<i>Administrative Aide IV</i> Administrative Division
2. Submit all necessary requirements for verification	2. Review the document for verification 2.1 Encode details and print the certificate	None	20 minutes	<i>Project Development Officer II and Planning Officer IV</i> Land Management Division



3. Wait for the request to be processed	3. Forward certificate to the office of department head for signature 3.1 Photocopy the signed certificate (for receiving and filing copy) 3.2 Release the Flood Overlay Zone Certificate to client 3.3 Refer client to Disaster Risk Reduction and Management Office (DRRMO) to concur document	None	10 minutes	<i>Project Development Officer II and Planning Officer IV</i> Land Management Division <i>Acting Head</i> City Planning and Development Office <i>Project Development Officer II and Planning Officer IV</i> Land Management Division
	TOTAL:	None	32 Minutes	

The indicated time is for under normal circumstances. Time may extend depending on accuracy of the required documents and availability of the signatory.



City Planning and Development Office

Internal Services

1. ASSISTANCE TO ANNUAL INVESTMENT PLAN/PROGRAM FORMULATION

The City Planning and Development Office, as mandated, provides assistance to LGU offices and departments in formulating Annual Investment Plan/Program (AIP) during the second (2nd) to third (3rd) quarter of the fiscal year. The AIP is an annual plan which serves as a tool for programs and projects to be implemented in the City.

Office or Division:	Plan Formulation and Research Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices and Departments of the City Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Draft Annual Investment Plan for proposed fiscal year Accomplishment Report of previous year/s 			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review, validation and approval	1. Receive the document and record in the logbook 1.1 Endorse document to person-in-charge 1.2 Person-in-charge reviews the document and deliberate with the client for clarifications or possible revisions.	None	1 day	<i>Administrative Aide IV</i> Administrative Division <i>Planning Officer II, III, and IV; and Project Development Officer II, III</i> Plan Formulation and Research Division
Without Revision				
	1.3 Person-in-charge approves document thru email and/or Budget Monitoring and Management System (BMMS)	None	1 hour	<i>Planning Officer II, III, and IV; and Project Development Officer II, III</i> Plan Formulation and Research Division
With Revision				

2. Submit revised document for review, validation and approval	2.1 Receive the document and record in the logbook 2.2 Endorse document to person-in-charge 2.3 Person-in-charge reviews and validate document 2.4 Person-in-charge approves document thru email and/ or Budget Monitoring and Management System (BMMS)	None	2 hours	<i>Administrative Aide IV</i> Administrative Division Or <i>Planning Officer II, III, and IV;</i> <i>and Project Development Officer II, III</i> Plan Formulation and Research Division
	TOTAL:	None	1 day and 3 hours	

The indicated time is for one office being served at one time under normal circumstances.

2. REVIEW OF ACCOMPLISHMENT REPORT

Accomplishment Report (AR) is a document that mirrors the Annual Investment Program (AIP) reflecting the actual accomplishments of offices and departments from implementing their programs, projects and activities (PPAs) and submitted on a quarterly basis. This document functions as a monitoring tool to assess and evaluate the impact of PPAs to the city and reference to planning activities.

Office or Division:	Plan Formulation and Research Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices and Departments of the City Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplishment Report (AR)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document for review and validation	1. Receive the document and record in the logbook	None	1 day	<i>Administrative Aide IV</i> Administrative Division
	1.1 Endorse document to person-in-charge			Or
	1.2 Person-in-charge reviews the document and deliberate with the client for clarifications or possible revisions			<i>Project Development Officer II and Statistician II</i> Monitoring and Evaluation Division

With Revision				
2. Submit revised document for review, validation and approval	2.1 Receive the document and record in the logbook	None	2 days	<i>Administrative Aide IV</i> Administrative Division
	2.2 Endorse document to person-in-charge			Or <i>Project Development Officer II and</i>
	2.3 Person-in-charge reviews and validate document			<i>Statistician II</i> Monitoring and Evaluation Division
	TOTAL:	None	3 days	

The indicated time is for one office being served at one time under normal circumstances.



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Accomplish the client feedback form (Client Satisfactory Measurement Questionnaire) and drop it in our “suggestion box” located in the Receiving and Information Area.</p> <p>For online transactions, indicate in the feedback form (Client Satisfactory Measurement Questionnaire) in the suggestions box/field.</p>
How feedbacks are processed?	<p>Every end of the month, the Administrative Aide IV opens the suggestion box and compiles all feedback submitted.</p> <p>Compiled feedback forms are forwarded to Project Development Officer II as data custodian for encoding to the Client Satisfaction Measurement Report and analysis.</p>
How to file a complaint?	<p>Accomplish the client feedback form and drop it in our “suggestion box” located in the Receiving and Information Area.</p> <p>Complaints can also be filed through writing or in e-mail (for online transactions) a letter addressed to the Department Head of City Human Resources Management Department (CHRMD) with notarized sworn statement. Make sure to indicate the following:</p> <ul style="list-style-type: none">- Name of person being complained- Incident- Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 8862-2525</p>
How complaints are processed?	<p>Formal letter of complaints will be endorsed to the Officer-In-Charge which will be forwarded to the responsible individuals to be addressed accordingly.</p>



Contact Information of ARTA, PCC, CCB, CPDO	ARTA: complaints@arta.gov.ph 1-ARTA (2782) Presidential Complaints Center (PCC): 8888 Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph . 1-6565 / 0908-881-6565 (SMS) City Planning and Development Office (CPDO): 8862-8065
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LIST OF OFFICES

Office	Address	Contact Information
City Planning and Development Office	2nd Floor Annex Building, Muntinlupa City Hall, Brgy, Putatan, City of Muntinlupa, 1772	(02) 8 862-8065 loc 3011 and 3012



CITY GOVERNMENT OF MUNTINLUPA



CITY SECURITY OFFICE

CITIZEN'S CHARTER

2024 *(1ST Edition)*





CITY SECURITY OFFICE

CITIZEN'S CHARTER
2024 1st Edition



I. Mandate

Provision for quality security and safety services to Public Schools/Other Offices

II. Vision

A peaceful, orderly, free of criminality, safe and secure Public Schools and Offices protected by equipped, competent and dependable City Security Officers.

III. Mission

The City Security Office shall perform to secure, protect and enforce rules, regulations, safety policies pursuant to pertinent laws and ordinances in ensuring public safety within the City of Muntinlupa.

IV. Service Pledge

The City Security Office commits to provide the schools/offices and the Muntinlupa Residents a quality security and safety services by:

- Protecting the students from illegal drugs, alcohol, gambling and other forms of vices and harm;
- Protecting the officers and staff, teaching and non-teaching personnel, parents and visitors from any harm or danger while inside the school campuses/offices;
- Providing security assistance to other Departments of the City Government of Muntinlupa and Muntinlupa Residents in any events/occasions;
- Protecting the properties of the schools/offices within the perimeter of these institutions.



LIST OF SERVICES

City Security Office

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External Services

Security Services

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5-6

Internal Services

Security Services

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City Security Office

External Services



1. CITY SECURITY SERVICES

The City Security Office provides and ensure security, safety and well-being of all participants and help maintain the peace and order throughout the event.

Office or Division:	City Security Office – Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	Non-Government Organizations and Resident of Muntinlupa			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
NGOs & Resident of Muntinlupa - Letter of Request	Letter of Request hard carried to our Office, through Emails, Phone Calls and Text Messages			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CITY SECURITY PROGRAM				
1. Submit Letter of Request addressed to the Local Chief Executive through the Officer-In-Charge - Through Phone Calls (8) 553-7248 to secure the availability of Security Personnel	1. Receive the Letter of Request and verify the preferred schedule - Acknowledge the call and schedule the required Security Personnel	none	5 minutes	Admin Staff Admin Officer



	1.1 Officer-In-Charge will assign Number of Security Personnel to be deployed in particular event/activity	none	5 minutes	CSO Officer-In-Charge
	1.2 Prepare Office Order and Tasking of Security Personnel and prepared Security Plan if necessary	none	10 minutes	Admin Officer
2. Requestor will receive an Office Order or Reply Letter from CSO for the Deployment of Security Personnel	2. Submit/Deliver the Letter of Deployment of Security Personnel	none	15 minutes	Liaison Officer/Inspectors
	2.1 Security Personnel will proceed to the designated area/venue of the scheduled event to ensure safety and security of the general public and the entire activity	none	8 hours	Security Personnel/Inspectors Officer-In-Charge
TOTAL:		none	8 hrs and 35 minutes	



City Security Office

Internal Services



2. CITY SECURITY SERVICES

The City Security Office provides the schools/offices maximum security and safety. It protects the students from illegal drugs, alcohol, gambling and other forms of vices. To protect the principals, teachers, non-teaching personnel, parents and visitors from any harm or danger while inside the school campuses/offices. We provide security assistance to other Departments of the City Government of Muntinlupa in any events/occasions. And provide protection and safety to all the properties of the schools/offices inside and within the perimeter of these institutions. We do maintain cleanliness of the surroundings of the schools/offices at all times.

Office or Division:	City Security Office – Operations Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Government Agency and City Officials			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
CGM Offices	Letter of Request hard carried to our Office, through Emails, Phone Calls and Text Messages			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. CITY SECURITY PROGRAM				
1. Submit Letter of Request addressed to the Local Chief Executive through the Officer-In-Charge - Through Phone Calls (8) 553-7248 to secure the availability of Security Personnel	1. Receive the Letter of Request and verify the preferred schedule - Acknowledge the call and schedule the required Security Personnel	none	5 minutes	Admin Staff Admin Officer



	1.1 Officer-In-Charge will assign Number of Security Personnel to be deployed in particular event/activity	none	5 minutes	CSO Officer-In-Charge
	1.2 Prepare Office Order and Tasking of Security Personnel and prepared Security Plan if necessary	none	10 minutes	Admin Officer
2. Requestor will receive an Office Order or Reply Letter from CSO for the Deployment of Security Personnel	2. Submit/ Deliver the Letter of Deployment of Security Personnel	none	15 minutes	Liaison Officer/ Inspectors
	2.1 Security Personnel will proceed to the designated area/venue of the scheduled event to ensure safety and security of the general public and the entire activity	none	8 hours	Security Personnel/ Inspectors Officer-In-Charge
TOTAL:		none	8 hours and 35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Fill-out the Customer Satisfaction Form and drop it on the Feedback Box or the concerned individual can write a formal letter and submit it to the City Security Officer or they may send it through our office email cso.muntinlupa@gmail.com.</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-553-7248.</p>
How feedbacks are processed?	<p>Every month, the Admin Division Personnel opens the Feedback Box for recording and summarization of Feedback and forwards it to the Administrative Officer.</p> <p>Formal letters will be endorsed to the Head of City Security Office.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter of complaint addressed to the Local Chief Executive stating the following issues/concerns:</p> <ul style="list-style-type: none"> - Type of Complaint/Incident - Name of Personnel being complained - Date and Time of Incident - Proof/Evidence and Witness - Contact Details <p>For inquiries and follow-up of concerns, clients may contact (02) 8-553-7248.</p>
How complaints are processed?	<p>The Officer-In-Charge will instruct the Inspectors to verify the reported complaint/incident</p>



	<p>The Inspectors will report to the Officer-In-Charge status of the issues/concerns</p> <p>The Officer-In-Charge will call the attention of the Personnel being complained</p> <p>The Officer-In-Charge will instruct the Administrative Officer to prepare a necessary report in relation to the issues/concerns being raised.</p> <p>The Officer-in-Charge ensure that the issued/concerns will be addressed and resolved accepted by the complainant</p>
<p>Contact Information of:</p> <p>Contact Center ng Bayan (CCB)</p> <p>Presidential Complaint Center (PCC)</p> <p>Anti-Red Tape Authority (ARTA)</p>	<p>ARTA : <i>complaints@arta.gov.ph</i> : 1-ARTA (2782)</p> <p>PCC : 8888</p> <p>CCB : (+63)908-8816-565 (SMS)</p>

List of Offices

Office	Address	Contact Information
Main Office	2 nd Floor Motorpool Building, Pacwood Site, Brgy. Tunasan, Muntinlupa City	Office e-mail: <i>cso.muntinlupa@gmail.com</i> (02) 8-553-7248





OFFICE OF THE CITY TREASURER
City Government of Muntinlupa

CITIZEN'S CHARTER



OFFICE OF THE CITY TREASURER

City Government of Muntinlupa

CITIZEN'S CHARTER



I. Mandate

Under Republic Act No. 7926 “An Act Converting the Municipality of Muntinlupa into Highly Urbanized City to be known as City of Muntinlupa, Section 26 thereof provides that the City Treasurer is mandated to perform the following functions:

(a) Advise the city mayor, the *Sangguniang Panlungsod*, and other local government and national officials concerned regarding disposition of local government funds and on such other matters relative to public finance;

(b) Take custody and exercise proper management of the funds of the City;

(c) Take charge of the disbursement of all funds of the City and such other funds the custody of which may be entrusted to him by law or other competent authority;

(d) Inspect private commercial and industrial establishments within the jurisdiction of the City in relation to the implementation of tax ordinances, pursuant to the provisions of the Local Government Code;

(e) Maintain and update the tax information system of the City; and

(f) Perform such other duties and functions and exercise such other powers as provided for under Republic Act No. 7160, otherwise known as the Local Government Code of 1991, and those that are prescribed by law or ordinance.

II. Vision

The Treasury Department will efficiently collect taxes and exercise proper management of funds of the local government of Muntinlupa to provide substantial services to its constituent.

III. Mission

To carry effectively the goals of the Local Government of Muntinlupa for its constituents, the Treasury Department will:

Collect taxes efficiently;

Take custody of and exercise proper management of the funds of the City;

Maintain and update tax information system of the Local Government Unit;

Implement in full the City Revenue Tax Code.

IV. Service Pledge

We are committed to exercise supervision and control over revenue intake, disbursement, and preparation of financial reports, collection of maximum amount of taxes, assessment cost, fees, fines and miscellaneous charges and disbursement of public funds by providing excellent service to all taxpayers and other requesting parties in a timely and efficient manner.

We shall ensure the clients who are within the premises of the Office during official working hours including lunch break are properly attended to.



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**Service/s that can be either External or Internal*



EXTERNAL SERVICES

REAL PROPERTY TAX DIVISION

1. REAL PROPERTY TAX COMPUTATION AND PAYMENT

Real property owner or their representative shall pay the real property tax on or before the date of its accrual. Late payment thereof may constitute payment of surcharges and interest.

Office or Division	Real Property Tax Division
Classification	Simple
Type of Transaction	G2B / G2G
Who may avail	Real property owner or representative

Checklist of Requirements	Where to Secure
Previous Official Receipt (OR) of Real Property Tax or Order of Payment (OP) issued by the City Assessor	Real Property Owner or Representative or City Assessor's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get number from queuing machine, to be assisted by Information Officer, and wait for the number to be flashed at the screen	1. Assist client on getting queuing number	None	2 minutes	Local Treasury Operations Officer (LTOO) – IV
2. Go to the counter indicated at the screen. Present number & previous Official Receipt (OR) / Order of Payment (OP)	2. The Accountable Officer attends to the client and examines the documents. For Computation Only: • The	Residential = 2.5% of Assessed Value (AV) Commercial Industrial special = 3.0 % of AV IDLE = 0.5% of AV	5 minutes per Tax Declaration	LTOO – IV



Accountable Officers issue computerized computation. (End of Transaction)	*No Fees for Issuance of Statement of Account (SOA) / Computation _____	Number (TDN)	
For Payment The accountable officer computes and advise the client of the total amount to be paid, print Official Receipt (OR).	₱30.00 per TD	5 minute / TDN	
Total:		12 minutes	

2. ISSUANCE OF TAX CLEARANCE FOR NON DELINQUENCY

Real property owner or their representative may request for the issuance of Tax Clearance for specific period paid. The Tax Clearance may also be used in other transactions such as in the transfer of real property.

Office or Division	Real Property Tax Division
Classification	Simple
Type of Transaction	G2B / G2G
Who may avail	Real property owner or representative

Checklist of Requirements	Where to Secure
Previous Official Receipt (OR) of Real Property Tax	Real Property Owner or Representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get number from queuing machine, to be assisted by Information Officer, and wait	1. Assist client on getting queuing number	None	2 minutes	LTOO – IV



for the number to be flashed at the screen				
2. Go to the counter indicated at the screen and present number and latest OR, and pay the corresponding fee	2.The Revenue Collection Clerk attends to the client and examines the documents, issues OR and Clearance Certificate	P30.00 per TD	5 minutes per TDN	LTOO – IV
	Total:	P30.00 per TD	7 minutes	

BUSINESS TAX AND MISCELLANEOUS DIVISION

1. Issuance of Community Tax Certificate (CTC)

This Certificate is issued to person or corporation upon payment of community tax or cedula.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C, G2B
Who may avail	Individual or Corporation

Checklist of Requirements	Where to Secure
Provided form for Community Tax Certificate	Business Tax and Miscellaneous Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the filled out form for CTC to the assigned counter	1. The issuing clerk encodes all the data to the system	None	10 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fee	2. The issuing clerk receives payment from	Based on Annual earnings:		



	Individual or Corporation and issues computerized CTC	Individual – P5.00 +P1.00 for every P1,000.00 but not to exceed P5,000.00 Corporation : P500.00 +P2.00 for every P2,000.00 but not to exceed P10,000.00	5 minutes	City Treasurer Office of the City Treasurer
	Total:		15 minutes	

2. Business Tax Payment (New and Renewal)

Business tax is imposed to every person or entity in the course of trade or business. Business owner or their representative shall pay the corresponding business tax dues for every separate or distinct establishment or place of business.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Business owner or representative

Checklist of Requirements	Where to Secure
Billing Statement from Business Permit and Licensing Office (BPLO)	Business Permit and Licensing Office

Client Steps	Agency Action	Fees To be Paid	Processing Time	Person Responsible
1. Business owner or Representative shall present billing statement from BPLO	1. The Accountable Officer receives the billing statement and counterchecks with the		15 minutes	City Treasurer Office of the City Treasurer



	information in the systems			
2. Pay the indicated amount in the billing statement	2. The Accountable Officer receives payment from the Business owner or Representative and issues Official Receipt(OR)	Amount written in the billing statement	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
	Total:		20 minutes	

3. Payment of Transfer Tax

A tax imposed on the sale, donation, barter, or any other mode of transferring ownership or title of a real property.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Real Property owner or representative

Checklist of Requirements	Where to Secure
1. Certificate of Authorizing Registration (CAR) 2. Mode of Transaction: 2.1 Deed of Sale 2.2 Extra Judicial 2.3 Deed of Assignment 3. Tax Declaration 4. Title 5. Tax Clearance from Real Property Tax	BIR Real Property Owner or Representative Assessor's Office City Treasurer's Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the counter assigned and submits the requirements	1. The accountable Officer examines the documents; encode the data to the system and computes the amount to be paid. The accountable officer discusses	None	25 minutes	<i>City Treasurer</i> Office of the City Treasurer





	all the information for payment and requirements to the client			
2. Pay the corresponding fee	2. The accountable officer receives the payment, issues Official Receipt and prepares 1st Endorsement for the submission to the Registry of Deeds	75% of 1% of consideration or market value whichever is higher.	5 minutes	City Treasurer Office of the City Treasurer
	Total :		30 minutes	

Note: Processing time may vary depending on the volume of documents and mode of transfer (deed of sale, extrajudicial, donation, etc.)

4. Payment of Professional Tax

Each person engaged in the exercise or practice of his profession requiring government examination shall pay an annual professional tax.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Professional Practitioner

Checklist of Requirements	Where to Secure
Profession Regulatory Commission ID or previous Official Receipt	Professional Practitioner

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and present ID issued by PRC and previous OR for renewal	1. The Collecting Clerk receives PRC ID and previous OR for renewal;	None	5 minutes	City Treasurer Office of the City Treasurer





	encodes the data therein			
2. Pay the corresponding fee	2. The Collecting Clerk receives the payment and issues official receipt	<p>Medical Practitioner, Lawyer, CPA, Dentist, Stock Brokers etc., - P300.00</p> <p>Actuaries, Opticians, Veterinarians, Electrician, Pharmacist, Etc. – P200.00</p> <p>Chief Mates, Commercial Steward/de ss, Chemist, Registered Nurse, Midwife, Statistician, etc. P175.00</p>	5 minutes	City Treasurer Office of the City Treasurer
	Total :		10 minutes	

5. Barangay Micro Business Enterprises Payment

Any person, natural or juridical, cooperative or association, having the qualifications as defined in Barangay Micro Business Enterprises (BMBE) Act of 2002 may apply for registration.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Business owner or representative

Checklist of Requirements	Where to Secure
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<ol style="list-style-type: none"> 1. Application form duly accomplished (3 copies) 2. Mayor's Permit 3. Taxpayer's Identification Number 4. Copy of DTI/SEC & BIR Registration 5. Tax Declaration of Property being used as facilities or Conduct of Lease 6. Sworn Statement of Assets and Liabilities including invoice, official receipt and contract document or deed 7. Financial Statement (for existing business) 8. Income Tax Return (for existing business) 9. Copy of Loan Contracts if any, & duly Notarized Certification of Authorization of Payments of Loan 10. Picture of the place of business and its assets, other than cash, receivables & intangibles 11. 2x2 picture (3 pcs.) 	<ol style="list-style-type: none"> 1. Business owner or Representative, City Treasurer's Office 2. BPLO 3. BIR 4. DTI/BIR 5. Assessor's Office 5. Business Owner
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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the counter assigned and submits the requirements	1. The collecting clerk receives the requirements and examines all the data	None	5 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fee	2. The Collecting Clerk receives the payment and issues official receipt	P1,000.00	5 minutes	City Treasurer Office of the City Treasurer
	3. The Collecting Clerk will endorse the documents to the City Assessor's Office for Inspection	None	3 days	c/o Assessor's Office
	4. The Inspector will forward the documents included in its report	None		





3. Receive the Certificate of BMBE Authority	5. Issuance of Certificate of BMBE Authority	None	10 minutes	City Treasurer Office of the City Treasurer
	Total:	P1,000.00	3 days	

6. Franchise Tax Payment

Local franchise tax is imposed upon a business enjoying a franchise based on the gross annual receipts for the preceding year realized within the City of Muntinlupa.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Franchise business owner or representative

Checklist of Requirements	Where to Secure
Gross Sales Report	Franchise Business Owner or Representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the counter assigned and submit the requirements	1. The Collecting Clerk examines the documents and encode the data to the system	None	10 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fees	2. Receive the payment and issue official receipt	.0075 of Gross Sales	5 minutes	City Treasurer Office of the City Treasurer
	Total:	.0075 of Gross Sales	15 minutes	

7. Amusement Tax Payment

Amusement tax is imposed upon the proprietors, lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadia, and other place of amusement.





Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Proprietor, Lessees or Operators of Theatres, Cinemas, Concert Halls, Circuses , or other places of amusement

Checklist of Requirements	Where to Secure
Gross Sales Report	Proprietor, Lessees or Operators of Theatres, Cinemas, Concert Halls, Circuses , or other places of amusement

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and submit the requirement	1.The Accountable Officer receives the monthly report on gross sales for amusement tax	None	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
2. Pay the corresponding fees	2.The Accountable Officer receives payment from the Business owner or Representative and issues Official Receipt(OR)	10% of gross sales	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
	Total:	10% of gross sales	10 minutes	

8. Payment for Fees for Sealing & Licensing of Weights and Measures

Fees are imposed upon sealing and licensing of weights and measures.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Gasoline Stations, Supermarket, Public Market, etc.

Checklist of Requirements	Where to Secure
Request Letter for Inspection	Business owners of weights and measures equipment

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	1.The Inspector will test the accuracy of the equipment	None	10 minutes	City Treasurer Office of the City Treasurer
	2. The Inspector will put seal to the calibrated equipment using sticker and plastic seal	None	10 minutes	City Treasurer Office of the City Treasurer
1. Pay the corresponding fees	3. The inspector receives the payment and issue official receipt	P 150.00	5 minutes	City Treasurer Office of the City Treasurer
	Total:	P 150.00	25 minutes	

9. Philippine Economic Zone Authority (PEZA) Payment

Business establishments operating within the economic zones shall be entitled to fiscal incentives. In lieu of paying taxes, 40% of 5% of the gross income earned shall be remitted to the local government unit having jurisdiction over the ecozone.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B
Who may avail	Business owner or representative

Checklist of Requirements	Where to Secure
Registration from PEZA Income Tax Return Gross Sales Report	PEZA Business owner or representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and submit the required documents	1. The Collecting Clerk examines the documents and encode the data to the system	None	15 minutes	City Treasurer Office of the City Treasurer



2. Pay the corresponding fee	2. The Collecting Clerk receives payment and issues an official receipt	2% of Gross Income	5 minutes	City Treasurer Office of the City Treasurer
	Total:	2% of Gross Income	20 minutes	

10. Miscellaneous and Other Fees

Other reasonable fees and charges imposed and collected by the City Government of Muntinlupa for the services rendered.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned offices	Client or representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and present the order of payment	1. The Collecting Clerk receives the order of payment and encodes the data to the system	None	5 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fee	2. The Collecting Clerk receives payment and issues an official receipt	The amount written in the order of payment	5 minutes	City Treasurer Office of the City Treasurer
	Total:		10 minutes	

11. Payment of Zoning Permit

Imposition of fees for the land used within the City of Muntinlupa from the owner and/or contractors of land development, construction, renovation and expansion projects.





Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Zoning Department

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and submits order of payment	1. The collecting clerk receives the order of payment and counterchecks with the information in the system	None	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
2. Pay the corresponding fee indicated in the OP	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
	Total:		10 minutes	

12. Payment of Building Permit

An imposition upon the owners and/or contractors of constructions/addition/renovation of building within Muntinlupa City.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Office of the Building Official

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and submits order of payment	1. The collecting clerk receives the order of payment and counterchecks with the information in the system	None	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
2. Pay the corresponding fee indicated in the OP	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
	Total:		10 minutes	

13. Certificate of Electrical Inspection and Wiring Permit Payment

This Certificate is a requirement for installing, replacing, removing, connecting, disconnecting or repairing electrical works and formally marks the completion of the project where the electrical inspector had inspected and agreed with the proper installation of electrical wirings.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B , G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Office of the Building Official

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and submits order of payment	1. The collecting clerk receives the order of payment and counterchecks with the information in the system	None	5 minutes	<i>City Treasurer</i> Office of the City Treasurer



2. Pay the corresponding fee indicated in the OP	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	City Treasurer Office of the City Treasurer
	Total:		10 minutes	

14. Local Payment for Philippine Statistics Authority

There shall be collected fees, fixed under an ordinance, for services rendered by the Philippine Statistics Authority.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client or representative

Checklist of Requirements	Where to Secure
Filled-out Application Form	Philippine Statistics Authority

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents filled-out application form for PSA (birth certificate, Marriage, CENOMAR, Death Certificate)	1. The collecting clerk examines all information and encode name of payor to the system	None	5 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fee	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	City Treasurer Office of the City Treasurer
	Total:		10 minutes	

15. Payment of Occupational/Working Permit

Payment required by existing laws, rules and regulations to secure an occupational/working permit annually.





Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Employee/s of Private Sector

Checklist of Requirements	Where to Secure
Filled-out Application Form	Business Permit and Licensing Office (BPLO)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents filled-out application form BPLO)	1. The collecting clerk examines all information and encode name of payor to the system	None	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
2. Pay the corresponding fee	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	<i>City Treasurer</i> Office of the City Treasurer
	Total:		10 minutes	

16. Payment of Rentals

A fee is imposed upon the use of government properties/facilities.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2B/G2C
Who may avail	Lessee of the LGU

Checklist of Requirements	Where to Secure
Contract of Lease	Client or representative

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the assigned counter and submit the voucher with	1. The collecting clerk receives payment and issues OR	Based on Lease Contract	15 minutes	<i>City Treasurer</i> Office of the City Treasurer



check base on contract				
	Total:		15 minutes	

17. Payment of Local Civil Registry Fee

There shall be collected fees, fixed under an ordinance, for services rendered by the Local Civil Registrar of the City Government of Muntinlupa.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client of representative

Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Local Civil Registry

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Order of Payment from Local Civil Registry	1.The collecting clerk examines all information and encode name of payor to the system	None	5 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fee	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	City Treasurer Office of the City Treasurer
	Total:		10 minutes	

18. Burial Payment

Fees shall be collected for services of the Local Civil Registry on burial.

Office or Division	Business and Tax and Miscellaneous Division
Classification	Simple
Type of Transaction	G2C
Who may avail	Client of representative





Checklist of Requirements	Where to Secure
Order of Payment from concerned office/s	Local Civil Registry

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Order of Payment from Local Civil Registry	1. The collecting clerk examines all information and encode name of payor to the system	None	5 minutes	City Treasurer Office of the City Treasurer
2. Pay the corresponding fee	2. The collecting clerk receives payment and issues OR	Amount written in the OP	5 minutes	City Treasurer Office of the City Treasurer
	Total:		10 minutes	

INTERNAL SERVICES

CASH DIVISION

1. Checks Disbursement

Settlement of the City Government of Muntinlupa of its payables/obligations by check.

Office or Division	Cash Division
Classification	Simple
Type of Transaction	G2B / G2G / G2C
Who may avail	Suppliers, Contractors and other Agencies/Individuals with receivables from the City Government

Checklist of Requirements	Where to Secure
Official Receipt (OR)	From the corresponding company
Claim Stub	From the issuing Department/Office
Authorization if released to representative	From the respective individual



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present OR and Company ID (for supplier) /Claim Stub or Government issued ID (for other payees) /submit Authorization Letter and ID of representative and beneficiary. (For representative)	1. Verify if the payee is in the system (GAAMS) Get the check from the vault	None	3 minutes	LTOO – IV
2. Sign voucher as proof of received payment Issue OR, sign check register and voucher	2. Release check to payee	None	2 minutes	LTOO – IV
	TOTAL :	None	5 minutes	

2. Releasing of Salaries and Wages, Allowance and Other Benefits/Assistance

Payment of the corresponding salaries and wages, allowances and other benefits to the employees of City Government of Muntinlupa through cash.

Office or Division	Cash Division
Classification	Simple
Type of Transaction	G2G / G2C
Who may avail	Muntinlupa City Hall Employees Muntinlupeños

Checklist of Requirements	Where to Secure
Government issued ID Authorization if released to representative	Government Agency Requesting Department/Office Provided by the requestor

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Valid ID/ Submit Authorization letter and ID of representative and beneficiary. (for representative)	1. Verify if the employee or individual is in the payroll list	None	2 minutes	LTOO – IV
2. Sign payroll journal as proof of received cash	2. Release cash	None	1 minute	LTOO – IV
	Total:	None	3 minutes	

3. Collection and Deposit

The local treasurer shall deposit intact all his collections as well as all collections turned over to him by the collectors/tellers with the authorized depository bank on a daily basis.

Office or Division	Cash Division
Classification	Simple
Type of Transaction	G2G
Who may avail	Liquidating Tellers and other accountable Officers

Checklist of Requirements	Where to Secure
Report of Collection and Deposit	Accountable Officers from Miscellaneous and Property Tax

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Remittance of all collections from various offices of City Government of Muntinlupa City	1. Receive collection of Tellers thru Collector(s)	The amount written in the Report of Collection	1 day	LTOO – IV
	Total:		1 day	



4. Issuance of Official Receipt

Collectors/tellers shall issue a receipt to acknowledge collections made. The receipt is in form of a pre-numbered official receipts.

Office or Division	Cash Division
Classification	Simple
Type of Transaction	G2G / G2C
Who may avail	Muntinlupa City Hall Employees Muntinlupeños

Checklist of Requirements	Where to Secure
Check Number Disbursing Voucher Number Particulars Order of Payment	Liquidating Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present all the necessary requirements	1. Review all the requirements	None	8 minutes	LTOO – IV
2. Claim the official receipt	2. Receive cash or check payment and release official receipt	The amount written for liquidation or Order of Payment	2 minutes	LTOO – IV
	Total:		10 minutes	

ADMINISTRATIVE DIVISION

1. Issuance of Certificate of Availability of Funds (CAF)

It is a primary duty of the local treasurer to certify availability of funds prior to all disbursement from the local treasury, in conjunction with the certification of the local budget officer on the existence of an appropriation for the purpose and the certification of the local accountant on the obligation for the appropriation.

Office or Division	Administrative Division
Classification	Simple
Type of Transaction	G2G
Who may avail	Government



Checklist of Requirements	Where to Secure
Disbursement Voucher (DV)	Originating/Requesting Office
Budget Certification Control Number (BCCN)	City Budget Office
Obligation Request (OBR)	Originating/Requesting Office
Approved Letter of City Mayor	Originating/Requesting Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present/Submit the documents to Administrative Personnel of the Office of the City Treasurer.	1. The issuing personnel will check all the documents if Obligation Request will be equal to the presented Disbursement Voucher and re-checking of Budget Certification Control Number issued by the City Budget Office.	None	30 minutes	<i>City Treasurer</i> Office of the City Treasurer
	2. The issuing clerk will prepare the Certificate of Availability of Funds indicating the source of fund, title or the specific project and the amount subject for payment.	None	10 minutes	<i>City Treasurer</i> Office of the City Treasurer
	3. Once prepared, it will be forwarded to Cash Division Head for initial and verification if funds are available for the specific project.	None	1 Day	<i>City Treasurer</i> Office of the City Treasurer
	4. Line-up for signature of the City Treasurer. (First-in, First-Out basis)	None	1 Day	<i>City Treasurer</i> Office of the City Treasurer
2. Receive of Certificate of Availability of Funds	5. Once signed, the issuing clerk will photocopy the issued Certification and other related documents for safekeeping and will	None	1 Day	<i>City Treasurer</i> Office of the City Treasurer



	serve as a receiving copy of the Office of the City Treasurer			
	Total	None	3 Days	

Note: Depending on the submitted documents of the Originating Office and if Consolidated, it may vary on the number of documents submitted to the Office of the City Treasurer

2. Issuance of Accountable Forms

The local treasurer shall be the custodian of all accountable forms requisitioned by the local government unit. He/she shall have control over official receipts and other accountable forms.

Office or Division	Administrative Division
Classification	Simple
Type of Transaction	G2G
Who may avail	Government

Checklist of Requirements	Where to Secure
Validated collection report Requisition and Issue Voucher Valid fidelity bond	Filled out by the Accountable officer and validated by the Liquidating officer c/o Accountable Officer (Bureau of Treasury; For CGM departments - c/o Treasury Department; for Barangays, c/o Barangays)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present validated Collection Report and Requisition and Issuance Voucher * For CGM departments, the requestor must have a valid fidelity bond. * For barangays, the barangay chairman and	1. The person responsible will refer to the validated collection report as basis to the quantity of accountable forms that will be issued to the requestor. The requestor shall verify if the issued accountable form/s to him/her is/are correct. After verification, the requestor shall write his/her name, office, date, and signature	None	5 minutes	LTOO – III





barangay treasurer must have valid fidelity bond.	on the logbook designated for the requested accountable form/s.			
	Total	None	5 minutes	

ADMINISTRATIVE PROVISIONS

Local Government Code of 1991

BOOK II. – LOCAL TAXATION AND FISCAL MATTERS

TITLE ONE. – LOCAL GOVERNMENT TAXATION

CHAPTER 3. – *Collection of Taxes*

Sec. 171. Examination of Books of Accounts and Pertinent Records of Businessmen by Local Treasurer.

– The provincial, city, municipal or barangay treasurer may, by himself or through any of his deputies duly authorized in writing, examine the books, accounts, and other pertinent records of any person, partnership, corporation, or association subject to local taxes, fees and charges in order to ascertain, assess, and collect the correct amount of tax, fee, or charge. Such examination shall be made during regular business hours, only once for every tax period, and shall be certified to by the examining official. Such certificate shall be made of record in the books of accounts of the taxpayer examined.

In case the examination herein authorized is made by a duly authorized deputy of the local treasurer, the written authority of the deputy concerned shall specifically state the name, address, and business of the taxpayer whose books, accounts, and pertinent records are to be examined, the date and place of such examination, and the procedure to be followed in conducting the same.

For this purpose, the records of the revenue district office of the Bureau of Internal Revenue shall be made available to the local treasurer, his deputy or duly authorized representative.





FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	Answer the client feedback form and drop it at the designated drop box in front of the Real Property Tax (RPT) Division Contact info: 8862-1491 or 8862-2525 local 198
How feedback is processed	Every Friday, the Administrative Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant division and are required to answer within three (3) days after the receipt of the feedback. The answer of the respective division is then relayed to the citizen. For inquiries and follow-ups, client may contact the following telephone number 8862-1491 or 8862-2525 local 198
How to file a complaint	Answer the Client Complaint Form and drop it at the designated drop box in front of the Real Property Tax (RPT) Division Contact info: 8862-1491 or 8862-2525 local 198
How complaints are processed	The Administrative Officer opens the drop box on a daily basis and evaluates each complaint. Upon evaluation, the Officer shall start the investigation and forward the complaint to the relevant division for their explanation. The Officer will create a report after the investigation and shall submit it to the City Treasurer for appropriate action. The Officer will give the feedback to the client. For inquiries and follow-ups, client may contact the following telephone number 8862-1491 or 8862-2525 local 198
Contact information	8862-2525 loc. 198 8862-2525 loc. 303 8862-2525 loc. 119 8864-1491



Colegio de Muntinlupa

Citizen's Charter Manual



COLEGIO DE MUNTINLUPA

"Home of the future engineers and architects"

I. MANDATE

The Local Universities and Colleges (LUCs) shall promote universal access to quality tertiary education by providing free tuition and other school fees in the state universities and colleges, Local Universities and Colleges, and State-Run Technical-Vocational Institutions, Establishing the Tertiary Education Subsidy and Student Loan Program, Strengthening the Unified Students Financial Assistance System for Tertiary Education, and Appropriating Fund

The College shall primarily provide advanced education, higher technological, professional instruction, and training in engineering and architecture and other relevant fields of study. It shall also promote and undertake research, extension services and provide progressive leadership in its areas of specialization.

II. VISION

The Premier Local Government Institution for Engineering and Architecture in the Country.

III. MISSION

The College shall:

- Provide high-quality professional and engineering education that meets global standards of excellence.
- Provide accessible and equitable opportunities for deserving and qualified Filipinos wanting to pursue higher education.
- Produce efficient and competent engineers and architects who will be drivers of sustainable development in the country; and
- Produce solutions to the needs of the industries and the communities.

IV. CORE VALUES

- God-Loving
- Culture of Excellence
- Social Consciousness
- Integrity
- Teamwork
- Discipline



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OFFICE OF THE REGISTRAR

External Services



1. APPLICATION FOR CANCELLATION OF ENROLLMENT

Description of Service: Any student who wishes to discontinue his/her studies in any upcoming semester in which he/she is currently enrolled must notify the Office of the Registrar within one (1) week before the start of the semester. The cancellation shall take effect only upon the approval of the College Registrar after the submission of the application to cancel the enrollment.

For new students, all the records of the students shall be deleted from the system and the original copies of his / her pre-enrollment requirements shall be completely returned without the need for clearances. For old and continuing students, the enrolled courses will be deleted, and the student must subsequently apply for a Leave of Absence (LOA).

If a student fails to apply for the cancellation of enrollment after the deadline set by the Office of the Registrar, shall continue his / her studies. Otherwise, the student may receive a failing mark (5.00) due to his / her unofficial discontinuance of the course.

OFFICE OR DIVISION	Office of the Registrar (RO)			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL	Students of CDM			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Completely filled-out application form for cancellation of enrollment			Registrar's Office (RO)	
2. Photocopy of parent identification card (ID) (front and back) with photo and signature			CDM Student	
3. Certificate of Registration (COR)			CDM Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the application form for cancellation of enrollment	1.1 The RO staff will issue the application form.	None	5 Minutes	RO Staff
	1.2 Brief the student on the procedure of the application.			Office of the Registrar
2. Pay the Cancellation of Enrollment fee	2.1 The student will proceed to the Treasury or Finance office to pay the document fee.	Php 1800.00	5 Minutes	Treasury Staff or Finance Staff
	2.2 After payment, the student will submit the Official Receipt or Acknowledgement Receipt to the office			Treasury Office and Finance Office



	of the registrar and the completely filled-out application form with attachments.			
3. Submit the completely filled-out application form and the attachment to the RO window.	3.1 Received the required documents and checked for completeness. 3.2 Start processing the application.	None	5 Minutes	RO Staff Office of the Registrar
4. Wait for the approval of the College Registrar.	4.1 The RO staff will inform the student of the status of their application.	None	10 Minutes	RO Staff Office of the Registrar
5. For new students, claim all the original copies of pre-enrollment requirements to the RO window. For old and continuing students, apply for a Leave of Absence (LOA) or Transfer Process if planning to transfer to other schools.	5.1 The RO Staff will release all the original copies of the submitted pre-enrollment requirements of the new students. 5.2 The RO Staff will brief the old and continuing students about the process of LOA or Transfer to school.	None	10 Minutes	RO Staff Office of the Registrar
END OF TRANSACTION		None	35 Minutes	



2. APPLICATION FOR OFFICIAL WITHDRAWAL OF COURSES

Description of Services: Any student who wishes to discontinue his/her courses during the semester in which he/she is currently enrolled must notify the Office of the Registrar not later than three (3) weeks after the start of the semester. No documents shall be returned, and an “AW” (Authorized Withdrawal) mark shall be given to the student, reflected to the system regardless of his / her academic performance.

Failure to request for official withdrawal of enrollment shall mean that the student is still officially enrolled and must continue attending his / her classes. The official withdrawal of courses shall take effect only upon the approval of the College Registrar after the submission of the application to officially withdraw the courses.

If a student fails to apply for official withdrawal of courses after the deadline set by the Office of the Registrar, the student shall continue his/her studies. Otherwise, he/she may receive a failing mark (5.00) due to his/her unofficial discontinuance of the courses.

OFFICE OR DIVISION		Office of the Registrar (RO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Completely filled-out application form for official withdrawal of courses			Registrar's Office (RO)	
2. Photocopy of parent identification card (ID) (front and back) with photo and signature			CDM Student	
3. Certificate of Registration (COR)			CDM Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the application form for cancellation of enrollment	1. The RO staff will issue the application form. 1.2 Brief the student on the procedure of the application.	None	5 Minutes	RO Staff Office of the Registrar
2. Submit the completely filled-out application form and the attachment to the RO.	1.1 Received the required documents and checked for completeness. 1.2 Start processing the application.	None	5 Minutes	RO Staff Office of the Registrar



3. Wait for the approval of the College Registrar.	3.1 The RO staff will inform the student of the status of their application. 3.2 Return the COR of the student with a mark of officially withdrawn.	None	10 Minutes	RO Staff Office of the Registrar
4. Apply for a Leave of Absence (LOA) or Transfer Process if planning to transfer to other schools	4.1 The RO Staff will brief the students about the process of LOA or Transfer to school.	None	10 Minutes	RO Staff Office of the Registrar
END OF TRANSACTION		None	30 Minutes	



5. APPLICATION FOR OFFICIAL LEAVE OF ABSENCE (LOA)

Description of Service: A student who wishes to discontinue his/her studies must apply for an official leave of absence (LOA) for a maximum of two (2) semesters on or before the deadline set by the Office of the Registrar. A student who fails to file an official LOA for a particular semester must first submit a written explanation addressed to the College Registrar prior to readmission to the College. However, if a student fails to file an official LOA for two (2) consecutive semesters shall automatically be given an "Inactive" status and must seek approval from the College President after going through assessments from the Office of the Registrar, Academic Department, and Office of the Guidance Counselor before being reactivated.

OFFICE OR DIVISION		Office of the Registrar (RO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Completely filled-out application form for official withdrawal of courses			Registrar's Office (RO)	
2. Photocopy of parent identification card (ID) (front and back) with photo and signature			CDM Student	
3. Approved application form for cancellation of enrollment <i>(if applicable)</i>			CDM Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the application form for an official leave of absence (LOA)	1.1 The RO staff will issue the application form. 1.2 Brief the student on the procedure of the application.	None	5 Minutes	RO Staff Office of the Registrar
2. Submit the completely filled-out application form and the attachment to the RO.	2.1 Received the required documents and checked for completeness. 2.2 Start processing the application.	None	5 Minutes	RO Staff Office of the Registrar
3. Wait for the approval of the College Registrar.	3.1 The RO staff will inform the student of the status of their application. 3.2 Will give the student their receiving copy of LOA with approval.	None	10 Minutes	RO Staff Office of the Registrar
END OF TRANSACTION		None	20 Minutes	



6. APPLICATION FOR SHIFTING OF PROGRAM OF STUDY

Description of Service: Upon application, a student who wishes to shift program of study must meet the following requirements:

1. No failing grades (5.00) and/or non-numerical grades [Incomplete (INC), No Grade (NG), Dropped (D), Official Withdrawal (W), No Record (NR)] in his/her latest Certificate of Grades (COG).
2. His/her General Weighted Average (GWA) is at least 2.50.
3. Has no derogatory record and was not subjected to any disciplinary actions.
4. Must have an available slot in the program of study to which he/she is shifting to.
5. Has filed his/her application at least one (1) week prior to the enrollment period of the upcoming semester.

OFFICE OR DIVISION		Office of the Registrar (RO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Completely filled-out application form for shifting of a program of study			Registrar's Office (RO)	
2. Photocopy of parent identification card (ID) (front and back) with photo and signature			CDM Student	
3. Duly accomplished and signed course enlistment and assessment form			CDM Student	
4. Certificate of Grades (COG)			CDM Student	
5. Accomplished clearance form			CDM Student	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get, accomplish, and submit the clearance form to RO.	1.1 The RO staff will check the issued and accomplished clearance form, then will issue the application form if there are no failures and non-numerical grades and the GWA is at least 2.50.	None	5 Minutes	RO Staff Office of the Registrar
2. Submit the issued and completely filled-out application form and its attachments to the	2.1 The RO staff will check the completeness of the submitted documents and will issue a	None	5 Minutes	RO Staff Office of the Registrar



RO.	recommendation form for interview and course enlistment and assessment by the respective Program Chair / Dean.			
3. Undergo for interview and course enlistment and assessment by the respective Program Chair / Dean.	3.1 The respective Program Chair / Dean will interview, course enlist, and assess the student for recommending approval to shift.	None	15 Minutes	Respective Program Chair / Dean Academic Department
4. Submit the fully accomplished / signed documents to the RO.	4.1 The RO staff will check the completeness of the submitted documents.	None	5 Minutes	RO Staff Office of the Registrar
5. Wait for the approval of the College Registrar.	5.1 The RO staff will inform the student of the status of their application.	None	5 Minutes	RO Staff Office of the Registrar
END OF TRANSACTION		None	35 Minutes	



7. APPLICATION FOR TRANSFER SCHOOL

Description of Service: Any student who wishes to transfer schools must notify the Office of the Registrar within one (1) week after the end of the current semester. The transfer documents shall be processed and released only upon the accomplishment of the exit interview and school clearance.

OFFICE OR DIVISION		Office of the Registrar (RO)		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Duly accomplished and signed clearance form (for dismissal)			Registrar's Office (RO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check for the status of your pre-enrollment requirements and if you have any pending tuition fee balances (for batches 2018-2019 only)	1.1 The RO staff will check the completeness of the submitted pre-enrollment requirements. 1.2 The Treasury will check if there are any tuition fee balances.	None	5 Minutes	RO Staff Office of the Registrar Treasury Office
2. Settle all the pending requirements that need to be submitted and/or balances that need to be paid.	2.1 The RO staff will receive and check the completeness of the submitted documents. 2.2 The Treasury will receive the payment for any balances and provide OR. 2.3 Endorse the student to proceed with the exit interview.	Tuition Fee balances	10 Minutes	RO Staff Office of the Registrar Treasury Office
3. Undergo an exit interview	3.1 The Guidance Counselor will interview and assess the student for recommending	None	15 Minutes	Guidance Counselor Office of Student



	approval to transfer schools. 3.2 Will inform the student to return to the Office of the Registrar for the next step after the exit interview.			Affair
4. Accomplish school clearance for dismissal	4.1 The RO staff will issue the student clearance form. 4.2 Brief the student on the procedure of the application.	None	2 hours	RO Staff Office of the Registrar
5. Submit the fully accomplished / signed student clearance form to RO	5.1 The RO staff will check the completeness of the submitted student clearance form.	None	10 Minutes	RO Staff Office of the Registrar
6. Wait for the email message regarding the schedule of the claiming of documents.	6.1 The RO staff will inform the student via email of the schedule of release for transfer documents.	None	3 Working days	RO Staff Office of the Registrar
7. Visit the Colegio de Muntinlupa on your scheduled date to pay and claim your transfer credentials.	7.1 Treasury will receive the payment for the documents and provide OR. 7.2 The RO staff will check the OR and release the requested transfer documents.	Documents fee	10 Minutes	RO Staff Office of the Registrar Treasury Office
END OF TRANSACTION		None	3 working days, 2 hours and 50 minutes	



8. APPLICATION FOR REACTIVATION REQUEST

Description of Service: A student who filed an official Leave of Absence (LOA) must file a reactivation request at the office of the registrar within one (1) week prior to the official enrollment for the upcoming semester. Students who did not file an official LOA must submit a written letter of their intentions to be reactivated addressed to the College President through the College Registrar subject to approval before allowing to file a reactivation request.

OFFICE OR DIVISION		Office of the Registrar (RO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM		
CHECKLIST OF REQUIREMENT				WHERE TO SECURE
1. Completely filled-out reactivation request form				Registrar's Office
2. Photocopy of parent identification card (ID) (front and back) with photo and signature				CDM student
3. Copy of approved Leave of Absence (LOA) application form				CDM student
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the reactivation request form to the RO	1.1 The RO staff will issue the request form. 1.2 Brief the student on the procedure of the form	None	5 Minutes	RO Staff Office of the Registrar
2 Accomplish and submit the completely filled-out request form and the attachment to the RO.	2.1 Received the required documents and checked for completeness. 2.2 Start processing the request.	None	5 Minutes	RO Staff Office of the Registrar
2. Wait for the approval of the College Registrar.	3.1 The RO staff will inform the student of the status of their application. 3.2 Provide instructions for online enrollment.	None	10 Minutes	RO Staff Office of the Registrar
END OF TRANSACTION		None	20 Minutes	



OFFICE OF STUDENT AFFAIRS

External Services



9. REQUEST FOR APPROVAL OF STUDENTS' ACTIVITIES WITHIN THE INSTITUTION

Description of Service: This service aims to provide assistance to students to conduct activities within the CDM.

OFFICE OR DIVISION		Office of Student Affairs – Student Organizations		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Student Organization Officers		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Letter of Request			Student Organization	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare student requests through a letter	N/A	N/A		Student representative, CDM staff or professor
2. Submit the correspondence to the Office of Student Affairs	2.1 Receive the document	N/A	15 Minutes	OSA Personnel/ Student Assistant
3. Endorse the request to the College President (<i>if applicable</i>)	3.1 The head of Office of Student Affairs shall inform the College President regarding the request and obtain approval or advise	N/A	1 day	Head of Office of Student Affairs
4. Provide response to the correspondence	4.1 The head of Office of Student Affairs shall provide feedback (<i>in person or via electronic means</i>) to the student if the request is approved or otherwise	N/A	3 days	Head of Office of Student Affairs
END OF TRANSACTION		None	3 days and 15 Minutes	



10. APPROVAL REQUEST FOR OUTSIDE ACTIVITIES, SPONSORSHIP OF STUDENT AND NON-STUDENTS OF CDM

Description of Service: This service provides assistance to students to conduct outside activities, sponsorship of student and non-student of CDM.

OFFICE OR DIVISION		Office of Student Affairs		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM, Staff and Professors of CDM, Non-students of CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Letter of Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare requests through a letter	N/A	N/A		Student Rep/ CDM staff or professor, non-student of CDM
2. Submit the correspondence to the Office of Student Affairs	2.1 Receive the document	N/A	15 Minutes	OSA Personnel/ SA Office of Student Affairs
3. Endorse the request to the College President (if applicable)	3.1 The head of Office of Student Affairs shall inform the College President regarding the request and obtain approval or advise	N/A	1 day	OSA Head Office of Student Affairs
4. Provide response to the correspondence	4.1 The head of Office of Student Affairs shall provide feedback (<i>in person or via electronic means</i>) to the student if the request is approved or otherwise	N/A	3 days	OSA Head Office of Student Affairs
END OF TRANSACTION		None	3 days and 15 Minutes	



11. APPROVAL OF APPLICATION FOR STUDENT ASSISTANTSHIP

Description of Service: Students who are currently enrolled, except for first year students may apply as Student Assistants.

OFFICE OR DIVISION	Office of Student Affairs			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL	Students of CDM			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Letter of Intent 2. Parental Consent, if below 18 years old 3. Photocopy of Registration Form 4. Filled out Application Form 1 and 2 5. Certificate of Good Moral Certificate 6. Letter of Recommendation if any			Office of Student Affairs (OSA) Guidance Office CDM Professors, Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the OSA	1.1 Receive the required documents	None	2 Minutes	OSA Personnel
	1.2 Submitted documents will be evaluated for qualified student applicants	None	30 Minutes	OSA Personnel
	1.3 Qualified student/s will be notified for schedule interview	None	5 Minutes	OSA Personnel
	1.4 Once pass the interview, wait for contract signing and Orientation of SA	None	22 Days	OSA Head
	1.5 Deployment of Student Assistant (SA) to designated Offices	None	2 Hours	OSA Personnel
END OF TRANSACTION		None	22 Days, 2 Hours and 37 Minutes	



GUIDANCE AND COUNSELLING OFFICE

External Services



12. APPRAISAL/TESTING SERVICE (MAB II)

Description of Service: Multidimensional Aptitude Battery II (MAB-II): is a three-hour examination consisting of the following specific subtests: 1. Verbal (Information, Comprehension, Arithmetic, Similarities and Vocabulary) 2. Performance (Digit Symbol, Picture Completion, Spatial, Picture Arrangement and Object Assembly).

OFFICE OR DIVISION		Office of Student Affairs		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL		Students of CDM, Staff and Professors of CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Letter of Request			Student Organization	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare student requests through a letter	N/A	N/A		<i>Student representative, CDM staff or professor</i>
2. Submit the correspondence to the Office of Student Affairs	2.1 Receive the document	N/A	15 Minutes	OSA Personnel/ Student Assistant
3. Endorse the request to the College President (if applicable)	3.1 The head of Office of Student Affairs shall inform the College President regarding the request and obtain approval or advise	N/A	1 day	OSA Head Office of Student Affairs
4. Provide response to the correspondence	4.1 The head of Office of Student Affairs shall provide feedback (in person or via electronic means) to the student if the request is approved or otherwise	N/A	3 days	OSA Head Office of Student Affairs
END OF TRANSACTION		None	3 days and 15 Minutes	




13. COUNSELLING SERVICE

Description of Service: Counseling Service: as mission of service acted on face-to-face and/or virtual helping relationship between the Guidance Counselor and counselee. Counselor shall assess, assist, and aid the students with emotional, mental, physical, and behavioral issues, uplift the disheartened feelings and resolve these feelings and behavior.

OFFICE OR DIVISION		Office of Guidance and counseling		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Client		
WHO MAY AVAIL		Students enrolled in CDM; Employee working in CDM		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Counseling Appointment Form			OFFICE of GUIDANCE and COUNSELING Counseling Referral Form Link: https://forms.gle/QKFddR13ET5if2T7 Counseling Appointment Form Link: https://forms.gle/guzRY8AvPmd8yGzFA	
2. Counseling Referral Form				
3. Counseling Agreement Form				
4. Routine Interview Form				
5. Exit Interview Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Counseling Appointment/Referral		None	2 Minutes	Guidance Counselor Office of Student Affairs
1. Visit the CDM-OGC FB page to access the counseling appointment form, and/or referral form.				
2. Confirmation of schedule			2 Minutes	Guidance Counselor Office of Student Affairs
3. Counseling session			1 Hour	Guidance Counselor Office of Student Affairs
END OF TRANSACTION		None	1 Hour and 4 Minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
B. Online- Virtual Counseling Room	Google Meet link/QR Code meet.google.com/cyc-vuzd-tpq 	None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
1. Visit the CDM-OGC FB page to access the link for virtual counseling room.				
2. Counseling session will be conducted immediately by the Guidance Counselor on duty upon entering the Virtual Counseling Room.		None	1 Hour	<i>Guidance Counselor</i> Office of Student Affairs
3. Issuance of referral slip to another professional/ agency if needed		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
END OF TRANSACTION		None	1 Hour 4 Minutes	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. Tele Counseling		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
1. Call (02) 8424-8780 local 203				
2. Counseling session		None	1 Hour	<i>Guidance Counselor</i> Office of Student Affairs
3. Issuance of referral letter to another professional/ agency if needed.		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
END OF TRANSACTION		None	1 Hour and 4 Minutes	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
D. Limited Face-to-Face (Walk-in)		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
1. Visit the Office of the Guidance and Counseling.				
2. Counseling session will be conducted immediately by the Guidance Counselor on duty upon entering the Virtual Counseling Room.		None	1 Hour	<i>Guidance Counselor</i> Office of Student Affairs
3. Issuance of referral letter to another professional/agency if needed		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
END OF TRANSACTION		None	1 Hour and 4 Minutes	



14. ISSUANCE OF GOOD MORAL CERTIFICATE

Description of Service: To assist the students by providing necessary document as part of the requirement in their application for scholarship program and/or organization recognition.

OFFICE OR DIVISION		Office Of Guidance and Counseling		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		All CDM Students (Graduate and currently enrolled)		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Official Receipt (as proof of payment)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment must be made in the Finance Department		Php100.00	5 Minutes	<i>Finance Officer/ Cashier</i> Finance Office/ Treasury's Office
2. Proceed to OGC to present the OR and fill-out the logbook.		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
3. Releasing of Good Moral Certificate		None	2 Minutes	<i>Guidance Counselor</i> Office of Student Affairs
END OF TRANSACTION		None	9 Minutes	



LIBRARY

External Services



15. APPLICATION OF LIBRARY CARD

Description of Service: This procedure starts from the acceptance of a student's application for a library card up to their receipt of the borrowed reading materials. To maintain a system that will ensure efficiency in library services offered by the college.

OFFICE OR DIVISION		College Library		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Library Patrons: Students, Faculties, Administrators and Outside Researchers		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Certificate of Registration 2. Validated School I.D. 3. Library Card Application Form 4. 1x1 Picture			Office of the College Registrar MIS College Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Verify requirements and records	None	2 Minutes	<i>Library Clerk</i> College Library
2. Sign in the logbook for record purposes.	2.1 Prepare and release the Library Card	None	2 Minutes	<i>Library Clerk</i> College Library
3. Fill out the Library Card and attach picture.	3.1 Checks completeness of information and countersigns	None	2 Minutes	<i>Library Clerk</i> College Library
END OF TRANSACTION		None	10 Minutes	



16. BORROWING OF BOOKS

Description of Service: CDM students, faculty, and staff has privilege to borrow books in the library.

OFFICE OR DIVISION		College Library		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Library Patrons: Students, Faculties, Administrators and Outside Researchers		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Library Card 2. Validated School I.D.			MIS College Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s, valid Library Card in the Circulation Counter	1.1 Verify Library Card and check book card	None	2 Minutes	<i>Library Clerk</i> College Library
2. Fill out book card/s	2.1 Write due date on book card/s and Library Card. 2.2 Counter signs book card/s and release borrowed book/s.	None	2 Minutes	<i>Library Clerk</i> College Library
3. Receive book/s	3.1 Hand in Library Card and book borrowed	None	2 Minutes	<i>Library Clerk</i> College Library
END OF TRANSACTION		None	6 Minutes	



17. RETURNING OF BOOKS

Description of Service: CDM students, faculty, and staff should return borrowed books to minimize mission of library materials.

OFFICE OR DIVISION		College Library		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C- Government to Citizen		
WHO MAY AVAIL		Library Patrons: Students, Faculties, Administrators and Outside Researchers		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Library Card 2. Borrowed Books			MIS College Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrowed book/s and library card at the circulation counter	1.1 Indicate the date due and return the library card of the client.	None	2 Minutes	<i>Library Clerk</i> College Library
2. Receive Library Card		None	2 Minutes	<i>Library Clerk</i> College Library
END OF TRANSACTION		None	4 Minutes	



ADMINISTRATIVE OFFICE

External Services



18.PROCESS REQUEST FOR RENTAL OF FACILITIES AND ROOMS

Description of Service:

Pursuant to *Memorandum No. 14 s. 2019 entitled Guidelines on the Use of Public-School Buildings and Facilities*, local government owned facilities may be made available for public use. Colegio de Muntinlupa (CDM) has adopted the spirit and intent of this public law by making CDM's facilities available to the public. However, CDM must ensure that the community use of school facilities does not conflict with the educational program of the College and does not place the College in a vulnerable position regarding liability.

Requests are subject to the availability of school facilities. Rental scheduling cannot conflict with the facility's use for school purposes. Changes in the school events calendar will override previously scheduled rental agreements.

OFFICE OR DIVISION:		Administrative Office		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		Government to Citizen		
WHO MAY AVAIL:		Public and Private Organizations, Industries, Schoos		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter to Use the Facility 2. Facility Use Agreement Form		Client Administrative Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the CDM College President together with the properly filled-up Facility Use Agreement Form	1.1 The College President shall approve or disapprove the request and relay the result to the Head of General Services Office (GSO).	None	2 days	<i>Supervising Administrative Officer/ Executive Assistant</i> Office of the College President
2. Wait for the notification of the result of the request.	2.1 Client will be informed of the of the result of the request.	None	5 Minutes	<i>GSO Head</i> General Services Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 If approved, the applicant shall pay the corresponding schedule of fees to CDM Treasury Office. The Treasury Office must provide an official receipt.			
3. Proceed to the Treasury Office for Rental Payment	3.1 The Treasury Office will provide an official receipt.	(see amount below)	3 Minutes	<i>Treasury Cashier</i> CDM Treasury Office
END OF TRANSACTION			2 days and 8 Minutes	

A schedule of fees for the use of facilities is established to help defray the cost of operation and maintenance. The following are the schedule of charges:

Facility	Government Sector	Private Sector
Big Facilities / Rooms (Seminar Room and AVR)	PhP 10,000.00 / day	PhP 15,000.00 / day
Small / Normal Rooms	PhP 3,000.00 / day	PhP 5,000.00 / day

The fee schedule shall be reviewed on a regular basis. It shall cover the use of sound system, lights, and air conditioning unit. The collected fees for the rental of school facilities and rooms will be part of the income generating project of the school.



OFFICE OF THE COLLEGE PRESIDENT

External Services



19. SETTING AN APPOINTMENT WITH THE COLLEGE PRESIDENT

Description of Service: The College President has several schedules on a day-to-day basis, and it is important that any person, organization, or other institution sets an appointment with her to make sure that she can attend to meetings properly. Setting an appointment with the College President can be a critical step towards gaining support and guidance on important topics, establishing relationships, and ensuring that the organization is moving forward positively.

OFFICE OR DIVISION	Office of the College President			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
WHO MAY AVAIL	Public, Business, Government Agency			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Request Letter for Setting Appointment			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter for setting appointment with the College President through the institution's official email address; ocp@cdm.edu.ph	1.1 Executive Assistant (EA) will be acknowledging the request letter sent in the email address, and inform the client that they will be get back to their request after confirmation from the College President	None	2 Minutes	<i>Executive Assistant</i> Office of the College President
	1.2 EA will be printing the request letter for the information/ action of the College President	None	2 Minutes	<i>Executive Assistant</i> Office of the College President



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 College President will be noting her available schedule if the meeting is approved.	None	4 Hours	College President Office of the College President
	1.4 College President will be noting her regret to approve the requested meeting.			
2. The Client will acknowledge the email to be sent by the Executive Assistant	2.1 The EA will be informing the client whether the request for appointment is approved or not via email	None	2 Minutes	Executive Assistant Office of the College President
END OF TRANSACTION		None	4 hours and 6 Minutes	



20. RECEIVING AND RELEASING OF DOCUMENTS

Description of Service:

Documents for information, for approval, for signature, for action, for recording/ filing, and others, concerning Colegio de Muntinlupa should be submitted to the Office of the College President to ensure the proper operation of the institution. This is also to make sure that tasks are properly disseminated, and requests are submitted to the concerned office/s on time.

OFFICE OR DIVISION		Office of the College President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C - Government to Citizen G2B – Government to Business G2G – Government to Government		
WHO MAY AVAIL		Public, Business, Government Agency		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Documents for information, for approval, for signature, and for action (One original and one photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document to the Executive Assistant (EA) to the College President personally, or through the institution's official email address; ocp@cdm.edu.ph	1.1 A will be reviewing the submitted document; check if all other signatures are completed or if the documents are cleared.	None	1 minute	<i>Executive Assistant</i> Office of the College President
2. For documents submitted personally, the client will wait for the document to be reviewed, and their receiving copy will be stamped with "Received".	2.1 EA will record in the logbook the document/s submitted personally. The receiving copy will be given to the client, and they will be advised about the remaining process	None	2 Minutes	<i>Executive Assistant</i> Office of the College President



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Documents submitted online will be acknowledged, printed, and recorded in the logbook.	None	2 Minutes	<i>Executive Assistant</i> Office of the College President
	2.3 Documents submitted personally, and electronically will be submitted to the College President for the necessary actions.	None	2 Minutes	<i>Executive Assistant</i> Office of the College President
	2.4 Documents submitted will be signed/ approved/ disapproved or noted by the College President for appropriate actions by concerned personnel.	None	2 Minutes	<i>Executive Assistant</i> Office of the College President
4. The client will sign to the Outgoing logbook to receive the documents being released	4.1 Document submitted personally will be released to the concerned personnel for appropriate action.	None	2 Minutes	<i>Executive Assistant</i> Office of the College President



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. The client should acknowledge through email the documents sent electronically	5.1 Documents submitted electronically will be emailed based on the comments/ inputs by the College President	None	2 Minutes	<i>Executive Assistant</i> Office of the College President
END OF TRANSACTION		None	2 Hours and 11 Minutes	



OFFICE OF THE COLLEGE PRESIDENT

Internal Services



21. REQUEST FOR DOCUMENTS

Description of Service:

The Office of the College President keeps important institutional documents that can be borrowed/ requested by CDM Offices should the need arises. Original documents requested must be submitted back to the office in their original condition at any given time.

OFFICE OR DIVISION		Office of the College President		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		Offices of Colegio de Muntinlupa		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Document Request Form			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Records Request Form to the Office of the College President	1. EA/ Records Officer will review the Records Request Form	None	1 minute	<i>Executive Assistant / Records Officer</i> Office of the College President
	1.1 The records to be borrowed will be searched in the cabinets available. The duration of release of documents may vary depending on the type of doc and level of approval required considering the Data Privacy Law	None	10 Minutes	<i>Executive Assistant / Records Officer</i> Office of the College President



	1.2 The Records Request Form will be approved by the EA/ Records Officer and will be placed the folder in replacement for the borrowed records.	None	2 Minutes	<i>Executive Assistant / Records Officer Office of the College President</i>
2. Client will log to the Records Log Sheet to receive the record/ document requested	2.1 EA/Record Officer will log the records name in the Records Log Sheet, and release the document Requested.	None	1 Minutes	<i>Executive Assistant / Records Officer Office of the College President</i>
END OF TRANSACTION		None	14 Minutes	



FINANCE OFFICE

Internal Services



22. REQUEST FOR EXPENSES FROM PETTY CASH

Description of Service:

As an office granted by the City Government of Muntinlupa to have a separate Petty Cash Fund, Colegio de Muntinlupa shall observe due diligence when allowing expenses from it. Proper review, evaluation, and control of such expenses shall be conducted every time the petty cash fund is being used.

OFFICE OR DIVISION	Finance Office			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL	COM Offices / Departments			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
1. Petty Cash Voucher / Approval from the College President			Client/Requestor or the College President	
2. Basis of amount requested (Quotation)			Client/Requestor or Prospective Supplier	
3. Official Receipt, Photo Documentation, Certificates, Attendance Sheet, Certificates, and Other Necessary Attachments (for Liquidation)			Client Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek approval of the College President regarding the request to use petty cash fund and submit the approved request to the COM- Finance together with the basis of the amount requested	1.1 Accept the approved request from the client/ requestor	None	1 Minute	<i>Finance Head/ Personnel</i> Finance Office
2. Wait for the documents to be reviewed	2.1. Review all the submitted documents and evaluate if it is approved, and if the requirement Are complete	None	3 Minutes	<i>Finance Head/ Personnel</i> Finance Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. If the submitted documents are approved and completed, the amount requested will be issued to the client. Otherwise, it will be returned, and they will be asked to complete the requirements.	None	3 Minutes	<i>Finance Head/ Personnel</i> Finance Office
3. Receive the amount disbursed by the Finance Officer and sign the logbook provided. The client/requester shall submit ALL the necessary attachments for liquidation purposes.	3.1 Inform the Client requestor of the supporting attachments that will be needed for liquidation and encode the transaction to COM- Finance Petty Cash Fund Summary	None	5 Minutes	<i>Finance Head/ Personnel</i> Finance Office
END OF TRANSACTION		None	9 Minutes	



23. RECEIVING OF COMMUNICATIONS AND OTHER DOCUMENTS

Description of Service:

All transacting public may submit correspondence such as letters, memoranda, feedback, and even complaints to the COM Finance Department. On the other hand, COM-Finance may also release documents for the transacting public.

OFFICE OR DIVISION		Finance Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C / G2B / G2G		
WHO MAY AVAIL		All (General Public, Business/Private Entities, and Government Agencies)		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Duly signed correspondence from the client (1) Original copy and 1 photocopy as receiving copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the correspondence to the COM Finance Department	1.1 Accept the document from the client	None	1 Minute	<i>Finance Head/Personnel</i> Finance Office
2. Wait for the document to be reviewed	2.1 Review the submitted document and evaluate if it is signed and it is intended for, or concerning, COM- Finance	None	2 Minutes	<i>Finance Head/Personnel</i> Finance Office
	2.2 Once the correspondence is evaluated as complete, and verified to be concerning COM - Finance, the responsible personnel will sign the receiving copy. Otherwise, it will be returned to the client, and they will be directed to a more	None	2 Minutes	<i>Finance Head/Personnel</i> Finance Office



	applicable office.			
3. Accept the receiving copy signed by the COM Finance Personnel	3.1 COM Finance will perform appropriate actions regarding the correspondence, and it will be filed accordingly.	None	2 Minutes	<i>Finance Head/Personnel</i> Finance Office
END OF TRANSACTION		None	7 Minutes	



24. DISBURSEMENTS/PURCHASE REQUEST PREPARATION

Description of Service:

There are times when COM office/department prepare their own requests. However, most of the time, it is the Finance Department who prepares all the necessary documents for the official processing of each request in the City Government of Muntinlupa. This service can also be treated as a certification for the availability of funds for the requested activity and/or project

These requests include, but not limited to, payroll processing, procurement of supplies, materials, and other equipment, payment of utilities expenses and review centers, and attendance and participation to various trainings and/or seminars.

OFFICE OR DIVISION		Finance Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		COM Offices/Departments		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Request Letter Approved by the College President			Client/ Requestor or the College President	
Quotation, Invitation Letter, Billing Statement, and/or other necessary documents that may be used for verifying the request			Client/ Requestor	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the correspondence to the COM Finance Office	1.1 Accept the document from the client	None	1 Minute	<i>Finance Head/ Personnel</i> Finance Office
2. Wait for the request to be reviewed	2.1 Review the submitted request and evaluate if it is approved by the College President, and if the requirements are complete. 2.2 If the request is approved and complete, COM-	None	15 Minutes	<i>Finance Head/ Personnel</i> Finance Office



	Finance will prepare other necessary documents such as Request Letter, Work Program, Purchase Request, Revised PPMP, Obligations Request, and Disbursement Vouchers for processing in the City Government. Otherwise, it will be returned, and they will be asked to complete the requirements.			
3. Countersign all necessary attachments	3.1 COM-Finance will endorse the request the Office of the College President for final review and signing.	None	2 Minutes	<i>Finance Head/ Personnel</i> Finance Office
	3.2 Once signed, the client/ requester will be informed that their request is ready for processing and will be endorsed to the Liaison Officer for the usual processing of request in the City Government.	None	2 Minutes	<i>Finance Head/ Personnel</i> Finance Office
END OF TRANSACTION		None	20 Minutes	



25. CONSOLIDATION OF CDM BUDGET PROPOSAL

Description of Service:

From May to September of each year, Colegio de Muntinlupa enters its Budget Preparation season. It can be considered the busiest season for COM Finance. During this season, all COM departments/ offices are required to submit their budget proposal for the next year. It will be consolidated by COM-Finance subject to the approval of the College President, COM Board of Trustees, and the Local Finance Committee.

OFFICE OR DIVISION	Finance Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2G – Government to Government			
WHO MAY AVAIL	COM Offices / Department			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Budget Proposal of the office complete with necessary supporting attachments such as quotation of various items, invitation letters for trainings, etc.			COM Office/ Department Heads, Program Chairs, and Coordinators	
Submission of hard copy of the Budget Proposal is highly discouraged. Electronic copies will do.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit electronic copy of the Budget Proposal to CDM Finance Department thru these email addresses cjdejesus@cdm.edu.gh i12anda@cdm.edu.gh	1.1 Acknowledge the receipt of Budget Proposal sent by each COM department/ office head	None	1 Minute	Finance Head/Personnel Finance Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Review and evaluate each Budget Proposal</p> <p>Complete and fully supported proposal will be included in the consolidated proposal that will be presented to the College President. Otherwise, it will be returned to the head, and will be advised to complete the supporting attachments.</p>	None	3 Hours	<i>Finance Head/ Personnel</i> Finance Office
	1.3 After presentation to the College President, any comment / revision will be relayed to the respective office/ department head.	None	30 Minutes	<i>Finance Head/Personne</i> / Finance Office
END OF TRANSACTION		None	3 Hours and 31 Minutes	



26. COMPUTATION AND PROCESSING OF PAYROLL (Part-Time Employee)

Description of Service:

CDM recognizes the rights of the employees to be properly compensated for the services they rendered. The office is tasked to compute the salary after proper verification.

OFFICE OR DIVISION		Finance Office		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G – Government to Government		
WHO MAY AVAIL		COM Offices / Department		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Duly signed Daily Time Record (DTR)			Part-Time Faculty	
Duly signed Accomplishment Report with Attachments			Part-Time Faculty, uploaded in CDM Google Drive	
Approved Make up Form with Attachments			Program Chairs and Part-Time Faculty	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Part-time employees shall regularly and completely fill out their DTRs and sign at the designated area. Lobby Guard will then forward all DTRs of Part-time employees to COM-Finance Department every 23rd and 8th day of the month.	1.1. Accept the DTR from the Lobby Guard	None	5 Minutes	<i>Finance Head/ Personnel Finance Office</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Part-time employees with online classes shall submit their signed Accomplishment Report to the designated COM Google Drive.	2.1 Check Google Drive if Accomplishment Reports were uploaded.	None	5 Minutes	<i>Finance Head/ Personnel</i> Finance Office
3. Program Chairs shall submit Approved Make Up Form to the COM Finance Department	3.1 Received approved make up form from Program Chairs	None	5 Minutes	<i>Finance Head/ Personnel</i> Finance Office
	3.2 Review all the submitted DTRs and encoded to the database for payroll computation. All inputs in the DTR will be considered final. DTRs without signature will be returned to the employee and will not be included in the computation until such time that the signature in the DTR is secured.	None	1 Day	<i>Finance Head/Personnel</i> Finance Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Review ARs from the google drive, print the file, and encode the number of hours to database. ARs not uploaded on time, or after the deadline, will not be considered in the computation to avoid delays in the processing of payroll.	None	30 Minutes	<i>Finance Head/ Personnel</i> Finance Office
	3.4 Encode the adjustments from the Approved Make Up Class Form.	None	5 Minutes	<i>Finance Head/ Personnel</i> Finance Office
	3.4 Endorse the computed number of hours for each part-timer to CDM- HRMO for the preparation of the Summary of Payroll	None	5 Minutes	<i>Finance Head/ Personnel</i> Finance Office
END OF TRANSACTION		None	1 Day and 55 Minutes	



MANAGEMENT INFORMATION SYSTEM OFFICE

Internal Services



27. PROCESSING OF CREATING, DESIGNING, AND SUPPORTING SOFTWARE DEVELOPMENT

Office or Division		Management Information System Office		
Classification		Highly Technical		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Colegio de Muntinlupa Offices		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Management Information System Job Request Form			MIS Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment	1.1 Received the document and record in the logbook	None	5 Minutes	<i>Software Developer</i> MIS Office
2. Approval and recommendation	2.1 Endorse the document to the head of MIS for evaluation	None	5 Minutes	<i>MIS Head</i> MIS Office
	2.2 Endorse the document Supervising Administrative Officer for approval	None	5 Minutes	<i>Supervising Administrative Officer</i> Administrative Office
	2.3 Endorse the document to the College President for final approval	None	5 Minutes	<i>Executive Assistant</i> Office of the College President
3. Software Development	3.1 System Development Life Cycle	None	66 days	<i>Software Developer</i> MIS Office
END OF TRANSACTION		None	66 Days and 25 Minutes	



28. REQUEST FOR HARDWARE TECHNICAL SUPPORT

Office or Division		Management Information System Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Colegio de Muntinlupa Offices		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Management Information System ICT Job Request Form			MIS Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment	1.1 Received the document and record in the logbook	None	5 Minutes	<i>Computer Technician</i> MIS Office
2. Approval and recommendation	2.1 Endorse the document to the head of MIS for evaluation	None	5 Minutes	<i>MIS Head</i> MIS Office
	2.2 Endorse the document Supervising Administrative Officer for approval	None	5 Minutes	<i>Supervising Administrative Officer</i> Administrative Office
	2.3 Endorse the document to the College President for final approval	None	5 Minutes	<i>Executive Assistant</i> Office of the College President
3. Repair and diagnostic	3.1 Hardware Troubleshooting	None	2 hours	<i>Computer Technician</i> MIS Office
END OF TRANSACTION		None	2 Hours and 20 Minutes	



29. PROCESS OF CREATING AND ISSUANCE OF STUDENT I.D.

Office or Division		Management Information System Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Colegio de Muntinlupa Offices		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
ID form			MIS Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get ID Request Form	1.1 Issue an ID Request Form	None	2 Minutes	<i>IT Staff</i> MIS Office
2. Payment of ID	2.1 Receive the amount of 150 and issue an official receipt to the client	Php 150	5 Minutes	<i>Cashier</i> Treasury Office
3. Request of ID	3.1 Received the ID form and record in the logbook	None	5 Minutes	<i>IT Staff</i> MIS Office
4. Photo taking	4.1 Take the students' photo using a digital camera	None	10 Minutes	<i>IT Staff</i> MIS Office
5. Photo Editing	5.1 Photoshop editing and entering of student's information in the ID	None	1 hour	<i>IT Staff</i> MIS Office
6. ID Printing	6.1 Printing of ID card using the ID making machine	None	5 Minutes	<i>IT Staff</i> MIS Office
7. ID issuance	7.1 Issue the ID to the students and record in the logbook	None	5 Minutes	<i>IT Staff</i> MIS Office
END OF TRANSACTION		None	1 Hours and 32 Minutes	



30. REQUEST AND ISSUANCE OF FACULTY AND STAFF I.D.

Office or Division		Management Information System Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		Colegio de Muntinlupa Offices		
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
ID form			MIS Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Get ID Request Form	Issue an ID Request Form	None	2 Minutes	<i>IT Staff</i> MIS Office
9. Request of ID	Received the ID form and record in the logbook	None	5 Minutes	<i>IT Staff</i> MIS Office
10. Photo taking	Take the client photo using a digital camera	None	10 Minutes	<i>IT Staff</i> MIS Office
11. Photo Editing	Photoshop editing and entering of client's information in the ID	None	1 hour	<i>IT Staff</i> MIS Office
12. ID Printing	Printing of ID card using the ID making machine	None	5 Minutes	<i>IT Staff</i> MIS Office
END OF TRANSACTION		None	1 Hours and 32 Minutes	

FEEDBACK AND COMPLAINT MECHANISM



FEEDBACK AND COMPLAINT MECHANISM

How to send feedback	<ul style="list-style-type: none"> Accomplish the Customer Feedback Form available online. Fill-out Feedback Form and drop it at the designated suggestion box beside the Information Desk. Feedback can also be sent via email: ocp@cdm.edu.ph
How feedback are processed	<ul style="list-style-type: none"> Online Filled-out Customer Feedback Forms are collected, evaluated every month, and acted accordingly with the implementation of corrective measures, if necessary. The client is informed of the action taken, if applicable. Filled-out Feedback received through email is collected, evaluated every month, and acted accordingly with the implementation of corrective measures, if necessary. The client is informed of the action taken, if applicable. Every month, the Planning Office opens the suggestion box and records all feedback submitted. All recorded feedback is evaluated and acted accordingly with the implementation of corrective measures, if necessary.
How to file a complaint	<ul style="list-style-type: none"> Accomplish Customer Complaint Form and drop in at the designated drop box beside the Information Desk. Complaint can also be sent to Email ocp@cdm.edu.ph FB Account: https://www.facebook.com/CDMuntinlupa
How complaints are processed	<ul style="list-style-type: none"> For the filled-out Complaint Report Form, the forms are collected, evaluated, and addressed accordingly. The client is informed of the action taken. For complaints received via email or FB Account, these are evaluated and addressed accordingly. The client is informed of the action taken.
Contact Information of: <ul style="list-style-type: none"> Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA) 	ARTA: complaints@arta.gov.ph :1-ARTA(2782) PCC: 8888 CCB: +(63)908-8816-565 (SMS)



Community Affairs and Development Office

CITIZEN'S CHARTER 2024 1ST Edition



Community Affairs and Development Office

**CITIZEN'S CHARTER
2024 1ST Edition**



I. Mandate

Functions prescribed CADO's existing Vision, Mission and Functional Statement: "Undertake special projects for purposes of developing, strengthening and maintaining linkages with various local public sector," also in line with provisions under Section 17, (b) of the Local Government Code of the Philippines 1991 (RA7160) and in reference to the Magna Carta for Homeowners and Homeowners Association (RA9004) reiterating applicable duties and responsibilities of DHSUD as per Section 20 which overall affects Section 18 or relationship to LGU's of homeowners and homeowners associations.

II. Mission

To help develop the communities through quality services.

To assist in bringing to the communities the Programs of the City Government.

III. Vision

We envision Muntinlupa as a fully- developed City with highly organized community.

IV. Service of Pledge

We commit to:

1. Serve the public with integrity, professionalism and utmost courtesy
2. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break and if necessary we shall extend our service beyond office hours to respond to the needs of our client.



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Community Affairs and Development Office

External Services



1. Communication/Request letters

Receive the incoming documents/communications for action and compliance.

Office or Division :	Administrative Division			
Classification :	Simple			
Type of Transaction :	G2C- Government to Citizen G2G- Government to Government			
Who may avail:	Citizens and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication or Request Letter		Client, Government Office/Agencies concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	<i>Camille Joyce A. Ramos</i> Admin Officer II
2. Submit the communication/request letter to the assigned personnel in the Information Desk and receive the stamped receiving cop	2. Stamped Received and forward the communication/request letter documents to the assigned personnel	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
	2.1 Return the receiving copy to the client.			
	3 Check and Record the submitted letter	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II



3.1 Endorse to the Officer-In-Charge for annotation and recommendation	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
3.2 Head of the concerned division shall prepare a response letter and endorse to Officer-In-Charge for final instructions.	NONE	20 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II (Admin Division) or <i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization) or <i>Eljohn P. Gito</i> Construction Maintenance and Capataz (Special Project Division)
3.3 Record the signed letter/endorsement and forward to the concerned person/office.	NONE	1 day	<i>Camille Joyce A. Ramos</i> Admin Officer II
TOTAL	None	1 day and 27 minutes	



2. Homeowners Association/Samahang Magkakapitbahay/Civic Organization

Request of every association, neighborhood/organization to have an observer or to assist them in accommodating inquiries of their members during general assembly.

Office or Division :	HOA/Civic Organization			
Classification :	Simple			
Type of Transaction :	G2C- Government to Citizen			
Who may avail:	Registered HOA, Organization and Neighborhood in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to CADO (1 original and 1 photocopy)		ASSOCIATION, CIVIC ORGANIZATION OR NEIGHBORHOOD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	<i>Camille Joyce A. Ramos</i> Admin Officer II
2. Submit the required documents to HOA/Civic Org. Division	2. Receive the required documents and check for completeness 2.1 Upon the completion of request letter and by-laws, the CADO personnel will set the schedule of the General Assembly.	NONE	15 minutes	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
3. Upon the scheduled General Assembly officers shall check if the attendance reach the quorum.	3. Assigned personnel of CADO shall check the attendance.	NONE	15 minutes	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
TOTAL		NONE	31 minutes	



3. Homeowners Association/Samahang Magkakapitbahay/Civic Organization

Request of association, neighborhood or organization in Muntinlupa City to have an election committee during their election.

Office or Division :	HOA/Civic Organization			
Classification :	Highly Technical			
Type of Transaction :	G2C- Government to Citizen			
Who may avail:	Registered HOA, Organization and Neighborhood in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Election Committee				
Request letter to CADO (1 original and 1 photocopy)		To be provided by the client		
Form of Certificate of Candidacy (QF CADO/ C001)		Community Affairs and Development Office		
Organization Constitutions/By-Laws (1 photocopy)		To be provided by the client		
List of Watchers (1 original copy of Biodata with 2X2 picture)		To be provided by the client		
List of Qualified Voters (Base on Master's list)		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	Camille Joyce A. Ramos Admin Officer II
2. Submit the required documents to HOA/Civic Org. Division	2 Receive the required documents 2.1 Check the veracity and completeness of documents 2.2 Upon completeness	NONE	5 minutes	Wenida D. Castillo Division Head (HOA/Civic Organization)



	CADO personnel will schedule the election.			
3. Informing the members of association, civic org or neighborhood that the election day will start at 8:00 AM until 12:00 nn only	3.Assigned personnel shall start the election at exactly 8:00 AM and finish until 12:00 nn only	NONE	5 minutes	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
4. Assigned watchers during election shall check the counting/tabulation of votes at exactly 1:00 PM - 3:00PM	4. CADO personnel will start the counting/tabulation of votes at exactly 1:00PM -3:00 PM	NONE	2 hrs	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
5. Presence of members and candidates during the announcement of winners	5. CADO personnel will declare the winners of the election. 5.1 CADO personnel shall accomplish the minutes of the election and submit to division head and department head	NONE	1 hr for the declaration of winners 2 days for the minutes of election	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)



6. Elected officers shall submit request letter for Oath taking	6. CADO personnel shall coordinate the request of elected officers to the Office of the Mayor to schedule for oath taking. 6.1 CADO personnel shall inform the requestor	NONE	30 days	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
TOTAL		NONE	32 Days 3 hrs and 11 minutes	



4. Homeowners Association/Samahang Magkakapitbahay/Civic Organization

Request of association, neighborhood or organization in Muntinlupa City to have an observer during their election.

Office or Division :		HOA/CIVIC ORGANIZATION		
Classification :		Simple		
Type of Transaction :		G2C- Government to Citizen		
Who may avail:		Registered HOA, Organization and Neighborhood in Muntinlupa City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to CADO (1 original and 1 photocopy)		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	<i>Camille Joyce A. Ramos</i> Admin Officer II
2. Submit the request letter to the assigned personnel in the Information Desk and receive the stamped receiving copy	2. Stamped received and forward the request letter to the assigned personnel. 2.1 Return the receiving copy to the client.	NONE	2 Minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
	3. Check and Record the submitted letter	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II



	3.1 Endorse to the Officer-In-Charge for annotation and recommendation	NONE	2 Minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
	3.2 Head of the division shall prepare a MISSION ORDER and endorse to Officer-In-Charge for signature and final instructions.	NONE	5 Minutes	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
4. Acknowledge the information	4 Inform the client that their request was granted and a CADO staff will be present during the election.	NONE	1 day	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
TOTAL		NONE	1 Day and 12 minutes	



5. Mass Oath Taking of Homeowners Association/Samahang Magkakapitbahay/Civic Organization

Request of association, neighborhood or organization in Muntinlupa City to have an oath taking.

Office or Division :	HOA DIVISION			
Classification :	Highly Technical			
Type of Transaction :	G2C- Government to Citizen			
Who may avail:	Registered HOA, Organization and Neighborhood in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		To be provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	<i>Camille Joyce A. Ramos</i> Admin Officer II
2. Submit the request letter to the assigned personnel in the Information Desk and receive the stamped receiving cop	2. Stamped Received and forward the communication /request letter documents to the assigned personnel	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
	2.1 Return the receiving copy to the client.			
	3 Check and Record the submitted letter	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
	3.1 Endorse to the Officer-In-Charge for annotation and recommendation	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II



4. Acknowledge the information				
	4 Head of the concerned division shall verify if the request will be granted and endorse to Officer-In-Charge for final instructions.	NONE	20 minutes	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
	4.1 Inform the client on the scheduled date of Mass Oath Taking	NONE	30 days	<i>Wenida D. Castillo</i> Division Head (HOA/Civic Organization)
TOTAL		None	30days and 27 minutes	



6. Kasalang Bayan

Every February, June and December City Government of Muntinlupa is conducting solemnization of unmarried couples who have lived together for 5 years onwards with child/children born out of wedlock.

Office or Division :	Special Project Division			
Classification :	Highly Technical			
Type of Transaction :	G2C- Government to Citizen			
Who may avail:	Unmarried Couples who have lived together for 5 years onward with children born out of wedlock (One of the couple must be residing in Muntinlupa City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Applicants must be at least of legal age (18 years old and above)		Unmarried Couple		
Parent's Consent for applicants who are 18 to 20 years old (1 original copy). Parents advice applicants 21 to 24.		Local Civil Registry Office		
Couples shall personally apply at Community Affairs and Development Office		Unmarried Couple who are co habiting for 5 years		
Form QF CADO/ FOO1 (Information Sheet)		Community Affairs and Development Office		
Community Tax Certificate (1 original copy and 1 photocopy)		Barangay Office		
Certificate of No Marriage (CENOMAR) (1 original and 1 photocopy) * Make sure to secure the Official Receipt for refund		Philippine Statistic Authority		
Government Issued Identification Card of the applicants		Post Office, COMMELEC, SSS, GSIS, School or Employer's ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	Camille Joyce A. Ramos Admin Officer II



2. Applicants shall proceed to Windows 2 or 3	<p>2 Receive the required documents</p> <p>2.1 Check the veracity and completeness of documents</p> <p>2.2 Upon the completion frontliner shall issue the Acknowledgement Receipt indicating the couple's assigned number in Kasalang Bayan</p>	NONE	5 Minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
3. Upon the encoding of information in the Marriage Certificate, couples shall return to Windows 2 or 3 -CADO before the scheduled date of Kasalang Bayan to confirm the correct information and shall sign the Marriage Certificate	<p>3. Give the Marriage Certificate and confirm to the couples if the indicated information are correct.</p> <p>3.1 Couples will sign the Marriage Certificate.</p>	NONE	5 Minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
4 Before the scheduled date of Kasalang Bayan Witnesses (Ninong and Ninang) of the couple shall proceed to Window 2 or 3- CADO to sign the Marriage Certificate	3. Give the Marriage Certificate wherein they will sign as witnesses	NONE	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz



5. On the scheduled date of Kasalang Bayan Couples shall present the Official Receipt of CENOMAR to claim their refund	5. Receive the Official Receipt 5.1 Couples will sign to the refund sheet 5.2 Issuance of refund.	NONE	3 Minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
6. Upon the availabilty of Marriage Contract with Registry Number and signed by the Solemnizing Officer, one of the couple shall proceed to Windows 2 or 3- CADO to claim the said document.	6. Issuance of Marriage Certificate with Registry Number and signed by the Solemnizing Officer	NONE	10 working days after Kasalang Bayan	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
TOTAL		NONE	10 Days and 15 minutes	



7. Request for Burial Assistance

Granting financial assistance to the surviving spouse or the nearest kin of the deceased person amounting to Php 7, 500.

Office or Division :	Special Project Division			
Classification :	Simple			
Type of Transaction :	G2C- Government to Citizen			
Who may avail:	Bereaved Family whose deceased is residing in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Kalingang Munti Action Center Unified Form		Kalingang Munti Action Center		
Certified True Copy of Death Certificate with Registry number (1 Original and 2 Photocopies)		Local Civil Registry Office		
Claimant must be the nearest kin of the deceased person.		a.) Spouse b) Child c.) Parent or d) Sibling		
Certificate of deceased and Indigency issued by the Barangay to the legitimate claimant		Barangay Office		
Form of Request for Burial Assistance (QF CADO/B001)		Community Affairs and Development Office		
Government Issued Identification Card of the deceased		Senior Citizen, DFA, Post Office, PWD, Comelec, SSS, GSIS, LTO etc. with Muntinlupa City Address		
Claimant's Muntinlupa Care Card		People's Coordinating and Monitoring Office (PCMO)		
Claimant's Community Tax Certificate		Barangay Office		
Notarized Special Power of Attorney (<i>If the nearest kin is not available to file the Burial Assistance</i>)		Provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants shall proceed to Kalingang Munti Action Center Windows 1 or 4 to submit the	1. Give the Logbook to the client.	NONE	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz



requirements.	2. Receive the required documents 2.1 Check the veracity and completeness of documents	NONE	3 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
3. Filling up of Kalingang Munti Unified Form to Request for Burial Assistance	3. Checking of provided information	NONE	3 Minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz



4. Claimant shall choose if the voucher will be paid to accredited funeral parlor or will be in cash	4. Officer shall inform the claimant that they have 2 options in Burial Assistance: A. Funeral Voucher - can be paid directly to accredited funeral parlor B. Individual Voucher - convertible into cash	NONE	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
5. Proceed to Releasing Window 1 and accept the Funeral Voucher or Cash.	5. Issuance of Funeral Voucher or releasing of cash	NONE	10 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
6. Signing of Acknowledgement Receipt	6. Provide the Acknowledgement receipt and check the completeness.	NONE	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
TOTAL :		NONE	19 Minutes	



8. Request for Wreath

City Government of Muntinlupa way of expressing sympathy and respect to every Muntinlupeño who passed away.

Office or Division :	Special Project Division under Hatid Serbisyo			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen			
Who may avail:	Bereaved Family whose deceased is residing in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate with Registry Number (1 photocopy)		Philippine Statistic Authority		
Form QF CADO B003		Community Affairs and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	<i>Camille Joyce A. Ramos</i> Admin Officer II
2. Requestor shall proceed to Windows 1 and fill-up the form QF CADO B003	2. CADO personnel shall give the form QF CADO B003 and check the completeness of the form upon filling up by the client.	NONE	2 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz



3. The requested wreath will be delivered to the wake and representative from the bereaved family shall submit 1 photocopy of Death Certificate upon delivery	3. CADO personnel shall report the request to the accredited flower shop. 3.1 Flower shop will deliver the wreath and request for a copy of death certificate from the bereaved family	NONE	1 day	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
TOTAL		NONE	1 Day and 3 minutes	



9. Request for Chair, Tents, Tables and Service Vehicle

This aims to provide logistic services such as chairs, tables, tents and service vehicle for our constituents to cut the cost of their expenses when they have events.

Office or Division :	Special Project Division under Hatid Serbisyo			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen			
Who may avail:	Residents of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form QF CADO E001 – Request for chairs, tent and tables		Community Affairs and Development Office		
FORM QF CADO E002- Request for service vehicle				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	Camille Joyce A. Ramos Admin Officer II
2. Requestor shall proceed to Windows 1 and fill-up the form to request: Service vehicle- QF CADO E001 Or Request for Chairs, Tables and Tents – QF CADO E002	2. CADO personnel shall give the necessary request form. 2.1 CADO personnel shall assess the availability of the request item.	NONE	3 minutes	Eljohn P. Gito Construction Maintenance and Capataz



3. Subject to availability, item will be delivered on the scheduled date.	<p>3. CADO will inform the requestor if the item is available and shall deliver requested item.</p> <p>3.1 If service vehicle is available on the requested date, it will be granted. In addition, if the service vehicle will be travelling outside Muntinlupa CADO personnel shall secure a travel permit from City Admin and shall inform the requestor if the travel permit is approved.</p>	NONE	2 days	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
TOTAL		NONE	2 Days and 4 minutes	



10. Request for Interment in the City Public Cemetery

Burial assistance provided by the City Government for the bereaved families whose deceased is residing in Muntinlupa City to have free interment service at the City Public Cemetery.

Office or Division :	Special Project Division under Muntinlupa City Public Cemetery			
Classification :	Simple			
Type of Transaction :	G2C-Government to Citizen			
Who may avail:	Bereaved Family whose deceased is residing in Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate with Registry Number (1 photocopy)		Philippine Statistic Authority		
Request form for interment or wake		Muntinlupa City Public Cemetery		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients Log Book in the Information Desk of the Public City Cemetery	1. Give the Logbook to the client.	NONE	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
2. Requestor will be interviewed and fill up request form with death certificate	2. CADO personnel will interview the requestor 2.1 CADO personnel will check the completeness of request form and veracity of the Death Certificate	NONE	2 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz



3. Ocular visit of the assigned niche and confirmation of the scheduled interment	3. CADO personnel will guide the requestor to the assigned niche and shall inform the requestor that the deceased body will stay at the niche for only 5 years. 3.1 CADO personnel shall confirm the schedule of interment.	NONE	5 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
TOTAL		NONE	8 Minutes	



11. Request for Cremation at Muntinlupa Public Crematorium

Burial assistance provided by the City Government for the bereaved families whose deceased is residing in Muntinlupa City to have an affordable cremation service at the Muntinlupa Public Crematorium.

Office or Division :	Special Project Division		
Classification :	Simple		
Type of Transaction :	G2C-Government to Citizen		
Who may avail:	Bereaved Family whose deceased is residing in Muntinlupa City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Indigent and Non- Indigent			
Certified True Copy of Death Certificate with Registry Number (1original; 1 Photocopy)		Local Civil Registry	
Government Issued Identification Card of the deceased		Senior Citizen, DFA, Post Office, PWD, Comelec, SSS, GSIS with Muntinlupa City Address	
Government Issued Identification Card of the authorized representative		Senior Citizen, DFA, Post Office, PWD, Comelec, SSS, GSIS and other valid id with Muntinlupa City Address	
Barangay Certification of Residency of the deceased		Barangay Hall	
SSD Certificate of Indigency (Authorized representative)		Social Service Department, City Hall	
Community Tax Certificate (CEDULA)		Barangay Hall / Treasury Office, City Hall	
Muntinlupa Care Card		People’s Coordinating Office, City Hall	
Application for Cremation (CADO B006)		Community Affairs and Development Office, City Hall	
Authority to Cremate (CADO B011)		Community Affairs and Development Office, City Hall	
Acknowledgement Receipt of the cremated remains (CADO B010)		Community Affairs and Development Office, City Hall	
Notarized Kasunduan Form if not approved as Indigent (CADO B014)		Community Affairs and Development Office, City Hall	
Notarized Kasunduan Form for incomplete requirements (CADO B007)		Community Affairs and Development Office, City Hall	
Payment based on the category of the deceased <ul style="list-style-type: none">Indigent (Php 7,500)– no cashout but burial assistance			



voucher will be charged to the cremation process <ul style="list-style-type: none">• Non-Indigent (Php 10,000)• Non- Resident (Php 25,000)				
For Non-Resident				
Certified True Copy of Death Certificate with Registry Number (1original; 1 Photocopy)		Local Civil Registry		
Application for Cremation (CADO B006)		Community Affairs and Development Office, City Hall		
Authority to Cremate (CADO B011)		Community Affairs and Development Office, City Hall		
Acknowledgement Receipt of the cremated remains (CADO B010)		Community Affairs and Development Office, City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Authorized representative shall proceed to Frontline Windows Windows 1 or 4 to submit the requirements	1. Receive the required documents 1.1 Check the veracity and completeness of documents	NONE	3 minutes	Eljohn P. Gito Construction Maintenance and Capataz
3. Filling up of Form for those claimants who completed the requirements: CADO B006 and CADO B011	3. Checking of provided information	NONE	3 Minutes	Eljohn P. Gito Construction Maintenance and Capataz



3.1 Filling up of Form for those claimants who completed the requirements: CADO B006, B011, notarized B007 and B014	3. Checking of provided information	NONE	3 Minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
4. Authorized representative shall choose the available schedule	4. Officer shall inform the claimant about the available schedule. 4.1 After confirming the schedule, the officer shall inform the operator about the schedule	None	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
5 Authorized representative shall pay the respective amount based on the category of the deceased.	5. Collection officer accepts the payment 5.1 Collection officer shall issue an official receipt. 5.2 Officer shall issue a Cremation Voucher for Indigent deceased	Indigent – Php 7500 (No cashout but burial assistance will be charged for cremation service. Non-Indigent – Php 10,000 Non-Resident – Php 25,000	1 minute	<i>Camille Joyce A. Ramos</i> Admin Officer II



6. Authorized representative shall fill-out the Acknowledgement receipt of cremated remains (CADO B010)	6. Checking of provided information. 6.1 Turnover of the cremated remains.	NONE	1 minute	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
TOTAL		NONE	12 Minutes	



12. Request for Certification (Interment, Cremation or Employee's Clearance from the Burial Assistance Program)

This Certification is made upon request of the bereaved family who availed or did not avail the Burial Assistance Services. The purpose for the request is included in the Certification.

Office or Division :		Special Project Division and Administrative Division		
Classification :		Simple		
Type of Transaction :		G2C-Government to Citizen		
Who may avail:		Bereaved Family of deceased employee or those who availed or did not avail the Burial Assistance Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CADO FORM BO15		Kalingang Munti Action Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requestor shall proceed to Kalingang Munti Action Center Releasing Window 1 and fill-up the CADO BO15 FORM.	1. Officer shall provide the form 1.1 Receive and check the completeness of the data provided by the requestor. 1.2 Search and Verify the Burial Assistance program Masterlist	NONE	2 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz
2. Acknowledge the Information.	2. Inform the client if the requested certification will be granted. 2.1 If granted, return the verified and signed application form	NONE	2 minutes	<i>Eljohn P. Gito</i> Construction Maintenance and Capataz



	then inform the client to proceed at 2 nd floor Annex Bldg. Community Affairs and Development Office for the issuance of certification			
3. Proceed to 2 nd flr. Annex bldg. Community Affairs and Development Office and submit the verified and signed form to the assigned officer.	3. Prepare the requested certificate for signature of the Officer-In-Charge.	NONE	5 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
4. Receive the requested certification.	4. Release and record the certification to the client	NONE	2 minutes	<i>Camille Joyce A. Ramos</i> Admin Officer II
TOTAL		NONE	11 minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the CLIENT SATISFACTION MEASUREMENT FORM and drop it to the designated drop box in front of the Community Affairs and Development Office, Information Desk</p>
How feedback is processed?	<p>Information Officer opens the dropbox daily and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officer and they are required to answer upon the receipt of the feedback and informing the concerned client.</p> <p>For inquiries and follow-ups clients, may contact the following telephone number : 8862-6483 or 8862-2525 loc. 3010</p>
How to file complaints?	<p>Answer the client suggestion form and drop it to the designated drop box in front of the Community Affairs and Development Office, Information Desk.</p> <p>Complaints can also be filed via telephone or letter. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of employee being complained - Incident - Evidence - Contact Number <p>For inquiries and follow-ups clients, may contact the following telephone number : 8862-6483.</p>



How complaints are processed?	<p>Information Officer opens the drop box daily and records all feedback submitted and submit to Complaint Officer.</p> <p>Upon evaluation, the Complaints officer shall start the investigation and forward the complaint to the officer who is being complained.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Department Head for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number 8862-6483.</p>
Contact Information of ARTA< PCC, CCB	<p>ARTA : complaints@arta@gmail.com 8478-5093</p> <p>PCC : 8888</p> <p>CCB: 0908-881-6565(SMS)</p>



DEPARTMENT OF AGRICULTURE EXTENSION SERVICES OFFICE

CITIZEN'S CHARTER



DEPARTMENT OF AGRICULTURE EXTENSION SERVICES OFFICE

CITIZEN'S CHARTER

I. Mandate:

By virtue of Republic Act 7160, otherwise known as the Local Government Code of 1991, this office has been devolved from national control down to the local government units.

The DA-Extension Services Office is part of the group of offices under the Economic Cluster, extending services that would lead towards economic development and is responsible for the planning and implementation of programs and projects on the doorsteps of the community. It involves the establishment and maintenance of a Model Urban Vegetable Garden to showcase the production of various approaches to food production. Extension services such as technical assistance, seeds and seedlings distribution, AgriTalk, and agricultural training programs for homes, schools, communities, subdivisions, and barangays, including families of undernourished children with vegetable garden projects. It is also mandated to implement agri-business programs that add value to the agricultural products.

In addition, this office works hand in hand with other local government offices, NGOs, the religious sector, and even private organizations in Muntinlupa City by way of different transfer of technology activities.

II. Vision:

A city of innovative agriculture and agribusiness programs with improved food security anchored in sustainable and self-sufficient food production.

III. Mission:

1. To establish and develop urban gardens in Muntinlupa City by empowering communities to support the city's food security measures;
2. To develop agriculture-related skills and knowledge among the clientele by delivering urban agricultural trainings;
3. To stimulate inclusive economic growth in the local agri-sector by extending profitable livelihood programs through city-appropriate agriculture technologies;
4. To support the city's nutrition and poverty alleviation programs.

IV. Service Pledge:

- **Commitment** - working together to achieve service excellence.
- **Transparency** – working together to provide our clients with complete and accurate information.
- **Teamwork** – working together to achieve one goal.
- **Integrity and accountability** – working together with strong moral principles and being responsible for one's actions.
- **Best Customer Service** – working together to serve our customers efficiently and effectively.

LIST OF SERVICES

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Urban Gardening Agribusiness	8
Request for Vegetable Seeds and Seedlings	9

DA-ESO HEAD OFFICE
Frontline Services

1. WALK-IN CLIENT INQUIRY

General Inquiry on the services that the office is providing.

Office or Division:	Department of Agriculture - Extension Services Office			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents, Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 - Voter's ID and other government issued ID 1 – Filled out Seeds/Seedlings Acceptance Form		Department of Agriculture - Extension Services Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON-IN-CHARGE
1.Upon entry, the client signs up the Visitors Logbook located at the Front Desk	1. The Front Desk Officer attends to the inquiry or purpose of the visit before endorsing the client to the appropriate personnel	None	5 minutes	Front Desk Officer
2.Client proceeds to the concerned section/personnel	2. The Frontline Officer endorses the client to the concerned personnel, whereas the Section Division Head and concerned personnel will now attend to the inquiry of client	None	2minutes	Section Division Head/concerned Personnel

3. Client will then fill out the Feedback form	3. The Client Feedback form will be provided to each client for them to fill out	None	5 minutes	Front Desk Officer
TOTAL:		None	12 minutes	

DA-ESO HEAD OFFICE
External Services

2. URBAN GARDENING/AGRIBUSINESS

Turn urban spaces into green, productive areas with our urban gardening and agribusiness services, ensuring food security and monitoring harvested crops to sustain client income.

Office or Division:	Extension Services Office			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Residents of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 - Voter's ID and other government issued ID 1 – Filled out Seeds/Seedlings Acceptance Form		Department of Agriculture - Extension Services Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON-IN-CHARGE
1. Clients Request for seeds or seedlings	1. Evaluate Request	None	2 minutes	Frontline Officer
	2. Release seeds/seedlings	None	3 minutes	Frontline Officer
2. Receive and acknowledge receipt of seeds/seedlings	3. Recording of acknowledgement receipt and harvest data	None	5 minutes	Frontline Officer, Research and Development Division
TOTAL:		None	10 minutes	

3. REQUEST FOR VEGETABLE SEEDS AND SEEDLINGS

Offering a service to provide vegetable seeds and seedlings, helping individuals and communities in Muntinlupa start their urban gardens.

Office or Division:	Extension Services Office			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 - Voter's ID and other government issued ID 1 – Filled out Seeds/Seedlings Acceptance Form		Department of Agriculture - Extension Services Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON-IN-CHARGE
1. Clients Request for seeds or seedlings	1. Evaluate Request	None	2 minutes	Frontline Officer
	2. Release seeds/seedlings	None	3 minutes	Frontline Officer
2. Receive and acknowledge receipt of seeds/seedlings	3. Recording of acknowledgement receipt and harvest data	None	5 minutes	Frontline Officer, Research and Development Division
TOTAL:		None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer client's feedback form to be found at the Information Desk and drop at the designated drop box of the DA-Extension Services Office.</p> <p>Contact info: 8804-5093</p> <p>daesomuntinlupa@gmail.com</p> <p>FB Page Name: DA Extension Services Office City Government of Muntinlupa</p>
How is feedback processed?	<p>Daily, the public Assistance and Complaints Desk Officer will open the drop box, compiles and record feedback submitted.</p> <p>Feedback requiring answers and immediate actions will be discussed with the whole DAESO Team and will formulate solutions or steps to be done.</p> <p>Answers will be relayed to the citizen concerned and will practice necessary actions formulated.</p> <p>For inquiries and follow-ups, clients may contact: 8804-5093</p>
How to file complaints?	<p>Answer client's Complaint form to be found at the Information Desk and drop at the designated drop box of the DA-Extension Services Office.</p> <p>Complaints can also be relayed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> ➤ Name of person being complained. ➤ Incident ➤ Evidence <p>For inquiries and follow-ups, clients may contact: 8804-5093</p>

How are complaints processed?	<p>The Public Assistance and Complaint Desk Officer open the drop box daily and evaluate each complaint.</p> <p>Upon evaluation, the Public Assistance and Complaint Desk Officer will relay to the Acting Head the complaint and will immediately conduct investigation and ask for the explanation of the concerned employee.</p> <p>The Public Assistance and Complaint Desk Officer will create a report for documentation, and will relay feedback and immediate actions done to the client.</p> <p>For inquiries and follow-ups, clients may contact: 8804-5093</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph</p> <p>1 – ARTA (2782) PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

LIST OF OFFICES

Office	Address	Contact Information
Department of Agriculture – Extension Services Office	5 th Floor Annex Bldg., National Road, Barangay Putatan, Muntinlupa City	Landline: 8804-5093 daesomuntinlupa@gmail.com



DEPARTMENT OF INTERNAL AUDIT

CITIZEN'S CHARTER **2024 1st Edition**





I. Mandate

Department of Internal Audit, created under City Ordinance No. 18-187, is formerly known as Internal Audit Unit under the direct supervision of Mayor's Office. It is a component of the internal control system and a strategic function in ensuring good governance throughout the bureaucracy.

II. Vision

A highly-valued partner of the government, responsive to the call for good governance, with integrity, accountability, and excellence through effective and efficient internal audit system in fostering public service transparency and achieving the highest quality standards in the bureaucracy.

III. Mission

To institutionalize the role of professional internal auditors as invaluable support to the Local Chief Executive by performing objective and independent audit through effective monitoring and strengthening of internal control systems to ensure effective, efficient, ethical, and economical operations of the local government.

IV. Service Pledge

The Department of Internal Audit commits to:

- Give an appropriate advice to the Local Chief Executive on all matters relating to management control and operations audit;
- Properly conduct management and operations audits of departments under the jurisdiction of the City Government of Muntinlupa and as planned in the Annual Work Plan, to determine the degree of compliance with their mandate, policies, government regulations, established objectives, systems, procedures/ processes and contractual obligations;
- Review and appraise systems and procedures/ processes, organizational structure, assets management practices, financial and management records, reports and performance standards of the different offices covered;
- Analyze and evaluate management deficiencies and assist top management by recommending realistic courses of action;
- Perform such other related duties and responsibilities as may be assigned or delegated by the Local Chief Executive, or as may be required by law.





LIST OF SERVICES

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Main Office

Internal Services





1. Internal Audit Services

The Department of Internal Audit executes the evaluation of management controls and operations performance, and the determination of degree of compliance with applicable laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations. It involves the appraisal of the plan of organization and all the coordinated methods and measures in order to recommend courses of action on matters relating to operations and management control.

Office xsdfor Division:		Department of Internal Audit – Operations Division		
Classification:		Highly Technical Applications		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		Employees from the Departments/Offices under City Government of Muntinlupa as directed by the Local Chief Executive (LCE)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (Stating the office to be audited)			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide Letter Request stating the office to be audited and areas of concerns and sign the Internal Audit Engagement Request Form.	1. Receive Letter Request and accomplish the Internal Audit Engagement Request Form (CGM-OP-DIA-01F10) and inform the client that they will be notified once the request was approved. 1.1 Review the Letter Request and the Internal Audit Request Form, and endorse to the City Mayor/Local Chief Executive subject for approval.	None	5 minutes	<i>Administrative Assistant</i> <i>Administrative Division</i> <i>Head – Department of Internal Audit</i>



2. Receive the communication letter on the result of the request.	2. Communicate the result of the request. If duly approved, issue a letter to the client notifying that the request was approved and an Internal Audit Engagement will be conducted. Otherwise, indicate to the letter that the request was disapproved. 2.1 Conduct Internal Audit Engagement	None	5 mins. Project dependent	<i>Administrative Assistant</i> <i>Administrative Division</i> <i>Internal Auditors</i> <i>Operations Division</i>
3. Receive the results of the audit / summary of the audit report.	3. Communicate the results of the audit or furnish a summary of the audit report.	None	1 hour	<i>Internal Auditors</i> <i>Operations Division</i>
	TOTAL	None	1 hour and 10 minutes	





2. Management Advisory Services

The Department of Internal Audit also provides management advisory services which aims to improve client's operations, programs and projects, for it to be more effective, efficient, ethical, and economical. This also includes but will not be limited to ad-hoc requests from the upper management which involves monitoring and evaluation mechanism, and data analytics.

Office or Division:		Department of Internal Audit – Research and Development, and Advisory Services Division		
Classification:		Complex to Highly Technical Applications (Project Dependent)		
Type of Transaction:		G2G – Government to Government		
Who May Avail:		<ul style="list-style-type: none"> Local Chief Executive City Administrator Departments/Offices under City Government of Muntinlupa 		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request for Accommodation of Advisory Services			Requestor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorse the request through an Inter-office memorandum addressed to the Local Chief Executive (LCE) and secure his approval.		None	-	<i>Requesting Office</i> <i>Local Chief Executive</i>
2. The client shall discuss with the Department of Internal Audit, the specific details of request and type of advisory service/s they need.	2. Review details of the request, document review, and understanding of the Mandate/ Programs/ Projects and determination of Audit Objective, Scope, Criteria and other information necessary to develop the	None	1 day	<i>Internal Auditors</i> <i>Requesting Office</i>





	Management Advisory Engagement Plan.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Provide documents and information that the Internal Auditors consider necessary in undertaking management advisory engagement.	3. Execution of Management Advisory Engagement plan.	None	Project dependent	<i>Internal Auditors</i> <i>Requesting Office</i>
4. The client shall have a continuous coordination with the Internal Auditors during the preparation and finalization of the Management Advisory Report.	4. Prepare and finalize the Management Advisory Report.	None	Project dependent	<i>Internal Auditors</i> <i>Requesting Office</i>
5. Client and LCE's acceptance of the Management Advisory Report.	5. Issuance of the Management Advisory Report.	None	Project dependent	<i>Internal Auditors</i> <i>Requesting Office</i>
	TOTAL	None	Not applicable	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Fill-out Feedback Form and drop it on the Suggestion Box or the concerned individual can write a formal letter and submit it to the Department of Internal Audit or they may send it through our office email DepartmentOfInternalAudit.Munt@outlook.com.</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-403-7117.</p>
How feedbacks are processed?	<p>Every month, the Suggestion Box will be opened, and then concerns will be encoded and summarized.</p> <p>Formal letters will be endorsed to the Head of Internal Audit.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter addressed to the Local Chief Executive.</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-403-7117.</p>
How complaints are processed?	<p>Formal letter of complaints will be endorsed by the Local Chief Executive to the Department of Internal Audit, which will be forwarded to the responsible individuals to be addressed accordingly.</p>
<p>Contact Information of:</p> <ul style="list-style-type: none"> Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA) 	<p>ARTA : <i>complaints@arta.gov.ph</i> : 1-ARTA (2782)</p> <p>PCC : 8888 CCB : (+63)908-8816-565 (SMS)</p>



List of Offices

Office	Address	Contact Information
Main Office	3rd Floor Plaza Central Building, Poblacion, Muntinlupa City	Office e-mail: DepartmentOfInternalAudit.Munt@outlook.com (02) 8-403-7117





DRUG ABUSE PREVENTION & CONTROL OFFICE

2024 EDITION

CITIZEN'S CHARTER

I. MANDATE

II. VISION

A Drug Resilient and Eventually a Drug Free City

III. MISSION

To conduct sustained and comprehensive drug education and awareness programs designed to promote the well-being of its citizenry away from the harmful effects of dangerous drugs. To promote an effective compliance and enforcement of all the provisions of Republic Act No. 9165, otherwise known as “the Comprehensive Dangerous Drugs Act of 2002” To serve as an effective mechanism to re-integrate in to society individuals who have fallen victim to substance abuse through sustainable programs of treatment and rehabilitation.

IV. SERVICE PLEDGE

Drug Abuse Prevention & Control Office commits to:

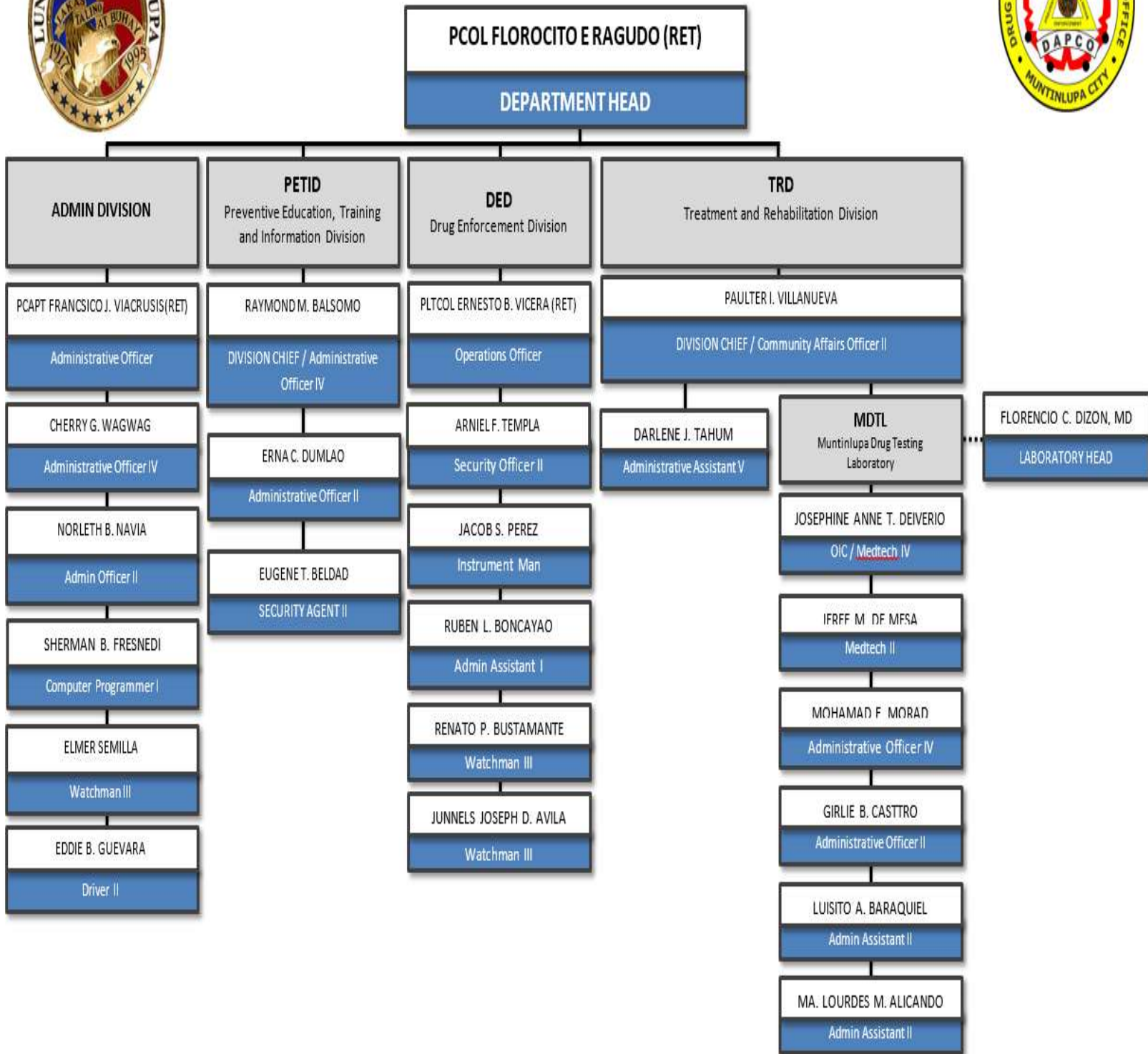
- Promulgate such rules and regulations as may be necessary to carry out the purposes of the Ordinance, including the manner of safekeeping, disposition, burning or condemnation of dangerous drugs under its charge and custody, and prescribe administrative remedies or sanctions for the violation of such rules and regulations.
- Take charge and custody of all dangerous drugs seized, confiscated or surrendered to the Office and eventually turn them over to the drug Law Enforcement Unit for proper disposition.
- Develop educational programs based on factual information and disseminate the same to the general public through drug for a, symposia or any other public interactions on drug awareness. Shall endeavor to make the general public aware of the hazards of dangerous drugs by providing lectures, stickers, primers, films, leaflets, tracks, posters or advertisement, and by coordinating with all institutions of learning, as well as with all national and local law enforcement agencies together with all sectors of the society, including among others, the urban sector, youth and student sector, in planning and conducting its educational campaign programs and projects.

- Provide law enforcement officers, school authorities and personnel of Centers with special training in dangerous drugs control, in coordination with Dangerous Drug Board (DDB), NDEP Center and other national agencies.
- Conduct scientific, clinical, social, psychological, physical and biological researchers on dangerous drugs involving local and national drug situations.
- Draw up and maintain in on consultation and in coordination with various agencies involved in drug abuse control, treatment and rehabilitation, both public and private, a City Treatment and Rehabilitation Program for drug dependents in Muntinlupa.
- Receive, gather, collect and evaluate all information on the importation, exportation, production, manufacture, sale, stocks, seizure of an estimated need for dangerous drugs from any officials, instrumentality or local agency or any private persons or enterprises dealing in, engaged in activities having to do with dangerous drugs.
- Relay information and any violations of Republic Act 9165 otherwise known as the COMPREHENSIVE DANGEROUS DRUGS ACT of 2002 and other drug related laws and ordinances to law enforcement agencies to affect the apprehension of offenders and the confiscation of dangerous drugs and transmit evidence to the proper court.
- Conduct eradication programs to destroy wild or illicit growth of plants from which dangerous drugs may be extracted.
- Issue appropriate Certification and/ or accreditation to deserving and qualified applicant with regards to the purchase of rugby and other volatile substances as such
- . • Provide, by rules and regulations, appropriate rewards to informers who are instrumental in the discovery and seizure of dangerous drug and in the apprehension of violators of Republic act 9165 and other pertinent laws and ordinances.
- Gather and prepare detailed statistic on drug dependents subject for rehabilitation and treatment; drug related operations conducted, persons apprehended, cases filed, cases resolved, cases referred, cases dismissed or convicted.
- Coordinate and enter into agreement with all sectors of the society NGOs and Pos for local, national and foreign agencies for the effective prevention and control and eradication of drug dependency or abuse.

- Maintain holding or safekeeping centers exclusively for drug dependents that are to be subjected for drug treatment and rehabilitation.
- To help promote nationally sponsored projects and programs against illicit drug.



DAPCO ORGANIZATIONAL CHART



LIST OF SERVICES

Off Site Drug Testing/Remote Collection Process

Walk-in Collection Process

Drug Abuse Information and Preventive Campaign

Drug Dependents Submission for Rehabilitation Process (Voluntary Submission)

DAPCO SERVICE CHARTER

Collection Process – Individuals may request for a DOH accredited walk-in or onsite drug testing which include the collection of urine specimen.

Concerned Office: Muntinlupa Drug Testing Laboratory (MDTL)

Classification: Simple

Type of Transaction: Government to Citizen Who may avail: Private Company, Schools, Community, Establishment

DAPCO SERVICE CHARTER Muntinlupa Drug Testing Laboratory (MDTL) Off Site Drug Testing/Remote Collection Process

STEP	CLIENT	PROCESS	DURATION OF ACTIVITY/TIME FRAME	PERSON/S RESPONSIBLE	DOCUMENTS NEEDED	FEES
1	Requesting Body (Private Company, Schools, Community, Establishment)	Request of Offsite Drug Testing from Private Company, Schools, Community, Establishment	1 DAY	Company HEAD/HR Addressed to Mayor RBB and/or DAPCO Head	Letter of Request for Remote Collection	NONE
2	Requesting Body (Private Company, Schools, Community, Establishment)	Approval of Request	1 DAY	Mayor RBB PCOL FLOROCITO E. RAGUDO(Ret) Dept. Head DAPCO	NONE	NONE
3	Requesting Body (Private Company, Schools, Community, Establishment)	Signing of MOA and request fo Offsite Collection	1 DAY	HR and OIC of MDTL	MOA	NONE

4	Requesting Body(Private Company, Schools, Community, Establishment	Request for permit from DOH for Offsite Collection	5 DAYS	Department OF Health(DOH)	Letter of Request for Remote Collection	P500.00
5	Requesting Body (Private Company, Schools, Community, Establishment)	Conduct of Remote Collection	1 DAY	MDTL Personnel	Master list of person who will undergo Drug Testing	P250.00 on regular rate
6	Requesting Body (Private Company, Schools, Community, Establishment)	Billing	The Day after the Collection	MDTL/Treasure's Office	NONE	NONE
7	Requesting Body (Private Company, Schools, Community, Establishment)	Delivery of Result	Negative Result a) 3 days after the remote collection Positive Result b) 3 weeks subject for confirmatory drug testing at Confirmatory Laboratory.	MDTL	NONE	P1,000.00 per metabolite for the confirmatory

Drug Abuse Information and Preventive Campaign

- Individuals may request for a drug forum to prevent them from using illicit drugs by enhancing their awareness and understanding of the harmful social, physical and mental effects of dangerous drugs.

Concerned Office: Preventive Education Training and Information Division (PETID)

Classification: Simple

Type of Transaction: Government to Citizen Who may avail: Private Company, Schools, Community, Establishment

DAPCO SERVICE CHARTER Preventive Education Training and Information Division (PETID) Education Campaign

STEP	CLIENT	PROCESS	DURATION OF ACTIVITY/TIME FRAME	PERSON/S RESPONSIBLE	DOCUMENTS NEEDED	FEES
1	Requesting Body (Private Company, Schools, Community, Establishment)	Request of Drug Forum from Private Company, Schools, Community, Establishment	1 DAY	Erna C. Dumlao	Letter of Request for Drug Forum	NONE
2	Requesting Body(Private Company, Schools, Community, Establishment)	Approval of Request	1 DAY	Mayor RBB PSSUPT FLOROCITO E. RAGUDO(Ret) Dept. Head DAPCO	NONE	NONE
3	Requesting Body (Private Company, Schools, Community, Establishment)	Coordination of Venue Equipment and No. of Attendees	1DAY	PETID Company Representative	NONE	NONE
4	Requesting Body (Private Company, Schools, Community, Establishment)	Submission of Work Program For Drug Forum	1 ½ Weeks	Erna C. Dumlao	Letter of Work Program	NONE

5	Requesting Body (Private Company, Schools, Community, Establishment)	Actual Conduct of Drug Forum	4 HOURS	Raymond M. Balsomo/Erna C. Dumlao	NONE	NONE
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Drug Dependents Submission for Rehabilitation Process (Voluntary Submission)

– A drug dependent may by himself/herself or through his/her parent, spouse, guardian or relative within the fourth degree of consanguinity or affinity may file an application to DAPCO for voluntary confinement for treatment and rehabilitation.

Concerned Office: Treatment and Rehabilitation Division (TRD)

Classification: Simple

Type of Transaction: Government to Citizen Who may avail: Resident of Muntinlupa.

DAPCO SERVICE CHARTER Treatment and Rehabilitation Division Drug Dependents Submission for Rehabilitation Process Only for 18 years old and above - Voluntary Submission

STEP	CLIENT	PROCESS	DURATION OF ACTIVITY / TIME FRAME	PERSON/S RESPONSIBLE	FORMS AND DOCUMENTS NEEDED	FEEs
1	Petitioner or Patient	Interview and Assessment	30 minutes	Paulter I. Villanueva Chief. TRD	NONE	NONE
2	Patient and Guardian	Records Verification	15 minutes If with record secure court clearance or case dismissal order, If clearance cannot be secure the drug dependent cannot be accommodated 15 minutes If pending case drug dependent cannot be accommodated	TRD PERSONNEL / Guardian	Records verification form	NONE
3	Patient and Guardian	Signing of waiver and Intake form	30 minutes	TRD PERSONEL	Waiver and Intake Form	NONE

4	Patient/Guardian	Filing of Petition for voluntary confinement for rehabilitation	1 HOUR	DDB Atty. Patricio L. Boncayao Jr.	Petition for Rehab	NONE
5	Patient / Guardian	Admission to the Center DOH Bicutan Rehabilitation Center DOH Tagaytay Rehab Center	3 hours Endorsement of Drug Dependent (TRD)	Paulter I. Villanueva TRD Personnel Rehabilitation Personnel	Court Oder	DOH BICUTAN Rehab

LIST OF OFFICES

OFFICE	ADDRESS	TELEPHONE NUMBER
Drug Abuse Prevention and Control Office (DAPCO)	Muntinlupa City hall, Manila South Road, Putatan, Muntinlupa, 1772 Metro Manila	
Muntinlupa Drug Testing Laboratory (MDTL)	Civic Drive, Filinvest Corporate City, Alabang, Muntinlupa, 1781 Metro Manila	8-8312215



EARLY CHILDHOOD EDUCATION DIVISION

CITIZEN'S CHARTER



I. Mandate: Ordinance 04 - 130

The Early Childhood Education Division (ECED) shall be responsible for the development, integration and implementation of policies and programs, projects and activities concerning early childhood education in the City, basic holistic needs and optimum growth and development of zero (0) to four (4) year - old children through the Early Childhood Care and Development (ECCD) Programs (RA10410, Early Years Act of 2013). In addition, Early Childhood Education Division (ECED) is also responsible in the Registration, Granting of Permit and Recognition of Public Child Development Centers and Private Learning Centers.

II. Vision

Holistically developed zero (0) to four (4) year-old Muntinlupeño children, who are adequately prepared for the Kindergarten, equipped with life-long learning and whose rights and welfare are promoted and protected.

III. Mission

1. Develop zero (0) to four (4) year-old Muntinlupeño children through the Center-Based and Home-based programs with developmentally appropriate practices, meaningful experiences and integrative services for Early Childhood Education, Health, Nutrition, Culture, Environmental Care and Social Services Development Programs;
2. Provide Parent Education and support systems that will assist parents in their roles as primary caregivers and first teachers of their children;
3. Develop competent and committed Child Development Teachers and Workers and Service Providers;
4. Improve the quality standards of Public and Private ECCD programs; and
5. Promote child awareness in every community.

IV. Service Pledge:

We are committed to support the holistic development of zero (0) to four (4) year-old Muntinlupeño children by promoting their welfare and protecting their rights, providing them with developmentally appropriate practices and life-long learning.



LIST OF SERVICES

External Services

Implementation of The Integrated Early Childhood Care And Development (ECCD) Program	4
Facilitate (Assist) In The Registration, Granting of Permit And Recognition to Public and Private Child Development Centers	7



EXTERNAL SERVICES

Implementation of The Integrated Early Childhood Care and Development (ECCD) Program



LIST OF SERVICES

A. External Services:

1. IMPLEMENTATION OF THE INTEGRATED EARLY CHILDHOOD CARE AND DEVELOPMENT (ECCD) PROGRAM - comprises health, nutrition, early education and social services development programs under Center- and Home-Based programs.

Office or Division:		Early Childhood Education Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Parents and zero-to-four year old children		
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
<ul style="list-style-type: none"> ▪ Birth Certificate of the Child ▪ ECCD Card/Child's Health Record/Baby Book 			LCR/PSA Health Center	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enlist the names of qualified children	<ul style="list-style-type: none"> ▪ Conduct Mapping 	None	June to August (Online or Face-to-face)	ECED Child Development Worker/Teacher
2. Submit requirements and filled out Registration form	<ul style="list-style-type: none"> ▪ Receive the Requirements: Birth Certificate and Health Record. Verify and compare data on the filled out Registration form to submitted documents. 	None	June to August (Year-Round) (15 – 20 Minutes) (Online or Face-to-face)	ECED Child Development Worker/Teacher



3. Attend the Parents' Orientation per Barangay and sign the Kasunduan.	<ul style="list-style-type: none"> Conduct Parents' Orientation Facilitate Election of Parent Group Officers Discuss the duties and responsibilities of parents thru the Kasunduan. 	None	Week after the beginning of classes (2 hours) (Online or Face-to-face)	ECED Child Development Worker/ Teacher and ECED Coordinator
4. Attend to the initial and final assessment of the child.	<ul style="list-style-type: none"> Administer initial and final assessment to children using the ECCD Checklist 	None	Initial – September Final – May	ECED Child Development Worker/ Teacher
5. The child attends the Daily Session. The parent attends the Family Support Program and other ECED activities.	<ul style="list-style-type: none"> Conduct two-hour Daily classes 	None	August to June (2 hours/ session daily) (Online or Face-to-face)	ECED Child Development Worker/ Teacher
6. Secure the Certificate of Completion or Recognition	<ul style="list-style-type: none"> Conduct Step Up or Moving up of Children who have completed the program. 	None	(Virtual or Face-to-face)	ECED Child Development Worker/ Teacher
TOTAL		None		



2. FACILITATE (ASSIST) IN THE REGISTRATION, GRANTING OF PERMIT AND RECOGNITION TO PUBLIC AND PRIVATE CHILD DEVELOPMENT CENTERS.

Office or Division:	Early Childhood Education Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	Public Child Development Centers and Private Learning Centers with ECCD Program for Zero-to-Four Year-old Filipino Children	
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE
A. Requirements for Submission:		
1. Photocopy of the SEC Registration (with the Original Copy for presentation only)		SEC
2. Profile of the Center (description of location, ownership and the goals, objectives and the program (s) to be offered		Self-made documents by the applying Learning Centers
3. Description with pictures of the lot size, indoor and outdoor area, number of buildings/classrooms, facilities, equipment and instructional materials available for effective instruction.		-do-
4. Number of young children to be served, list of teachers, names of administrator/principal/director and other staff		-do-
5. Business Permit, if applicable		-do-
B. Other Information Needed		
1. Accessibility of children and adults with special needs to facilities (outdoor and classroom environment) and other devices		-do-
2. CDC/LC meets the current state and local building codes and safety requirements.		Building Office



3. Windows and doors are constructed to prevent injury to children. 4. Door's entry and exit can be opened inward and outward but not swinging. 5. CDC/LC promotes a child-friendly environment.				-do- -do- -do-
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and filled out Registration Form	Visit Learning Center for Inspection	None	Upon application	ECED /ECCD Focal
2. Submit requirements and filled out Application Form for Granting of Permit	Verify accuracy and completeness of requirements	None		BPLO ECED Focal
3. Submit requirements and filled out Application Form for Granting of Recognition (Accreditation)	Visit Learning Center for Evaluation	P500		ECED/ECCD Focal DSWD ECCD Council
TOTAL		P500		



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form and give them to the Child Development Worker/Teacher.</p> <p>Contact info: 8741-7326 or ecedmuntinlupa@gmail.com</p>
How feedbacks are processed?	<p>During Parents' Exit Conference and Moving-Up Ceremony the staff of ECED gives the parents/guardians feedback forms and collect, compile and record all feedback submitted.</p>
How to file a complaint?	<p>Complaints can be filed via telephone, email and messages on the page. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of Person being complained about - Incident - Evidence <p>For inquiries and follow-ups, client may contact this number: 8741-7326</p>
How complaints are processed	<p>The staff in charge for complaints (Complaints Officer) checks the mail and phone calls on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant personnel for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and</p>

	<p>shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8741-7326</p>
Contact Information of ECED	<p>Email Add: ecedmuntinlupa@gmail.com</p> <p>Contact Number: 8741-7326</p>

Consultation with the stakeholders is also conducted regularly or when needed.

JENNY D. MERCADO
Division Head
Early Childhood Education Division

ANALYN A. MERCADO
Department Head
Social Services Department



**ENVIRONMENTAL PROTECTION
AND NATURAL RESOURCES OFFICE**

CITIZEN'S CHARTER

ENVIRONMENTAL PROTECTION AND NATURAL RESOURCES OFFICE

MANDATE

1. Formulate measures for the consideration of the Sanggunian and provide technical assistance and support to the governor or mayor, as the case may be, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities relative to environment and natural resources services as provided for under Section 17 of this Code;
2. Develop plans and strategies and upon approval thereof, by the governor or mayor, as the case may be, implement the same, particularly those which have to do with environment and natural resources programs and projects which the governor or mayor is empowered to implement and which the Sanggunian is empowered to provide for under this Code;
3. In addition to the foregoing duties and functions, the environment and natural resources officer shall:
 - Establish, maintain, protect and preserve communal forests, watersheds, tree parks, mangroves, greenbelts and similar forest projects and commercial forest, like industrial tree farms and agroforestry projects;
 - Provide extension services to render assistance for natural resources-related conservation and utilization activities consistent with ecological balance;
 - Coordinate with government agencies and non-governmental organizations in the implementation of measures to prevent and control land, air and water pollution with the assistance of the Department of Environment and Natural Resources;
4. Be in the frontline of the delivery of services concerning the environment and natural resources, particularly in the renewal and rehabilitation of the environment during and in the aftermath of man-made and natural calamities and disasters;
5. Recommend to the Sanggunian and advise the governor or mayor, as the case may be, on all matters relative to the protection, conservation maximum utilization, application of appropriate technology and other matters related to the environment and natural resources; and
6. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.



Vision

We envision the City of Muntinlupa to be a healthy environment free from hazards for the protection of our community and for the preservation of our future

Mission

To protect and improve our environment and conserve our natural resources as valuable asset for the people of Muntinlupa

Service Pledge

1. To advocate community awareness through environmental education and habitat enhancement of environmental project;
2. To help in the reduction of emissions of Greenhouse Gases through mitigation;
3. To educate our community and promote awareness in achieving a low carbon development plan and climate change resiliency for the City of Muntinlupa;
4. To implement the laws of environmental management program.

LIST OF SERVICES

NATURAL RESOURCES PROTECTION AND REGULATION DIVISION	
External Services	
1.	Issuance of Environmental Clearance for Tree Cutting, Pruning, Trimming and Earth-Balling (City Ordinance 15-143 / 20-188)
2.	Issuance of EPNRO Clearance (City Ordinance 09-087)
3.	Addressing of Environmental Complaints
4.	Request for saplings and seeds
AIR QUALITY MANAGEMENT DIVISION	
External Services	
1.	Issuance of Certificate of Emission Compliance for Voluntary Testing and Apprehended Vehicles (City Ordinance 17-087)
2.	Issuance of Certificate of Emission Compliance for Garage Testing



NATURAL RESOURCES PROTECTION AND REGULATION DIVISION (NRPRD)

EXTERNAL SERVICE

I. Issuance of Environmental Clearance for Tree Cutting, Pruning, Trimming and Earth-Balling

Environmental Clearance is given to ensure the protection of the environment particularly in the maintenance and removal of trees planted within the jurisdiction of Muntinlupa. The regulations on the proper maintenance and removal of trees are stipulated in the City Ordinance 15-143, as amended by City Ordinance 20-188.

OFFICE OR DIVISION	Natural Resources Protection And Regulation Division (NRPRD)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2C – Government To Citizen; G2B – Government To Business; G2G – Government To Government
WHO MAY AVAIL	Muntinlupeños, Schools, Businesses, Other Government Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter	Proponent
2. Photocopy of the Transfer Certificate of Title (TCT) where the Tree(s) is (are) located	Proponent, City Assessor's Registry of Deeds
3. Photographs of tree(s) to be removed/ pruned/ trimmed/ earth-balled	Proponent
4. Sketch map showing the location of the tree(s)	Proponent
5. Endorsement/Certificate of No Objection from Homeowners' Association, if applicable	Homeowners Association having the jurisdiction in the area
6. Endorsement/Certificate of No Objection from Barangay	Barangay having the jurisdiction in the area
7. Authorization letter from the owner of the property, if necessary	Owner of the Property
8. ECC, if applicable	DENR-EMB
9. Replacements (Seeds, Plants, Saplings or Garden Soil)	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and submission of request letter and requirements	1.1 Receive, log and forward the application letter together with requirements to Office Heads	None	5 Minutes	Administrative Assistant I Environmental Protection and Natural Resources Office
	1.2 Review the application, schedule and assign inspection team/personnel	None	1 Day	Office Head Environmental Protection and Natural Resources Office
	1.3 Conduct inspection and inform the proponent on the required replacements	None	2 Days	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office

	and fees to paid			
	1.4 Prepare Inspection Report and recommendation for the approval of Office Head	None	15 Minutes	Office Head Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
2.Submit documentary requirements and replacements as per Section 5 of City ordinance 20-188	2.1 Check and receive the documents and replacements	None	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	2.2 Prepare and issue the Order of Payment	None	5 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
3.Pay the clearance fee to the City Treasurer's Office	3.1 Receive the Official Receipt (OR)	Trimming, Pruning and Earth-balling Clearance: PhP500.00 Tree Cutting: Tree Less than 10 years old- PhP1,000.00 Trees that are 10 to 30 years old- PhP10,000.00 Trees that are 31 to 49 years old- PhP30,00.00 Trees that are 50 years old and above- PhP50,000.00	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	3.2 Prepare the Environmental Clearance	None	5 Minutes	Environmental Management Specialist Environmental Protection and

				Natural Resources Office
	3.3 Sign and approve the Environmental Clearance	None	1 Hour	Office Head Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	3.3 Release record and file the copy of Environmental Clearance	None	5 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
TOTAL		Trimming, Pruning and Earth-balling Clearance: PhP500.00 Tree Cutting Tree Less than 10 years old- PhP1,000.00 Trees that are 10 to 30 years old- PhP10,000.00 Trees that are 31 to 49 years old- PhP30,000.00 Tree that are 50 years old and above- PhP50,000.00	3 Days, 2 Hours & 5 Minutes	

II. Issuance of EPNRO Clearance (City Ordinance 09-087)

EPNRO Clearance is given to industrial, commercial, agricultural establishment as a perquisite in applying for Business Permit. EPNRO Clearance will only be issued to establishments upon inspection of EPNRO and upon compliance to environmental requirements set forth in the Clean Air Act of 1999' City Ordinance 09-087, and relevant City Ordinances.

OFFICE OR DIVISION	Natural Resources Protection and Regulation Division
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2B – Government to Business;
WHO MAY AVAIL	Owner of industrial factories, commercial establishments, agricultural establishments and other businesses

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Copy of Business Application Form	Business Permits and Licensing Office
2.Vicinity Map with picture	Proponent
3.Barangay Clearance/Permit	Barangay
4.Water Billing Scheme, if necessary	Water Concessionaire
5.Self-Monitoring Report, if necessary	Proponent
6.ECC, if applicable	DENR-EMB
7.PTO, if applicable	DENR-EMB
8.Affidavit of Undertaking, if necessary	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquiry and submission of copy Business Application Form	1.1 Receive, log and forward the copy of Business Application Form to Office Head	None	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office
	1.2 Review the Application, schedule and assign inspection team/personnel	None	1 Day	Office Head Environmental Protection and Natural Resources Office
	1.3 Conduct inspection and discuss of requirements	None	2 Days	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.4 Prepare Inspection Report and recommendations for the approval	None	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office

	of Office Head			
2.Submission of Requirements	2.1 Review and receive the requirements and attach to copy of Business Application Form	None	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	2.2 Prepare and issue Order of Payment	None	5 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
3.Payment to City Treasurer's Office	3.1 Receive and photocopy the original receipt	Subject to the prescribed fees provided by City Ordinance 09-087 PhP300.00-PhP5,000.00	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	3.2 Prepare the Environmental Clearance	None	5 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	3.3 Sign and approve the Environmental Clearance	None	1 Hour	Office Head Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	3.4 Release, record and file the copy of approved Environmental Clearance	None	5 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
TOTAL		Subject to the Prescribed fees provided by City Ordinance 09-087 PhP300.00-PhP5,000.00	3 Day, 2 Hours & 5 Minutes	

III. Addressing of Environmental Complaints

Concerned citizens, groups, public and private entities, and business may report to EPNRO regarding individuals, industrial factories, commercial establishments, and other entities with alleged illegal operations that may affect the environment and/or may violate provision of ordinances being implemented by EPNRO and other regulatory offices.

OFFICE OR DIVISIONS	Natural Resources Protection and Regulation Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
WHO MAY AVAIL	Muntinlupenos, schools, businesses, other government units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Complaint Letter with complete details such as nature of complaint, address of respondent and contact details	Complaint
2. Photographs of complaint	Complaint
3. Pictures of Complaint	Complaint

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and submission of complaint letter	1.1 Receive, log and forward the complaint letter to Office Head	None	5 minutes	Administrative Assistant II
	1.2 Review the complaint letter, schedule and assign inspection team/personnel	None	1 Day	Head of the Office Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.3 Coordinate with other regulatory office/s, if necessary	None	4 Hours	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.4 Inspect and meet with violator/respondent (Joint Inspection with Regulatory)	None	1 Day	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office

	Office, if necessary)			
	1.5 Prepare and submit Inspection Report and recommendations to Office Head	None	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.6 Review the report and recommendations	None	5 Minutes	Office Head Environmental Protection and Natural Resources Office
	1.7 Submission of report to personnel (if the complaint is from 8888)	None	15 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.8 If provision of city ordinance was violated, issue, record and file copy of Notice of Violation	Subject to the Prescribed fees provided by City Ordinance 09-087 PhP300.00 PhP5,000.00	30 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
TOTAL		PhP300.00 PhP5,000.00	2 Days, 5 Hours & 10 Minutes	

IV. Request for Saplings and Seeds

EPNRO also Distributes and provides planting materials (saplings and vegetable seeds) to community government offices and private business to help them in their greening activities. Individuals, business, government offices and other groups may request to EPNRO.

OFFICE OR DIVISION	Natural Resources Protection and Regulation Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen; G2b – Government to Business; G2G – Government to Government
WHO MAY AVAIL	Muntinlupenos, schools, businesses, other government units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Request letter with complete details such as planting location, area, size, number and number of seeds/samplings	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquiry and submission of request letter with complete details such as planting location, area, size, number and type of seeds/saplings	1.1 Receive, log and forward the request letter to Office Head	None	5 Minutes	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.2 Review, schedule and assign personnel for inspection	None	1 Day	Office Head Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.3 Inspect and assess the area of request	None	1 Day	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
	1.4 Prepare report and recommendation	None	15 Minutes	Senior Environmental Management Specialist

	for the approval of the Office Head			Environmental Protection and Natural Resources Office
2.Pick-up of seeds and/or saplings	2.1 Turnover of seeds to proponent	None	1 Hour	Senior Environmental Management Specialist Environmental Protection and Natural Resources Office
TOTAL:		None	2 Days, 1 Hour & 20 Minutes	



AIR QUALITY MANAGEMENT DIVISION

EXTERNAL SERVICE

I. Issuance of Certificate of Emission Compliance for Voluntary Testing and Apprehended Vehicle (City Ordinance 17-087)

Pursuant to Republic Act 8749, the Clean Air Act and City Ordinance 17-087, the City Government of Muntinlupa thru Anti-Smoke Belching Unit (ASBU) of EPNRO conducts voluntary testing and regular roadside apprehension activities to monitor and regulate the emission from diesel-fed vehicles operating within the jurisdiction of Muntinlupa.

OFFICE OR DIVISION	Air Quality Management Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to business; G2G – Government to Government
WHO MAY AVAIL	Muntinlupeños, schools, businesses, other government units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt & Certificate of Registration (OR/CR)	Land Transportation Office (LTO)
2. Ordinance Infraction Receipt (OIR)	Anti-Smoke Belching Unit
3. Smoke Density Test Result (SDTR)	Anti-Smoke Belching Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OR/CR for inquiry and verification (If apprehended, add OIR and STDR)	1.1 Log and verify the driver's and operators data in the system and filling cabinet (per unit)	None	5 Minutes	Administrative Aide VI Environmental Protection and Natural Resources Office
	1.2 Prepare and issue order of payment	None	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office
2. Payment to EPNRO window transaction area	2.1 Receive the payment and issue Original Receipt (OR)	Operator: 1 st Offense: PhP1,000.00 2 nd Offense: PhP2,000.00 3 rd Offense: PhP3,000.00 Driver: 1 st Offense: PhP100.00 2 nd Offense:	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office

		PhP 200.00 3 rd Offense: PhP 300.00 Testing Fee: PhP 150.00 Voluntary Fee: PhP 120.00		
3. Submit the vehicle for emission testing	3.1 Test vehicle in testing area (per vehicle)	None	10 Minutes	Administrative Aide VI Environmental Protection and Natural Resources Office
4. Submit the emission test result to EPNRO	4.1 Release and log the Certificate of Emission Compliance (CEC)	None	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office
TOTAL		Operator: 1st Offense: PhP1,000.00 2nd Offense: PhP2,000 3rd Offense PhP3,000.00 Driver 1st Offense: PhP100.00 2nd Offense PhP200.00 3rd Offense PhP300.00 Testing Fee: PhP150.00 Voluntary Fee: PhP120.00	30 Minutes	

II. Issuance of Certificate of Emission Compliance for Garage Testing

This activity is an initiative of EPNRO to help citizens, businesses, PUV operators, Jeepney Association and other transport groups to comply with clean emission standards. Anti-smoke Belching Unit (ASBU) of EPNRO conduct special operations in client's respective areas to ensure that prior to operation, emissions of vehicles are within standards. This service is available to citizens, businesses, PUV operators, Jeepney association and other transport groups with a minimum of 11 vehicles.

OFFICE OR DIVISION	Air Quality Management Division
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C – Government to Citizen; G2B – Government to Business
WHO MAY AVAIL	Muntinlupenos, schools, businesses, other government units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Official Receipt & Certificate of Registration (OR/CR)	Land Transportation Office (LTO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OR/CR for inquiry and verification	1.1. Log and verify the drivers' and operators' data in the system and filling cabinet (per unit)	None	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office
	1.2 Prepare and issue order of payment (per unit)	None	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office
2. Payment to EPNRO window transaction area	2.1 Receive the payment and issue Original Receipt (OR)	Operator: 1 st Offense: PhP1,000.00 2 nd Offense: PhP2,000.00 3 rd Offense: PhP3,000.00 Driver: 1 st Offense:	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office

		PhP100.00 2 nd Offense: PhP200.00 3 rd Offense: PhP300.00 Testing Fee PhP150.00 Voluntary Fee PhP120.00		
	2.2 Schedule garage testing	None	1 Hour	Administrative Assistant II Environmental Protection and Natural Resources Office
	2.3 Test vehicles in client's area	None	4 Hours	Administrative Aide VI Environmental Protection and Natural Resources Office
2. Submit the emission test result to EPNRO	3.1 Prepare release and log the Certificate of Emission Compliance (CEC) per unit	None	5 Minutes	Administrative Assistant II Environmental Protection and Natural Resources Office
TOTAL		Operator: 1st Offense: PhP1,000.00 2nd Offense PhP2,000.00 3rd Offense: PhP3,000.00 Driver: 1st Offense: PhP100.00 2nd Offense: PhP200.00 3rd Offense: PhP300.00 Testing Fee PhP150.00 Voluntary Fee PhP120.00	30 Minutes	



ENVIRONMENTAL SANITATION CENTER

CITIZEN'S CHARTER
2021 (1st Edition)

I. Mandate

II. Vision

We envision Muntinlupa City as a well-planned, clean and green, premier city, with its peace-loving, hardworking and dedicated people, enjoying a clean, orderly and healthful way of living.

III. Mission

Towards this vision, we shall be working for the involvement of barangays, business sectors, students, non-government organizations, government organizations and other community organizations for the adoption, management and implementation of an ecological solid waste management system, to safely and effectively handle solid waste with least harmful impacts on human health and the environment. Likewise, strict enforcement of environmental laws will be effected in coordination with other environmental agencies to attain this mission.

IV. Service Pledge

We commit to:

- Enforce the City Ordinances 06-092 and 10-109 for a cleaner city and community.
- Advocate for the adoption of best environmental practices to protect our environment and its citizens.
- Capacitate all citizens of Muntinlupa to achieve successful solid waste management programs through community participation.

V. List of Services

Solid Waste Management Research And Training Division (SWMRTD)	4
Special Hauling	5
ESC Clearance	6
Implementation Of City Ordinance 10-109	7
Implementation Of City Ordinance 06-092	8
Soil Enhancer Request	10
Special Operations Division (SOD)	12
Grass Cutting/Tree Cutting/Tree Trimming Request	13
Clean And Green Division (CGD)	15
Request For Plants	16

Solid Waste Management Research and Training Division

1. Special Hauling

Special Hauling is provided to businesses and government agencies or institutions to temporary assist in their waste collection and disposal.

Office or Division:		Solid Waste Management Research And Training Division		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business; G2G – Government to Government		
Who may avail:		All Local Businesses and All Government Agencies within the City of Muntinlupa		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter (1 original, 1 photocopy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request for garbage collection directly to ESC Office – Administrative Division (requests coursed thru Mayor's Office are endorsed to ESC).	2. Receive the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review.		1 day	Department Head
	2.2 Ocular Inspection will be conducted for volume and type of waste. Reason of request will also be verified.		1 hour	SWMRTD Staff
	2.3 Inspection report will be made and approval will be recommended if area is found in need of action.		15 minutes	SWMRTD Staff
	2.4 Start processing the request		3 days	Garbage Collection and Disposal Services Head

TOTAL:	None	4 days, 1 hour and 25 minutes	
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2. ESC Clearance

This is given as a prerequisite when an establishment or institution applies for a business permit upon meeting the environmental standards set by ESC.

Office or Division:	Solid Waste Management Research And Training Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Local Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Profile Form		ESC or ESC Designated Staff in BPLO		
DTI/SEC Registration (1 original, 1 photocopy)		Department of Trade and Industry/ Securities and Exchange Commission		
Barangay Permit/Clearance (1 original, 1 photocopy)		Barangay Hall		
Homeowner's Association Clearance (1 original, 1 photocopy)		Homeowner's Association Office		
Lease of Contract for renter (1 original, 1 photocopy)		Owner of Establishment		
Old ESC Clearance for renewal (1 original, 1 photocopy)		Client		
Additional Permits, if applicable such as but not limited to: ECC, CNC, LLDA Clearance and Discharge Permit, LMO Clearance (1 original, 1 photocopy)		DENR Environmental Management Bureau, Laguna Lake Development Authority, Lake Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the ESC Office or BPLO	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit the necessary documents	2. Receive the documents and check for completeness. 2.1 Site Inspection will be conducted once the	None	5 minutes 1 day	Admin Staff SWMRTD Staff

	<p>requirements are complete.</p> <p>2.3 Inspection report will be generated and will be evaluated by Division Head</p> <p>2.4 If not compliant, the client will be informed to comply.</p> <p>2.5 If client is compliant, report will be forwarded to the Department Head for approval and ESC Clearance signature.</p>		<p>1 hour</p> <p>3 days</p> <p>1 day</p>	<p>SWMRTD Staff</p> <p>SWMRTD Staff</p> <p>Department Head</p>
3. Claim the ESC Clearance	3. Release of ESC Clearance	None	5 minutes	Designated ESC Staff
TOTAL:		None	<p>For readily compliant: 2 days, 1 hour and 15 minutes</p> <p>For not readily compliant: 5 days, 1 hour and 15 minutes</p>	

3. Implementation of City Ordinance 10-109

Enforcement of this ordinance is necessary to lessen the plastic waste generation of the city. Violators are apprehended by deputized ESC Personnel.

Office or Division:	Solid Waste Management Research And Training Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All Local Businesses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Environmental Violation Receipt (1 original), Photo as proof of violation	Deputized ESC Personnel
Order of Payment (1 original)	SWMRTD Staff – BPLO or ESC Office

Official Receipt (1 original, 1 photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Environmental Violation Receipt (EVR) (3 copies)	1. Give the Environmental Violation Receipt Client's Copy	None	5 minutes	Deputized ESC Personnel
2. Present the EVR to the ESC – SWMRTD Staff in BPLO.	2. Review the EVR and contact the SWMRTD Office for confirmation.	None	5 minutes	SWMRTD Staff
	2.1 Provide Order of Payment with violation fee indicated.		10 minutes	SWMRTD Staff
3. Present the Order of Payment to City Treasurer's Office and pay the violation fee. 3.1 Claim and keep the Official Receipt.	3. Accept the payment based on the Order of payment. 3.1 Issue of Official Receipt.	First Offense: P500.00 Second Offense: P1,000.00 Third and Subsequent Offense: P2,500.00	5 minutes	City Treasurer's Office - Miscellaneous Section Staff
TOTAL:			25 minutes	

4. Implementation of City Ordinance 06-092

Enforcement of this ordinance is necessary to lessen the waste generation of the city. Violators are apprehended by deputized ESC Personnel.

Office or Division:	Solid Waste Management Research And Training Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	All Local Businesses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Environmental Violation Receipt (1 original), Spot report with photo	Deputized ESC Personnel

Order of Payment (1 original)		SWMRTD Staff – BPLO or ESC Office		
Official Receipt (1 original, 1 photocopy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Environmental Violation Receipt (EVR) (3 copies)	1. Give the Environmental Violation Receipt Client's Copy	None	5 minutes	Deputized ESC Personnel
For paying fine: 2.A Present the EVR to the ESC – SWMRTD Staff in BPLO.	2.A. Review the EVR and contact the SWMRTD Office for confirmation.	None	5 minutes	SWMRTD Staff
	2.A.1 Provide Order of Payment with violation fee indicated.		10 minutes	SWMRTD Staff
For doing community service: 2.B Present the EVR to the ESC – SWMRTD Staff in ESC Office.	2.B. Review the EVR and endorse for community service 2.B.1 Client will be accompanied by an ESC Staff to a designated area to conduct community service.	None	First Offense: 16-hour community service and 1-day eco-waste seminar Second Offense: 32-hour community service and 3-day eco-waste seminar Third and Subsequent Offense: 48-hour community service and 5-day eco-waste seminar	SWMRTD Staff
For paying fine: 3. Present the Order of	3. Accept the payment based on the Order of payment.	First Offense: P2,000.00	5 minutes	City Treasurer's Miscellaneous Section Staff

Payment to City Treasurer's Office and pay the violation fee.		Second Offense: P3,000.00		
3.1. Claim and keep the Official Receipt	3.1 Issue the Official Receipt.	Third and Subsequent Offense: P5,000.00	5 minutes	City Treasurer's Miscellaneous Section Staff
For impounded vehicle: 3.2 Present the Official Receipt and receive the impounded vehicle	3.2 Release the impounded vehicle		15 minutes	PNP Personnel
For doing community service: 3. Claim and keep the Certificate of Completion.	3. Issuance the Certificate of Completion.	First Offense: P2,000.00 Second Offense: P3,000.00 Third and Subsequent Offense: P5,000.00	5 minutes	City Treasurer's Miscellaneous Section Staff
TOTAL:			50 minutes excluding community service	

5. Soil Enhancer Request

Soil Enhancer is provided to citizens, businesses and government agencies or institutions to assist in their efforts of maintaining and improving their green spaces.

Office or Division:	Solid Waste Management Research And Training Division
Classification:	Simple
Type of Transaction:	G2B – Government to Business; G2C – Government to Citizens; and G2G – Government to Government

Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter indicating the purpose, organization and beneficiary (1 original, 1 photocopy)		Client		
Sack(s)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request for soil enhancer directly to ESC Office – Administrative Division (requests coursed thru Mayor’s Office are endorsed to ESC).	2. Receive, stamp the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review.		1 day	Department Head
	2.2 Supply of soil enhancer will be checked.		15 minutes	SWMRTD Staff
	2.4 Start processing the request		1 hour	SWMRTD Staff
3. Receive the soil enhancer	3. Provision of soil enhancer	None	10 minutes	SWMRTD Staff
TOTAL:			1 day, 1 hour and 25 minutes	

Special Operations Division (SOD)

1. Grass Cutting/Tree Cutting/Trimming Request

Grass Cutting/Tree Cutting/Trimming is provided to all entities requesting with complete requirements.

Office or Division:		Special Operations Division		
Classification:		Complex		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizens; and G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter (1 original, 1 photocopy)			Client	
EPNRO Clearance for Tree Cutting/Trimming (1 original, 1 photocopy)			Environmental Protection and Natural Resources Office (EPNRO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request with attached EPNRO Clearance for Tree Cutting/Trimming directly to ESC Office – Administrative Division (requests coursed thru Mayor's Office are endorsed to ESC).	2. Receive, stamp the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review.		1 day	Department Head
	2.2 Ocular Inspection will be conducted.		1 hour	SOD Head
	2.3 Inspection report will be made and forwarded to the Department Head for review.		1 day	Department Head
	2.4 Approved request will be endorsed to SOD for scheduling		1 day	SOD Head

	2.5 SOD proceeds to site to process the request		14 days	SOD Staff
TOTAL:		None	17 days, 1 hour and 10 minutes	

Clean And Green Division (CGD)

1. Request For Plants

This covers requests for plants, tree planting, beautification and trimming of plants.

Office or Division:		Clean And Green Division (CGD)		
Classification:		Simple		
Type of Transaction:		G2B – Government to Business; G2C – Government to Citizens; and G2G – Government to Government		
Who may avail:		All constituents and entities within Muntinlupa City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the ESC Office	1. Give the Log Book to the client.	None	5 minutes	Admin Staff
2. Submit letter of request with ESC Office – Administrative Division (requests coursed thru Mayor's Office are endorsed to ESC).	2. Receive, stamp the request letter and check for completeness.	None	5 minutes	Admin Staff
	2.1 Letter will be forwarded to the Department head for review and verifies the availability of the request to the CGD		1 day	Department Head
	2.2 Ocular Inspection will be conducted.		1 day	CGD Staff
3. Receive the requested plants	For tree planting, beautification and trimming of plants:		1 day	CGD Staff
	2.3.1 CGD Staff will proceed area for action/implementation		1 day	CGD Staff
	For provision of plants:		1 day	CGD Staff
	3. CGD will provide the requested plants available.			

TOTAL:	None	For tree planting, beautification and trimming of plants: 3 days and 10 minutes For provision of plants: 3 days and 10 minutes	
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VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client feedback/complaint form and drop it at the designated drop box found in the Administrative Division of Environmental Sanitation Center</p> <p>Contact info: 8861-1866 or muntinlupacityesc@gmail.com</p>
How feedbacks are processed?	<p>Every Friday, the designated Administrative Division Staff opens the drop box and consolidates and records all feedback and complaints submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 886-1866 or 8862-0352.</p>
How to file complaints?	<p>Answer the client feedback/complaint form and drop it at the designated drop box found in the Administrative Division of Environmental Sanitation Center.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 886-1866 or 8862-0352.</p>
How complaints are processed?	<p>Every Friday, the designated Administrative Division Staff opens the</p>

	<p>drop box and consolidates and records all feedback and complaints submitted.</p> <p>Upon evaluation, the designated Administrative Division Staff shall start the investigation and forward the complaint to the relevant office of their explanation.</p> <p>The Administrative Division Staff will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p>
Contact information of ARTA, PCC CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

VII. List of Offices

Office	Address	Contact Information
Administrative Division	Arandia St., Tunasan, Muntinlupa City	8861-1866
Solid Waste Management Research And Training Division	Arandia St., Tunasan, Muntinlupa City	8862-0352



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

GENDER AND DEVELOPMENT OFFICE (GAD)

I. Mandate

Created by the City Mayor thru the issuance of Executive Order No. 17 dated January 17, 2014, to support and coordinate all Gender and Development (GAD) related Programs, Projects and Activities (PPA's) and concerns of the Muntinlupa City Gender and Focal Point System (MCGFPS).

On March 16, 2015, the Sangguniang Panglungsod ng Muntinlupa passed the City Ordinance No. 15-114 An Ordinance Enacting the Gender and Development (GAD) Code of the City of Muntinlupa. The GAD Code was amended thru City Ordinance No. 2021-234 in May 16, 2021.

Section 76. The Muntinlupa City Gender and Development Focal Point System (MCGFPS); Establishment; Functions – (a) Pursuant to Republic Act No. 9710 and its implementing rules and regulations, the MCGFPS is hereby established to ensure the sustain the city's critical consciousness and support on women and gender issues. It shall take a lead role in direction setting, advocacy, planning, monitoring and evaluation, and technical advisory on mainstreaming GAD perspectives in the city's programs, projects, activities, and processes.

Section 79. The GAD Office – There shall be established a GAD Office which henceforth, shall become a regular division under the Office of the City Mayor to assist the MCGFPS ExeCom and the TWG in the performance of their roles and responsibilities, specifically on the provision of the administrative, technical and logistical services. It shall have the following sections:

- a. Program and Projects Section
- b. Planning, Research and Education Section
- c. Administrative Section

II. Vision

A developed and empowered society that fully recognizes, respects, and promotes gender equality to all its citizens.

III. Mission

To develop relevant, effective, equitable and sustainable programs that enable people to be productive members of society.

IV. Service Pledge

The Gender and Development Office commits to:

- Lead the assessment of the gender-responsiveness of policies, strategies, programs, activities, and projects of the city based on the priority needs and concerns of its constituency, and the formulation of recommendations and ensure their implementation;
- Assist the formulation of new policies, such as the GAD Code, in advancing women's empowerment and gender equality;



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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

- Lead in setting up appropriate systems and mechanisms to ensure the generation, processing, review, and updating of sex-disaggregated data or GAD database to serve as basis in performance-based and gender responsive planning and budgeting;
- Coordinate efforts of different divisions/offices/units of the city government and advocate for the integration of GAD perspectives in all its systems and processes;
- Spearhead the preparation of the city government's annual GAD Plan and Budget in response to the women and gender issues of its;
- Lead in monitoring the effective implementation of the GBP, GAD Code and such other GAD-related policies, plans, programs, and activities;
- Lead the preparation of the annual city GAD Accomplishment Report (GAD AR) and such other related reports;
- Promote the participation of women and gender advocates, other civil society groups and private organizations in the various stages of development planning cycle, giving attention to the marginalized sectors;
- Ensure that all personnel of the city government including the planning and finance officers are capacitated on GAD. Along this line, the MCGFPS will recommend plan an appropriate capacity development program on GAD for its employees as part of, and implemented under, its regular human resource development program; and
- Promote actively pursue the participation of women and gender advocates, other civil society groups and private organizations in the various stages of development planning cycle, giving attention to the marginalized sectors.

V. List of Services

1. Processing of Letter Request
2. Implementation of Approved Request
3. Request for the Use of Facilities



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

1. PROCESSING OF LETTER REQUEST

These are documents received by the GAD Office from different offices, barangays, community organizations and individual.

Office or Division:	Administrative Section			
Classification:	Administrative			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Department, Office, Schools, Barangays, Private Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letters – Trainings and others Accomplishment Reports / Liquidation Memos Invitations Proposals/ Quotations Budget Request GAD Work Program Draft Letters for Approval (GAD) GAD Liquidation		Office of the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request, reports, communication letters	Stamp Logbook Recording Date /Time Series #	None	3-5mins	Frontline Admin Staff
Evaluation of Request	Forward to the Assistant Department Head	None	3-5mins	Frontline Admin Staff
Forward to Assistant Department Head (with complete attachments)	Action and Evaluation	None	3-5mins	Assistant Department Head II
Evaluation of the Assistant Department Head II	Approval or Disapproval	None	1 day	Assistant Department Head II
Notify Requestor	Record/ Notify/ Reply	None	3-5mins	Project Officer



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CITIZEN CHARTER

2. IMPLEMENTATION OF APPROVED REQUEST

Processing of approved request related to Advocacy, Trainings, and Seminars.

Office or Division:	Administrative Section, Program and Project Section			
Classification:	Programs and Services			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Department, Office, Schools, Barangays, Private Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request Proposals/ Quotations Budget Request GAD Work Program Draft Letters for Approval (GAD)		Office of the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide necessary requirements to GAD Office	Coordination with the requesting party	None	3-5mins	Project Officer, Admin Staff
Processing of request (if GAD-funded Logistics)	Preparation of Collaterals needed for the request	None	1 Month	Admin Officer
Processing of request (if Requesting Party provided Logistics)	Coordination with the requesting party	None	Depending on the required/ scheduled dates	Project Officer, Advocacy Officer, Admin Staff
Preparation of Logistics	Conduct of activities	None	Depending on the scheduled dates	Project Officer, Advocacy Officer, Admin Staff



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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

3. REQUEST FOR THE USE OF FACILITIES

These are requests received by the GAD Office for the use of facilities such as Conference Room, Resource Center and Vehicle.

Office or Division:	Planning, Research and Education Section			
Classification:	Administrative			
Type of Transaction:	Request			
Who may avail:	Department, Office, Schools, Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request	Stamp Logbook Recording Date /Time Series #	None	3-5mins	Frontline Admin Staff
Submit letter of request	Check availability.	None	3-5mins	Frontline Admin Staff
Forward to Assistant Department Head II	For Approval / Disapproval	None	1 day	Assistant Department Head II
Forward to concerned Section	Approved Disapproved	None	1 day	Administrative Officer

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Letter, Feedback Form, Facebook Page
How feedback are processed	Forwarded to Section Concern
How to file a complaint	Letter, Facebook Page
How complaints are processed	Forwarded to Section Concern
Contact Information of CCB, PCC, ARTA	88626453 gad@muntinlupacity.gov.ph muntinlupagadoffice14@gmail.com

LIST OF OFFICES

Office	Address	Contact Information
Gender and Development Office	2 nd Floor Main Building City Hall, Putatan, Muntinlupa City	88626453 gad@muntinlupacity.gov.ph muntinlupagadoffice14@gmail.com FB Page: Muntinlupa Gender And Development Office
Gender and Development Office	2 nd Floor Muntinlupa City Training and Resource Center for Women, Putatan, Muntinlupa City	87710982 gad@muntinlupacity.gov.ph muntinlupagadoffice14@gmail.com FB Page: Muntinlupa Gender And Development Office



CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER



General Services Office

CITIZEN'S CHARTER



I. Mandate:

General administration and support service on supply management and procurement of supplies and materials, furniture and equipment, and services for the City operations; that may include but not limited to the following:

- Undertake centralized purchase of various request by different offices / departments
- Ensure effective and efficient delivery of public service
- Maintain existing facilities, cleanliness, and beautification thereof.

II. Vision:

To provide a prompt and efficient services to the requisitioning departments and offices of the City Government of Muntinlupa and to its constituents as well.

III. Mission:

To effectively implement the proper Procurement procedures, control inventory and disposal of properties of the City Government in accordance with the existing rules and regulation mandated by the Commission on audit.

IV. Service Pledge:

Deliver / issue office supplies and materials allocated to every department / offices every 4th week of every quarter and effectively examine and confirm all submitted inventory form, and to maintain cleanliness and beautification of City Hall premises.



LIST OF SERVICES

CENTRAL / HEAD OFFICE

PAGE NUMBER

Internal Services

Processing of request for procurement of supplies
and other materials
Property management and control
Issuance of supplies and materials
Issuance of gasoline allocation slip
Utilities Management

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9
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External Services

Procurement of supplies and other materials

6

SATELLITE OFFICE: GSO WAREHOUSE

Internal Services

Issuance of supplies and materials

8



General Services Office

General Services Category



1. Processing of requests for procurement of supplies and other materials

Processing of request for Supplies and Materials

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Local Government departments / offices, select National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		CGOM - General Services Office, Admin. Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user submit complete requirements	1.1 Review, record, and endorsement of documents for request for other modes of procurement	None	Arbitrary	Admin. Management Division
	1.2 Numbering of Purchase Request (P. R.)	None	5 minutes	Admin. Management Division
	1.3 Encoding to internal system	None	15 minutes	Admin. Management Division
	1.4 Endorsement to Budget Office for Budget Certification	None	1 hour (per batch)	Admin. Management Division
	1.5 Upon receipt from Budget Office, endorsement to BAC office for BAC Resolution	None	1 hour (per batch)	Admin. Management Division
	1.6 Review and validation of attached canvass from end-user	None	2 days	Admin. Management Division
	1.7 Preparation of Request for Quotation (RFQ) Summary	None	30 minutes	Procurement Management Division
	1.8 Preparation of Purchase Order (P.O.)	None	1 hour	Admin. Management Division



2. Procurement of supplies and other materials

Processing of request for purchase of Supplies and Materials through other modes of Procurement

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Private Sectors (Suppliers)			
Who may avail:	Private Sectors (Suppliers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		CGOM - General Services Office (GSO), Admin. Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of P.O. copy	1. Endorsement of documents to the end-user for OBR preparation	None	30 minutes	Admin. Management Division
2. Compliance to deliverables and other documentary requirements	3.1 Affixing signature/s of the winning bidder on the P.O.	None	Arbitrary	Admin. Management Division
	3.2 Monitoring of deadlines	None	Arbitrary, depending on terms (30, 60, or 90 days)	Admin. Management Division
	3.3 Review, receiving, and inspection of delivery with affixed signature of end-user	None	Arbitrary	Procurement Management Division
	3.4 Preparation of Disbursement Voucher, ICS and Requisition and Issue Slip (RIS) with signatures	None	2 hours	Procurement Management Division and Admin. Management Division
	3.5 Encoding to internal system	None	15 minutes	Procurement Management Division
	3.6 Preparation of Property Acknowledgment Receipt (P.A.R.), as needed	None	Arbitrary	Procurement Management Division
	3.7 Endorsement to Accounting for Payment Processing	None	1 hour (per batch)	Admin. Management Division



3. Property Management and Control

Inventory and custodial control of supplies and materials, furniture, and equipment and all properties of the City

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Local Government offices and select National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		CGOM - General Services Office (GSO), Admin. Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of procured equipment, furniture, machineries, units of value, etc.	1. Preparation of and printing of Property Acknowledgment Receipt (P.A.R.)	None	Arbitrary	Admin. Management Division and Property Control and Management Division
2. Acknowledgement of custodianship by end-user/s	2. Manual input on system and updating of physical records	None	Arbitrary	Admin. Management Division
3. Request for turn-in of properties to GSO with duly accomplished request form	3.1 Review, record, and endorsement of documents	None	Arbitrary	Property Control and Management Division
	3.2 Coordination with committee-in-charge and focal person/s to witness activity/ies	None	Arbitrary	Procurement Management Division
	3.3 Inspection and assessment of subject property/ies	None	Arbitrary	Procurement Management Division
	3.4 Endorsement of inspection report to Fixed Assets Management Office	None	1 hour (per batch)	Procurement Management Division and Admin. Management Division



4. Issuance of supplies and materials

Issuance of Office, Computer, and Janitorial supplies and materials to offices / departments

Office or Division:		General Services Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		All Local Government offices and select National Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		CGOM - General Services Office (GSO), Admin. Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordination with GSO for release schedule	1. Preparation of supplies and materials according to respective office / department's Requisition and Issuance Slip (R.I.S.)	None	Arbitrary	Property Control and Management Division
2. Receiving of issuance	2. Release of supplies and materials either at GSO Main office (for computer supplies) and at GSO warehouse (for office and janitorial supplies)	None	Arbitrary	Property Control and Management Division



5. Issuance of gasoline allocation slip

Issuance of ticket slip for gasoline allocation to offices / departments

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Local Government offices and select National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		CGOM - General Services Office (GSO), Admin. Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-up of gas request slip with attached previous gas receipt	1.1 Processing of gasoline allocation request	None	Arbitrary	Admin. Management Division
	1.2 Preparation and printing of gasoline ticket slip	None	2 minutes	Admin. Management Division
2. Filling-up of gas allocation record	2. Release of signed gasoline ticket slip	None	Arbitrary	Admin. Management Division



6. Utilities Management

Issuance of ticket slip for gasoline allocation to offices / departments

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Local Government offices and select National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citizen's Charter		CGOM - GSO, Admin. Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. General cleanliness and janitorial maintenance in local government premises	None	Arbitrary	Utilities Management Division



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback form as provided and drop it at the designated suggestion box in front of the General Services Office.</p> <p>Office can also be reached through telephone numbers (02) 862 4672 and (02) 862 5356.</p>
How feedbacks are processed	<p>Every end of the month, the suggestion box is opened where feedback forms are compiled and recorded for the Department Head and Division Heads' discussion and action, if necessary.</p> <p>Inquiries and follow-ups can also be coursed through telephone numbers, as provided.</p>
How to file a complaint	<p>Complaints can be filed through forms provided in front of the main office or via telephone communication – providing name of person being complained, incident details, and evidence, as necessary.</p> <p>Such complaints, as well as inquiries and follow-ups, can be coursed through telephone numbers, as provided.</p>
How complaints are processed	Complaints, either filed in writing or through telephone, are compiled for discussion of the Department Head and Division Heads.
Contact Information of CCB, PCC, ARTA	Telephone number (02) 862 2525 or cgmuntinlupa@gmail.com



List of Offices

Office	Address	Contact Information
General Services Office	2/F Main Building, Muntinlupa City Hall, Putatan, Muntinlupa City, 1772	(02) 8862 6472 / (02) 862 53556
GSO Warehouse	Central Records Building (on-going construction), Pacwood Site, Tunasan, Muntinlupa City, 1773	None



INTERNATIONAL RELATIONS OFFICE

CITIZEN'S CHARTER

I. Mandate:

The City International Relations Officer must be a citizen of the Philippines, a resident of the City of Muntinlupa, of good moral character, a holder of a college degree on foreign service, public administration, law, business administration or any related course from a recognized college or university, and a first grade civil service eligible or its equivalent. He must acquire experience for at least three (3) years in international relations, including a working knowledge on management on international conventions, effective liaisoning and communications with foreign local government counterparts and other international organizations, establishment of sisterhood agreements and other forms of partnership.

The city international relations officer shall take charge of the office of international relations and shall:

- a. Develop plans and strategies and upon approval thereof of the city mayor, implement the same, particularly those which have to do with the management of international relations and the administration of programs and projects which the city mayor is empowered to implement and which the Sangguniang Panlungsod is empowered to provide;
- b. Be in the frontline of the enhancement of international relations, particularly those in which will create investment opportunities for the City of Muntinlupa and those that will provide benefits for the City in terms of innovation, technical knowledge, new trends, and practices in the local government management;
- c. Recommend to Sangguniang Panlungsod and advise the city mayor on all matters relative to the management and administration of international relations; and
- d. Perform such other duties and functions and exercise such other powers as provided for under Republic Act No. 7160, otherwise known as the Local Government Code of 1991, and those that are prescribed by law or ordinance.

II. Vision:

To become a leading office for international relations in the country, where programs enhance the competitiveness and attractiveness of the city for investments.

III. Mission:

To be the frontline in the enhancement of international relations, which promotes city competitiveness and the attractiveness of Muntinlupa for investments.

IV. Service Pledge:

- Effective management of the affairs with current sister-cities of the City
- Thought-providing and relevant diplomatic and business and communications for the local chief executive

Correspondence to International Community

Office or Division:		Office of the City Mayor – International Relations Office		
Classification:		N/A		
Type of Transaction:		N/A		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. N/A	1. Sending of letter or e-mails	None	N/A	IRO Staff International Relations Office
2. N/A	2. Setting/ Scheduling of visit of either party	None	Depending on partner's availability and schedule	IRO Staff International Relations Office
3. N/A	3. Signing of memorandum of agreement	None	N/A	City Mayor and/or Sister City Representative
4. N/A	4. Exchange and implementation of plans, programs, and activities	None	N/A	Muntinlupa City and Sister City

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it to the suggestion box
How feedback is processed?	<p>Every Friday afternoon, administrative officer opens the suggestion box and compiles and record all comments at the logbook.</p> <p>Feedback requiring answer are acted within 3 working days.</p> <p>The answer to the feedback is then relayed to the citizen</p>
How to file complaints?	<p>Fill-up Client Complaint Form and drop it at the designated suggestion box in front of the office.</p> <p>Complaint can also be filed thru a letter to Central Records Office or email at iro@muntinlupacity.gov.ph. Please provide the following when filing a complaint:</p> <ul style="list-style-type: none"> a) Name of person being complained b) Incident c) Evidence <p>For inquiries and follow-up, clients may contact #8862-6586</p>
How complaints are processed?	<p>The Administrative Officer opens the designated suggestion box on a weekly basis and compiles each complaint to be reported to the Head of Office.</p> <p>Upon evaluation, the Administrative Officer will conduct an investigation and forward the complaint to the concerned personnel/division for their explanation and/or appropriate action.</p> <p>The Administrative Officer must then report to the Head of Office on the result of the investigation for further instruction and/or action, if necessary. The Administrative Officer will also give feedback to the client.</p> <p>For inquiries and follow-up, clients may contact #8862-6586</p>
Contact Information of International Relations Office	<p>Website: iro@muntinlupacity.gov.ph</p> <p>8862-6586</p>



LAKE MANAGEMENT OFFICE

CITIZEN'S CHARTER



LAKE MANAGEMENT OFFICE

I. Mandate

1. “Paglikha at Pagtatag ng Tanggapan ng Pangangasiwa sa Lawa ng Laguna” this office processes, evaluate and issues application for LMO Clearance based on the approved Environmental Regulations as pre-requisite for the issuance of Building Permit and Business Permit.

2. Develop plans and strategies upon approval thereof, by the Mayor, particularly those which have to do with water resources (lake, rivers, and groundwater) programs and projects which the mayor is empowered to implement and which the Sanggunian is empowered to provide.

3. In addition to the foregoing duties and functions, the office shall:

- Establish, maintain, protect, and preserve water resources within the territorial jurisdiction of the City Government of Muntinlupa;
- Provide extension services to render assistance for water resource-related conservation and utilization activities consistent with ecological balance
- Coordinate with government agencies and non-governmental organizations in the implementation of measures to prevent and control water pollution with the assistance of Department of Environment and Natural Resources (DENR) and Laguna Lake Development Authority (LLDA).

4. Be in the frontline of delivery of services concerning the water resources, particularly in renewal and rehabilitation of the water ecosystems and the environment as a whole during the aftermath of man-made and natural catastrophic events and disasters

5. Recommend to Sanggunian and advise the Mayor, on all of the matters relative to the protection, conservation, maximum utilization, application of the appropriate technology and other matters related to the water resources; and

6. Exercise such other power and perform such other duties and functions as may be prescribed by law or ordinance.



II. Vision

The vision of this office is to further improve the lake environment, and in effect will uplift the quality of life of the people depending mainly on the lake as their source of food and income.

III. Mission

The primary mission of the office is to manage and protect lake resource of the City of Muntinlupa which has a total of 5,904 hectares. The maintenance of peace and order along the lake area bounded by eight barangays, the control of illegal fishing, constant monitoring and control of lake and river pollution, the implementation of environmental laws to preserve the viability of the lake for aquaculture and sustainable growth, the regulation of structure in the lake to provide mobility as well as good lake water circulation, and to preserve as a partner of small fishers folks in their quest for a better quality of life.

IV. Service Pledge

We are committed to:

1. To recommend relevant programs and propose resolutions/ordinances that will be beneficial and will create better quality of life to fisher folks and other people along the lake;
2. To implement various national and local laws in the proper utilization and management of the lake;
3. To maintain peace and order, and cleanliness by conducting regular patrols, water quality monitoring, and other means to safeguard the environment within the lake; and
4. To submit regular reports to the City Mayor and the Sangguniang Panlungsod on the matters concerning the Laguna Lake area of the City of Muntinlupa



List of Services

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LAKE PROTECTION, OPERATION, AND REHABILITATION DIVISION

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RIVER PROTECTION, OPERATION, AND REHABILITATION DIVISION

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**ENVIRONMENT, PERMITS, AND WASTE
WATER INSPECTION DIVISION
EXTERNAL SERVICES**

Inspection of All Establishment (Medium and Large) and Issuance of Clearance

Pursuant to the City Ordinance 09-087, 02-070, and 15-118 the LMO office conducts inspection to the commercial (medium and large) and industrial / factories for their compliance to the set standards of the said ordinances. Upon fulfillment of the requirements an LMO Clearance will be issued.

OFFICE OR DIVISION:	Environment, Permits, and Waste Water Inspection Division		
CLASSIFICATION:	Highly Technical		
TYPE OF TRANSACTION:	G2B – Government to Business		
WHO MAY AVAIL:	Owner of commercial (medium to large), industrial / factories and contractors that will conduct operation that will harm water reservoir		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Environmental Compliance Certificate		Department Environmental and Natural Resources	
2. LLDA Clearance		Laguna Lake Development Authority	
3. LLDA Discharge Permit			
4. Self-Monitoring Report		Proponent	
5. Water Quality Monitoring		DENR Accredited Water Laboratory	
6. DTI/SEC		Department of Trade and Industries / Security and Exchange Commission	
7. Existing Business Permit		Business Permit and Licensing Office	
8. Barangay Clearance		Barangay	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receive and review the requirements submitted by the client	None	5 Minutes	Environmental Management Specialist I (Envi. Permits, and Wastewater Inspection Division)
	1.2 Inspection checklist will be filled out by the inspector during the interview with Pollution Control Officer (PCO)	None	5 Minutes	
2. Explain the process of Wastewater Treatment Facility (WWTF) or Sewage Treatment Facility (STF)	2.1 Request for the assistance PCO to their WWTF and STF	None	5 Minutes	

	2.2 Ask about the process of WWTF or STF from influent to effluent up to the hauling of sludge	None	15 Minutes	Environmental Management Specialist I (Envi. Permits, and Wastewater Inspection Division)
	2.3 Evaluate the WWTF or STF.	None	10 Minutes	
	2.4 Sign the inspection checklist together with the PCO	None	1 Minute	
	2.5 Prepare inspection report and the LMO Clearance	None	10 Minutes	
	2.6 Sign and approve the clearance	None	1 Day	Acting Head (Lake Management Office)
	2.7 Issue Order of Payment	None	5 Minutes	Environmental Management Specialist I (Envi. Permits, and Wastewater Inspection Division)
3. Payment to the City Treasurer's Office	3.1 Receive and record the official receipt number to the space provided on the order of payment	Php. 20.00 – Secretary's fee Subject to the prescribed fines and penalties provided by the C.O. 09-087 and C.O. 02-070	3 Minutes	
	3.2 Release, record, and file the copy of issued LMO Clearance	None	1 Minute	
TOTAL		Php. 20.00 – Secretary's fee Subject to the prescribed fines and penalties provided by the C.O. 09-087 and C.O. 02-070	1 Day and 1 Hour	



Inspection of All Establishment (small and micro) and Issuance of Clearance

Pursuant to the City Ordinance 09-087, 02-070, and 15-118 the LMO office conducts inspection to the commercial (medium and large) and industrial / factories for their compliance to the set standards of the said ordinances. Upon fulfilment of the requirements an LMO Clearance will be issued.

OFFICE OR DIVISION:	Environment, Permits, and Waste Water Inspection Division		
CLASSIFICATION:	Highly Technical		
TYPE OF TRANSACTION:	G2B – Government to Business		
WHO MAY AVAIL:	Owner of commercial (medium to large), industrial / factories and contractors that will conduct operation that will harm water reservoir		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Copy of Business Form Application		Business Permit and Licensing Office	
2. DTI/SEC		Department of Trade and Industries / Security and Exchange Commission	
3. Barangay Clearance		Barangay	
4. Water Bill Receipt		Water Concessionaire	
5. Affidavit of Undertaking, if applicable		Proponent	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receive the requirements and forward to the Acting head	None	5 Minutes	Environmental Management Specialist I (Envi. Permits, and Wastewater Inspection Division) / Administrative Officer I (Administrative Division)
	1.2 Review and assigning of inspection personnel	None	1 Day	Acting Head (Lake Management Office)
	1.3 Conduct inspection, fill out the inspection checklist, and recommend pre-treatment parameters	None	1 Day	Environmental Management Specialist I / Public Service Officer I (Envi. Permits, and Wastewater Inspection Division)
	1.4 Prepare inspection report and LMO Clearance	None	15 Minutes	Environmental Management Specialist I (Envi. Permits, and Wastewater Inspection Division)
	1.5 sign and approve the clearance	None	1 Day	

2. Payment to the City Treasurer's Office	2.1 Receive and record the official receipt number to the space provided on the order of payment	Php. 20.00 – Secretary's fee Subject to the prescribed fines and penalties provided by the C.O. 09-087 and C.O. 02-070	5 Minute	
	2.2 Release, record, and file the copy of issued LMO Clearance	None	5 Minutes	
TOTAL		Php. 20.00 Subject to the prescribed fines and penalties provided by the C.O. 09-087 and C.O. 02-070	1 Day and 1 Hour	



Request for Research Assistance

LMO is committed in shaping and molding minds of the young professionals in determining and formulating methods that will further enhance, restore, protect, preserve, and conserve water resources and the species thriving within.

OFFICE OR DIVISION:	Environment, Permits, and Waste Water Inspection Division
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	All students and researchers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Receive the requirements and forward to the Acting head	None	5 Minutes	Environmental Management Specialist I (Envi. Permits, and Wastewater Inspection Division) / Administrative Officer I (Administrative Division)
	1.2 Review and assigning of personnel to assist	None	1 Day	Acting Head (Lake Management Office)
	1.3 Schedule of assistance to be provided (technical or fieldwork)	None	1 Day	Environmental Management Specialist I / Public Service Officer I (Envi. Permits, and Wastewater Inspection Division)
2. Research proper	2.1 Provide necessary research assistance	None	30 Minutes	
	2.2 Prepare report of the activity	None	15 Minutes	
	2.3 Submit report to Acting Head	None	5 Minutes	
TOTAL		None	2 days and 55 Minutes	



LAKE PROTECTIONS, OPERATIONS, AND REHABILITATION DIVISION (LPORD) EXTERNAL SERVICES



Apprehension of Illegal Fishers

Pursuant to the City Ordinance 17-053 and the mandate of the office to safeguard the lake environment, the City Government of Muntinlupa through the Lake Management Office – Lake Protection, Operation, and Rehabilitation Division conducts regular patrolling to regulate and apprehend violators

OFFICE OR DIVISION:	Lake Protection, Operation, and Rehabilitation Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	All Fishermen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Fishing Vessel and fishing method	Proponent
2. Order of Payment	Lake Management Office – Extension Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender of fishing assets / properties	1.1 Receive / confiscate fishing assets and properties	None	6 Hours	Public Service Foreman (Lake Protection, Operation, and Rehabilitation Division)
	1.2 Orient violators with regards to City Ordinance No. 17-053	None	1 Hour	
	1.3 Conduct Investigation and blotter of offense	None	2 hours	
	1.4 Photo capture of violator for record file	None	30 Minutes	
2. Payment to City Treasurer's Office	2.1 Receive and record Official Receipt	1 st Offense = Php 1,000.00 2 nd Offense = Php 2,000.00 3 rd Offense = Php 3,000.00 For: fishing in Fishery Reserves or Sanctuary 1 st Offense = Php 2,000.00 2 nd Offense = Php 3,000.00 3 rd Offense = Php 5,000.00	20 Minutes	

		<p>For: Use of Chemical 1st Offense = Php 3,000.00 2nd Offense = Php 5,000.00 3rd Offense = Php 10,000</p> <p>For: Electric Fishing 1st Offense = Php 3,000.00 2nd Offense = Php 5,000.00 3rd Offense = Php 10,000.00</p> <p>Note: All offenses are subject for imprisonment except for electric fishing and Confiscation of fishing equipment and gears</p>		
	2.2 Turnover of violators to Philippine Maritime Police			
TOTAL		Subject to the prescribed fines and penalties provided by the C.O. 17-053	9 Hours and 50 Minutes	



Boat Registration

Pursuant to the City Ordinance 05-053, all motorized fishing vessel should be registered to the City Government of Muntinlupa thru the Lake Management Office.

OFFICE OR DIVISION:	Lake Protection, Operation, and Rehabilitation Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	All Fishermen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certificate	Barangay
2. Cedula	Barangay / City Treasury
3. Fishing Vessel	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receive and log submitted requirements	None	1 Minute	Public Service Foreman (Lake Protection, Operation, and Rehabilitation Division)
2. Stencil and computation of gross tonnage	2.1 stencil of motor boat and measurement of boat for gross tonnage (L x W x 2.89)	None	5 Minutes	Environmental Management Specialist I / Hatchery Technician (Envi. Permits, and Wastewater Inspection Division)
3. Encoding of gathered data and requirements	3.1 Encoding of data to the database and taking of photos of the proponent together with the fishing vessel	None	5 Minutes	Public Service Foreman (Lake Protection, Operation, and Rehabilitation Division)
4. Wait for the approval	4.1 Approval of the hatchery technician	None	5 Minutes	Environmental Management Specialist I / Hatchery Technician (Envi. Permits, and Wastewater Inspection Division)
5. Releasing	5.1 Release of boat registration certification	Subject to the prescribed fees provided by the C.O 05-053 (Php. 250.00 – Php. 350.00)	5 Minutes	Public Service Foreman (Lake Protection, Operation, and Rehabilitation Division)

TOTAL	<p>< 16Hp = Php. 200.00</p> <p>> 16.1Hp = Php. 250.00</p> <p>Fishpen and Fish Cage Boat = Php. 350.00</p>	21 Minutes
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Fishermen Registration

The implementation of Republic Act 8550 or "Philippines Fisheries Code" the City Government of Muntinlupa thru the LMO conducts fishermen registration.

OFFICE OR DIVISION:	Lake Protection, Operation, and Rehabilitation Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	All Fishermen
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. List of fishermen	City / Barangay Fisheries and Aquatic Resources Management Council
2. Accomplished Application Form	Proponent
3. Type of Fishing Method	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Review of the submitted requirements	None	5 minutes	Environmental Management Specialist I / Hatchery Technician (Envi. Permits, and Wastewater Inspection Division)
	1.2 Encoding of data to the provided BFAR database	None	5 Minutes	
2. Wait for the advice of the hatchery technician	2.1 Upload the data to the database for update	None	5 Minutes	
	2.2 Remind the client to attend on the meeting and general assemblies	None	1 Minute	
TOTAL		None	16 Minutes	



Request for Lake Seeding

The LMO foresees the food scarcity due to the unlawful practice of fishing, introduction of invasive species, urbanization, and global climate change. With this the City Government of Muntinlupa thru the office disperse seedlings of native species to protect and preserve the aquatic resource of the lake.

OFFICE OR DIVISION:	Lake Protection, Operation, and Rehabilitation Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2G – Government to Government, G2C – Government to Citizens
WHO MAY AVAIL:	Bureau of Fisheries and Aquatic Resources (BFAR) and all citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Receive the requirements and forward to the Acting head	None	5 Minutes	Supervising Administrative Officer Administrative Officer I (Administrative Division)
	1.2 Review and assigning of personnel to assist	None	1 Day	Acting Head (Lake Management Office)
	1.3 Schedule of assistance to be provided (manpower or water assets)	None	1 Day	Environmental Management Specialist I / Hatchery Technician ((Envi. Permits, and Wastewater Inspection Division) Administrative Officer V (Lake Protection, Operation, and Rehabilitation Division)
2. Lake Seeding Proper	2.1 Provide necessary assistance	None	2 hours	Administrative Officer V (Lake Protection, Operation, and Rehabilitation Division)
	2.2 Prepare report of the activity	None	15 Minutes	
	2.3 Submit report to Acting Head	None	5 Minutes	



TOTAL	None	2 days, 2 Hours and 25 Minutes
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Request for Shoreline Clean – Up

As part of the mandate to maintain the cleanliness of the lake environment, the LMO conducts shoreline together with the concerned citizens

OFFICE OR DIVISION:	Lake Protection, Operation, and Rehabilitation Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	All Citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Letter of intent	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Receive the requirements and forward to the Acting head	None	5 Minutes	Administrative Officer I (Administrative Division)
	1.2 Review and assigning of personnel to assist	None	1 Day	Acting Head (Lake Management Office)
	1.3 Schedule of assistance to be provided (manpower or cleaning materials)	None	1 Day	Supervising Administrative Officer (Administrative Division) Administrative Officer V (Lake Protection, Operation, and Rehabilitation Division)
2. Clean – Up Proper	2.1 Provide necessary assistance	None	30 Minutes	Administrative Officer V (Lake Protection, Operation, and Rehabilitation Division)
	2.2 Prepare report of the activity	None	15 Minutes	
	2.3 Submit report to Acting Head	None	5 Minutes	
TOTAL		None	2 days and 55 Minutes	



**RIVER PROTECTION, OPERATION, AND REHABILITATION
DIVISION (RPOPD)**
EXTERNAL SERVICES



Request for River Clean – Up

To maintain the good lake and river circulation, the City Government of Muntinlupa thru the LMO – RPORD conducts daily river clean-up as well as to accepts request of clean-up to the area which are not being reached.

OFFICE OR DIVISION:	River Protection, Operation, and Rehabilitation Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	G2C – Government to Citizens
WHO MAY AVAIL:	All Citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of intent / Letter of Complaint	Proponent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent	1.1 Receive the requirements and forward to the Acting head	None	5 Minutes	Supervising Administrative Officer Administrative Officer I (Administrative Division)
	1.2 Review and assigning of personnel to assist	None	1 Day	Acting Head (Lake Management Office)
	1.3 Schedule of assistance to be provided (manpower or cleaning materials)	None	1 Day	Supervising Administrative Officer (Administrative Division) Public Service Officer I
2. Clean – Up Proper	2.1 Provide necessary assistance	None	6 Hours	Public Service Foreman (River Protection, Operation, Rehabilitation Division)
	2.2 Prepare report of the activity	None	15 Minutes	Public Service Officer ((River Protection, Operation, Rehabilitation Division)
	2.3 Submit report to Acting Head	None	5 Minutes	
TOTAL		None	2 days 6 Hours and 25 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> 1. Customer Satisfaction Measurement Form will be given prior to the completion of the transaction 2. Answer the form and drop it at the designated drop box near the office entrance/exit 3. Contact No. 8862-6452 Local 120; EmailAdd. lmomuntinlupacity070113@gmail.com
How feedbacks are processed	<ol style="list-style-type: none"> 1. Every Friday, the Lake Management Office Administration Staff/Officer will open the drop box then compile and record the filled out forms submitted. 2. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback 3. The answer of the offices is then relayed to the citizen
How to file a complaint	<ol style="list-style-type: none"> 1. Letter of Complaint 2. 8888 3. Complaints may be directed to the form that will be given by the office 4. Phone call, SMS, and Social Media
How complaints are processed	<ol style="list-style-type: none"> 1. Every Friday, the Lake Management Office Administration Staff/Officer will open the drop box then compile and record the filled out forms submitted. 2. Upon evaluation complaints are processed by conducting an initial assessment/inspection/investigation on both parties for equal chance to explain their side by the attending investigator/inspector 3. The complaint officer/inspector will create a report after the investigation and shall submit it to the Head of the Department for appropriate action
Contact information of the Anti-Red Tape Authority (ARTA), The Presidential Complaints (PCC) and the Contact Center ng Bayan (CCB)	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



List of Office/s

Office	Address	Contact Information
<p>Lake Management Office</p> <ul style="list-style-type: none">• Administrative Division• Environment, Permits, Wastewater Inspection Division• Lake Protection, Operation, and Rehabilitation Division• River Protection, Operation, Rehabilitation Division	<p>Ground Floor, OSCA Building, Baywalk, Bayanan, Muntinlupa City</p>	<p>8862-6452 Loc. 120 lmomuntinlupacity070113@gmail.com</p>



LOCAL CIVIL REGISTRY OFFICE

CITIZEN'S CHARTER
2024 Edition

LOCAL CIVIL REGISTRY OFFICE

The Local Civil Registry Office (LCR) is responsible for the recording and safekeeping of the corresponding register of birth, marriage, and death, court decrees and other legal instruments affecting the civil status of a person within the city pursuant to the Civil Registry Law.

I. Mandate

Every Birth, Death, Marriage that occurred in the City of Muntinlupa, and any modification thereof is authentically registered and recorded.

II. Vision

The Local Civil Registry Office of Muntinlupa commits to achieve an utmost quality Civil Registration service.

III. Mission

To provide an efficient, systematic and accurate Civil Registration system.

IV. Service Pledge

We commit to:

- a. To employ on excellent system of acceptance, recording, preservation, and retrieval of records of vital events occurring in the life of the individual.
- b. To bring about client satisfaction by providing them responsive, efficient and effective civil registration services.
- c. To provide a positive working environment encouraging competence, dedication, integrity and trust in divine guidance and providence.

To attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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EXTERNAL SERVICES

REGISTRATION

CERTIFICATE OF LIVE BIRTH

1. REGULAR FILING OF CERTIFICATE OF LIVE BIRTH (COLB) - Timely Registration

ABOUT THE SERVICE: The birth of the child, being a vital event should be registered at the Local Civil Registry Office within a thirty (30) day reglementary period from the time of birth. Other than serving identification purposes, a Certificate of Live Birth is also required by various agencies and instrumentalities in availing of their services.

Office or Division:	Local Civil Registry Office / Registration Division		
Classification	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Parents / guardians / attendant at birth / hospital authorities and persons who have reached legal age but whose facts of births have not been reported at the Local Civil Registry Office.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Properly accomplished Municipal Form No. 102 (Certificate of Live Birth Form, typewritten, four (4) pages all original, used only black ink)		LCR Birth Section Counter C	
2. Attach the following:			
a. If married, photocopy of Certificate of Marriage;		Marriage Section LCRO/	
b. If not married, the following:		Philippine Statistics Authority (PSA)	
i. Duly notarized Affidavit of Admission of Paternity;		City Legal Office/ Notary Public	
ii. Duly notarized Affidavit to Use the Surname of the Father (AUSF)			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to LCR counter C, and submit the properly filled out Municipal Form No. 102 (Certificate of Live Birth (COLB)) and its requirements	2.1 Receive the properly filled out form and requirements	None	5 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	2.2 Double check MF 102 and the necessary attachments			
	2.3 Issue Order of Payment and proceed to the Cashier (Counter G) for payment			
3. Payment	3.1 Process payment and issue Official Receipt (OR)	Admission of Paternity (if needed): PHP120.00 Affidavit to Use the Surname of the Father (if needed): PHP200.00 Married and Single Mother : FREE	2 minutes	<i>Local Treasury Operation II</i> (City Treasury Office)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit the OR to Counter C	4.1 Receive the OR and encode the COLB	None	10 minutes	<i>Registration Division Head</i>
	4.2 Assignment of Registry Number			<i>Registration Officer III LCR</i>
	4.3 Approval and Signing of the City Civil Registrar;		2 minutes	<i>City Civil Registrar Registration Officer III LCR</i>
	4.4 Segregation of document			<i>Registration Division Head Registration Officer III LCR</i>
5. Proceed to releasing section to claim registered owner's copy	5.1 Release of COLB at the Releasing Section	None	5 minutes	<i>Records Division Head City Government Assistant Department Head II LCR</i>
		TOTAL: If married and Single Mother - FREE ; If not married – PHP320.00	TOTAL: 29 minutes	
END OF TRANSACTION				

2. LATE REGISTRATION OF BIRTH (BORN IN MUNTINLUPA)

This service is for individuals who were born in Muntinlupa but whose births were not registered within the prescribed period.

[illegible]

<ul style="list-style-type: none"> b. Medical Record / Immunization Record / Baby Crib Tag c. Voters Registration Form d. Form 137 or Transcript of School Records e. OSCA Record f. Philhealth MDR g. SSS E1form/ GSIS Member Data form 	<p>Church Hospital, Birthing Home, Barangay Health Center, COMELEC School</p>
<ul style="list-style-type: none"> 3. If Indigent, Social Service Department (SSD) Indigency Certificate 4. If Out-of-Town, Affidavit of Out-of-town delayed registration 5. PSA MC 24-7, Additional Requirements <ul style="list-style-type: none"> a. Personal appearance <ul style="list-style-type: none"> i. If applicant is 18 and above – Registrant; ii. Marital Minor – Personal appearance of parents or judicially appointed guardian; iii. Non-Marital – Mother or if not, need to submit an Affidavit of sworn statement stating the whereabouts of the mother. iv. Accomplished Consent form for proof of appearance before the Civil Registrar b. Barangay Certification as proof of the residency of the registrant; c. Any (2) two documentary evidence showing the identity of the parents i.e. i.e. PSA-PhilSys ID, NBI, Police Clearance, SSS ID, GSIS ID, VOTERS ID, UMID ID, Birth Certificate, Death Certificate if deceased d. 2x2 picture, white background e. If one of the parents is a foreigner, <ul style="list-style-type: none"> i. Marriage contract of parents (if marital child); ii. Birth certificate of parent/s; iii. Valid Passport or BI clearance or ACR I-card of the foreign parents f. PhilSys National ID 6. Accomplished Undertaking for the Application of Delayed Birth Registration 	<p>OSCA Office Philhealth SSS / GSIS PSA – Philsys; PSA-Philsys Social Service Department (SSD); Notary Public</p> <p>Notary public</p> <p>LCR</p> <p>Barangay Hall</p> <p>PSA-Philsys, Barangay, police clearance, NBI, Postal Office.</p> <p>Photo Studio</p> <p>DFA; Bureau of Immigration</p> <p>PSA-Philsys</p>

Note: The application for delayed registration birth shall not be deemed received, for processing and subsequent posting, pending the verification of the CCR on the completeness and authenticity of the document's requirements and the veracity and genuineness of the statements made in the affidavit by the applicant and documentary requirements. The Date of released will be provisional and subject to further verification of submitted document	LCR
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to LCR counter D, and submit the properly filled out Municipal Form No.102 (Certificate of Live Birth (COLB)) and its requirements	2.1 Receive and double check the properly filled out form and requirements 2.2 Receive the Accomplished Consent form for Proof of Appearance before the Civil Registrar 2.3 Receive and review the letter of Undertaking.	None	15 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		If Out-of-Town, Courier fee: P90.00 to P150.00 depending on location of the provincial Civil registrar		Applicant
4. Submit the Official Receipt to Counter E	4.1. Receive the OR; attach it to MF102 and encode the COLB;	None	10 minutes	<i>Registration Division Head</i>
	4.2 Issue claim stub (advise client that they can get their COLB after 13 days assuming they have passed the verification process and Proceed to step 5)	None	After passing the verification process, 13 calendar days (Inclusive of 10 days Notice of posting)	<i>Registration Officer III</i> <i>LCR</i>
	4.3 Approval and Signing of the City Civil Registrar	None	5 minutes	<i>City Civil Registrar City</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.4 Segregation of Civil Document</p> <p>a. Endorse the release of COLB at the Releasing Section</p> <p>b. If Out of town Delayed Registration, the document owners' copy will be sent to province via courier and will be logged also at the releasing section</p>			<p><i>Registration Division Head</i></p> <p><i>Registration Officer III</i></p> <p><i>LCR</i></p>
5. After 13 days, Check if the document has been registered and surrender the claim stub to the releasing section to get the registered document's owners copy.	<p>5.1 Release of COLB at the Releasing Section</p> <p>a. If Out of town Delayed Registration, the document owners' copy will be sent to province via courier.</p>	None	5 minutes	<p><i>Records Division Head City</i></p> <p><i>Government Assistant Department Head II</i></p> <p><i>LCR</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>TOTAL: If married – PHP150.00; not married – PHP470.00(with admission of paternity and AUSF)</p> <p>If OUT-OF-TOWN Courier fee: (PHP90.00 to 150.00)</p>	<p>TOTAL: 13 calendar days, 58 minutes after passing the verification process</p>	
END OF TRANSACTION				

CERTIFICATE OF MARRIAGE

It is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. It is the foundation of the family and an inviolable social institution whose nature, consequences, and incidents are governed by law and not subject to stipulation, except that marriage settlements may fix the property relations during the marriage within the limits provided by the Family Code of the Philippines (Art. 1, EO No. 209).

3. ISSUANCE OF MARRIAGE LICENSE

ABOUT THE SERVICE: Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside. The local civil registrar concerned enters all applications for marriage license filed in a registry book strictly in the order in which the same are received. When the license is issued, the same shall be valid in any part of the Philippines for a period of 120 days from the date of issuance, and shall be deemed automatically cancelled after the expiration date even if the contracting parties have not made use of it.

Office or Division:	Local Civil Registry Office / Registration Division	
Classification	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Single Individuals / contracting parties who wants to get married	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal appearance of the contracting party 2. Valid IDs of both applicants which is at least one (1) is showing that he/she is a resident of Muntinlupa City (original and photocopy) 3. PSA / NSO Birth or Baptismal Certificate 4. One (1) 2x2 Picture for both Applicants 5. PSA CENOMAR (Certificate of No Marriage) for Filipino applicants (within six (6) months from date of application) 6. Marriage Compliance certificate (sec. 15 of R.A.10354) issued by the population officer of Muntinlupa City –original		Client PSA/ Church; PSA; Muntinlupa Population Development Office (MPDO);

<p>(If No Compliance Certificate, couple will be referred to Muntinlupa Population Development Office. No Marriage License will be issued until complied).</p> <p>7. Pre - Marriage Counseling Certificate (P.D. 965) – original - <i>required if one of the applicants is 24 years old and below</i></p> <p>8. Parental Consent (if applicant is 18 – 20 years old)</p> <p>9. Parental Advice (if applicant is 21– 24 years old)</p> <p>10. Affidavit of Assumption of Responsibility, if the father or both parents cannot give the consent/ advise to the marriage</p> <p>11. If Widow/Widower, PSA Death certificate of the spouse - original</p> <p>12. If Annulled, certified true copy of Court Decision and Court Finality & certificate of cancellation of previous marriage issued by the LCRO where the previous marriage was registered – original or certified true copy</p> <p>Additional Requirements from Foreign National</p> <p>13. Legal capacity to contract marriage – original (If there is no Embassy here in the Philippines, Affidavit in Lieu of Legal Capacity)</p> <p>14. Divorce Decree (if divorced) -original</p> <p>15. Photocopy of passport (pages showing personal information and latest date of arrival to the Philippines)</p>			<p>Muntinlupa Population Development Office (MPDO), Churches, Pre-marriage counselors; LCR of the place of residence; LCR of the place of residence Public Notary; PSA / LCR; Municipal/Regional Court, LCR; Embassy; Public Notary (If No Embassy) Foreign national’s Trial court</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	Administrative Division Head Senior Administrative Assistant II LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2 Proceed to Counter D to get Municipal Form No. 90 (Application for Marriage License)	2.1 Give the application form for marriage license to the clients	None	2 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
3. Fill out MF No. 90 and attach requirements	3.1 Check the application form and the requirements and issue Order of Payment and client to proceed to the Cashier (Counter G) for payment	None	10 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
4. Payment	4.1 Receive the payment and give Official Receipt	Marriage Certificate Form: PHP25.00 Marriage License Application Fee: PHP100.00 Solemnization Fee (additional If civil): PHP500.00 Legal Capacity to Marry (if foreigner): PHP140.00	2 minutes	<i>Local Treasury Operation II</i> <i>City Treasury Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit the OR to Counter D	5.1 Prepare the Notice of Posting and take a picture of the clients	None	10 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	5.2 Give the claim stub and advise the clients to return after 11 days to claim the marriage license		10 calendar days posting	
6. After 11 days, proceed to Counter D for the Marriage License. Bring Valid ID	6.1 Get the claim stub and advise clients to pay the Marriage License at the Cashier – Counter G	None	3 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
7. Payment	7.1 Receive payment – the Marriage License is the receipt itself	Marriage License Fee: PHP200.00 If Civil Wedding, Genuine copy of PSA Cenomar – PHP 40.00/ each and additional set of Certificate of Marriage form – PHP25.00	2 minutes	<i>Local Treasury Operation II</i> City Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.2 Signing of the City Civil Registrar	None	7 minutes	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	7.3 Release of Marriage License at Releasing Section			<i>Records Division Head</i> <i>City Government Assistant Department Head II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>TOTAL:</p> <p>If church wedding – PHP325.00;</p> <p>If Civil wedding – PHP825.00;</p> <p>Additional upon request, PHP 40.00/ each for Genuine copy of PSA Cenomar;</p> <p>Additional PHP25.00 for another set of Certificate of Marriage form</p> <p>Additional PHP140.00 if one of the parties is a foreigner</p>	<p>TOTAL:</p> <p>11 calendar days 41 minutes</p>	
END OF TRANSACTION				

4. TIMELY REGISTRATION OF CERTIFICATE OF MARRIAGE (COM)

ABOUT THE SERVICE: For marriage being solemnized in the City of Muntinlupa, the solemnizing officer, contracting parties, or any person duly authorized by the solemnizing officer / contracting parties shall register the Certificate of Marriage in the Local Civil Registry Office of Muntinlupa within fifteen (15) days after the wedding rites. For marriage of exceptional character, thirty (30) days from the date of solemnization (Article 34, Family Code).

Office or Division:	Local Civil Registry Office / Registration Division	
Classification	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ol style="list-style-type: none"> 1. Any priest, rabbi, imam, or minister of any church or religious sect duly authorized by his church or religious sect, their representative and registered with the civil registrar general; 2. Any incumbent member of the judiciary within the court's jurisdiction; 3. Local Chief Executive (Mayors); 4. Document owners 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished form of Certificate of Marriage Additional Requirement: 2. If Article 34, duly notarized Affidavit of Cohabitation/Living Together if under Art. 34, Family Code 3. If marriage is officiated outside the church: <ol style="list-style-type: none"> a. Duly notarized request for the celebration of marriage to place other than authorized by law. 		Office of the Solemnizing Officer Public Notary Public Notary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to LCR Counter D, and submit the properly filled out Municipal Form No. 97 (Certificate of Marriage) and its requirements	2.1 Receive and double check the filled-out form and signature of clients and its requirements	None	3 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	2.2 Issue Order of Payment and advise the client to proceed to the Cashier – Counter G			
3. Payment	3.1 Process payment and issue OR	Free - (if with Marriage license) If with Affidavit of Living Together: PHP100.00	5 minutes	<i>Local Treasury Operation II</i> <i>City Treasury Office</i>
4. Submit the Official Receipt to Counter C	4.1 Receive the OR and encode the COM	None	20 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	4.2 Assignment of Registry Number			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Approval and Signing of the City Civil Registrar			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
5. Proceed to releasing section to claim registered owner's copy	5.1 Release of COM at the Releasing Section	None	5 minutes	<i>Records Division Head</i> <i>City Government Assistant Department Head II</i> <i>LCR</i>
		TOTAL: FREE unless married under Art. 34, Family Code – PHP100.00	TOTAL: 38 minutes	
END OF TRANSACTION				

5. LATE REGISTRATION MARRIAGE (Delayed Registration)

This service is for couples who were married in Muntinlupa but whose marriage was not registered within the prescribed period.

Office or Division:	Local Civil Registry Office / Registration Division			
Classification	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<div>1. Any Priest, rabbi, imam, or minister of any church or religious sect duly authorized by his church or religious sect, their representative and registered with the civil registrar general,</div> <div>2. Any incumbent member of the judiciary within the court’s jurisdiction</div> <div>3. Local Chief Executive (Mayors)</div> <div>4. Owners of the document</div>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<div>1. Duly accomplished form of Certificate of Marriage</div> <div>2. Certification of the Church or Solemnizing Officer, indicating the date, place of marriage and the names of the contracting parties</div> <div>3. Certificate of No Record of Marriage</div> <div>4. CENOMAR (Certificate of No Marriage) of the parties</div> <div>5. Sworn statement of contracting parties indicating the cause of delayed registration</div> <div>6. Certified True Copy of Birth certificates of children with date and place of marriage</div> <div>7. Duly notarized Affidavit of Delayed Registration</div> <div>8. Duly notarized Affidavit of two witnesses</div> <div>9. Marriage License</div> <div>10. Wedding pictures</div> <div>11. If Article 34, Affidavit of Cohabitation</div> <div>12. Pre-Nuptial Agreement, if available</div>		<div>LCR Marriage Section Counter D</div> <div>Office of the Solemnizing Officer</div> <div>PSA</div> <div>LCR</div> <div>PSA</div> <div>City Legal Office/ Notary Public</div> <div>LCR / PSA</div> <div>City Legal Office/ Notary Public</div> <div>LCR</div> <div>LCR</div>		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to LCR Counter E, and submit the properly filled out Municipal Form No. 97 (Certificate of Marriage) and its requirements	2.1 Receive and double check the filled-out form and requirements		10 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	2.2 Issue Order of Payment and Advise the client to proceed to the Cashier – Counter G			
3. Payment	3.1 Process payment and issue OR	Processing Fee PHP150.00 Additional PHP100.00 If solemnized under Art. 34 (living together) Marriage Cert Form: P25.00 Secretary's Fee (Typing) P40.00	2 minutes	<i>Local Treasury Operation II</i> <i>City Treasury Office</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit the Official Receipt to Counter D	4.1 Receive the OR; attach it to the MF No. 97 and encode the COM; issue a claim stub (advise client to claim COM after 13 days)	None	10 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	4.2 Assignment of Registry Number	None	13 calendar days (inclusive of 10 days Notice of posting)	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	4.3 Approval and Signing of the City Civil Registrar			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
5. Submit the claim stub to Releasing Section	5.1 Release of COM	None	5 minutes	<i>Records Division Head</i> <i>City Government Assistant Department Head II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		TOTAL: PHP150.00 PHP250.00 (If solemnized under Article 34)	TOTAL: 13 calendar days, 32 minutes	
END OF TRANSACTION				

CERTIFICATE OF DEATH

6. TIMELY REGISTRATION OF CERTIFICATE OF DEATH (COD)

ABOUT THE SERVICE: It shall be the responsibility of the spouse or any nearest relative who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance. The Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death to the officer of the Civil Registrar within the reglementary period of thirty (30) days.

Office or Division:	Local Civil Registry Office / Registration Division			
Classification	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Municipal Form No. 103 (Certificate of Death/Fetal Death Form) 2. Certification of Health Officer 3. Certification of Embalmer (Back of COD) 4. Post Mortem of Death Certificate (if applicable – Back of COD) BURIAL / CREMATION PERMIT: 1. Death Certificate TRANSFER OF CADAVER: 1. Death Certificate 2. Certificate of Transfer/ Travel			Hospital, LCR Death Section counter B City Health Office (CHO) Funeral Parlor LCR LCR LCR City Health Office (CHO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head Senior Administrative Assistant II LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to LCR Counter B, and submit the properly filled out Municipal Form No. 103 (Certificate of Death) and its requirements	2.1 Receive and double check the filled-out form and requirements	None	3 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> LCR
	2.2 Issue Order of Payment and advise the client to proceed to the Cashier – counter G			
3. Payment	3.1 Process payment and issue Official Receipt (OR)	Burial / Transfer Permit: PHP50.00 Death Entrance Permit (if applicable): PHP50.00	2 minutes	<i>Local Treasury Operation II</i> City Treasury Office
4. Submit the Official Receipt to Counter B	4.1 Receive the OR from the client; encode the COD; 4.2 Assign Registry number;	None	15 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Approval and Signing of the Civil Registrar			City Civil Registrar Registration Officer III LCR
	4.4 Segregation of Civil Documents			Registration Division Head Registration Officer III LCR
5. Proceed to releasing section to claim registered owner's copy	5.1 Release of COD	None	5 minutes	Records Division Head City Government Assistant Department Head II LCR
		TOTAL: Php 50.00 Burial / Transfer Permit Additional PHP 50.00 if there is Entrance Permit required	TOTAL: 30 minutes	
END OF TRANSACTION				

7. LATE REGISTRATION OF DEATH (Delayed Registration)

This service is for registering deaths that occurred in Muntinlupa but were not registered within the prescribed period.

Office or Division:	Local Civil Registry Office / Registration Division			
Classification	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Duly Accomplished Municipal Form No. 103 (Certificate of Death/Fetal Death Form) 2. PSA No Record of Death one (1) year above 3. Certificate of No Record of Death 4. Certification from the Funeral Service provider 5. Duly notarized Affidavit for Delayed Registration of Death (at the back of Death Certificate Form) 6. Duly notarized Joint Affidavit of 2 witnesses 7. Picture of tombstone (LAPIDA) 8. Certification from the Cemetery or Burial Permit 			<p>Hospital, LCRO</p> <p>PSA LCR Funeral Parlor LCR</p> <p>City Legal Office/ Notary Public Cemetery LCR</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to LCR Counter E, and submit the properly filled out Municipal Form No. 103 (Certificate of Death) and its requirements	2.1 Receive and double check the filled-out form and its attachments	None	10 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	2.2 Issue Order of Payment and advise the client to proceed to the Cashier – counter G			
3. Payment	3.1 Process payment and issue Official Receipt (OR)	Processing Fee: PHP150.00 Burial / Transfer Permit (if there is none): PHP50.00 Death Certificate Form: P25.00 Secretary's Fee (Typing) P40.00	2 minutes	<i>Local Treasury Operation II</i> City Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit OR to counter E	4.1 Receive the OR; attach it to the MF No. 103 and encode the COD; issue claim stub and advise client to claim COD after 13 days	None	10 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	4.2 Assignment of Registry Number	None	13 calendar days (including 10 days Notice of posting)	
	4.3 Approval and Signing of the City Civil Registrar			<i>City Civil Registrar</i> <i>City Government Department Head II</i> <i>LCR</i>
5. Submit the claim stub to Releasing Section	5.1 Release the duly signed COD	None	5 minutes	<i>Records Division Head</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		TOTAL: PHP150.00; Additional PHP50.00 Burial/ Transfer Fee if there is none; PHP50.00 Entrance Fee if required	TOTAL: 13 calendar days 32 minutes	
END OF TRANSACTION				

8. ENDORSEMENT OF OUT-OF-TOWN DELAYED REGISTRATION OF BIRTH

Registration of Birth will be on the Province's Civil Registrar Office where the birth has occurred. The Local Civil Registrar of Muntinlupa will only help endorse the presented document to the province and will not be responsible on the registration and timeline of the process. The document owner will coordinate to the province civil registrar's office.

Office or Division:	Local Civil Registry Office / Registration Division
Classification	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Parents / guardians / attendant at birth / hospital authorities and persons who have reached legal age but whose facts of births have not been reported at the Province's Local Civil Registry Office.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Properly accomplished Municipal Form 102 (Certificate of Live Birth Form, typewritten, four (4) pages all original, used only black ink)</p> <p>Item No. 23 (Prepared by) of Municipal Form 102 must be filled up by Civil Registrar of Muntinlupa City and with indicated annotation "Out-of-Town Delayed Registration pursuant to rule 20 of administrative order no. 1 series of 1993"</p> <p>2. Attach the following:</p> <p>A. If married, attach photocopy of Marriage Contract;</p> <p>B. If not married, attach the following:</p> <p>C. Duly notarized Affidavit of Admission of Paternity;</p> <p>D. Duly notarized Affidavit to Use the Surname of the Father (AUSF)</p> <p>E. Duly notarized Affidavit of two Disinterested Person</p> <p>F. Negative Result from PSA</p> <p>G. Affidavit for Late Registration (at the back of the Birth Certificate)</p> <p style="padding-left: 40px;">With any two (2) of the following stating the date and place of birth:</p> <p>a. Baptismal Certificate</p> <p>b. Medical Record / Immunization Record / Baby Crib Tag</p> <p>c. Voters Registration Form</p> <p>d. Form 137 or Transcript of School Records</p> <p>e. OSCA Record</p> <p>f. Philhealth MDR</p> <p>g. SSS E1form/ GSIS Member Data form</p> <p>h. National ID</p> <p>3. If Indigent, Social Service Department (SSD) Indigency Certificate</p> <p>4. Affidavit of Out-of-town delayed registration</p> <p>5. PSA MC 24-7, Additional Requirements</p> <p>a. Personal appearance</p> <p style="padding-left: 40px;">i. If applicant is 18 and above – Registrant;</p>	<p>LCR Birth Section – Counter E</p> <p>LCR Marriage Section – Counter D /</p> <p>PSA</p> <p>City Legal Office/ Notary Public</p> <p>City Legal Office/ Notary Public</p> <p>City Legal Office/ Notary Public</p> <p>PSA LCR/ Notary Public</p> <p>Church Hospital, Birthing Home, Barangay Health Center, COMELEC School</p> <p>OSCA Office Philhealth SSS / GSIS PSA – Philsys; Social Service Department (SSD);</p> <p>Notary Public</p> <p>LCR</p>

<ul style="list-style-type: none"> ii. Marital Minor – Personal appearance of parents or judicially appointed guardian; iii. Non-Marital – Mother or if not, need to submit an Affidavit of sworn statement stating the whereabouts of the mother. iv. Accomplished Consent form for proof of appearance before the Civil Registrar <ul style="list-style-type: none"> b. Barangay Certification as proof of the residency of the registrant; c. Any (2) two documentary evidence showing the identity of the parents i.e. PSA-PhilSys ID, NBI, Police Clearance, SSS ID, GSIS ID, VOTERS ID, UMID ID, Birth Certificate, Death Certificate if deceased d. 2x2 picture, white background e. If one of the parents is a foreigner, <ul style="list-style-type: none"> i. Marriage contract of parents (if marital child); ii. Birth certificate of parent/s; iii. Valid Passport or BI clearance or ACR I-card of the foreign parents f. PhilSys National ID <p>6. Accomplished Undertaking for Application of Out-of-town Delayed Birth Registration</p> <p>Note: The application for OUT-OF-TOWN delayed registration birth shall not be deemed received, for processing and subsequent posting, pending the verification of the Provincial Local Civil Registrar Office on the completeness and authenticity of the document's requirements and the veracity and genuineness of the statements made in the affidavit by the applicant and documentary requirements. The Date of released will be depending on the provincial Local Civil Registrar and subject to further verification of submitted document. And also, the pick-up date of the NCR-V will be depending on their availability.</p>	<p>Barangay Hall</p> <p>PSA-PhilSys ID, NBI, Police Clearance, SSS, GSIS ID, VOTERS ID</p> <p>DFA; Bureau of Immigration</p> <p>PSA</p> <p>PSA-PhilSys LCR</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to LCR counter E, and submit the properly filled out Municipal Form No.102 (Certificate of Live Birth (COLB)) and its requirements	2.1 Receive and double check the properly filled out form and requirements	None	15 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
	2.2 Receive the Accomplished Consent form for Proof of Appearance before the Civil Registrar	None	15 minutes	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	2.3 Receive and review the Accomplished Undertaking for Out-of-Town Delayed Registration			
	2.4 The Civil Registrar will conduct an interview to the applicant for further verification of the documents submitted	None	15 minutes	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	2.4 Accomplish the Endorsement Letter for PSA NCR -V and to the provincial civil registrar	None	10 minutes	
	2.5 Approval and Signing of the City Civil Registrar	None	5 minutes	<i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.6 Call and endorse the Out-of-Town delayed Birth registration to the PSA NCR V for Pick up	None	5 Minutes	<i>Registration Division Head</i>
	2.7 Inform the Client that the application has been Picked-up by the PSA NCR-V and advise to get his endorsement copy	None	5 Minutes	<i>Registration Officer III</i> <i>LCR</i>
3. Client will get the copy of the endorsement letter and contact details of NCR V and province for follow-up	3.1 Client will ask to sign upon receiving the endorsement copy for documentation and will give the contact details of NCR V and provincial LCR for follow-up	None	10 Minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
		TOTAL: FREE	TOTAL: 70 Minutes	
END OF TRANSACTION				

9. TYPING SERVICE OF CIVIL DOCUMENTS – BIRTH

The Civil Registry Office provides this service exclusively for applicants who have given birth at home or require out-of-town delayed registration.

Office or Division:	Local Civil Registry Office / Registration Division – Typing Section (Counter E)
Classification	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Certificate of Birth: Parents / guardians / persons who have reached legal age but whose facts of births have not

	<p>been reported at the Local Civil Registry Office; and but not born on institutionalized facility</p> <p>Certificate of Death: Parents/ Husband/ Wife/ Children/ Nearest Kin/Authorized representative</p> <p>Certificate of Marriage: Contracting Party/ solemnizing officer/ authorized representative</p>
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Properly accomplished Drafted of Municipal Form 102 (Certificate of Live Birth Form)/ Form 97 (Certificate of Marriage)/ Form103 (Certificate of Death)	LCR Delayed Registration - Typing Section – Counter E

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to LCR counter E, and submit the properly filled out Draft of Municipal Form No.102 (Certificate of Live Birth (COLB	2.1 Receive and double check the properly filled out form 2.2 Issue Order Payment to Client;	None	5 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	If needed, PHP25.00 FORM PHP40.00 SECRETARY FEE	2 minutes	<i>Local Treasury Operation II</i> City Treasury Office
4. Present the OR to Counter E. and Get the claim stab	4.1 Advise client to return on the following day; Issue Claim stab	None	1 working day	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>
5. Proceed to Counter E to claim computerized civil documents	5.1 Released of Computerized Civil document	None	3 minutes	
		Total: PHP40.00 With FORM PHP65.00	Total: 1 working day 15 minutes	
END OF TRANSACTION				

10. ISSUANCE OF CERTIFIED TRUE COPIES OF CIVIL REGISTRY DOCUMENTS

ABOUT THE SERVICE: Any interested individuals may secure from the Local Civil Registry Office certified true transcription copies of birth, marriage and death certificates for any legal purposes.

Office or Division:	Local Civil Registry Office / Registration Division
Classification	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Valid ID of the Document owner Authorization letter from the owner if the client is not the owner of the document. Valid ID of the representative (original and photocopy) Properly fill out Request Slip 	Requesting parties

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to Counter A fill out request form and submit to the receiving clerk	2.1 Check veracity of the request a. Issue order of payment and advise client to proceed to the Cashier-counter G	None	3 minutes	<i>Registration Division Head</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment	3.1 Process payment and issue Official Receipt (OR)	Certified True Copy/Form 1 A/2A/3A/ Certificate of No Record Fee: PHP40.00 per copy	2 minutes	<i>Local Treasury Operation II</i> <i>City Treasury Office</i>
4. Present OR to Counter A	4.1 Verification of Record	None	5 minutes	<i>Records Division Head</i>
	4.2 Prepares Civil Document for CTC		10 minutes	<i>City Government Assistant Department Head II</i> <i>LCR</i>
	4.3 Signing by the City Civil Registrar		2 minutes	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	4.4 Release of requested document at Releasing Section		10 minutes	<i>Records Division Head</i> <i>City Government Assistant Department Head II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		TOTAL: PHP40.00 per copy	TOTAL: 37 minutes & 10 seconds	
END OF TRANSACTION				

11. ENDORSEMENT (Clear Copy / No record) of registered Birth, Marriage, Death, Fetal Death, and Foundling Certificates to PSA Civil Registrar General.

ABOUT THE SERVICE:

Endorsing of NO PSA record or PSA blurred/unreadable copy of Birth, Death, Fetal Death, Marriage, and Foundling Certificate documents endorsed to the PSA Central Office through office to office transaction.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person who has No Record on PSA database, and or those who has blurred / unreadable PSA copy of Civil Registry Documents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PSA copy of birth / death / marriage / foundling / fetal death or negative record 2. Certified true copy of Local Copy of birth / death / marriage / foundling / foetal death 3. Endorsement Letter 4. Valid ID from document owner or if authorized representative, authorization and valid ID of document owner and representative 5. Endorsement Fee			PSA LCR LCR Client Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Counter F and submit the requirements for evaluation	2.1 Receive and evaluate the attachments and conduct interview; issue Order of Payment and proceed to Cashier – counter G	None	5 minutes	<i>CDLI Division Head Senior Administrative Assistant II</i> <i>LCR</i>
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Certified Copy fee: PHP40.00 Endorsement fee: PHP60.00	5 minutes	<i>Local Treasury Operation II</i> City Treasurer Office
4. Return to CDLI window after payment and fill out necessary forms	4.1 Receive the official receipt and request certified true copy	None	30 minutes	<i>CDLI Division Head Senior Administrative Assistant II</i> <i>LCR</i>
	4.2 Prepare endorsement letter			<i>CDLI Division Head Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Signature of the certified true copy and endorsement letter	None	30 minutes	CDLI Division Head Senior Administrative Assistant II LCR
	4.4 Photocopy the certified true copy civil of registry document			City Civil Registrar Registration Officer III LCR
	4.5 Segregation of documents			CDLI Division Head Senior Administrative Assistant II LCR
	4.6 Release client's copy of the endorsement letter and photocopy of civil document			
5. Receive the client's copy	5.1 Advice client to verify the document to PSA satellite office at least 30 calendar days.	None	5 minutes	
		TOTAL: PHP 100.00	TOTAL: 1 hour and 20 minutes	
END OF TRANSACTION				

12. ADVANCE TRANSMITTAL of NEWLY registered Birth, Marriage, Death, Foetal Death, and Foundling Certificates to PSA Civil Registrar General.

ABOUT THE SERVICE:

Advance Endorsement of PSA – Civil Registrar General's (CRG Copy) copy of the newly registered Birth, Death, Foetal Death, and Marriage Certificates to the PSA Central Office for early issuance of PSA Copy of the civil documents through office-to-office transaction.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person with newly registered birth, marriage, death, fatal death certificate.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. OCRG Copy of birth / death / marriage / foundling / foetal death certificate 2. Advance Transmittal Letter 3. Valid ID from document owner or if authorized representative, authorization and valid ID of document owner and representative 4. Advance Transmittal Fee			LCR LCR Client Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Counter F	2.1 Interview client, verify newly registered documents, and issue Order of Payment and proceed to Cashier – counter G	None	5 minutes	<i>CDLI Division Head Senior Administrative Assistant II</i> <i>LCR</i>
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Endorsement fee: PHP60.00	5 minutes	Local Treasury Operation II City Treasury Office
4. Return to CDLI window after payment and fill out necessary forms	4.1 Receive the Official Receipt	None	5 minutes	<i>CDLI Division Head Senior Administrative Assistant II LCR</i>
	4.2 Pull-out and photocopy the OCRG Copy of requested document (with Muntinlupa City seal and statistical portion properly coded)	None	35 minutes	<i>CDLI Division Head Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.3 Prepare endorsement letter and photocopy the civil document to be endorsed.			CDLI Division Head Senior Administrative Assistant II LCR
	4.4 Signing of endorsement			City Civil Registrar Registration Officer III LCR
	4.5 Segregation of documents			CDLI Division Head Senior Administrative Assistant II LCR
	4.6 Releasing of client's copy			
5. Receive the document client's copy of the endorsement letter and photocopy of the civil document	5.1 Advice client to verify the document to PSA satellite office at least 30 calendar days.	None	5 minutes	CDLI Division Head Senior Administrative Assistant II LCR
		TOTAL: PHP60.00	TOTAL: 1 hour	
END OF TRANSACTION				

COURT DECREE AND LEGAL INSTRUMENT SECTION

13. CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERRORS (RA9048)

ABOUT THE SERVICE: A clerical or typographical error refers to a mistake committed in the performance of clerical work in writing, copying, transcribing, or typing an entry in the civil register that is harmless and innocuous, such as a misspelled name or misspelled place of birth and the like, which is visible to the eyes or obvious to the understanding, and can be corrected or changed only by reference to other existing record or records.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Persons with clerical or typographical error on their civil register documents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PSA Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected		PSA
2. Local Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected		LCR
3. As many of the following supporting documents showing the correct entry / entries upon which the correction shall be based:		
4.1 Baptismal certificate		Church
4.2 Voter's certification / Affidavit of voter's registration record		Comelec
4.3 Medical Record		Hospital, health centers etc.
4.4 Employment Record		Company/Employer
4.5 SSS E-1 Form / GSIS Record		SSS/GSIS
4.6 Business Record (if any)		
4.7 School Record		School
4.8 Other relevant documents: Birth certificate of sibling / children / mother / father / husband / wife		PSA / LCR
4.9 Notarized Special Power of Attorney (SPA)		Notary Public

For Indirect Descendants 4. Proof of Payment (Official Receipt)			Cashier / Local Treasury	
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Submit the requirements for evaluation	2.1 Receive and evaluate the requirements/ attachments and conduct interview; Issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Receive order of payment and petition draft form	3.1 Provide Petition draft form and instruct client on filling-out the form	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	Filing Fee for Clerical Error: PHP1,000.00 Misc. Fee: PHP500.00 Plus Shipping Fee – migrant petitioner (born in Muntinlupa but residing outside Metro Manila)	5 minutes	<i>Local Treasury Operation II</i> <i>City Treasurer Office</i>
5. Return to CDLI window after payment and submit all necessary documents (photocopy in 2 sets) together with the receipt, and filled out draft petition form	5.1 Receive the documents, Official Receipt and prepare the Petition form	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
6. Sign the prepared petition	6.1 Receive and sign the petition; Issue claim stub	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive Claim Stub and OR	7.1 Issue Follow-up Stub (client is requested to follow up after three (3) months	None	5 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.2 Prepare Notice of Posting to be posted within 10 calendar days.	None	5 minutes (To be posted for 10 calendar days)	
	7.3 Checking and stamping of documents	None	0.5 working day	
	7.4 Prepare Certificate of posting on the 11 th day after the received date	None	5 minutes preparation after the 10 days posting as stated on RA9048 Manual	
	7.5 Signing of petition and certified true copy of attachments	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.6 Segregation of documents			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.7 Transmittal to PSA Legal Service Office for OCRG Decision (Note: PSA process usually takes 66-88 calendar days depending on the PSA)	None	1 working day (Twice a month - every 10 th and 26 th of every month tentatively)	
	7.8 For Affirmed Petition: - Request for the copy of Local copy of birth marriage or death certificate for annotation	None	2 working days	
	7.9 Preparation of Certificate of Finality and annotation of local copy of certificate of live birth, marriage or death certificate	None	1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.10 Checking of prepared Certificate of Finality and Annotation on birth, death or marriage certificate	None	1 working day	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.11 Stamping of documents and segregate documents			
	7.12 Signature of City Civil Registrar	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>TOTAL:</p> <p>PHP1500.00</p> <p>migrant petitioner (born in Muntinlupa currently residing outside Metro Manila)</p>	<p>TOTAL:</p> <p>17.5 working days, 58 minutes</p>	
END OF TRANSACTION				

14. CHANGE OF FIRST NAME - RA9048 / CORRECTION OF DATE OF BIRTH (MONTH / DAY) RA10172

ABOUT THE SERVICE: RA No. 9048 allows the change of a person's name in his/her civil registry document under certain grounds specified under the law through administrative process. The grounds are as follows: 1) the petitioner finds the first name or nickname to be ridiculous, tainted with dishonor or extremely difficult to write or pronounce; 2) the new first name or nickname has been habitually and continuously used by the petitioner and he has been publicly known by that first name or nickname in the community; 3) the change will avoid confusion.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Persons who wish to change their first name or nickname in accordance with the grounds prescribed by law.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected	PSA
2. Local Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected	LCR
3. Baptismal certificate	Church
4. Earliest School Record (Form 137 – Elementary / School Certification)	School
5. Medical Record (Old or New)	Hospital, health centers etc.
6. NBI Clearance (Multipurpose)	NBI
7. Police Clearance (Purpose: Change of First Name)	Police
8. Publication of General Circulation (Two (2) consecutive weeks)	Publisher
9. Affidavit of Publication with News Clippings	Publisher
10. Certificate of Employment (if employed) / Affidavit of Non-employment (if unemployed)	Company/Employer Notary Public

11. Notarized Special Power Of Attorney (SPA) For Indirect Descendants 12. Other relevant documents 12.1 Voter's certification / Affidavit of voter's registration record 12.2 GSIS / SSS / Philhealth Record 12.3 Business Record (if any) 12.4 Valid IDs (Company, School, LTO, etc) 13. Proof of Payment (Official Receipt)		Notary Public <i>COMELEC office</i> <i>GSIS / SSS / Philhealth</i> <i>Company, School, LTO</i> <i>Cashier / Local Treasury</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Submit the requirements for evaluation	2.1 Receive and evaluate the requirements/ attachments and conduct interview; Issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Receive order of payment and petition draft form	3.1 Provide Petition draft form and instruct client on filling-out the form	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	Filing Fee for Change of Name: PHP3,000.00 Misc. Fee: PHP1,000.00 Shipping Fee- for migrant petitioners	5 minutes	<i>Local Treasury Operation II</i> <i>City Treasury Office</i>
5. Return to CDLI window after payment and submit all necessary documents (photocopy in 2 sets) together with the receipt, and filled out draft petition form	5.1 Receive the documents and the Official Receipt and prepare the Petition form	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
6. Sign the prepared petition	6.1 Receive the signed the petition; Issue claim stub	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive Claim Stub and OR	7.1 Issue Follow-up Stub and Copy of petition for publication. (Client's advice to bring the Affidavit of Publication with news clippings after the publication was done and the Petition will only be submitted to PSA-Legal Office for their Decision, once the LCR received the publication)	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.2 Prepare notice of posting and post for 10 calendar days.	None	5 minutes preparation (10 calendar days posting)	
	7.3 Checking and stamping of documents	None	0.5 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.4 Prepare Certificate of posting on the 11 th day after the received date	None	5 minutes preparation (a day after the 10 calendar days posting as stated on RA9048 Manual	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.5 Signing of petition and certified true copy of attachments	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	7.6 Segregation of documents	None		<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>7.7 Transmittal to PSA Legal Service Office for OCRG Decision (Varies from the day of submission of Publication)</p> <p>(Note: PSA process usually takes 66-88 calendar days depending on the PSA)</p>	None	<p>1 working day</p> <p>(Twice a month - every 10th and 26th of every month tentatively)</p>	<p><i>CDLI Division Head</i></p> <p><i>Senior Administrative Assistant II</i></p> <p><i>LCR</i></p>
	<p>7.8 For Affirmed Petition:</p> <p>Request for the copy of Local copy of birth marriage or death certificate for annotation</p>	None	2 working days	
	<p>7.9 Preparation of Certificate of Finality and annotation of local copy of certificate of live birth, marriage or death certificate</p>	None	1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.10 Checking of prepared Certificate of Finality and Annotation	None	1 working day	CDLI Division Head Senior Administrative Assistant II LCR
	7.11 Signing of Certificate of Finality, Annotated Birth, Death or Marriage Certificate, certified true copy of other documents attached.	None	1 working day	City Civil Registrar Registration Officer III LCR
	7.12 Segregation of documents			CDLI Division Head Senior Administrative Assistant II LCR
	7.13 Transmit OCRG Copy of Certificate of Finality, Annotated Birth, Death or Marriage Certificate, certified true copy of other documents attached.	None	1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>TOTAL:</p> <p>PHP4,000.00</p> <p>+ Shipping fee for migrant petitioner (born in Muntinlupa currently residing outside Metro Manila)</p>	<p>TOTAL:</p> <p>18.5 working days, 50 minutes</p> <p>(date of submission of the petition to PSA varies on the submission of publication)</p>	
END OF TRANSACTION				

15. CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERRORS IN SEX / GENDER OF A PERSON (RA10172)

ABOUT THE SERVICE: A clerical or typographical error refers to a mistake committed in the performance of clerical work in writing, copying, transcribing, or typing an entry in the civil register that is harmless and innocuous, such as mistake in the entry of day and month in the date of birth of the person, which is visible to the eyes or obvious to the understanding, and can be corrected or changed only by reference to other existing record or records.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Persons with clerical or typographical error in the entry of the day and month of date of birth or sex of a person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ol style="list-style-type: none"> 1. Personal Appearance of document owner 2. PSA Copy of Certificate of Live Birth 3. Local Copy of Certificate of Live Birth containing entry / entries to be corrected 4. Baptismal certificate 5. Earliest School Record (Form 137 – Elementary / School Certification) 6. NBI Clearance (Multipurpose) 7. Police Clearance (Purpose: Change of First Name) 8. Publication of General Circulation (Two (2) consecutive weeks) 9. Affidavit of Publication with News Clippings 10. Medical Record (Old or New) 11. Medical Certificate issued by Government Physician 12. Certificate of Employment (if employed) / Affidavit of Non-Employment (if unemployed) 13. Notarized Special Power of Attorney (SPA) For Indirect Descendants 14. Other relevant documents <ol style="list-style-type: none"> 14.1 Voter's certification / Affidavit of voter's registration record 		PSA LCR Church School NBI Police Publisher Publisher Hospital Government Hospital / Health Center Company/Employer / Notary Public Notary Public COMELEC Office GSIS / SSS / Philhealth

14.2 GSIS / SSS / Philhealth Record 14.3 Business Record 14.4 Valid IDs (Company, School, LTO, etc) 15. Proof of Payment (Official Receipt)			Company, School, LTO Cashier / Local Treasury	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	Administrative Division Head Senior Administrative Assistant II LCR
2. Submit the requirements for evaluation	2.1 Receive and evaluate the requirements/ attachments and conduct interview; Issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	CDLI Division Head Senior Administrative Assistant II LCR
3. Receive order of payment and petition draft form	3.1 Provide Petition draft form and instruct client on filling-out the form	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	<p>Filing Fee for Correction of Clerical Error: PHP3,000.00</p> <p>Misc. Fee: PHP1000.00</p> <p>Shipping Fee- for migrant petitioners</p>	5 minutes	<p><i>Local Treasury Operation II</i></p> <p>City Treasury Office</p>
5. Return to CDLI window after payment and submit all necessary documents (photocopy in 2 sets) together with the receipt, and filled out draft petition form	5.1 Receive the documents and the Official Receipt and prepare the Petition form	None	15 minutes	<p><i>CDLI Division Head</i></p> <p><i>Senior Administrative Assistant II</i></p> <p><i>LCR</i></p>
6. Sign the prepared petition	6.1 Receive and sign the petition; Issue claim stub	None	3 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive Claim Stub and OR	7.1 Issue Follow-up Stub and Copy of petition for publication (client is advice to bring the Affidavit of Publication with news clippings after the publication was done and that the Petition will only be submitted to PSA-Legal Office for their Decision, once the LCR received the publication).	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.2 Prepare notice of posting and post for 10 calendar days.	None	5 minutes preparation / 10 calendar days posting	
	7.3 Checking and stamping of documents	None	0.5 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.4 Prepare Certificate of posting on the 11 th day after the received date	None	5 minutes preparation (1 day after the 10 calendar days posting as stated on RA9048 Manual	CDLI Division Head Senior Administrative Assistant II LCR
	7.5 Signing of petition and certified true copy of attachments	None	1 working day	City Civil Registrar Registration Officer III LCR
	7.6 Segregation of documents			CDLI Division Head Senior Administrative Assistant II LCR
	7.7 Transmittal to PSA Legal Service Office for OCRG Decision (Varies from the day of submission of Publication) (Note: PSA process usually takes 66-88 calendar days depending on the PSA)	None	1 working day (Twice a month - every 10 th and 26 th of every month tentatively)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.8 For Affirmed Petition: Request for the copy of Local copy of birth marriage or death certificate for annotation	None	2 working days	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.9 Preparation of Certificate of Finality and annotation of local copy of certificate of live birth, marriage or death certificate	None	1 working day	
	7.10 Checking of prepared Certificate of Finality and Annotation	NONE	1 working day	
	7.11 Signing of Certificate of Finality, Annotated Birth, Death or Marriage Certificate, certified true copy of other documents attached.	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.12 Transmit OCRG Copy of Certificate of Finality, Annotated Birth, Death or Marriage Certificate, certified true copy of other documents attached.	None	1 working day	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
		TOTAL: PHP4,000.00 + Shipping fee for migrant petitioner (born in Muntinlupa currently residing outside Metro Manila)	TOTAL: 18.5 working days, 1 hour (date of submission of the petition to PSA varies on the submission of publication)	
END OF TRANSACTION				

16. CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERRORS(RA9048) - MIGRANT PETITION (MUNTINLUPA RESIDENT BORN OUTSIDE METRO MANILA)

ABOUT THE SERVICE: A clerical or typographical error refers to a mistake committed in the performance of clerical work in writing, copying, transcribing, or typing an entry in the civil register that is harmless and innocuous, such as a misspelled name or misspelled place of birth and the like, which is visible to the eyes or obvious to the understanding, and can be corrected or changed only by reference to other existing record or records.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government	
Who may avail:	Persons with clerical or typographical error/s on their civil register documents.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PSA Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected		PSA
2. Local Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected		LCR
3. As many of the following supporting documents showing the correct entry / entries upon which the correction shall be based:		
3.1 Baptismal certificate		Church
3.2 Voter’s certification / Affidavit of voter’s registration record		Comelec
3.3 Medical Record		Hospital, health centers etc.
3.4 Employment Record		Company/Employer
3.5 SSS E-1 Form / GSIS Record		SSS/GSIS
3.6 Business Record		
3.7 School Record		School
3.8 Other relevant documents:		
8 Birth certificate of sibling / children / mother / father / husband / wife		PSA / LCR
4. Notarized Special Power of Attorney (SPA) For Indirect Descendants		Notary Public
5. Proof of Payment (Official Receipt)		Cashier / Local Treasury

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Submit the requirements for evaluation	2.1 Receive and evaluate the requirements/ attachments and conduct interview; Issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Receive order of payment and petition draft form	3.1 Provide Petition draft form and instruct client on filling-out the form	None	5 minutes	
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	Migrant Petition Service Fee: PHP500.00	3 minutes	<i>Local Treasury Operation II</i> City Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return to CDLI window after payment and submit all necessary documents (photocopy in 3 sets) together with the receipt, and filled out draft petition form	5.1 Receive the documents, Official Receipt and prepare the Petition form	None	10 minutes	<p><i>CDLI Division Head</i></p> <p><i>Senior Administrative Assistant II</i></p> <p><i>LCR</i></p>
6. Sign the prepared petition	6.1 Receive and sign the petition; Issue follow-up stub	None	3 minutes	
7. Receive Claim Stub and OR	7.1 Advice client to return after the 10 calendar days posting period (11 th day from the received date)	None	2 minutes	
	7.3 Prepare Notice of Posting to be posted within 10 calendar days.	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7.3 Prepare Certificate of posting one (1) day after the received date and endorsement letter	None	5 minutes preparation a day additional after the 10 calendar days posting as stated on RA9048 Manual	CDLI Division Head Senior Administrative Assistant II LCR
	7.4 Signing of endorsement letter, petition and certified true copy of the attachments	None	2 days	City Civil Registrar Registration Officer III LCR
	7.5 Segregation of documents	None	0.5 working day	CDLI Division Head
	7.6 Contact client to advise them that their petition is ready for release	None	5 minutes	Senior Administrative Assistant II LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Receive the prepared petition and supporting documents	8.1 Release the petition and supporting documents to the petitioner to transmit via Postal / courier service to the LCR Office of the city / municipality where the document was registered and advise the client to follow-up after (3 months) at the receiving LCR.	None	10 minutes (varying to the volume of clients)	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
		TOTAL: PHP 500.00 Migrant petition service fee	TOTAL: 14 working days, 68 minutes	
END OF TRANSACTION				

17. CHANGE OF FIRST NAME (RA9048) / CORRECTION OF DATE AND MONTH OF DATE OF BIRTH: MIGRANT PETITION (MUNTINLUPA RESIDENTBORN OUTSIDE METRO MANILA)

ABOUT THE SERVICE: RA No. 9048 allows the change of a person's name in his/her civil registry document under certain grounds specified under the law through administrative process. The grounds are as follows: 1) the petitioner finds the first name or nickname to be ridiculous, tainted with dishonor or extremely difficult to write or pronounce; 2) the new first name or nickname has been habitually and continuously used by the petitioner and he has been publicly known by that first name or nickname in the community; 3) the change will avoid confusion.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government
Who may avail:	Persons who wish to change their first name or nickname in accordance with the grounds prescribed by law.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PSA Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected.	PSA
2. Local Copy of Certificate of Live Birth / Marriage / Death containing entry / entries to be corrected	LCR
3. Baptismal certificate	Church
4. Earliest School Record (Form 137 – Elementary / School Certification)	School
5. Medical Record (Old or New)	Hospital, health centers etc.
6. NBI Clearance (Multipurpose)	NBI
7. Police Clearance (Purpose: Change of First Name)	Police
8. Publication of General Circulation (Two (2) consecutive weeks)	Publisher
9. Affidavit of Publication with News Clippings	Publisher
10. Certificate of Employment (if employed) / Affidavit of Non-employment (if unemployed)	Company/Employer Notary Public

11. Notarized Special Power of Attorney (SPA) For Indirect Descendants 12. Other relevant documents 12.1 Voter's certification / Affidavit of voter's registration record 12.2 GSIS / SSS / Philhealth Record 12.3 Business Record (if any) 12.4 Valid IDs (Company, School, LTO, etc) 13. Proof of Payment (Official Receipt)		<i>COMELEC office</i> <i>GSIS / SSS / Philhealth</i> <i>Company, School, LTO</i> <i>Cashier / Local Treasury</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Submit the requirements for evaluation	2.1 Receive and evaluate the requirements/ attachments and conduct interview; Issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Receive order of payment and petition draft form	3.1 Provide Petition draft form and instruct client on filling-out the form	None	5 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	<p>Filing Fee for Change of Name (to be sent via courier service at the LCR office where the document was registered)</p> <p>PHP3,000.00 – mandatory fee</p> <p>(There could be an additional fee depending on the municipal / city ordinance of the local civil registrar where the document was registered).</p> <p>Migrant Petition Service Fee: PHP1,000.00</p>	3 minutes	<p><i>Local Treasury Operation II</i></p> <p>City Treasury Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return to CDLI window after payment and submit all necessary documents (photocopy in 2 sets) together with the receipt, and filled out draft petition form	5.1 Receive the documents and the Official Receipt and prepare the Petition form	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
6. Sign the prepared petition	6.1 Receive the signed the petition; Issue claim stub	None	3 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
7. Receive Claim Stub and OR	7.1 Issue Follow-up Stub and copy of the prepared and signed petition form for publication. (Client will be advice to bring the Affidavit of Publication with news clippings after the publication was done, and that the preparation of petition will	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	only be complete once they submit the publication documents.			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.2 Prepare notice of posting and post for 10 calendar days.	None	5 minutes preparation / 10 calendar days posting	
	7.3 Checking and stamping of documents	None	0.5 working day	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	7.4 Prepare Certificate of posting one (1) day after the received date	None	5 minutes preparation a day after the 10 calendar days posting as instructed on RA9048 Manual	
8. Submit the Affidavit of Publication and News Clippings	8.1 Receive the Affidavit Publication and prepare the necessary documents	None	1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	8.2 Signing of petition and certified true copy of attachments	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	8.3 Segregation of documents	None	0.5 working day	<i>CDLI Division Head</i>
	8.4 Contact client to advise them that their petition is ready for release	None	5 minutes	<i>Senior Administrative Assistant II</i> <i>LCR</i>
9. Receive the prepared petition and supporting documents	9.1 Release the petition and supporting documents to the petitioner to transmit via Postal / courier service to the LCR Office of the city / municipality where the document was registered and advice the client to follow-up after (3 months) at the receiving LCR.	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		TOTAL: PHP1,000.00 Migrant service fee	TOTAL: 13 working days, 68 minutes	
END OF TRANSACTION				

REGISTRATION OF LEGAL INSTRUMENT

18. SUPPLEMENTAL OF ENTRIES IN LEGAL INSTRUMENT

ABOUT THE SERVICE: A supplemental report is used to supply entries or information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death/Fetal Death, which are inadvertently omitted when the document was registered.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parent/guardian or the party concerned, if of age.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PSA Authenticated Copy of Civil Document that needs supplemental report (Certificates of Birth, Marriage, Death/Foetal Death) 2. Duly notarized Affidavit of Supplemental Report 3. At least three (3) documentary evidence to support the supplemental report			PSA City Legal Office/ Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Counter F and submit the requirements for evaluation	2.1 Receive and evaluate the attachments and conduct interview; advise client to photocopy documents	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Photocopy the original documents (4 copies each)	3.1 Receive and double check the documents then issue Order of payment to proceed to Cashier – Counter G	None	10 minutes	
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	Form (Birth, Marriage, Death) Fee: PHP25.00 Supplemental Report: PHP75.00	5 minutes	<i>Local Treasury Operation II</i> City Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Certified Copy of annotated (4) P160.00, and un-annotated certificate of live birth (4) P160.00, and affidavit of supplemental report (4) P160.00</p> <p>(12 copies): PHP480.00</p> <p>Transcription fee (4copies): PHP160.00</p> <p>For reconstruct:</p> <p>CTC of Registry book: Php80.00</p>		
5. Return to CDLI window after payment	5.1 Photocopy the OR	None	2 minutes	<p><i>CDLI Division Head</i></p> <p><i>Senior Administrative Assistant II</i></p> <p><i>LCR</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receiving of Claim Stub and OR	6.1 Issuance of Claim Stub Request (client is requested to return after 10 days)	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	6.2 Verification of record in the database	None	10 minutes	
	6.3 Retrieval of civil documents from Records Section	None	2 working days	
	6.4 Encoding and numbering of Legal Instrument	None	6 working days	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	6.5 Preparation of COLB/COM/CO D and Annotation			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.6 Preparation of Certification, Form 1A/2A/3A, Form 1A/2A/3A with remarks and revised information			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	6.7 CTC of Annotated COLB/COM/ COD			
	6.8 Certification of genuineness			
	6.9 Signing of CTC and Certification	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	6.10 Segregation of documents	None	1 working day	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Claiming of processed documents for submission to PSA Main Office	7.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
		TOTAL: PHP740.00	TOTAL: 10 working days, 49 minutes	
END OF TRANSACTION				

19. LEGITIMATION BY SUBSEQUENT MARRIAGE (RA9858)

ABOUT THE SERVICE: By way of legitimation, an illegitimate child, by operation of law is considered legitimate, by virtue of the subsequent marriage of his/her parents, granting that during the period of his/her conception until the time of the said marriage, his/her parents had no legal impediment to marry.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	It shall be applied to all children conceived and born outside of marriage of parents who, at the time of conception of the child, were not disqualified by any impediment to marry each other.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. PSA Copy of Birth Certificate of person to be legitimated		PSA
2. Marriage Certificate of parents		PSA
3. CENOMAR or Advisory on marriages of parents (1 for father and 1 for mother)		
4. Duly Notarized Joint Affidavit of Legitimation by subsequent marriage (at least one original copy)		City Legal Office/ Notary Public
5. Duly Notarized Acknowledgment of Paternity (if not executed on the registered birth certificate) (at least one original copy)		City Legal Office/ Notary Public
6. Duly notarized Joint affidavit of minority of parents (if age of parent or parents is 19 below at the time of birth) (at least one original copy)		City Legal Office/ Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the kiosk machine and wait for your number to be called	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to Counter F and submit the requirements for evaluation	2.1 Receive and evaluate the attachments and conduct interview; advise client to photocopy documents	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Photocopy the original documents (4 copies each)	3.1 Receive and double check the documents then issue Order of payment to proceed to Cashier – Counter G	None	5 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Receive payment and issue Official Receipt (OR)	<p>Admission of Paternity: PHP120.00</p> <p>Legitimation Fee: PHP150.00</p> <p>Certified Copy of annotated birth certificate (4) P160.00, un-annotated birth certificate (4) P160.00, affidavit of legitimation PHP480.00;</p> <p>Certification 4 copies PHP160.00</p> <p>Form 1A PHP160.00</p> <p>Certified true copy of Registry Book of Legal Instrument if reconstruct: PHP80.00</p>	3 minutes	<p><i>Local Treasury Operation II</i></p> <p><i>City Treasury Office</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Return to CDLI window after payment	5.1 Photocopy the OR	None	2 minutes	CDLI Division Head Senior Administrative Assistant II LCR
6. Receiving of Claim Stub and OR6.	6.1 Issuance of Claim Stub Request (client is requested to return after 10 days)	None	2 minutes	
	6.2 Verification of record in the database	None	10 minutes	CDLI Division Head Senior Administrative Assistant II LCR
	6.3 Retrieval of civil documents from Records Section	None	2 working days	
	6.4 Encoding and numbering of Legal Instrument	None	7 working days	
	6.5 Preparation of COLB Annotation			
	6.6 Signing of CTC of Annotated COLB			City Civil Registrar Registration Officer III LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.7 Preparation of Certification, Form 1A, Form 1A with remarks and revised information			CDLI Division Head Senior Administrative Assistant II LCR
	6.8 Certification of genuineness			
	6.9 Signing of annotated birth certificate			City Civil Registrar Registration Officer III LCR
	6.10 Signing of certification, annotated form 1A, un-annotated form 1A			
	6.11 Segregation of documents			CDLI Division Head Senior Administrative Assistant II LCR
	6.12 Submission to PSA - CRS		1 working day	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Claiming of processed documents for submission to PSA Main Office	7.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes	CDLI Division Head Senior Administrative Assistant II LCR
		TOTAL: PHP910.00 If newly filed PHP1,070.00 if reconstruct	TOTAL: 10 working days, 47 minutes	
END OF TRANSACTION				

20. REGISTRATION OF ADMISSION/ ACKNOWLEDGMENT OF PATERNITY

ABOUT THE SERVICE: The affidavit of acknowledgment executed by the father should be registered with the civil registry office where the birth of the child was registered.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	An illegitimate child is a child whose parents are not legally married to each other.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PSA Copy of Birth Certificate of the child 2. Duly Notarized Affidavit of Admission / Acknowledgement of Paternity signed by the Father (at least one original copy) 3. Valid ID of the father			PSA City Legal Office/ Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Counter F and submit the requirements for evaluation	2.1 Receive and evaluate the attachments and conduct interview; issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Admission of Paternity: PHP120.00 Certified true copy of annotated and un-annotated birth certificate PHP320.00 Certification, Annotated Form 1A, un-annotated form1A PHP320.00	5 minutes	<i>Local Treasury Operation II</i> City Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		If reconstruct: Certified True Copy of Registry Book PHP80.00 CTC of Affidavit PHP 80.00		
4. Return to CDLI window after payment	4.1 Photocopy the OR	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
5. Receive Claim Stub and OR	5.1 Issue Claim Stub Request (client is requested to return after 7 days)	None	2 minutes	
	5.2 Verification of record in the database	None	10 minutes	
	5.3 Retrieval of civil documents from Records Section	None	2 working days	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.4 Assignment of Legal Instrument number	None	7 working days	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	5.5 Preparation of COLB annotation			
	5.6 CTC of Annotated COLB			
	5.7 Preparation of Certification, Form 1A, Form 1A with remarks and revised information			
	5.8 Certification of genuineness			
	5.9 Signing of annotated birth certificate			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	5.10 Signing of certified true copy of annotated birth certificate, and certification			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.11 Segregation of documents			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	5.12 Submission to PSA-CRS		1 working day	
6. Claiming of processed documents for submission to PSA Main Office	6.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes	
		TOTAL: PHP480.00	TOTAL: 10 working days, 44 minutes	
END OF TRANSACTION				

21. AFFIDAVIT TO USE THE SURNAME OF THE FATHER

ABOUT THE SERVICE: Affidavit to Use the Surname of the Father (AUSF) is an instrument executed in order to use the surname of the father. The AUSF is a registrable document.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Children with unmarried parents, and was born on August 3, 1988 and onwards can file AUSF on the Local Civil Registry Office based on the updated PSA Memorandum Circular 2023-14.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. PSA Copy of Birth Certificate of the child (1 original and 4 photocopy) 2. Duly Notarized Affidavit of Acknowledgement/ Admission of Paternity (1 original and 4 photocopy) 3. Duly notarized Joint affidavit of minority of parents (if age of parent or parents is 19 below at the time of birth) (1 original and 4 photocopy) 4. Notarized Affidavit to Use the Surname of the Father (AUSF) For child 6 yrs. Old below – mother as executor For child 7 yrs. To 17 – child as the executor with the sworn attestation of the mother (1 original and 4 photocopy) 5. Valid ID of the affiant/s (4 photocopy) 	<p>PSA</p> <p>City Legal Office/ Notary Public</p> <p>City Legal Office/ Notary Public</p> <p>City Legal Office/ Notary Public</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to Counter F and submit the requirements for evaluation	2.1 Receive and evaluate the attachments and conduct interview; issue Order of Payment and proceed to Cashier – counter G	None	15 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Admission of Paternity: PHP120.00 AUSF Fee: PHP200.00 Certified Copy of annotated birth certificate, un-annotated birth certificate PHP320.00	5 minutes	<i>Local Treasury Operation II</i> City Treasury Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Certification 4 copies PHP160.00, Form 1A PHP160.00 If reconstruct: Certified true copy of Registry Book of Legal Instrument PHP80.00 Certified true copy of Affidavit PHP80.00		
4. Return to CDLI window after payment	4.1 Photocopy the OR	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
5. Receive Claim Stub and OR	5.1 Issue Claim Stub Request (client is requested to return after 7 working days)	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Verification of record in the database	None	10 minutes	CDLI Division Head Senior Administrative Assistant II LCR
	5.3 Retrieval of civil documents from Records Section	None	2 working days	
	5.4 Assignment of Legal Instrument number	None	7 working days	
	5.5 Preparation of COLB annotation			
	5.6 Preparation of Certification, Form 1A, Form 1A with remarks and revised information			
	5.7 Certification of genuineness			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.8 Signing of CTC and Certificates of Acknowledgement, AUSF, Form 1A			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	5.9 Segregation of documents			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	5.10 Submission to PSA-CRS		1 working day	
6. Claiming of processed documents for submission to PSA Main Office	6.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes	
		TOTAL: if newly filed PHP960.00 if reconstruct PHP1,120.00	TOTAL: 10 working days, 44 minutes	
END OF TRANSACTION				

22. REGISTRATION OF PRE-NUPTIAL AGREEMENT

ABOUT THE SERVICE: A prenuptial agreement in the Philippines is required to be signed by the contracting parties and at least two witnesses of legal age prior to the celebration of marriage.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Marrying couple			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Notarized Affidavit of Prenuptial Agreement signed by the couple and at least 2 witnesses of legal age.			Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to Counter F and submit the Pre-Nuptial Agreement for registration	2.1 Receive Pre-Nuptial Agreement; issue Order of Payment and proceed to Cashier – counter G	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Registration Fee: PHP200.00 Certified Copy: PHP40.00 per page of the agreement and certification	5 minutes	<i>Local Treasury Operation II</i> City Treasury Office
4. Return to CDLI window after payment	4.1 Photocopy the OR	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
5. Receive Claim Stub and OR	5.1 Issue Claim Stub Request (client is requested to return after 3 working days)	None	2 minutes	
	5.2 Encoding on CENTRIS	None	3 working days	
	5.3 Assignment of Legal Instrument number			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.4 Preparation of Certification of Registration			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	5.5 Signature of City Civil Registrar			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
6. Claiming of processed documents for submission to PSA Main Office	6.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
		TOTAL: PHP200.00 + certified copy fee	TOTAL: 3 working days, 29 minutes	
END OF TRANSACTION				

23. REGISTRATION OF NATURALIZATION

ABOUT THE SERVICE: Naturalization is the judicial act of adopting a foreigner and clothing him with the privileges of a native-born citizen. It implies the renunciation of a former nationality and the fact of entrance into a similar relation towards a new body politic.

Office or Division:		Local Civil Registry Office / Court Decree and Legal Instrument Section		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		A foreign national, who wishes to be acknowledged as a Filipino citizen, whose father and/or mother was/were Filipino citizen/s at the time of the applicant's birth.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Petition for Naturalization 2. Certificate of Naturalization 3. Copy of the Petition for Naturalization 4. PSA Birth Certificate (If born in the Philippines) 5. Photocopy of Passport			Office of the Solicitor General / Special Committee on Naturalization PSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Counter F and submit the requirements for evaluation	2.1 Receive and evaluate the requirements and conduct interview; issue Order of Payment and proceed to Cashier – counter G	None	5 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Registration Fee: PHP200.00	3 minutes	<i>Local Treasury Operation II</i> <i>City Treasury Office</i>
4. Return to CDLI window after payment	4.1 Photocopy the OR	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
5. Receive Claim Stub and OR	5.1 Issue Claim Stub (client is requested to return after 7 working days)	None	2 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2 Assignment of Legal Instrument number	None	7 working days	<i>CDLI Division Head</i>
	5.3 Preparation of Certification of Registration			<i>Senior Administrative Assistant II</i> <i>LCR</i>
	5.4 Signature of City Civil Registrar			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
6. Claiming of processed documents for submission to PSA Main Office	6.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
		TOTAL: PHP200.00	TOTAL: 7 working days, 17 minutes & 10 seconds	
END OF TRANSACTION				

24. REGISTRATION OF FOUNDLING CERTIFICATE

ABOUT THE SERVICE: Registration of the foundling in the Local Civil Registry of Muntinlupa where the child was found shall be made by the finder/charitable institution within thirty (30) days from the date of finding/commitment of the child; otherwise, any report made after the 30-day period shall be considered late, and the concerned party shall be required to state in a sworn statement the circumstances that caused the late reporting to the civil registrar.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	1. Finder of a deserted or abandoned infant or child whose parents, guardian or relatives are unknown; or 2. Any orphanage, charitable or similar institution where the child is placed/committed		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. INFANT / CHILD a. Four (4) copies of the correctly and completely accomplished COLB (OCRG Form No. 101); b. Affidavit of the finder; c. Certification/blotter from the barangay captain or police authority on the circumstances surrounding the foundling’s discovery: <i>Provided</i> , that, if the child is found in a different barangay from the residence of the finder, both barangay officials shall issue a certification/blotter; and d. NACC Report duly signed by the authorized officer. e. Affidavit of delayed registration if not registered within 30 days		LCR/ DSWD Notary Public Barangay Hall / Police Station National Authority for Child Care (NACC) RACCO / NACC	
2. ADULT FOUNDLING a. Four (4) copies of the correctly and completely accomplished COLB (OCRG Form No. 101); b. Affidavit of the finder; and		LCR/ DSWD Notary Public	

c. LSWDO Report on the foundling's background, including the estimated age of the foundling, and qualifications as a foundling under the Act. d. Affidavit of delayed registration if not registered within 30 days			Local SWDO of LGU Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> LCR
2. Proceed to Counter F and submit the requirements (4 copies of all original documents) for evaluation	2.1 Receive and evaluate the requirements and conduct interview; issue Order of Payment and proceed to Cashier – counter G	None	7 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> LCR
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	Registration Fee: PHP200.00	3 minutes	<i>Local Treasury Operation II</i> City Treasury Office
4. Return to CDLI window after payment	4.1 Photocopy the OR	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> LCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive Claim Stub and OR	5.1 Issue Claim Stub (client is requested to return after 5 working days)	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
	5.2 Assignment of Registry number	None	10 working days	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>
	5.3 Signature of City Civil Registrar			
	5.4 Transmittal to PSA until the 10 th of every month			<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Claiming of processed documents for submission to PSA Main Office	6.1 Releasing of Processed document transmit to PSA CRS building, Legal Instrument	None	5 minutes (varying to the volume of clients)	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
		TOTAL: PHP200.00	TOTAL: 10 working days, 24 minutes	
END OF TRANSACTION				

25. REGISTRATION OF COURT DECREES AND ORDERS

(ADOPTION / ANNULMENT OF MARRIAGE / DECLARATION OF NULLITY OF MARRIAGE / LEGAL SEPARATION / ACKNOWLEDGMENT OF FOREIGN JUDGMENT / MUSLIM DIVORCE / CANCELLATION/ CORRECTION OF ENTRY / CHANGE OF NAME)

ABOUT THE SERVICE: In case of a court decree / order covering the status of a person, it shall be the duty of the Clerk of Court to advise the successful petitioner to have the decree / order registered in the Local Civil Registry Office where the court is functioning within ten (10) days after the decree has become final and executory.

Office or Division:	Local Civil Registry Office / Court Decree and Legal Instrument Section	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Any person subject of the following Court Decree/Orders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DECISION AND DOCUMENT REGISTERED IN MUNTINLUPA 1. Three (3) sets of Certified True Copy of Court Decision / Order with Certificate of Finality Note: The Certificate of Finality must be registered within fifteen (15) days upon the date of Certificate of Finality) 2. Affidavit of Delayed Registration		Court Notary Public
DECISION IN MUNTINLUPA AND DOCUMENT REGISTERED OUTSIDE MUNTINLUPA 1. Four (4) sets of Certified True Copy of Court Decision / Order with Certificate of Finality Note: The Certificate of Finality must be registered within fifteen (15) days upon the date of Certificate of Finality) 2. Affidavit of Delayed Registration		Court Notary Public
DECISION OUTSIDE MUNTINLUPA AND DOCUMENT REGISTERED IN MUNTINLUPA		

1. Three (3) sets of Certified True Copy of Court Decision / Order with Certificate of Finality Note: The Certificate of Finality must be registered within fifteen (15) days upon the date of Certificate of Finality) 2. Affidavit of Delayed Registration			Court Notary Public	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number at the Information Desk / kiosk machine	1.1 Kiosk machine issues number / Answer queries	None	5 minutes	<i>Administrative Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
2. Proceed to Counter F and submit the requirements (certified true copy of all documents) for evaluation	2.1 Receive and evaluate the attachments and conduct interview; issue Order of Payment and proceed to Cashier – counter G	None	10 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment	3.1 Receive payment and issue Official Receipt (OR)	<p>Registration of Court Decree/Order issued in Muntinlupa: PHP300.00</p> <p>If issued outside Muntinlupa: PHP200.00</p> <p>Certification by LCRO (4copies): PHP160.00</p> <p>Authenticity by LCRO (4copies): PHP160.00</p> <p>Civil Registry Documents (COLB, COM, COD) (8copies): PHP320.00</p> <p>Late Registration Processing Fee: PHP150.00</p>	2 minutes	<p><i>Local Treasury Operation II</i></p> <p><i>City Treasury Office</i></p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to CDLI window after payment	4.1 Photocopy the OR	None	2 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
5. Receive Claim Stub and OR	5.1 Issuance of Follow-up Stub (client is advice that document will be processed upon receipt of the court verification)	None	2 minutes	
	5.2 Encoding in the database	None	2 mins.	
	5.3 Preparation of verification letter	None	5 mins.	
	5.4 Signature of the City Civil Registrar			<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.5 Send to the Court of jurisdiction via courier service	P95.00 / NCR (Amount varying on the location of the Court)	1 working day (varying to the volume of clients)	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i>
	5.6 After receiving of the Court Verification letter: 5.7 Assignment of Registry Number Register on Registry Book 5.8 Photocopy and stamping of all documents	None	1 working day	<i>LCR</i>
	5.9 Signing of City Civil Registrar	None	1 working day	<i>City Civil Registrar</i> <i>Registration Officer III</i> <i>LCR</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.10 Segregation of documents; preparation and signing of Certified True Copy, Endorsement Letter.	None	30 minutes	<i>CDLI Division Head</i> <i>Senior Administrative Assistant II</i> <i>LCR</i>
6. Claiming of processed documents for submission to PSA Main Office	6.1 Releasing of processed document to client or submit thru office to office transaction to PSA – CRS (Quezon City)	None	5 minutes (varying to the volume of clients)	
		TOTAL: PHP940.00 if Decision and document registered in Muntinlupa; PHP1,090.00 if delayed registration PHP940.00 decision is from Muntinlupa Courts and document was registered outside Muntinlupa	TOTAL: 3 working days and 63 minutes.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		PHP1,090.00 if delayed registration PHP840.00 if Decision and document registered outside Muntinlupa; PHP990.00 if delayed registration		
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISM	
How to send Feedback	Answer the Client Feedback form (available in the information area) and drop it on the designated drop box.
How feedback is processed	<p>Every month, the Admin Division personnel open the drop box for recording and summary of feedback and forwards it to the assistant civil registrar.</p> <p>The assistant civil registrar will address to the division with area of concern and report it the city civil registrar.</p>
How to file a complaint	<p>Answer the complaint form available in the information area and submit it to the Public Information Officer.</p> <p>Information details are as follows:</p> <ul style="list-style-type: none"> -Name of Person being complained -Incident details e.g. date and time -evidence -contact details <p>For inquiries and follow-ups, the client may follow-up at 88516287</p>

<p>How complaints are processed</p>	<p>The Admin Division personnel will investigate and evaluate the form and report it to the assistant civil registrar.</p> <p>The assistant civil registrar will conduct an investigation and forward the complaint to the relevant division and personnel for explanation</p> <p>.</p> <p>The assistant civil registrar will create a report after the investigation and shall submit it to the city civil registrar for appropriate action.</p> <p>The assistant civil registrar will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may follow-up at 88516287</p>
<p>Contact Information of ARTA, PCC, CCB</p>	<p>ARTA: complaints@arta.gov.ph</p> <p>884785093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

List of Office/s

Division	Address	Contact Information
Administrative	4th Floor South Park Center, National Road, Alabang, Muntinlupa City	88516283
Court Decree and Legal Instrument (CDLI)		88516287
Registration		88516283
Records and Data Processing		88516283
Website: www.muntinlupacivilregistrar.com		
Email Address: lcr.muntinlupa@gmail.com		
Facebook page: www.facebook.com/Lcr.Muntinlupa		



CITY GOVERNMENT OF MUNTINLUPA

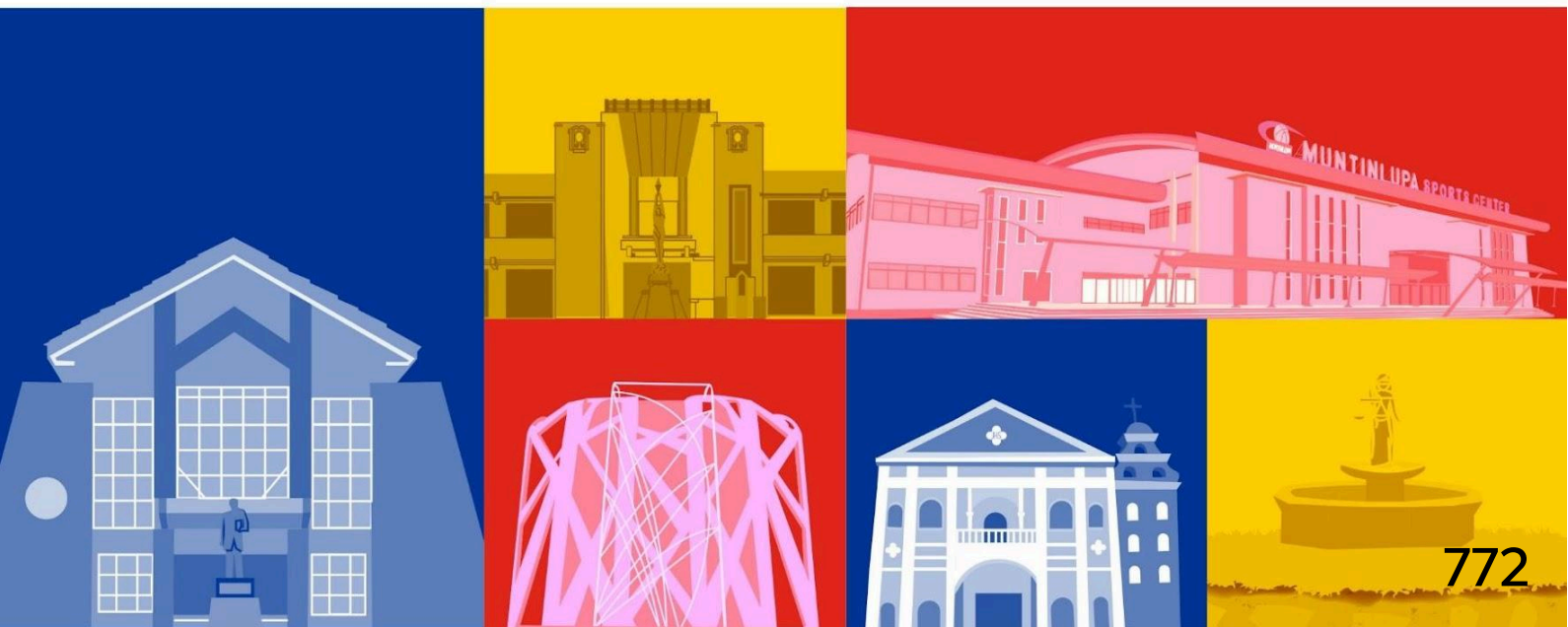


LOCAL ECONOMIC AND INVESTMENT
PROMOTION OFFICE

CITIZEN'S CHARTER

2024

(1ST Edition)





LOCAL ECONOMIC AND INVESTMENT PROMOTION OFFICE

CITIZEN'S CHARTER

2024 1st Edition

I. MANDATE

a. DILG Memorandum Circular No. 2010-113

Memorandum Circular on the Designation of Local Economic and Investment Promotion Officer and Establishment of Local Economic and Development and Investment Promotion Office/Unit.

b. City Ordinance No. 2020-048 (as amended by Ord. No. 2020-106)

Ordinance Creating the Local Economic and Investment Promotion Division Under the Office of the Mayor.

c. CGM Memorandum dated July 1, 2022

Designation of Engr. Allan A. Cachuela as the Acting Head of Local Economic and Investment Promotion Office (LEIPO) of Muntinlupa City.

II. VISION

We envision Muntinlupa LEIPO as the Chief Local Department responsible for promoting the City of Muntinlupa as an Investment Destination to foster inclusive growth through job generation and enterprises development.

III. MISSION

- To enhance the city's competitiveness for investment through improvements in the regulatory environment.
- To implement marketing strategies which effectively highlight the city's strengths as a business location.
- To provide assistance to prospective investors by identifying economic opportunities in the city.
- To partner with the private sector on the programs, projects, and activities that promote the city's business friendliness.
- To provide support for business startups and the development of MSMEs.
- To establish a local economic database that will cater especially to the needs of current and potential investors.

IV. SERVICE PLEDGE

The Local Economic and Investment Promotion Office (LEIPO) commits to:

1. Promote Muntinlupa City as an ideal investment location.
2. Facilitate the growth of local micro, small, and medium enterprises or MSMEs.
3. Attend to all clients or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

LIST OF SERVICES

EXTERNAL SERVICES	4
• Request for Available Data and Information for Research and Other Purposes	5
• Marketing Assistance to MSMEs through the Likhang Munti Eco Grocer	6
• Facilitation of the Conduct of Trade Fairs, Bazaars, Exhibits, etc.	8
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**LOCAL ECONOMIC AND INVESTMENT
PROMOTION OFFICE
EXTERNAL SERVICES**

1. Request for Available Data and Information for Research and Other Purposes

The Local Economic and Investment Promotion Office (LEIPO) can provide requested data and information related to business and livelihood activities within the city for research and other purposes.

Office or Division:	Local Economic and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Private citizens, students, persons from the academe or business sector, representatives of government agencies or other local government units.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request stating the specific data needed and the purpose for which request is being made			Requestee	
CLIENT STEPS	AGENCY ACTION	FEE/S	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the LEIPO	1.1 Receive the letter of request and mark as "Received"	-	1 minute	<i>Administrative Officer IV</i> LEIPO
	1.2 Process the request.	-	2 days	<i>Senior Administrative Assistant II</i> LEIPO
	1.3 Approve (disapprove) and sign the transmittal or letter of response by the LEIPO Head	-		
2. Receive and acknowledge the copy of requested data or advice of request disapproval	2.1 Release the data requested or advice of request disapproval	-	3 minutes	<i>Administrative Officer IV</i> LEIPO
	2.2 Record in the logbook	-		
TOTAL:		-	2 days and 4 minutes	

2. Marketing Assistance to MSMEs through the Likhang Munti Eco Grocer

The Local Economic and Investment Promotion Office (LEIPO) provides assistance to the local MSMEs through the Likhang Munti Eco Grocer.

Office or Division:	Local Economic and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Local MSMEs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form (Online or Hard copy)		Google Forms		
CLIENT STEPS	AGENCY ACTION	FEE/S	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill out and submit the Application Form (Online or Hard Copy)	1.1 Receive and check the completeness of the form.	-	5 minutes	<i>Administrative Officer II</i> LEIPO
1.2 Wait for advice if the application will proceed to product evaluation	1.2 Notify the Client if their application will proceed and set a schedule with the Economic Development and Entrepreneurship Committee (EDEC) for product evaluation.	-	5 minutes	
2. Proceed to the venue for the product presentation to the EDEC.	2. Facilitate the product presentation.	-	1 day	<i>Administrative Officer II</i> LEIPO
3. Wait for advice on result of the product evaluation.	3. Advise Client on result of the product evaluation	-	5 minutes	<i>Administrative Officer II</i> LEIPO

4. Attend orientation as advised.	4. Orient Client regarding Eco Grocer guidelines	-	2 hours	<i>Administrative Officer II</i> LEIPO
TOTAL:		-	1 day, 2 hours, and 15 minutes	

3. Facilitation of Conduct of Trade Fairs, Bazaars, Exhibits, etc.

Assistance to markets such as trade fairs, bazaars, exhibits, etc. are provided to entrepreneurs, cooperatives, and business owners from Muntinlupa.

Office or Division:	Local Economic and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Entrepreneurs, cooperatives, and business owners from Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Requestee		
CLIENT STEPS	AGENCY ACTION	FEE/S	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the LEIPO.	1.1 Receive the letter of request and mark as "Received"	-	1 minute	<i>Administrative Officer IV</i> LEIPO
	1.2 Notify the Client if their application will proceed and set a schedule for product evaluation.	-	5 minutes	
2. Proceed to LEIPO for product evaluation.	2. Evaluate product/s presented by Client using criteria.	-	1 hour	<i>Administrative Officer II</i> LEIPO
3. Wait for advice on the result of the product evaluation.	3.1 Advise the Client regarding approval or disapproval of request.	-	5 minutes	<i>Administrative Officer II</i> LEIPO
	3.2 If approved, include the Client in the list of potential merchants.	-	3 minutes	
	3.3 Endorse Client as merchant or exhibitor in appropriate trade	-	5 minutes	

	fairs, bazaars, or exhibits organized by the national government agencies and/or business sector for approval.			
4. Wait for advice regarding participation in trade fairs, bazaars, exhibits, etc.	4. Advise the Client regarding the guidelines in preparation for participation in the trade fairs, bazaars, exhibits.	-	15 minutes	<i>Administrative Officer II</i> LEIPO
TOTAL:		-	1 hour and 34 minutes	

4. Government Linkaging and Other Forms of Assistance

The Local Economic and Investment Promotion Office (LEIPO) provides assistance to entrepreneurs, businessmen, livelihood groups, and constituents of Muntinlupa City in accessing network relations with the national government agencies and/or private sector.

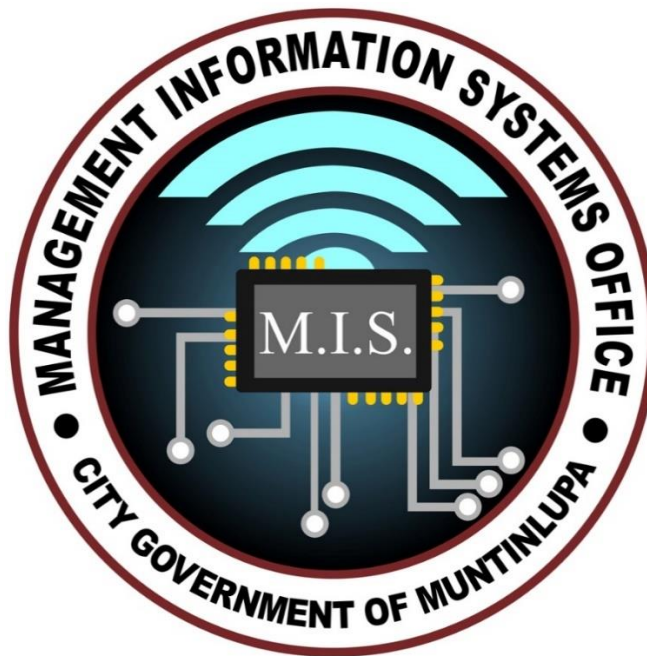
Office or Division:	Local Economic and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Entrepreneurs, businessmen, livelihood groups, and constituents of Muntinlupa City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Project Proposal (Optional)		Requestee		
CLIENT STEPS	AGENCY ACTION	FEE/S	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and/or project proposal (if applicable) to the LEIPO.	1. Receive the letter of request and/or project proposal and mark as "Received"	-	3 minutes	<i>Administrative Officer IV</i> LEIPO
2. Wait for advice and communicate with the LEIPO team	2. Validate the submitted documents with the concerned national agencies	-	2 days	<i>Administrative Officer V</i> LEIPO
3. Inquire and follow up the request for assistance	3. Inform the Client/s about next steps such as procedure flow and processing time of request with national government agencies.	-	10 minutes	<i>Administrative Officer V</i> LEIPO
TOTAL:		-	2 days and 13 minutes	

V. FEEDBACK AND COMPLAINTS

How to send your feedback?	<p>Clients are encouraged to accomplish the feedback forms and drop these in the designated boxes in front of Local Economic and Investment Promotion Office.</p> <p>For inquiries and follow-ups, clients may contact the following: 8827 – 5875 or leipomuntinlupa@gmail.com</p>
How feedbacks are processed?	<p>The accomplished feedback forms are consolidated and discussed by the designated LEIPO staff to address clients' concerns.</p> <p>For inquiries and follow-ups, clients may contact the following: 8827 – 5875 or leipomuntinlupa@gmail.com</p>
How to file a complaint?	<p>To file a complaint, send a letter of complaint to LEIPO/Officer-in-Charge or accomplish a complaint form and submit to LEIPO physically or through email.</p> <p>For inquiries, clients may contact the following: 8827 – 5875 or leipomuntinlupa@gmail.com</p>
How complaints are processed?	<p>Complaints received are monitored by the Officer-in-Charge who shall address the issue and provide feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following: 8827 – 5875 or leipomuntinlupa@gmail.com</p>

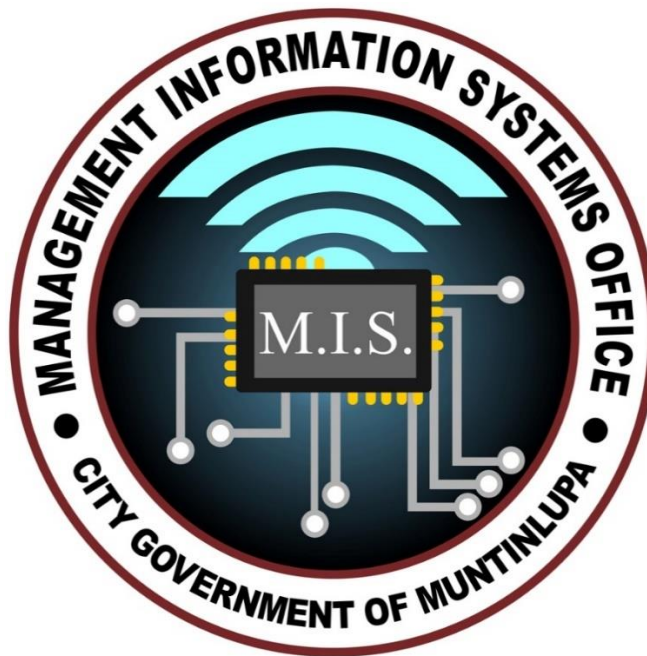
VI. LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Main Office	Ground Floor, Right Wing (Inside BPLO), Main Building, Muntinlupa City Hall, National Road, Putatan, Muntinlupa City	Telephone Number: (02) 8 827 – 5875 Email Address: leipomuntinlupa@gmail.com
Annex Office		Facebook Page: LEIPO Muntinlupa



MANAGEMENT INFORMATION SYSTEMS OFFICE

CITIZEN'S CHARTER



MANAGEMENT INFORMATION SYSTEMS OFFICE

CITIZEN'S CHARTER

I. Mandate

- The Department shall be responsible in handling the devolved ICT functions, projects, programs, and/or activities by the National Government Agencies. From planning, coordinating, and implementing for the Local Government-level devolvement, development and promotion of the National ICT Development agenda.
- The Department shall improve the innovation governance in the City Government through the various systems development and ICT projects, that aims and focuses on the long-term visioning, strategization and prioritization of ICT development and innovation, towards sustainable and smarter city.
- The Department shall be responsible for the ICT research and development, innovation and its utilization by the appropriate users and usage; and to the science and technology education, its corresponding training and services. It shall support and guarantee diversity, equity and participation for the self-reliant scientific and technological capabilities, and their application to the City's productive systems and local life.
- The Department shall ensure the ease of access, facilitation, and management of the IT Infrastructure, Networking and Connectivity of the City Government. It shall be provided with a secured and centralized access for all, including the citywide communications and connectivity services.
- The Department shall guarantee the security, confidentiality and appropriate authorization level for the accessibility in the City Government's various systems application databases and storage of information. The Department ensures the authenticity and reliability of electronically stored data, documents and/or messages upon the continuous usage of the electronic transactions in the City Government.

II. Vision

The MIS strives to position the City Government as a leader in the effective, efficient and innovative use and application of Information Technology.

III. Mission

The MIS Office provides technology-based solutions that support the decision-making activities of the City Government of Muntinlupa.

IV. Service Pledge

Committed to foster the City that thrives on innovation, efficiency and transparency empowered by Information and Communications Technology.

LIST OF SERVICES

Internal Services

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Service Request – Manual Transaction	6
Service Request – Service Request Management System (Automated Transaction)	8
Web & System Development/Training & Research	10
System Development/Enhancement	11
Website Posting and Updating	14

**System Support/Repair and Maintenance Division
Internal Services**

1. Service Request – Manual Transaction

A service request - manual transaction, is a process in which the clients fill out a service request form to which specific and detailed information will be the basis of the repair that will be conducted by the computer technician assigned.

Office or Division:		System Support/ Repair and Maintenance Division		
Classification:		Simple		
Type of Transaction:		G2G – Government-to-Government		
Who may avail:		Offices & Departments of the City Government of Muntinlupa		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-out Form QF/MIS/001: Service Request			Management Information Systems Office; Administrative Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Service Request Form (see Annex A).	1. Check the submitted Service Request Form to see if it is duly filled out.	None	1 minute	<i>Senior Administrative Assistant I</i> MIS Office
	2. Once the service request is received, it will be forwarded to the department head or division head concerned.	None	2 minutes	<i>Information Technology Officer II and/or Senior Administrative Assistant II (Computer Operator IV)</i> MIS Office
	3. Assigned staff attends the requested service.	None	Depends on the scope of work.	<i>Senior Administrative Assistant II (Computer Operator IV)</i> MIS Office

	4. Inform or notify the clients that their requested service has been completed.	None	5 minutes	<i>Senior Administrative Assistant II (Computer Operator IV)</i> MIS Office
	5. Assigned staff submits their filled-out service report to the requesting client as proof of service rendered (see Annex B).	None	5 minutes	<i>Senior Administrative Assistant II (Computer Operator IV)</i> MIS Office
	TOTAL:	None	Depends on the scope of work.	

2. Service Request – Service Request Management System (Automated Transaction)

An automated service request transaction is a process in which the clients will use the Service Request Management System (SRMS) to input the specific and detailed information that will be the basis of the repair that will be conducted by the computer technician assigned.

Office or Division:		System Support/ Repair and Maintenance Division		
Classification:		Simple		
Type of Transaction:		G2G – Government-to-Government		
Who may avail:		Offices & Departments of the City Government of Muntinlupa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled-out service request through SRMS		Management Information Systems Office; All Administrative Divisions' of the City Government of Muntinlupa		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Service Request Form through SRMS	1. Check the submitted Service Request to see if it is duly filled out.	None	1 minute	Senior Administrative Assistant I MIS Office
	2. Once the service request is received, it will be forwarded to the department head or division head concerned.	None	2 minutes	Information Technology Officer II and/or Senior Administrative Assistant II (Computer Operator IV) MIS Office

	3. Assigned staff prints the service report generated from SRMS, then attends the requested service.	None	Depends on the scope of work.	<i>Senior Administrative Assistant II (Computer Operator IV)</i> MIS Office
	4. The client gives system-generated code to the assigned staff as proof of service rendered. A feedback form will appear in the client's SRMS after the assigned staff encodes the system-generated code at the end of the process	None	5 minutes	<i>Senior Administrative Assistant II (Computer Operator IV)</i> MIS Office & Requesting Office/Department
	TOTAL:	None	Depends on the scope of work.	

**Web & System Development/Training & Research
Division
Internal Services**

1. System Development/Enhancement

A process in which the end-user or requesting office submits a letter of request either for the system's development or enhancement.

Office or Division:		Web & System Development/Training & Research Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government-to-Government		
Who may avail:		Offices & Departments of the City Government of Muntinlupa		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A letter from the requesting office or department with a brief description of the system to be developed or enhanced			Management Information Systems Office; Web & System Development, Training & Research Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter with a brief description of the system that was requested to be developed.	1. Once the service request is received, it will be forwarded to the department head or to the web & system development/training & research division head for assessment.	None	1 minute	<i>Senior Administrative Assistant I</i> MIS Office
2. Coordinate with the MIS Office for a more detailed description of the system indicated in the letter of request and in the system request form (see Annex C).	2.1 Interview the requesting office for information needed for the new system and/or an update on the current system.	None	Depends on the scope of work.	<i>Information Technology Officer I</i> MIS Office

	2.2 System research: gathering of information needed for the new system of the requesting office for discussion with the programmer	None	Depends on the scope of work.	<i>Information Technology Officer / MIS Office</i>
	2.3 System Design: construction of database design, system design, and data flow design	None	Depends on the scope of work.	<i>Information Technology Officer / MIS Office</i>
	2.4 System Development: creating and testing databases, coding, compiling, and refining programs	None	Depends on the scope of work.	<i>Information Technology Officer / MIS Office</i>
	2.5 System testing: testing if the developed system conforms to the end-user's requirements 2.5.1. Production version of the system 2.5.2 System for improvement	None	Depends on the scope of work.	Web & System Development/Training & Research Division <i>Information Technology Officer / MIS Office</i>
	2.6 System Implementation: Installation of the product version of the system, training of end-users	None	Depends on the scope of work.	<i>Information Technology Officer / MIS Office</i>

	2.7 User Acceptance: The developed system was accepted by the end-user (see Annex D).	None	Depends on the scope of work.	<i>Information Technology Officer / MIS Office</i>
	TOTAL:	None	Depends on the scope of work.	

2. Website Posting and Updating

The website posting and updating is a process in which offices and departments of the City Government of Muntinlupa submit a letter of request to post and/or update information to be available on the city's official website.

Office or Division:		Web & System Development/Training & Research Division		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government-to-Government		
Who may avail:		Offices & Departments of the City Government of Muntinlupa		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request from the concerned office/ department with soft & hard copy of the information that needs to be posted			Management Information Systems Office; Web & System Development, Training & Research Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter with a brief description of the system that was requested to be developed.	1 Once the service request is received, it will be forwarded to the department head or to the web & system development/training & research division head for assessment.	None	1 minute	<i>Senior Administrative Assistant I</i> MIS Office
	2 Post the information provided by the requesting office	None	Depends on the scope of work.	<i>Information Technology Officer II</i> MIS Office

	3 Security and vulnerability check for featured link/s	None	Depends on the scope of work.	<i>Information Technology Officer II</i> MIS Office
	4 Requesting office will be notified through a letter or email once the information is updated/posted	None	30 minutes	<i>Information Technology Officer II</i> MIS Office <i>Senior Administrative Assistant I</i> MIS Office
	TOTAL:	None	Depends on the scope of work.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ul style="list-style-type: none"> • Fill out the Feedback Form and drop it in the Suggestion Box. • Every time a service is completed, a CSM questionnaire will be given to the concerned office to be filled out. • Fill out the Feedback Form in the Service Request Management System (SRMS) or in the Service Report. • A concerned individual can write a formal letter and submit it to the Management Information Systems Office or send an email at mis.itc@muntinlupacity.gov.ph. <p>For inquiries and follow-up, clients may contact (02) 8 862-2525 loc. 1022, 1023, and 1024</p>
How feedbacks are processed?	<p>Every month, the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>Weekly review of the filled-out and collected CSM Questionnaire</p> <p>For formal letters, it will be endorsed to the Head of MIS Office.</p> <p>All concerns will be forwarded to the responsible personnel and addressed accordingly.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter and submit it to the Management Information Systems Office or send an email at mis.itc@muntinlupacity.gov.ph.</p> <p>For inquiries and follow-up, clients may contact (02) 8 862-2525 loc. 1022, 1023, and 1024</p>

How complaints are processed?	<p>A formal letter of complaint will be endorsed to the Head of MIS Office.</p> <p>All concerns will be forwarded to the responsible personnel and addressed accordingly.</p>
<p>Contact Information of:</p> <p>Contact Center ng Bayan (CCB)</p> <p>Anti-Red Tape Authority (ARTA)</p> <p>8888 Citizen's Complaint Hotline</p>	<p>0908 881 6565 / 1-6565*</p> <p>complaints@arta.gov.ph / 1-ARTA (2782)</p> <p>8888</p>

Office	Address	Contact Information
Management Information Systems Office	Ground Floor, Main Building, Muntinlupa City Hall, National Road, Brgy. Putatan, Muntinlupa City	(02) 8 862-2525 loc. 1022, 1023, and 1024 mis.itc@muntinlupacity.gov.ph



CITY GOVERNMENT OF MUNTINLUPA



MOTORPOOL SECTION

CITIZEN'S CHARTER **2024** (1ST Edition)





I. MANDATE

Motorpool Section maintains and dispatch road worthy government vehicles to all the departments of the City Government of Muntinlupa, distribute clean water to constituents and water augmentation during fire incidents.

- **Maintain all service vehicles in good working condition which is road worthy bearing in mind the safety of the user.**
- **Maintain all trucks and construction equipment in good working condition to support operational requirements of various departments of the City Government of Muntinlupa.**
- **Rehabilitate at least one (1) service vehicle and at least one (1) truck per month which is needed to support various city government departments and projects.**
- **Distribution of potable water to Muntinlupa residents.**
- **Water augmentation during fire incidents.**
- **Upgrade the skill of at least two (2) motor personnel per quarter.**
- **Maintain harmonious professional relationship between motor pool personnel.**
- **Adapt motor pool plans and programs to natural laws.**





II. VISION

We envisioned Motorpool to become an institution with state of the art facilities within the City of Muntinlupa with integrity in the repairs and maintenance of Local Government Vehicles and equipment under the rule of transparency and accountability.

III. MISSION

- To provide repair and maintenance of ground vehicles and equipment of the Local Government of Muntinlupa.**
- To maintain a pool of skilled personnel who values equality, dignity in labor, team effort, safety environment, excellent and high-quality service.**
- To operate water source storage and truck tankers for emergency water supply in the 9 barangays of Muntinlupa to support various City Mayor's Project and support firefighting and calamity operation.**
- To Dispatch City Bus and other passenger vehicles to cater the transportation need of the constituents especially the elderly.**





IV. SERVICE PLEDGE

We commit to:

- **Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption.**
- **Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite transactions to all government departments and residences of Muntinlupa.**
- **Attend to all clients and requesting parties who are in need of our services.**





V. LIST OF SERVICE

EXTERNAL SERVICES

Request For Water Delivery Services	5
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INTERNAL SERVICES

Repair And Maintainance Of All Government Service Vehicles	8
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EXTERNAL SERVICES





1. REQUEST FOR WATER DELIVERY TO MUNTINLUPA CONSTITUENTS

REQUISITION OF FREE DELIVERY WATER FOR MUNTINLUPA CONSTITUENTS

Office / Division	Office of the Mayor			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Muntinlupa Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resident of Muntinlupa City - Request Letter		Thru phone or text, proceed to our office with a request letter		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Category A: Call (8) 553-7248 to acquire schedule	1. For Category A: Acknowledge the call and schedule the delivery of water tanker.	NONE	3 Minutes	Sonny I. Juanata Team Leader <i>Motorpool Section</i>
For Category B: Submit a Request Letter addressed to the Officer-In-Charge	For Category B: Acknowledge the letter through informing the request approval & Schedule	NONE	30 Minutes NOTE: 2 Days if not available on the requested schedule	Sonny I. Juanata Team Leader <i>Motorpool Section</i>
	2. Officer-In-Charge (OIC) will assign Team Leader to designate Tanker Driver & Helper	NONE	1 Hour	Mr.Efren A. Villanueva Officer-In-Charge <i>Motorpool Section</i>





Office / Division	Office of the Mayor			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail	Muntinlupa Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resident of Muntinlupa City - Request Letter		Thru phone or text, proceed to our office with a request letter		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Delivery of water by Tanker Driver & Helper	NONE	3 Hours	Sonny I. Juanata Team Leader <i>Motorpool Section</i>
2. Acknowledge and sign the delivery form.	4. Delivery of water tanker to the client and submit to Team Leader the accomplishment reports	NONE	For small volume request: 1 day For large volume request: 2 days	Sonny I. Juanata Team Leader <i>Motorpool Section</i>
TOTAL :		NONE	For small volume request: 1 DAY For large volume request: 2 DAYS	





INTERNAL SERVICES





2. REPAIR & MAINTAINANCE OF ALL GOVERNMENT SERVICE VEHICLES REQUISITION OF SERVICE DIAGNOSIS OF ALL DEPARTMENT & OFFICES OF MUNTINLUPA GOVERNMENT UNIT

Office / Division	Office of the Mayor			
Classification	Simple / Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Agency & Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Vehicles		Motorpool Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up the pre-check up & repair form	1. Chief Mechanic will diagnose the vehicle	NONE	20 Minutes	Papa G. Arciaga Chief Mechanic
	1.2 Prepare Service Request stating the scope of works and parts needed.	NONE	5 Minutes	Eduardo S. Brofar Administrative Officer
2. Sign the Service Request (Vehicle -Diagnosis)	2. Approval of the Service Request. (Vehicles Diagnosis)	NONE	5 Minutes	Mechanic, Chief Mechanic & Officer in Charge Motorpool Section





Office / Division	Office of the Mayor			
Classification	Simple / Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail	Government Agency & Official			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Vehicles		Motorpool Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to GSO Office for the issuance of PO and approval	3. Approval of the Service Request	NONE	5 Minutes	General Services Office (GSO) / Procurement
4. Once approved proceed to purchased parts stated from the approved Service Request	4.. Receive and acknowledge the parts needed for the repair	NONE	For Minor Repairs 1 Day for Major Repairs 20 Days	Papa G. Arciaga Mechanic, Chief Mechanic
5. Fill up the waste materials form	5.. Receive and acknowledge used parts	NONE	10 Minutes	Angelos L. Mercader OIC -Warehouse Personnel
6. Fill up the accomplishment form	6. Prepare accomplishment reports	NONE	5 Minutes	Eduardo S. Brofar Administrative Staff
7. Sign the accomplishment reports	7. Approval of the accomplishment reports	NONE	10 Minutes	Mechanic, Chief Mechanic & Officer In Charge Motorpool Section
TOTAL :		NONE	For Minor Repair: 1 DAY For Major Repair: 21 DAYS	





FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback

Answer the Client Feedback form (available in the information area) and drop it on the designated drop box.

How feedback is processed

Every month, the Admin Division personnel opens the drop box for recording and summary of feedback and forwards it to the assistant administrative officer.

The assistant administrative officer will address to the division with area of concern and report it to the Officer In Charge.

How to file a complaint

Answer the complaint form available in the information area and submit it to the Department / Offices concerned.

Information details are as follows:

- Name of Person being complained
- Incident details e.g. date and time
- evidence
- contact details

For inquiries and follow-ups, the client may follow-up at (8) 5537248.





How complaints are processed	<p>The Admin Division personnel will investigate and evaluate the form and report it to the Officer In Charge.</p> <p>The assistant administrative officer will conduct an investigation and forward the complaint to the relevant section and personnel for explanation .</p> <p>The assistant administrative officer will create a report after the investigation and shall submit it to the department / offices concerned for appropriate action.</p> <p>The assistant administrative officer will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may follow-up at (8) 5537248.</p>
Contact Information:	<p>Motorpool Section Office: (8) 5537248</p>

Office	Address	Contact Information
Motorpool Section	Ground Floor Motorpool Building Pacwood Site, Barangay Tunasan Muntinlupa City	(8) 5537248





MUNTINLUPA CITY COOPERATIVE DEVELOPMENT OFFICE

CITIZEN'S CHARTER
2024 (1st Edition)

I. Mandate:

The Muntinlupa City Cooperative Development Office (MCDO for brevity), formerly known as the City Cooperative Office/Office of the City Cooperative Officer, was created through Kautusang Bayan Blg. 92-03, known as the “Kautusang Bayan na Lumilikha sa Tanggapan ng “Cooperative Officer” sa Pamahalaang Bayan ng Muntinlupa na Magsasagawa ng Tungkulin na Pangunahan at Subaybayan ang Pagtatatag at Pagpapaunlad ng Kooperativa at Pagtatakda ng Laang Gugulin para sa Tanggapang ito”, on August 24, 1992 by the Municipal Council of the Municipality of Muntinlupa to spearhead and monitor the organization and development of cooperatives in Muntinlupa.

On March 01, 1995, Republic Act No. 7926, otherwise known as the Charter of the City of Muntinlupa, was enacted, converting the Municipality of Muntinlupa into a Highly Urbanized City to be known as the City of Muntinlupa, and thereby creating the City Officials and Offices concomitant thereto. Pursuant to RA No. 7926, the Office of the then Municipal Cooperatives Officer was duly converted into the Office of the City Cooperatives Officer, whose primary mandate is to promote the viability and growth of cooperatives as instruments of equality, social justice and economic development in fulfillment of the mandate in Section 15 Article XII of the 1987 Philippine Constitution.

Following the Local Government Code (Republic Act No. 7160), the Office of the City Cooperatives Officer is also mandated to assist in the organization and promotion of cooperatives through pre-organizational and registration assistance. Provide technical and other forms of assistance to existing cooperatives to enhance their viability as an economic enterprise and social organization and assists cooperatives in establishing linkages with government agencies and non-government organizations involved in the promotion and integration of the concept of cooperatives in the livelihood of the people and other community activities.

Last 02 May 2023, the Office of the City Cooperative Officer has been officially renamed into Muntinlupa City Cooperative Development Office by virtue of City Ordinance No. 2023-072, in consonance to Republic Act No. 11535, amending for the purpose Sections 443, 454, 463, and 487 of RA No. 7160, and adopted its new seal officially.

II. Vision:

A dynamic organization providing basic needs and rendering quality services for cooperative in the City of Muntinlupa.

III. Mission:

Committed to the developmental growth of cooperatives in our city, encourage people's participation, and improve cooperative management and skills.

IV. Service Pledge:

We, the personnel of the Muntinlupa City Cooperative Development Office, in pursuit of public service, affirms to provide a quality service committed to the development growth of cooperatives in the City of Muntinlupa, to encourage participation and improve cooperative management skills by continually improving the effectiveness of quality management in compliance with all the requirements of regulatory and international standards, to meet the demands of the development and sustainability of cooperativism.

V. Core Values:

Competence
Optimism
Openness
Participation
Social Relevance

LIST OF SERVICES

Capacity-Building Trainings and Seminars	5
General Orientation for Cooperatives	
Pre-Membership Education Seminar	
Mandatory Trainings for Cooperative Officers;	
Optional, Developmental and Enhancement Trainings	
Organizational Support and Assistance to Registered Cooperatives	7
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Micro Loan	
Pasada Loan	
Palaot Loan	
Sustainable Loan	

1. Capacity-Building Trainings and Seminars

Capacity Building for Cooperatives is a program to capacitate and empower cooperatives through developmental trainings, seminars, workshops, such as:

- a. General Orientation on Cooperatives;
- b. Pre-Membership Education Seminar;
- c. Mandatory Training for Cooperative Officers;
- d. Optional, Developmental and Enhancement Trainings

In order to achieve the following:

- a. To capacitate cooperative officers to efficiently and effectively manage the operation of cooperatives;
- b. To provide training to cooperatives to comply with the mandatory training requirements for cooperative officers; and
- c. To widen and diversify skills and knowledge of cooperative officers and members.

Office or Division:		Muntinlupa City Cooperative Development Office - Education and Training Division		
Classification:		Simple		
Type of Transaction:		G2C, G2B		
Who may avail:		Primary Cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent to undergo capacity-building trainings		Chairperson and/or Board of Directors of the primary cooperative		
		Prospective cooperators		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent either personally or virtually through email	Receives Letter of Intent	None	3 Minutes	<i>Frontline personnel of MCCDO (Public Service Foreman)</i>
2. No action required from client	Approves the schedule and assign Training Team	None	10 minutes	<i>Department Head II (Cooperative Development Officer)</i>

3. No action from client	Training Team contacts client for confirmation of schedule	None	10 minutes	<i>Training and Education Division Head (Administrative Officer IV)</i>
4. Attend scheduled trainings	Conduct scheduled trainings	None	4 hours for Cooperative Orientation, Pre-Membership Education Seminar 8 hours for micro cooperatives 16 hours for small, medium, and large cooperatives	Training Team
5. No action from client	Print Certificate of Attendance/ Participation to training	None	5 minutes per certificate	<i>Graphic Artist (Administrative Officer II)</i>
6. No action from client	Signs certificates	None	1 hour	<i>Training Team Cooperative Development Officer</i>
7. Acknowledge receipt of certificates	Sends the Certificates through email	None	5 minutes per certificate	<i>Cooperative Specialist (Area Coordinator)</i>
TOTAL:		None	5 hours, 33 minutes for Cooperative Orientation, Pre-Membership Education Seminar 13 hours, 33 minutes for	

		micro cooperatives 21 hours, 33 minutes for small, medium, large cooperatives	
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2. Organizational Support and Assistance to Registered Cooperatives

Assistance to cooperatives to avail the privileges and benefits as tax-exempt entities under the law such as but not limited to the following:

- a. Business License and Mayor's Permit;
- b. Sangguniang Panlungsod Certificate of Accreditation;
- c. Legal Opinion/Advice

A. Business License and Mayor's Permit

Office or Division:	Muntinlupa City Cooperative Development Office – Operation and Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Registered Cooperatives in Muntinlupa City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Newly-Registered Cooperatives: <ol style="list-style-type: none"> 1. Certificate of Registration 2. Articles of Cooperation 3. Articles of By-Laws 4. Certificate of Compliance 	Cooperative Development Authority Central Office
For Existing Cooperatives <ol style="list-style-type: none"> 1. Certificate of Compliance 2. Copies of Reportorial Documents 3. Letter of Authority for Branch/Satellite Office 	Cooperative Development Authority NCR Extension Office
Common Requirements: <ol style="list-style-type: none"> 1. Cedula 2. Barangay Clearance 	Barangay in which the cooperative is operating

3. Certificate of Accreditation		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent for the Issuance of Letter of Indorsement	Receives Letter of Intent	None	3 Minutes	<i>Frontline personnel of MCCDO</i> (Public Service Foreman)
2. No action required from client	Checks the completeness of requirements and provide form for Business Permit Application/Renewal	None	20 minutes	<i>Cooperative Specialist</i> (Area Coordinator)
3. Accomplish and submit the application for issuance of Business Permit	Certifies the application form and issues the signed Letter of Indorsement	None	5 minutes	<i>Department Head II</i> (Cooperative Development Officer)
4. Pay the necessary assessment to Business Permits and Licensing Office	Issues business permit	Refer to BPLO	Refer to BPLO	BPLO
TOTAL:		None	28 minutes	

B. Sangguniang Panlungsod Certificate of Accreditation

Office or Division:	Muntinlupa City Cooperative Development Office – Operation and Management Division
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Registered Cooperatives in Muntinlupa City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Application form for Accreditation 2. Duly Notarized Board Resolution 3. Certificate of Registration 4. List of current officers and members 5. Original Sworn Statement 6. Annual Accomplishment Report 7. Financial Statement 8. Profile indicating the purpose and objectives of the cooperative 9. Copy of the Minutes of the Meeting 10. Prior endorsement through Barangay Council Resolution		Muntinlupa City Cooperative Development Office Cooperative Cooperative Development Authority Central Office Cooperative Cooperative Cooperative Cooperative/ Bureau of Internal Revenue Cooperative Cooperative Barangay in which the cooperative is operating		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished form for SP Accreditation and necessary requirements	Receives accomplished form	None	3 Minutes	<i>Frontline personnel of MCCDO (Public Service Foreman)</i>
2. No action required from client	Checks the completeness of requirements	None	20 minutes	<i>Cooperative Specialist (Area Coordinator)</i>
3. No action required from client	Certifies the application and issues the signed Letter of Indorsement	None	5 minutes	<i>Department Head II (Cooperative Development Officer)</i>
4. No action required from client	Submits the Indorsement to Sanggunian Panlungsod for Public Hearing	None	10 minutes	<i>Cooperative Specialist (Area Coordinator)</i>

5. Attends Public Hearing	Recommends in the Public Hearing the approval for accreditation of the cooperative	None	30 minutes	<i>Department Head II</i> (Cooperative Development Officer)
TOTAL:		None	1 hour 8 minutes	

C. Written Legal Opinion / Advice / Counselling

Office or Division:		Muntinlupa City Cooperative Development Office		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Registered Cooperatives or their Members		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Appointment or Written Inquiry for Opinion 2. Pertinent documents / proof of claim		Cooperative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for appointment or written inquiry for opinion	Receives documents	None	3 Minutes	<i>Frontline personnel of MCCDO</i> (Public Service Foreman)
2. No action required from client	Reviews the request and schedule for appointment and/or conduct legal research and draft legal opinion	None	7 days	<i>Department Head II</i> (Cooperative Development Officer)
3. Attend consultation meeting and/or receives Legal Opinion	Confers with cooperative and/or Release legal opinion	None	5 minutes	<i>Frontline personnel of MCCDO</i> (Public Service Foreman)

TOTAL:	None	7 days 8 minutes	
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3. Cooperative Loan Assistance Program

A Zero-Percent interest Financial Assistance granted to duly operating and registered cooperatives in Muntinlupa City to be paid quarterly within three (3) years through post-dated checks, in the form of:

- a. Micro Loan
- b. Pasada Loan
- c. Palaot Loan
- d. Sustainable Loan

Office or Division:	Muntinlupa City Cooperative Development Office – Operation and Management Division
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Registered Cooperatives in Muntinlupa City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Under City Ordinance NO. 2020-140: 1. Letter of Intent – indicating amount and legitimate purpose for the loan applied 2. Notarized Board Resolution and Authority of Chairperson to Enter into an Agreement with the City 3. Feasibility Study 4. Projected Financial Statement for the next three (3) years	Cooperative
Other attachments: 1. Business License and Mayor's Permit 2. Certificate of Accreditation 3. Latest Audited Financial Statement 4. Certificate of Registration and/or Tax Exemption 5. Bond of Accountable Officers 6. Post-Dated Cheques	Business Permits and Licensing Office Sangguniang Panlungsod Cooperative/ Bureau of Internal Revenue Bureau of Internal Revenue Cooperative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent and necessary requirements	Receives Letter of Intent and necessary requirements	None	3 Minutes	<i>Frontline personnel of MCCDO (Public Service Foreman)</i>
2. No action required from client	Checks and evaluates the completeness of documents	None	1 hour	<i>Cooperative Specialist (Area Coordinator)</i>
3. No action required from client	Recommends for issuance of Letter of Indorsement	None	5 minutes	<i>Cooperative Specialist (Area Coordinator)</i>
4. No action required from client	Drafts Letter of Indorsement to the Office of the City Mayor for approval of granting of loan	None	1 hour	<i>Department Head II (Cooperative Development Officer)</i>
5. No action required from client	Approval of Financial Assistance by the Office of the City Mayor	None	1 day	<i>Local Chief Executive Officer</i>
6. No action required from client	Indorsement to the Sangguniang Panlungsod for Approval	None	1 day	<i>Office of the City Administrator</i>
7. Attend Public Hearing	Public Hearing for the Financial Assistance	None	1 week	<i>Chairperson, Committee on Livelihood and Cooperatives</i>
8. No action required from client	Approval of Financial Assistance	None	1 week	<i>Sangguniang Panlungsod</i>
9. Issuance of post-dated cheques	Signs Memorandum of Agreement and Releases Financial Assistance	None	1 week	<i>Office of the City Mayor Cooperative Development Officer</i>
TOTAL:		None	3 weeks 2 days 2 hours 8 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

Control No: _____



(MUNTINLUPA CITY COOPERATIVE DEVELOPMENT OFFICE)

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION FORM
PSA Approval No.: ARTA-2331-3
Expires on 30 June 2024

HELP US SERVE YOU BETTER!

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: ☐ Citizen ☐ Business ☐ Government (Employee or another agency)

Date: _____

Sex: ☐ Male ☐ Female

Age: _____

Region of residence: _____

Service Availed: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?

- ☐ 1. I know what a CC is and I saw this office's CC.
☐ 2. I know what a CC is but I did NOT see this office's CC.
☐ 3. I learned of the CC only when I saw this office's CC.
☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?






- ☐ 1. Easy to see ☐ 4. Not visible at all
☐ 2. Somewhat easy to see ☐ 5. N/A
☐ 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- ☐ 1. Helped very much ☐ 3. Did not help
☐ 2. Somewhat helped ☐ 4. N/A

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6. I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address (optional): _____

THANK YOU!



CITY GOVERNMENT OF MUNTINLUPA



**DEPARTMENT OF DISASTER
RESILIENCE AND MANAGEMENT**

CITIZEN'S CHARTER

2024 *(1ST Edition)*



I. MANDATE:

Shall have the primary mission of administering a comprehensive local disaster resilience and management program by providing leadership in the continuous development of strategic and systematic approaches as well as measures to reduce vulnerabilities and risks to hazards and manage the consequences of disasters.

II. VISION:

To become the premier City Department of Disaster Resilience and Management Organization

III. MISSION:

To build City Disaster Resilience and Management and Climate Change Adaptation capabilities in accordance with existing laws in order to protect the people, environment, economy and ensure a disaster resilient Muntinlupa City

IV. CORE VALUES:

- Serve Citizen with integrity and equality.
- Deal Citizen politely and courteously.
- Open the door to all Citizen.
- Render technical assistance and consultancy.
- Provide trainings, workshop and facilitate Disaster Risk Reduction and Management activities.
- Disseminate preparedness thru Information, Education and Communication Campaign.
- Promote Disaster Risk Reduction and Management with institutionalized category.
- Provide optimum level of satisfaction to Citizen through the services and dedication.

V. SERVICE PLEDGE:

We, the employees of Department of Disaster Resilience and Management pledge the commitment to:





- Serve the Citizens with utmost courtesy and guided principles of transparency thru effective and accountable government servants and if necessary, extend our services to immediately respond to the needs of the public.
- Ensure highest level of ethical standard with strict compliance of front-line services.
- Presence by call-of-duty with necessity and without hindrance of hesitation.
- Respond on emergency situation in any threat of a Disaster in a timely manner.
- Attend to all requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

By all of these, we take into effect this undertaking the intervention of the **Almighty God** to give us guidance and direction to serve and achieve this **PLEDGE**



VI.

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OPERATIONS AND WARNING DIVISION

External Services



1. Ambulance Transport Service (Hospital to Home)

- Non-emergency medical transportation from the hospital to client's private residences within the area of responsibility. It provides comfortable, timely and accommodating transportation especially to client with physical restriction or limitation

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the dispatch from the Emergency Medical Dispatcher	None	1 min	Emergency Medical Dispatcher (EMD) on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> • Caller's name, age, address, call back number. • Name of patient, Name of hospital and room number patient is admitted, diagnosis, status of bill obligations. • Any special considerations • Other applicable questions 	None	2 mins	EMD on duty



3. Wait for the arrival of the responding Emergency Medical Team.	3. Dispatch Emergency Medical Team.	None	5 mins	EMD on duty
4. Accompany the patient by relatives or significant others	4. Receive the patient	None	10 mins	EMS staff on duty
	4.1 Transport the patient from hospital to home	None	25 mins	EMS Staff on duty
	4.2 Monitor time of arrival at patient's home	None	1 min	EMD on duty
5. Receive the call	5. Give feedback to the caller	None	1 min	EMD on duty
TOTAL		None	45mins	

2. Ambulance Transport Service (Hospital to Hospital)

- Non-emergency medical transportation from the hospital to another facility or hospital within the area of responsibility. It aims to improve the existing management of the patient and maintain the continuity of medical care.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the dispatch from the Emergency Medical Dispatcher	None	1 min	Emergency Medical Dispatcher (EMD) on duty

2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> • Caller's name, age, address, call back number. • Name of patient, Name of hospital and room number patient is admitted, diagnosis, status of bill obligations. • Any special considerations • Other applicable questions 	None	2 mins	EMD on duty
3. Put on hold as instructed by the EMD	3. Verify to receiving facility if the transport is coordinated. Ask the ff: <ul style="list-style-type: none"> • Full name of receiving doctor 	None	1 min	EMD on duty
4. Wait for the arrival of the responding Emergency Medical Team.	4. If coordinated, dispatch Emergency Medical Team.	None	5 mins	EMD on duty
	4.1 Receive the patient to the endorsing hospital thru nurse or doctor on duty.	None	20 mins	EMS staff on duty
	4.2 Transport and Endorse the patient to the receiving facility's nurse or doctor on duty	None	15 mins	
	4.3 Monitor time of arrival in the hospital.	None	1 min	EMD on duty
5. Receive the call	5. Give feedback to the caller	None	1 min	EMD on duty
TOTAL		None	46 mins	

3. Animal Rescue assistance

- Assistance for any emergency situation where a dangerous animal poses an immediate and imminent danger to the public.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the dispatch from the Emergency Medical Dispatcher	None	1 min	Emergency Medical Dispatcher (EMD) on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> • Caller's name, age, address, call back number. • What type of animal is the threat? • Location of emergency • No. of injuries / casualties • Other applicable questions 	None	2 mins	EMD on duty

3. Put on hold as instructed by the EMD.	3. Dispatch Rescue Squad and additional resources if needed (EMS, PNP, SOCO, BFP, MTMB, CHO, Barangay police, others)	None	1 min	Rescue Squad on duty, EMS personnel on duty
4. Turn over the patient to the EMS Team	4. Rescue Squad and Emergency Medical Team will proceed to the scene for assessment if scene is safe and for pre-hospital management. Decide if Stay and Play or Load and Go .	None	30 mins	Rescue Squad on duty / EMS personnel on duty
	4.1 Rescue Squad – Team Leader and EMS – Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> • For the patients, Hospital of choice or capable hospital for advance coordination • For the animals, coordinate to the City veterinary for proper turn over. • Time of arrival on scene. • Additional resources needed. 	None	5 mins	EMS – Team Leader, Rescue Squad – Team Leader, EMD on duty
	4.2 Monitor time of arrival in the hospital.		2 mins	EMD on duty



	4.3 Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> • Nearest capable hospital • Hospital of choice • City Veterinary Office or other appropriate facility 	None	30 mins	EMS personnel on duty
5. Receive the call	5. Give feedback to the caller	None	1 min	EMD on duty
TOTAL		None	1 hr, 12 mins	

4. Emergency Call assistance (BFP assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

Office or Division:	Warning and Communication Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the call	None	1 min	Fire personnel on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> • Caller's name, age, gender, address, call back number. 	None	2 mins	Fire personnel on duty

	<ul style="list-style-type: none"> Details of emergency: location, landmark, time fire started, type of occupancy no. of injuries / casualties and status (if any) 			
3. Put on hold as instructed by the EMD	3. Dispatch Fire personnel and additional resources needed: <ul style="list-style-type: none"> EMS Team Water Tanker 	None	1 min	Fire personnel on duty / Emergency Medical Dispatcher (EMD)
4. Drop the call after dispatched.	4. Once dispatched, Fire personnel on duty will obtain relevant information on the ground: <ul style="list-style-type: none"> Name of the Fire Investigator and Medical responders. Time of arrival on scene. Additional resources needed. 	None	5 mins	Fire personnel on duty / (EMD)
	4.1 Monitor the fire incident: <ul style="list-style-type: none"> status, degree and time of announcement. 	None	1 min	Fire personnel on duty
5. Receive the call	5. Give feedback to the caller	None	1 min	Fire personnel on duty
TOTAL		None	11 mins	

5. Emergency Call assistance (EMS assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

Office or Division:	Warning and Communication Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the call	None	1 min	Emergency Medical Dispatcher (EMD) on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> • Caller's name, age, address, call back number. • Nature of emergency • Location of emergency • No. of injuries / Casualties • Other applicable questions 	None	2 mins	EMD on duty
3. Put on hold as instructed by the EMD. Do not drop the call. If the caller	3. Dispatch Emergency Medical personnel and additional resources	None	1 min	EMD on duty



is with the patient and the patient is unresponsive, pulseless and breathless, EMD will instruct how to do CPR over the telephone.	if needed (PNP, SOCO, BFP, MTMB, Barangay police, others)			
4. Turn over the patient to the EMS Team.	4. Emergency Medical Team will proceed to the scene for assessment and management. Decide if Stay and Play or Load and Go .	None	20 mins	Emergency Medical Team on duty
	4.1 EMS Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> • Hospital of choice or capable hospital for advance coordination • Time of arrival on scene. • Additional resources needed. 	None	2 mins	EMS – Team Leader / EMD on duty
	4.2 Monitor time of arrival in the receiving facility.	None	1 min	EMD on duty
	4.3 Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> • Nearest capable hospital • Hospital of choice • Isolation facility • Swabbing facility 	None	20 mins	EMS – Team Leader

	<ul style="list-style-type: none"> Dialysis Center Rehab center Social service center 			
5. Receive the call	5. Give feedback to the caller	None	1 min	EMD on duty
TOTAL		None	48 mins	

6. Emergency Call assistance (PNP assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

Office or Division:	Warning and Communication Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the call	None	1 min	PNP personnel on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> Caller's name, age, gender, address, call back number. Details of emergency: location, landmark, no. 	None	2 mins	PNP personnel on duty



	of injuries / casualties (if any), identification of deadly weapon (if any)			
3. Put on hold as instructed by the EMD	3. Dispatch PNP Desk Officer. 3.1 Dispatch EMS team (if applicable)	None	1 min	PNP personnel on duty / Emergency Medical Dispatcher (EMD)
4. Drop the call after dispatched.	4. Once dispatched, PNP personnel on duty will obtain relevant information on the ground: <ul style="list-style-type: none"> • Name of the PNP and Medical responders. • Time of arrival on scene. • Additional resources needed. 	None	5 mins	PNP personnel on duty / (EMD)
5. Receive the call	5. Give feedback to the caller	None	2 mins	
TOTAL		None	11 mins	

7. Emergency Call assistance (Traffic assistance)

- An Emergency Hotline is a centralized post for reporting of emergency cases and incidents, including quick response for emergency rescue cases which require police assistance, firefighting assistance, traffic management assistance and medical assistance.

Office or Division:	Warning and Communication Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the call	None	1 min	Traffic officer on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> Caller's name, age, gender, address, call back number. Details of emergency: location, landmark, no. of injuries / casualties, mechanism of injuries and status (if any), vehicle (s) involve (type, no. of vehicles , plate number. 	None	2 mins	Traffic officer on duty



3. Put on hold as instructed by the EMD	3. Dispatch Traffic Officer and additional resources needed: <ul style="list-style-type: none"> • EMS Team • Wrecker • Whisking 	None	1 min	Traffic officer on duty / Emergency Medical Dispatcher (EMD)
4. Drop the call after dispatched.	4. Once dispatched, Traffic personnel on duty will obtain relevant information on the ground: <ul style="list-style-type: none"> • Name of the Traffic Officer and Medical responders. • Time of arrival on scene. • Additional resources needed. 	None	5 mins	Traffic officer on duty / (EMD)
	4.1 Responder on the ground will escalate concerns to the Traffic Investigation Unit if necessary.	None	5 mins	Traffic officer on duty
5. Receive the call	5. Give feedback to the caller	None	2 mins	
TOTAL		None	16 mins	



8. Emergency Medical Service (Medical / Obstetric / Trauma / Psychiatric)

- A seamless system that provides emergency medical care in a pre-hospital setting

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the dispatch from the Emergency Medical Dispatcher	None	1 min	Emergency Medical Dispatcher (EMD) on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> • Caller's name, age, address, call back number. • Nature of emergency • Location of emergency • No. of injuries / casualties • Other applicable questions 	None	2 mins	EMD on duty



3. Put on hold as instructed by the EMD. Do not drop the call. If the caller is with the patient and the patient is unresponsive, pulseless and breathless, EMD will instruct how to do CPR over the telephone.	3. Dispatch Emergency Medical personnel and additional resources if needed (PNP, SOCO, BFP, MTMB, CHO, Barangay police, others)	None	1 min	EMD on duty
4. Turn over the patient to the EMS Team.	4. Emergency Medical Team will proceed to the scene for assessment and management. Decide if Stay and Play or Load and Go .	None	20 mins	EMD on duty
	4.1 EMS Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> • Hospital of choice or capable hospital for advance coordination • Time of arrival on scene. • Additional resources needed. 	None	5 mins	EMS – Team Leader EMD on duty
	4.2 Monitor time of arrival in the hospital.			EMD on duty
	4.3 Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> • Nearest capable hospital • Hospital of choice • Isolation facility • Swabbing facility • Dialysis Center • Rehab center • Social service center 	None	20 mins	EMS – Team Leader

5. Receive the call	5. Give feedback to the caller	None	1 min	EMD on duty
TOTAL		None	50 mins	

9. Emergency Medical Service (Mass Casualty Incident)

- Disasters, either man-made or natural, in which local responding agencies and healthcare systems are overwhelmed.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Call the Emergency Hotline nos.: 137-175, Landline: 373 5165 Smart: 0921 5427123 Globe: 0927 2579322	1. Receive the dispatch from the Emergency Medical Dispatcher	None	1 min	Emergency Medical Dispatcher (EMD) on duty
2. Provide vital information	2. Ask vital information: <ul style="list-style-type: none"> Caller's name, age, address, call back number. Nature of emergency Location of emergency No. of injuries / casualties Other applicable questions 	None	2 mins	EMD on duty

3. Put on hold as instructed by the EMD.	3. Dispatch Emergency Medical personnel and additional resources if needed (PNP, SOCO, BFP, MTMB, CHO, Barangay police, others)	None	1 min	EMD on duty
4. Turn over the patient to the EMS Team.	4. Emergency Medical Team will proceed to the scene for assessment if scene is safe, proper triaging and pre-hospital care will be managed.	None	30 mins	EMS personnel on duty
	4.1 Triage patients: Red/Yellow/Green/Black Tagging. Decide if Stay and Play or Load and Go .	None	15 mins	EMS personnel on duty
	4.2 EMS Team Leader will relay to EMD relevant information on the ground: <ul style="list-style-type: none"> Hospital of choice or capable hospital for advance coordination Time of arrival on scene. Additional resources needed. 	None	5 mins	EMS – Team Leader EMD on duty
	4.3 Monitor time of arrival in the hospital.			EMD on duty
	4.4 Endorse the patient to the appropriate facility: <ul style="list-style-type: none"> Nearest capable hospital Hospital of choice 	None	30 mins	EMS personnel on duty
5. Receive the call	5. Give feedback to the caller	None	1 min	EMD on duty
TOTAL		None	1 hr, 25 mins	



10. Issuance of Situational Report

- A form of status reporting that provides decision-makers and readers a quick understanding of the current situation.

Office or Division:	24/7 Operations Center (Operations Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of government agencies, private sector, CSOs and other stakeholders.			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Response cluster situational report BDRRMC situational report 		Members of Response Cluster, BDRRMC		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
	1. Consolidate the response cluster and BDRRMC situational report.	None	6hours	Opcen shift supervisor
	2. Send the consolidated situational report to the local drrm officer for review and approval.	None	2mins	Opcen shift supervisor
	3. Review the consolidated situational report.	None	15mins	Local DRRM Officer
	4. Revise draft report for final approval.	None	30mins	Opcen shift supervisor
	5. Submit the approved situational report accordingly: a. Transmit the copy to the LDRRMC Chairperson for his guidance. b. Send the pdf copy of approved sitrep thru email to the Office of the Civil Defense (OCD) c. File copy of the approved sitrep in the designated file folder.	None	30mins	Opcen shift supervisor
TOTAL		None	6 hrs, 17 mins	

11. Medical Standby Service (Planned events, Sports events, Holiday events)

- Provision of emergency medical care and first aid for participants and/or spectators in a pre-planned events.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
Letter request for provision of medical personnel, transport officer and ambulance: <ul style="list-style-type: none"> Addressed to the City Mayor Attention to Head, Department of Disaster Resilience and Management Contains the following data: Name of event, Name of Organizer, Date of event, No. of pax, Name and contact number of requestor. 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request to the Office of the Mayor (at least 4 weeks before the target date)	Agency: Mayor's Office 1. Receive the letter request to the approving authority.	None	1 day	Records Officer on duty (Mayor's Office)
	1.1 Receives letter request via email / online			Records Officer on duty (DDRM)
2. Wait for confirmation of request	Agency: Mayor's Office 2. Transmit letter to the DDRM for appropriate action.	None	2 mins	Records Officer on duty
	2.1 Transmit letter request from Admin division to Operations section	None	30 mins	Records officer on duty



3. Receive call	3. Evaluate the letter request. Return call requestor for coordination and other concerns.	None	5 mins	EMS – Team Leader on duty / EMS Section Chief
4. Acknowledge the confirmation.	4. Confirm the request. Properly record in calendar of activities	None	15 mins	EMS – Team Leader on duty / EMS Section Chief
5. Assist the Medical Team on the specified date(s)	5. Delivers the EMS assistance as requested during the specified date (s) of the activity or event.	None	Specified date (s) of activity or event	EMS – Team Leader on duty / EMS Section Chief
TOTAL		None	1 day, 52 mins	

12. Provision of Early Warning Advisories (EWA)

- Refers to a significant information about an impending disaster and emergency. It can be disseminated through print, radio broadcast and transmission, social media and other platforms. This ensures people and communities receive warnings in advance of impending hazard events and facilitate timely coordination and information exchange.

Office or Division:	24/7 Operations Center (Warning section)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	General public			
Checklist Requirements		Where to Secure		
Advisories from Warning agencies		<ul style="list-style-type: none"> PHIVOLCS PAGASA DENR - MGB 		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
	1. Monitor advisories from mandated agencies and disseminate information to the public thru Public Address System and Social Media	None	5 mins	Operations Center Personnel on Duty



	2. Analyzed data from the advisories and provide report localized for the City	None	1 hr	Warning Section Personnel on Duty
	3. Review and approve the localized report	None	15 mins	Local DRRM Officer
	4. Send the approved localized report to Information Management and Media Relation Division for posting on Muntinlupa DRRM Facebook page	None	5 mins	IMMRD staff on duty
TOTAL		None	1hr, 25mins	

13. Request for CCTV Footage

- A document secured from the office to request for closed circuit television footage(s) for any legal and official purposes.

Office or Division:	24/7 Operations Center (Warning section)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General public			
Checklist Requirements		Where to Secure		
Approved “PAKAY” <ul style="list-style-type: none"> Contains vital information such as date, time and location of event / incident. 		City Administrator's Office		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit complete requirements (Police Report, Barangay Blotter, PAKAY and Personal ID of requestor)	1. Receives the complete requirements “Police Report, Barangay Blotter, PAKAY with approval of Engr. Allan A. Cachuela and Personal ID of requestor”	None	1min	Admin staff
	1.1 Forward the complete requirements to the local drrm officer for his information.	None	2mins	Admin staff
	1.2 Endorse the complete requirements to the Operations Center.	None	1min	Opcen shift supervisor / IT Staff

	1.3 Issue claim stub specified the releasing date of CCTV footage.	None	1min	Opcen shift supervisor / IT Staff
	1.4 Retrieves / Reviews / Processes the requested footage.	None	1-3 days	Opcen shift supervisor / IT Staff
	1.5 Release the CCTV footage	None	1min	Opcen shift supervisor / IT Staff
TOTAL		None	3 days, 6 mins	





TRAINING DIVISION

External Services



1. National Simultaneous Earthquake Drill Assistance

- An NDRRMC event conducted to test the preparedness of the whole of society in times of earthquake.

Office or Division:	Training Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
None		None		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
PRE-NSED Activities				
1. Participate in PRE-NSED Activities	1. Conduct PRE-NSED activities such as IEC dissemination, online-based quiz bee, video presentations and other related activities that would support the program of the Office of the Civil Defense (OCD) thru social media and other platforms.	None	2 weeks before the scheduled NSED of the OCD	Training Officers, IMRU Officers
2. Share the information, announcements and engage respective participants	2. Intensify promotion and awareness of NSED schedule to the community thru social media	None	2 weeks before the scheduled NSED of the OCD	Training Officers, IMRU Officers
3. Attend the coordination meeting	3. Conduct coordination meeting for the simulation/scenario with the intended sector assigned per quarter	None	2 hours	Division chief, Heads pf concerned sectors, selected DDRM Personnel



4.	4. Prepare resources: logistics and manpower needed for the simulation/scenario with the intended sector assigned per quarter.	None	2 hours	Logistics section chief, selected DDRM personnel
Actual activity				
5. Participate in the online ceremonial activity of the OCD	5. Monitor the ceremonial activity	None	1 hour	Division chiefs, Training Officers
6. Simultaneously practice the “duck, cover and hold” on the set time	6. Activate the City-wide siren that indicates the ground shaking	None	1 min	All sectors (community, schools, LGU offices and private establishments.
7. Execute the simulation / scenario	7. Simulation / scenario for the intended sector assigned per quarter and evaluate with observance of minimum health protocols based on the IATF guidelines.	None	1 hour	Assigned sector for the quarter
Post-NSED				
8. Fill out the self – assessment form of the OCD and the online self-evaluation form of the DDRM	8. Assist in filling out the form	None	5 minutes	Division chiefs, Training Officers, Identified sector heads and selected members.
9. Submit the filled-out assessment form	9. Finalize report and send to the concerned personnel and agencies.	None	1 day after the NSED	Training division chief
TOTAL		None	2 weeks, 6 hrs, 1 day, 6 mins	

2. Provision of Resource Person to discuss the following topic: Disaster Preparedness Awareness, Basic Life Support, First Aid, Fire Safety, Enhancement and Capability, Other related DRR topics.

- To raise awareness and capacitate the whole society in disaster management (preparedness, prevention and mitigation, response, recovery and rehabilitation) increasing the people's resilience and decreasing their vulnerabilities.

Office or Division:	Training Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
Letter request for provision for provision of Resource Person: <ul style="list-style-type: none"> Addressed to the City Mayor Attention to Head, Department of Disaster Resilience and Management Contains the following data: Type of Training, Name of Organizer, Date (s) of training, Venue, Target no. of participants, and Name and contact number of requestor. 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request to the Office of the Mayor (at least 4 weeks before the target date)	Agency: Mayor's Office 1. Receive the letter request to the approving authority.	None	15 mins	Records Officer on duty (Mayor's Office)
	1.2 Receives letter request via email / Online.			Records Officer on duty (DDRM)

2. Wait for confirmation of request	Agency: Mayor's Office 2. Transmit letter to the DDRM for appropriate action.	None	2 mins	Records Officer on duty
	2.1 Transmit letter request from Admin division to Training Division	None	5 mins	Records officer on duty, Nursing Attendant 1 – DPA, Admin Aide VI - EMS
3. Receive reply letter on the training request	3. Evaluate the letter request based on the specific training guidelines and requirements. <ul style="list-style-type: none"> • Prepares Endorsement to DDRM – Admin based on the details of the request especially outside Area of Responsibility. • Call requestor for coordination and other concerns. 	None	1 day	Training staff
4. Acknowledge the confirmation.	4. Confirm the request. Properly record in calendar of activities	None	15 mins	Training Section Chief
	4.1 Endorsement of Admin Division to CHRMD with attached original letter request.	None	1 day	Admin assistant I
	4.2 Prepare Travel Order and other documents.	None	10 mins	Admin Officer IV

5. Assist the Training personnel on the specified date(s)	5. Delivers the Training assistance as requested during the specified date (s) of the activity/event	None	Specified date (s) of activity or event	Training staff (s) on duty
6. Fill out a Client's Feedback form and drop to the Feedback Box.	6. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.	None	5 mins	Nursing Attendant 1, Admin Aide VI
TOTAL		None	2 days, 52 mins	

3. Provision of Training Team to deliver Disaster Preparedness Awareness Training, Basic Life Support Training, First Aid Training, Fire Safety Training, Enhancement and Capability Training, Other related DRR Trainings

- To raise awareness and capacitate the whole society in disaster management (preparedness, prevention and mitigation, response, recovery and rehabilitation) increasing the people's resilience and decreasing their vulnerabilities.

Office or Division:	Training Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity		
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.		
Checklist Requirements		Where to Secure	
Letter request for provision of Training Team: <ul style="list-style-type: none"> Addressed to the City Mayor Attention to Head, Department of Disaster Resilience and Management Contains the following data: Type of Training, Name of Organizer, Date (s) of training, Venue, Target no. of participants, and Name and contact number of requestor. 		Requesting Party	



Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request to the Office of the Mayor (at least 4 weeks before the target date)	Agency: Mayor's Office 1. Receive the letter request to the approving authority.	None	15 mins	Records Officer on duty (Mayor's Office)
	1.1 Receives letter request via email / online			Records Officer on duty (DDRM)
2. Wait for confirmation of request	Agency: Mayor's Office 2. Transmit letter to the DDRM for appropriate action.	None	2 mins	Records Officer on duty
	2.1 Transmit letter request from Admin division to Training Division	None	5 mins	Records officer on duty, Nursing Attendant 1 – DPA, Admin Aide VI - EMS
3. Receive reply letter on the training request	3. Evaluate the letter request based on the specific training guidelines and requirements. Prepare work program if applicable. <ul style="list-style-type: none"> • Call requestor for coordination and other concerns. • Endorse to DDRM – Admin division for budgetary and personnel processing. 	None	1 day	Training staff
4. Acknowledge the confirmation.	4. Confirm the request. Properly record in calendar of activities	None	15 mins	Training Division Chief
	4.1 Endorsement of Admin Division to CHRMD with attached original letter request for evaluation and recommendation to the Mayor's Office.	None	1 day	Admin assistant I



	4.2 Prepare Travel Order and other documents.	None	10 mins	Admin Officer IV
5. Assist the Training Team on the specified date(s)	5. Delivers the Training assistance as requested during the specified date (s) of the activity or event.	None	Specified date (s) of activity or event	Training Team assigned
6. Fill out a Client's Feedback form and drop to the Feedback Box.	6. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.	None	5 mins	Nursing Attendant 1, Admin Aide VI
TOTAL		None	2 days, 52 mins	





RESEARCH AND PLANNING DIVISION

External Services



1. Assistance in research studies of Disaster Risk Reduction and Interviews

- Supports individuals or organization's research studies to meet the needs of the researchers and help improve the implementation of disaster risk reduction programs more effectively, ultimately promoting more sustainable and cost-effective programs.

Office or Division:	Research and Planning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
Letter request for assistance in research studies <ul style="list-style-type: none">• Addressed to the City Mayor• Attention to Head, Department of Disaster Resilience and Management• Contains the following data: Full details of research study and email address of requestor.		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request to the Office of the Mayor	Agency: Mayor’s Office 1. Receive the letter request to the approving authority.	None	1 day	Records Officer on duty (Mayor’s Office)
	1.1 Receives letter request via email / online			Records Officer on duty (DDRM)
	Agency: Mayor’s Office 1.2 Transmit letter to the DDRM for appropriate action.	None	2 mins	Records Officer on duty

	1.3 Transmit letter request from Admin division to Research and Planning Division	None	30 mins	Records officer on duty
2. Provide research abstract or platform of relevant information needed for the research studies.	2. Evaluation of the research studies.	None	1 min	Research Officer
3. Discuss research, information and needed assistance.	3. Analyze supplemental data relevant to support research studies.	None	15 mins	Research Officer
4. Confirm results	4. Schedule release of data information or recommendation letter.	None	2 mins	Research Officer
5. Receive result via submitted email address.	5. Send data information or recommendation letter.	None	2 mins	Research Officer
6. Fill out a Client's Feedback form and drop to the Feedback Box.	6. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.	None	5 mins	Records Officer I
TOTAL		None	1 day, 57 mins	



2. Consultation for Hazard and Risk Assessment

- Determines if hazards such as ground shaking and flood are present in a particular land area as requested by the requesting party.

Office or Division:	Research and Planning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
Letter request for Hazard and Risk Assessment: <ul style="list-style-type: none">Addressed to the City MayorAttention to Head, Department of Disaster Resilience and ManagementContains the following data: Exact location of area requested and purpose of the request.		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request to the Office of the Mayor	Agency: Mayor’s Office 1. Receive the letter request to the approving authority.	None	1 day	Records Officer on duty (Mayor’s Office)
	Receives letter request via email / online			Records Officer on duty (DDRM)
	Agency: Mayor’s Office 1.2 Transmit letter to the DDRM for appropriate action.	None	2 mins	Records Officer on duty
	1.3 Transmit letter request from Admin division to Research and Planning Division	None	30 mins	Records officer on duty

2. Brief explanation of hazards and risk for area of concern. Shows videos, photos or any documents to support the information.	2. Interview and discuss Hazard, Risk and Vulnerabilities exposure.	None	15 mins	Research Officer
3. Confirmation of results.	3. Verification thru the use of hazard maps and Quantum GIS and the possible impacts.	None	15 mins	Research Officer
4. Receives information	4. Brief explanation, information and recommendation.	None	15 mins	Research Officer
5. Fill out a Client's Feedback form and drop to the Feedback Box.	5. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.	None	5 mins	Records Officer I
TOTAL		None	1 day, 1 hour, 22 mins	

3. Hazard and Risk Assessment at field site

- Determines if hazards such as ground shaking and flood are present in a particular land area as requested by the requesting party.

Office or Division:	Research and Planning Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Personnel of local government agencies, private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
Letter request for Hazard and Risk Assessment: <ul style="list-style-type: none">• Addressed to the City Mayor• Attention to Head, Department of Disaster Resilience and Management• Contains the following data: Exact location of area requested and purpose of the request, email address of requestor.		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request to the Office of the Mayor	Agency: Mayor's Office 1. Receive the letter request to the approving authority.	None	1 day	Records Officer on duty (Mayor's Office)
	1.1 Receives letter request via email / online			Records Officer on duty (DDRM)
	Agency: Mayor's Office 1.2 Transmit letter to the DDRM for appropriate action.	None	2 mins	Records Officer on duty
	1.3 Transmit letter request from Admin division to Research and Planning Division	None	30 mins	Records officer on duty



2. Brief explanation of hazards and risk for area of concern. Shows videos, photos or any documents to support the information.	2. Interview and discuss Hazard, Risk and Vulnerabilities exposure.	None	15 mins	Research Officer
3. Confirmation of results	3. Verification thru the use of hazard maps and Quantum GIS and the possible impacts.	None	15 mins	Research Officer
4. Confirms schedule on the field site inspection.	4. Scheduling of field site inspection.	None	2 mins	Research Officer
5. Presence at the location site.	5. On-site field inspection 5.1 Analyze collected data and prepare report. 5.2 Submission of report to LDRRM Officer and City Mayor for signature	None	1 day	Research Officer
6. Receive result via submitted email address.	6. Scan copy of signed report and send via client's email address.	None	3 mins	Research Officer
7. Fill out a Client's Feedback form and drop to the Feedback Box.	7. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.	None	5 mins	Records Officer I
TOTAL		None	2 days, 1 hour, 12 mins	

4. Issuance of Fault Line Certification

- The Philippine Institute of Volcanology and Seismology (PHIVOLCS) recommends avoiding construction within 5 meters on each side of a fault trace, or a total width of 10 meters calling it the “10-meter-wide no-build zone” in the vicinity of a fault
- Determines if any earthquake hazard is present in a particular parcel of land of interest to a stakeholder.

Office or Division:	Operations Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General public, personnel of local government agencies,private sector, and other stakeholders.			
Checklist Requirements		Where to Secure		
Requestor must submit photocopy of the following documents: <ul style="list-style-type: none"> • Land Title • Tax Declaration certificate • Location or Vicinity Map 		Requesting Party		
<ul style="list-style-type: none"> • If the structure is a 3-storey building, submit a Boring Test • Barangay Clearance for building permit • Homeowner's association clearance • Authorization letter for the authorized representative 		Private Respective Barangay Homeowner's association office Lot Owner		
<ul style="list-style-type: none"> • Barangay Clearance for building permit <p>Note: Put all the requirements in a long brown folder</p>		Respective Barangay		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the requirements	1. Receive and evaluate the completeness of the requirements.	None	2 mins	Operations personnel on duty

2. Wait for the result of evaluation	2. Check the location of property if transected by the fault line or within the five-meter buffer zone via QGIS (Quantum Geographic Information System)	None	5 mins	Operations personnel on duty
3.1 Wait for the result of the actual site inspection.	3. Evaluation of the location of property: 3.1 If it is near the fault line or within the 5-meter buffer zone, the property will be subjected for inspection.	None	1 day	Operations personnel on duty
3.2 Receive the Fault Line Certificate	3.2 If it is not transected by fault lines or outside the 5-meter buffer zone, the certificate will be released immediately.		15 mins	
4.1 Wait for the release of the certificate	4. Fault Line Inspector will visit the actual site and measure the distance from the location of active fault line. 4.1 If the actual measurement is not within the 5-meter buffer zone, the certificate will be released immediately.	None	15 mins	Operations personnel on duty
4.2 Go to PHIVOLCS Office located at PHIVOLCS Building, C.P Garcia Ave., Diliman, Quezon City	4.2 If the actual measurement falls within the 5-meter buffer zone, requestor will be endorsed to Phivolcs and secure an Earthquake Hazard		1 day	

	Assessment Certificate			
5. Submit the Earthquake Hazard Assessment Certificate	5. Receive the Earthquake Hazard Assessment Form issued by Phivolcs.	None	2 mins	Operations personnel on duty
	5.1 Plot to the Lot / Vicinity Map indicating the 5-meter buffer zone.	None	10 mins	Operations personnel on duty
6. Receive the Certificate Report.	6. Release of Certificate Report indicating that the actual site transected by the fault line and the 5-meter buffer zone for reference prior building the structure.	None	15 mins	
7. Fill out a Client's Feedback form and drop to the Feedback Box.	7. Receive and check the Client's Feedback form if properly filled up. Assist in Feedback Box.	None	5 mins	Operations personnel on duty
TOTAL		None	2 days, 1 hour, 9 minutes	





ADMINISTRATIVE DIVISION

External Services



1. Application for Leave of Absence (VL/SL/SPL)

- Omnibus Rules on Leave (CSC MC No. 41, s. 1998) states that appointive officials and employees of the government whether permanent, temporary, or casual, who render work during the prescribed office hours, shall be entitled to 15 days vacation and 15 days sick leave annually with full pay exclusive of Saturdays, Sundays, Public Holidays, without limitation as to the number of days of vacation and sick leave that they may accumulate.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of DDRM			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Accomplished CSC Form No. 6 (VL/SL/SPL) 		Admin Division		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submits approved and accomplished CSC Form No. 6 with initial of immediate supervisor	1. Review the completeness of the form and supporting documents (if applicable)	None	2 mins	Human Resource staff
	1.1 Update and Record of Leave Balance for monitoring	None	2 mins	Human Resource staff
	1.2 Photocopy the approved Leave Form (for File Copy)	None	1 min	Human Resource staff
2. Receives supplies / items requested	2. Issuance of supplies / items requested	None	20 mins	Human Resource staff
	2.1 Processing and transmittal of endorsement to the City Human Resources Management Department (CHRMD)	None	3 hrs	Human Resource staff
	2.2 Confirmation of the approved Filed Leave	None	2 mins	Human Resource staff
TOTAL		None	3 hrs, 27 mins	

2. Processing of Financial Assistance to Victims of Disasters / Calamities (Quick Response Fund)

- Republic Act (RA) No. 10121 (Philippine Disaster Risk Reduction and Management Act of 2010) granted local government units (LGUs) greater flexibility towards disaster mitigation, preparation, response, recovery and rehabilitation.
- LDRRMF shall cover the thirty percent (30%) lump-sum allocation for Quick Response Fund (QRF) and the seventy percent (70%) allocation for disaster prevention and mitigation, preparedness, response, recovery and rehabilitation.

Office or Division:	Administrative Division – Finance Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Affected Local Government Agencies			
Checklist Requirements		Where to Secure		
Letter Request indicating the following details: <ul style="list-style-type: none"> • Addressed to the City Mayor • Thru the Head, Department of Disaster Resilience and Management Other supporting documents: <ul style="list-style-type: none"> • NDRRMC supporting documents • City, Provincial, Municipal or Barangay Resolution. 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request with supporting documents from implementing agency / division	1. Receive the letter request.	None	5 mins	Records Officer on duty
	1.1 Receive letter request via email / online	None	5 mins	
	1.2 LDRRMF Chair will conduct meeting with the LDRRMF members for the passage of the council resolution.	None	15 mins	LDRRMF Secretariat

	1.3 Endorsement of the resolution to Sangguniang Panlungsod for the proposed fund allocation to the recipient LGU, province or municipal	None	1 day	Admin Division Head, Admin Officer
	1.4 Passage of the Ordinance for appropriation of the proposed amount to be made available as financial assistance including the reporting mechanism of the recipient or requesting party. 1.5 For urgent matter, the LDRRMC Chair will require the presence of LDRRMC members during the public hearing tantamount to the council meeting.	None	1 day	Sangguniang Panlungsod
	1.6 Review documents, Evaluate, Monitor and Record to the Monitoring system.	None	1 hour	Finance section chief
2. Receive the approved request letter.	2. Preparation of separate work program for the execution of the turnover of financial assistance.	None	2 days	Admin Division Head, Admin Officer
TOTAL		None	4 days, hr, 25 mins	



3. Processing of LDRRM Fund Request – Regular Budget (Other City Offices)

- Republic Act (RA) No. 10121 (Philippine Disaster Risk Reduction and Management Act of 2010) granted local government units (LGUs) greater flexibility towards disaster mitigation, preparation, response, recovery and rehabilitation.
- LDRRMF shall cover the thirty percent (30%) lump-sum allocation for Quick Response Fund (QRF) and the seventy percent (70%) allocation for disaster prevention and mitigation, preparedness, response, recovery and rehabilitation.

Office or Division:	Administrative Division – Finance Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Agencies			
Checklist Requirements		Where to Secure		
Letter Request indicating the following details: <ul style="list-style-type: none"> • Addressed to the City Mayor • Thru the Head, Department of Disaster Resilience and Management • Recommending approval: Head, Department of Disaster Resilience and Management. 		Requesting Party		
<ul style="list-style-type: none"> • AIP Reference code and account code. • Attached supporting documents 		DDRM – Admin Division		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request with supporting documents from implementing agency / division	1. Receive the letter request.	None	5 mins	Records Officer on duty
	1.1 Receive letter request via email / online	None	5 mins	

	1.2 Review and evaluate completeness of requirements and qualification of request based on Joint Memorandum Circular 2013-1 (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund)	None	1 day	Admin Division Head, Finance section chief
	1.3 If incomplete requirements or ineligible programs or projects, refer back to requesting party.	None		Finance section chief
	1.4 If complete requirements and eligible program or project, for signature of recommending approval of the Local DRRM Officer	None	1 hour	Records Officer on duty
	1.5 Review, Monitor and Record to the Monitoring system.	None	1 hour	Finance section chief
2. Receive the approved request letter.	2. Endorse the approved documents to the requesting party or implementing agency for processing.	None	1 day	Records Officer on duty
TOTAL		None	2 days, 2 hrs, 10 mins	



4. Processing of LDRRM Fund Request – Special Trust Fund (External)

- The unexpended LDRRMF shall accrue to a Special Trust Fund solely for the purpose of supporting disaster risk reduction and management activities of the Local Disaster Risk Reduction and Management Council (LDRRMC) within the next five (5) years.

Office or Division:	Administrative Division – Finance Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Agencies			
Checklist Requirements		Where to Secure		
Letter Request indicating the following details: <ul style="list-style-type: none"> Addressed to the City Mayor Thru the Head, Department of Disaster Resilience and Management Recommending approval: Head, Department of Disaster Resilience and Management. 		Requesting Party		
<ul style="list-style-type: none"> STF Ordinance No. Photocopy of Ordinance Attached supporting documents 		DDRM – Admin Division		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request with supporting documents from implementing agency / division	1. Receive the letter request.	None	5 mins	Records Officer on duty
	1.1 Receive letter request via email / online	None	5 mins	

	1.2 Review and evaluate completeness of requirements and qualification of request based on Joint Memorandum Circular 2013-1 (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund)	None	1 day	Admin Division Head, Finance section chief
	1.3 If incomplete requirements or ineligible programs or projects, refer back to requesting party.	None		Finance section chief
	1.4 If complete requirements and eligible program or project, for signature of recommending approval of the local drrm officer	None	1 hour	Records Officer on duty
	1.5 Review, Monitor and Record to the Monitoring system.	None	1 hour	Finance section chief
2. Receive the approved request letter.	2. Endorse the approved documents to the requesting party or implementing agency for processing.	None	1 day	Records Officer on duty
TOTAL		None	2 days, 2 hrs, 10 mins	





ADMINISTRATIVE DIVISION Internal Services



1. Processing of LDRRM Fund Request – Regular Budget

- Republic Act (RA) No. 10121 (Philippine Disaster Risk Reduction and Management Act of 2010) granted local government units (LGUs) greater flexibility towards disaster mitigation, preparation, response, recovery and rehabilitation.
- LDRRMF shall cover the thirty percent (30%) lump-sum allocation for Quick Response Fund (QRF) and the seventy percent (70%) allocation for disaster prevention and mitigation, preparedness, response, recovery and rehabilitation.

Office or Division:	Administrative Division – Finance Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Agencies			
Checklist Requirements		Where to Secure		
Letter Request indicating the following details: <ul style="list-style-type: none"> • Addressed to the City Mayor • Thru the Head, Department of Disaster Resilience and Management • Recommending approval: Head, Department of Disaster Resilience and Management. 		Requesting Party		
<ul style="list-style-type: none"> • AIP Reference code and account code. • Attached supporting documents 		DDRM – Admin Division		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request with supporting documents from implementing agency / division	1. Receive the letter request.	None	5 mins	Records Officer on duty
	1.1 Receive letter request via email / online	None	5 mins	



Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
	1.2 Review and evaluate completeness of requirements and qualification of request based on Joint Memorandum Circular 2013-1 (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund)	None	1 day	Admin Division Head, Finance section chief
	1.3 If incomplete requirements or ineligible programs or projects, refer back to requesting party.	None		Finance section chief
	1.4 If complete requirements and eligible program or project, for signature of recommending approval of the local drrm officer	None	1 hour	Records Officer on duty
	1.5 Review, Monitor and Record to the Monitoring system.	None	1 hour	Finance section chief
	1.6 Transmit documents to GSO for review of the amount, unit etc. by the inspector, attachment of quotation and approval of the head, GSO	None	1 hour	Liaison Officer - DDRM
	1.7 Transmit documents from GSO – Mayor's Office for the approval of the City Mayor.	None	7 days	Liaison Officer - GSO
	1.8 Transmit documents from City Mayor – Budget Office for attachment of BCCN	None	1 day	Liaison Officer – Mayor's Office
	1.9 Transmit documents from Budget Office to BAC for attachment of BAC Resolution	None	2 days	Liaison Officer – Budget Office
	1.10 Transmit documents from BAC – GSO for allocation of	None	7 days	Liaison Officer - GSO

	PR No., inspection of goods and supplies if delivered.			
	1.11 Transmit documents from GSO to DDRM for attachment of OBR	None	1 day	Liaison Officer - GSO
	1.12 Transmit documents from DDRM to Accounting Office for processing of Disbursement voucher.	None	3 days	Liaison Officer - DDRM
	1.13 Transmit documents from Accounting Office – Treasury Office for the processing of check.	None	2 days	Liaison Officer - Accounting
	1.14 Transmit documents from Treasury Office to Office of the City Administrator.	None	3 days	Liaison Officer – Treasury Office
	1.15 Transmit documents from the Office of the City Administrator – Treasury Office	None	2 days	Liaison Officer – Office of the City Administrator
2. Claim the payment for program, project implementation	2. Release of payment	None	1 day	Treasury Office personnel
TOTAL		None	1 month, 1 hour, 10 mins	



2. Processing of LDRRM Fund Request – Special Trust Fund (Internal)

- The unexpended LDRRMF shall accrue to a Special Trust Fund solely for the purpose of supporting disaster risk reduction and management activities of the Local Disaster Risk Reduction and Management Council (LDRRMC) within the next five (5) years.

Office or Division:	Administrative Division – Finance Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Agencies			
Checklist Requirements		Where to Secure		
Letter Request indicating the following details: <ul style="list-style-type: none"> Addressed to the City Mayor Thru the Head, Department of Disaster Resilience and Management Recommending approval: Head, Department of Disaster Resilience and Management. 		Requesting Party		
<ul style="list-style-type: none"> STF Ordinance No. Photocopy of Ordinance Attached supporting documents 		DDRM – Admin Division		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request with supporting documents from implementing agency / division	1. Receive the letter request.	None	5 mins	Records Officer on duty
	1.1 Receive letter request via email / online	None	5 mins	

Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
	1.2 Review and evaluate completeness of requirements and qualification of request based on Joint Memorandum Circular 2013-1 (Allocation and Utilization of the Local and Disaster and Risk Reduction and Management Fund)	None	1 day	Admin Division Head, Finance section chief
	1.3 If incomplete requirements or ineligible programs or projects, refer back to requesting party.	None		Finance section chief
	1.4 If complete requirements and eligible program or project, for signature of recommending approval of the local drrm officer	None	1 hour	Records Officer on duty
	1.5 Review, Monitor and Record to the Monitoring system.	None	1 hour	Finance section chief
	1.6 Transmit documents to GSO for review of the amount, unit etc. by the inspector, attachment of quotation and approval of the head, GSO	None	1 hour	Liaison Officer - DDRM
	1.7 Transmit documents from GSO – Mayor's Office for the approval of the City Mayor.	None	7 days	Liaison Officer - GSO

	1.8 Transmit documents from Mayor's Office – GSO for allocation of PR No., inspection of goods and supplies if delivered.	None	1 day	Liaison Officer – Mayor's Office
	1.9 Transmit documents from GSO to Accounting Office for processing of Disbursement voucher and Charging.	None	3 days	Liaison Officer - DDRM
	1.10 Transmit documents from Accounting Office to Treasury Office for attachment of Certificate of Availability of Funds.	None	3 days	Liaison Officer – Accounting Office
	1.11 Transmit documents from Treasury to BAC for attachment of BAC Resolution / BAC process / NOA / NTP	None	2 days	Liaison Officer – Treasury Office
	1.12 P.O for signature of Head of the Procurement Entity and supplier.			
	1.13 Delivery and Inspection of supplies or equipment.			
	1.14 Preparation of MR / Requisition Issuance Slip			
	1.15 Transmit documents from BAC to Accounting Office for processing of Disbursement voucher.	None	3 days	Liaison Officer - BAC
	1.16 Transmit documents from Accounting Office –	None	2 days	Liaison Officer - Accounting



	Treasury Office for the audit and processing of check.			
	1.17 Transmit documents from Treasury Office to Office of the City Administrator.	None	3 days	Liaison Officer – Treasury Office
	1.18 Transmit documents from the Office of the City Administrator – Treasury Office	None	2 days	Liaison Officer – Office of the City Administrator
2. Claim the payment or check for program, project implementation	2. Accounting office to advice for release of payment or check for program or project implementation.	None	1 day	Treasury Office personnel
TOTAL		None	28 days, 3 hrs, 10 mins	



3. Repair and Maintenance of Vehicles, Facilities and Equipment

- Administrative division is mandated to provide administrative and logistical support to the entire organization.

Office or Division:	Administrative Division – Finance Section			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of DDRM			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Repair and Maintenance Request Form 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submits Repair and Maintenance Request Form	1. Receives Repair and Maintenance Request Form	None	5 mins	Records Officer on duty
	1.1 Refer request to Admin Support Team	None	15 mins	Admin Support Team
	1.2 Assign Inspection Team	None	10 mins	Admin Support Team
	1.3 Inspection of vehicle, facilities and equipment	None	1 day	Admin Support Team
2. Prepare Purchase Request, Scope of Work	2. Request procurement of materials	None	7 days	Admin Support Team
	2.1 Start of Work	None	7 days (Depends on work to be done)	Admin Support Team
3. Join in the conduct of inspection	3. Inspection and Acceptance	None	1 day	Technical and Inspection Team (GSO)
TOTAL		None	16 days, 30 mins	

4. Requisition and Issuance of Inventory Items

- Administrative division is mandated to provide administrative and logistical support to the entire organization.

Office or Division:	Administrative Division – Finance Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of DDRM			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Requisition and Issuance Slip 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submits Requisition and Issuance Slip	1. Receives Requisition and Issuance Slip	None	10 mins	Records Officer on duty
	1.1 Determination of the appropriateness of the request and approval	None	1 hour	Property Custodian
	1.2 Verification of stock availability and Issuance of supplies / items	None	20 mins	Property Custodian
2. Receives supplies / items requested	2. Issuance of supplies / items requested	None	20 mins	Property Custodian
	2.1 Files the RIS Form and preparation of RSMI (Report of Supplies and Materials Issued)	None	20 mins	Property Custodian
	2.3 Signs the RSMI	None	10 mins	Property Custodian
	2.4 File all the record	None	10 mins	Property Custodian
TOTAL		None	2 hours, 30 mins	



5. Vehicle Request

- Administrative division is mandated to provide administrative and logistical support to the entire organization.

Office or Division:	Administrative Division – Finance Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Personnel of DDRM			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Vehicle request form duly signed by the requesting party 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submits Vehicle Request Form	1. Receives Vehicle Request Form & Evaluates request	None	5 mins	Records Officer on duty
	1.1 Recommends approval / non-approval to Transportation Officer	None	5 mins	Transportation Officer
	1.2 Return Vehicle Request Form with status (approved or disapproved) for coordination with requesting party	None	10 mins	Transportation Officer
	1.3 If approved, assign appropriate vehicle and driver	None	15 mins	Transportation Officer
	1.4 Record schedule in the Transportation Monitoring Logbook	None	5 minutes	Transportation Officer
	1.5 File Vehicle Request Form	None	5 minutes	Transportation Officer
TOTAL		None	45 mins	



INFORMATION MANAGEMENT AND MEDIA RELATIONS UNIT **External Services**



1. Outdoor Led Wall Broadcasting

- Outdoor Led Wall Media Broadcasting as a Medium of Information Dissemination of the Department of Disaster Resilience and Management (DDRM) to the Community and utilizing it as an Emergency Broadcast System during disaster or Emergency Situation.

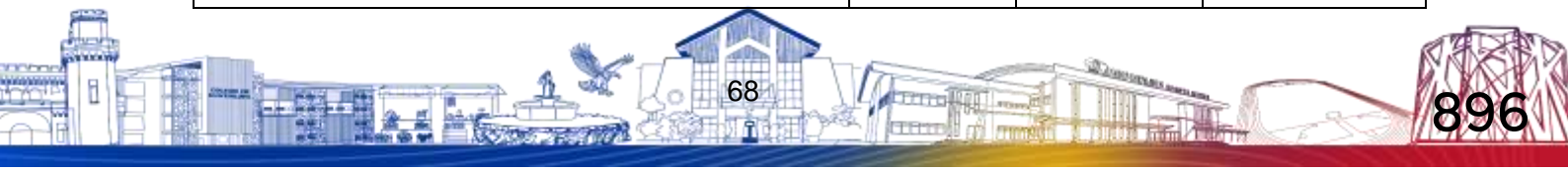
Office or Division:	Information Management and Media Relations Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> • Privacy Notice • Data Privacy Consent Form • Advertisement Clearance Form • Content Checklist 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Fill out all the Checklist requisites	1. Receives all the filled-out Checklist requisites	None	5 mins	Records Officer on duty
	1.1 Checking of requisites upon receiving forms	None	10 mins	IMMRD personnel
	1.2 Checking of content for led wall posting	None	10 mins	IMMRD personnel
	1.3 The content is subjected for the approval/disapproval of the DDRM Department Head/Asst. Department Head	None	15 mins	Department Head / Assistant Department Head
	1.4 If approved Record schedule will be facilitated by Media Officer in charge	None	15 mins	IMMRD Personnel

	1.5 If disapproved the requestor shall receive a notification stating that the content is not suitable for broadcast distribution.	None	15 mins	Department Head / Assistant Department Head
	1.6 Upon the approval of the content it shall be posted to our Citywide LED walls provided and guided by the plotted content schedule indicated by the Information Display Administrator (IDA).	None	20 mins	IMMRD Personnel
TOTAL		None	1hr, 30 mins	

2. Social Media Management

- Utilization Social Media as an Information Dissemination Platform

Office or Division:	Information Management and Media Relations Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General Public			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Advisories from Warning agencies Reported emergency incident (Vehicular Accidents, Fire Incident and other disaster related Incident) 		<ul style="list-style-type: none"> PHIVOLCS PAGASA DENR – MGB DDRM – OPERATIONS CENTER 		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
	1. Analyze the information and review the approved report for verification	None	5 mins	IMMRD Social Media Manager
	2. Upon confirmation a media release will be disseminated to the department's social media platform	None	5 mins	IMMRD Social Media Manager
TOTAL		None	10 mins	



3. Audio Visual Production (Information Education Communication Material)

- Disaster Information campaign through Audio Visual Production- Information Education and Communication.

Office or Division:	Information Management and Media Relations Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	General public			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Advisories from Warning agencies Request from Other Divisions 		Requesting Party		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request with supporting documents from Other division	1. Received the request	None	5 mins	Records Officer on duty
	1.1 Research materials upon the requested topic of other division	None	20 mins	IMMRD personnel
	1.2 Brainstorming meeting and construction of story board and script	None	1 day	IMMRD Team
	1.3 Pre – production consolidation of materials (equipment, scripts, materials, logistics and personnel)	None	30 mins	IMMRD Team
	1.4 Production shooting proper of the IEC – AVP Material	None	1 day	IMMRD TEAM
	1.5 Post – Production (Editing of audio, video materials according to the sequences provided by the story board and script)	None	3 days	IMMRD Personnel
	1.6 Submission of the Final IEC – AVP material to the requestor	None	1 day	IMMRD Personnel
TOTAL		None	6days, 55 mins	

4. Radio Colegio Audio Weather Update

- Campus Based Emergency Broadcast Arm of the Department of Disaster Resilience and Management in partnership with the Colegio De Muntinlupa Radio Colegio 87.7 FM

Office or Division:	Information Management and Media Relations Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	General public			
Checklist Requirements		Where to Secure		
<ul style="list-style-type: none"> Advisories from Warning agencies 		<ul style="list-style-type: none"> PHIVOLCS PAGASA DENR – MGB DDRM – OPERATIONS CENTER 		
Client steps	Agency Action	Fees to be Paid	Processing Time	Person responsible
1. Submit the letter request for audio production broadcasting	1. Received the request	None	5 mins	Records Officer on duty
	1.1 Review the nature of request	None	10 mins	IMMRD personnel
	1.2 Analyze the information and review the approved report for verification	None	10 mins	IMMRD Personnel
	1.3 Post – Production Editing of audio materials according to the reports of DDRM operation & warning	None	15 mins	IMMRD Personnel
	1.4 Submission to the Radio Colegio Station Manager for Broadcast	None	10 mins	IMMRD Personnel
TOTAL		None	50 mins	



VII. FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the client feedback form and drop it at any designated drop box at the ground floor DDRM building</p> <p>Answer the Training Assessment Form or Evaluation Form after the training program or activities.</p>
How feedback are processed	<p>Every Friday, the Administrative Division opens the drop box and complies and records all feedbacks submitted.</p> <p>Every after training a feedback form is distributed among the participants. It is collected before the end of the training prior the departure from the training venue</p> <p>Feedback requiring answers are forwarded to the concerned division or section to answer in written within three (3) of the receipt of feedback.</p> <p>The response shall be given to the citizen and appropriate action shall be taken.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (02) 8925-4382</p>
How to file a complaint	<p>Answer the client complaint form and drop it at any designated drop box at the ground floor DDRM building.</p>
How complaints are processed	<p>The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Administrative Officer shall start the investigation and forward the complaint to the concerned division or offices for their responses and explanations.</p>





	<p>The concerned division or offices will create a written response after the investigation and shall submit to the Head of Department for appropriate action.</p> <p>The Administrative Officer will give feedback to the client.</p>
Contact Information	<p>Telephone number: (02) 8925-4382</p> <p>Email address: drrmomuntinlupa@gmail.com</p>

VIII.

LIST OF OFFICES

OFFICES	ADDRESS	CONTACT INFORMATION
DDRM Admin Division	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM Rescue Section	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM Research and Planning Division	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM Training Division	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM Information Management and Media Relations Division	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM Rescue Squad Section	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM Logistics Section	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, Ground Floor	8925 – 43 - 82
DDRM IT Section	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, 2 nd Floor	8925 – 43 - 82
DDRM Operations & Warning Division	Hall of justice compound, Resilience Building, Susana Heights, Tunasan, Muntinlupa City, 2 nd Floor	8925 – 43 - 82
DDRM One Stop Shop	2nd Floor, Building Office, City Hall Main Bldg., National Road, Putatan, Muntinlupa City	8925 – 43 - 82



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

Muntinlupa City Muslim Affairs Office

I. Mandate

To handle concerns of the Muslim residents and associations in the City of Muntinlupa; access services of the City Government of Muntinlupa; right to peace and order; employment opportunities for the comfort and convenience of the Muslim in the City.

II. Vision

A progressive and peaceful Muslim community in Muntinlupa City

III. Mission

To ensure the preservation of Culture, Traditions, Peace and Order within Muslim Association and Community in Muntinlupa City. To ensure as active partner of the local Government in development.

IV. Strategic Goal

Empowered Islamic community in Muntinlupa City that complement with, the thrust of the administrations to Ensure peace, development and Prosperity.

V. List of Services

1. Issuance of Certificate of Marriage
2. Issuance of Certification of Scholarship/ Board Examination Application
3. Issuance of Referral
4. Clients Inquiries

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

• **ISSUANCES OF CERTIFICATE OF MARRIAGE**

The Certificates is issued to all Muslim residents in Muntinlupa City for securing certain documents that stated that she/he is a Muslim, bonified resident here in Muntinlupa city.

Office or Division:	Muntinlupa City Muslim Affairs Office			
Classification:				
Type of Transaction:	LGU Department Offices/G2G			
Who may avail:	Muslim Residences of Muntinlupa City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Duly accomplished the logbook or Data form Marriage certificate solemnized by IMAM Photocopy of Valid ID 			<ul style="list-style-type: none"> Front liner 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Submit accomplished logbook or Data Form 	<ul style="list-style-type: none"> Examination of document/s and interview for validation Processing of Marriage Certificate, then forwarded to the Dept. Head for signing Issuance of Claim stub, if client is 	0.00	5-10 minutes	Atty. Johainah T. Repors (Attorney I) Soraini D. Balangi

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

	requested to return 1-day after, <ul style="list-style-type: none"> Releasing of documents 		3 minutes	(Administrative Assistant II)
	TOTAL	0.00		
END OF TRANSACTION				

• **ISSUANCE OF CERTIFICATE FOR SCHOLARSHIP/ BOARD EXAMINATION APPLICATION**

The Certificate is issued to all Muslim residents in Muntinlupa City for securing certain documents that stated she/he is a Muslim, bonifide resident here in Muntinlupa City.

Office or Division:	Muntinlupa City Muslim Affairs Office			
Classification:				
Type of Transaction:	LGU Department Offices/G2G			
Who may avail:	Residences of Muntinlupa City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Duly accomplished the logbook or Data form Photocopy of Valid ID Photocopy of application form 			<ul style="list-style-type: none"> Front liner 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Submit accomplished logbook or Data Form 	<ul style="list-style-type: none"> Examination of document/s and interview for validation Processing of Certificate, then forwarded to 	0.00	5-10 minutes	Atty. Johainah T. Repors (Attorney I)

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

	the Dept. Head for signing <ul style="list-style-type: none"> • Issuance of Claim stub, if client is requested to return 1-day after, • Releasing of documents 		3 minutes	Soraini D. Balangi (Administrative Assistant II)
	TOTAL	0.00		
END OF TRANSACTION				

• **ISSUANCE OF REFERRAL**

Referral is issued to all Muslim residents in Muntinlupa City for securing certain documents, who are in need for financial assistance, medical assistance and etc. Referral stated that she/he is a Muslim, bonifide resident here in Muntinlupa City.

Office or Division:	Muntinlupa City Muslim Affairs Office			
Classification:				
Type of Transaction:	LGU Department Offices/G2G			
Who may avail:	Residences of Muntinlupa City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Duly accomplished the logbook or Data form • Photocopy of Valid ID • Photocopy of hospital bill, medical abstract & etc. 			<ul style="list-style-type: none"> • Front liner 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Submit accomplished logbook 	<ul style="list-style-type: none"> • Examination of document/s and interview for validation • Processing of referral, then forwarded to 	0.00	5-10 minutes	Atty. Johainah T. Repors (Attorney I)

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

or Data Form	the Dept. Head for signing <ul style="list-style-type: none"> • Issuance of Claim stub, if client is requested to return 1-day after, • Releasing of documents 		3 minutes	Soraini D. Balangi (Administrative Assistant II)
TOTAL		0.00		
END OF TRANSACTION				

• **CLIENT INQUIRIES/ Department Head concern**

Office or Division:	Muntinlupa City Muslim Affairs Office			
Classification:				
Type of Transaction:	LGU Department Offices/G2G			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Duly accomplished the logbook or Data form / inquiry form 			<ul style="list-style-type: none"> • Front liner 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> • Accomplished logbook or Data form • Client proceed to front liner to provide information and detail of inquiring some information 	<ul style="list-style-type: none"> • Brief interview for client. • Staff refers the client to the 	0.00		Atty. Johainah T. Repors (Attorney I)

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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

related to the benefits, program or the City Government of Muntinlupa.	Dept. Head that can directly address his/her concern.		5-10 minutes or it depends upon on business concern.	
	TOTAL	0.00		
END OF TRANSACTION				

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Republic of Philippines
 CITY GOVERNMENT OF MUNTINLUPA
 Muntinlupa City Person with Disability affairs

CITIZEN'S CHARTER

STEP BY STEP PROCEDURE FOR OPLAN BISITA/OPLAN ALAGA

Steps	Applicant/Client	Services / Provider	Duration of Activity/Time Frame	Person's In Charges	Forms/Requirements
1	1. Original PWD ID photo copy 2. Request Form for Oplan Bisita/ Oplan ALAGA	a. Check if requirements are complete b. Refer to approving officer for approval	10 Minutes	Mr. Bernardo C. Roman Frontliner	Application Form for Oplan BISITA and Oplan ALAGA application
2.		Approval and Processing of Oplan BISITA /Oplan ALAGA Registration	1 hour	Ms. Susan Cañete Development staff	Application Form for Oplan BISITA and Oplan ALAGA
3.	Wait for the plotted schedule for Doctors/Therapist Consult				
4.	PWD CLIENT	Avail of Social of Medical Services from Oplan Bisita and Oplan ALAGA			



Republic of Philippines
 CITY GOVERNMENT OF MUNTINLUPA
 Muntinlupa City Person with Disability affairs

CITIZEN'S CHARTER

STEP BY STEP PROCEDURE FOR PROJECT AGAP					
Steps	Applicant/Client	Services / Provider	Duration of Activity/Time Frame	Person's In Charges	Forms/Requirements
1	1. 1 whole Body picture 2. School I.d of Child 3. Project AGAP Boucher 4. Valid Government ID with Muntinlupa Address Care Card 5. Certificate of Indigency	c. Check if requirements are complete d. Refer to approving officer for approval	15-20 minutes	Mr. Bernardo C. Roman Frontliner	Application Form for Project AGAP application
2.		Approval and Processing of Project AGAP Registration	1 hour	Ms. Susan Cañete Development staff	Application Form for Project AGAP
3.	Wait for the plotted schedule for Doctors/Therapist Consult				
4.	PWD CLIENT	Avail of Free Developmental Pedia Assessment & Therapies			





Republic of Philippines
 CITY GOVERNMENT OF MUNTINLUPA
 Muntinlupa City Person with Disability affairs
CITIZEN'S CHARTER

STEP BY STEP PROCEDURE FOR NEW APPLICATION FOR PWD ID					
STEPS	Applicant/Client	Services / Provider	Duration of Activity/Time Frame	Person's In Charges	Forms/Requirements
1	<ul style="list-style-type: none"> ➤ Bring Complete ➤ 3 pcs 1x1 Photo ➤ 1 pc 2x2 Photo ➤ Medical Certificate coming from Government Hospital or Health Center Nearest in your Home ➤ Person Appearance ➤ Valid I. D Government ID with Muntinlupa Address ➤ Fill Up PWD ID Application Form ➤ Fill Up Logbook Entry from at the Front Desk 	<ul style="list-style-type: none"> ➤ Check if requirement's are complete ➤ Refer to Approving Officer for approval 	10 minutes	<u>Mr. Bernardo Roman</u> Admin Staff Front Desk	PWD ID application form with complete attachments
2		Approval of PWD Registration	5 minutes	<u>MS. Gina Orbesa</u> Operation Officer	PWD ID Application Form with complete attachments



3		Data Encoding	10 minutes	<u>MS. Gina Orbesa</u> Operation Officer	PWD ID Application Form with complete attachments
4	Proceed to front desk for Release of PWD ID and Booklets	Issue PWD ID	2minutes		



CITY GOVERNMENT OF MUNTINLUPA



MUNTINLUPA CITY PUBLIC LIBRARY

CITIZEN'S CHARTER

2024 *(1ST Edition)*





I. Vision

The Muntinlupa City Public Library aspires to be the center of information for all, with a friendly environment that will nurture an educated, enlightened, and enriched diverse community.

II. Mission

The Muntinlupa City Public Library is committed to provide quality resources, programs, and services and lifelong learning opportunities for its diverse and changing community through:

- Free and open access to information
- Quality collection of books
- Recreational resources
- Partnership in the development and implementation of technology

III. Service Pledge

We commit to:

1. provide the City Public Library with books and other library materials relevant to the needs of the community;
2. collaborate with other organizations and stakeholders to enhance the library's services, resources, promote literacy and learning in the community;
3. regularly evaluate the effectiveness of our library services and make necessary improvements to serve our patrons;
4. respect the data and confidentiality of all library users and their information in accordance with data privacy policy;
5. to encourage the use of technology and digital resources to enhance the City Public Library services, while also ensuring that traditional printed materials remain available and accessible; and
6. conduct seminar-workshops, conferences, trainings and other similar activities to the library staff for their professional growth and development.





IV. List of Services

Muntinlupa City Public Library	Page
Readers Services Division	Page 4
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Teen Section	Page 7 – 8
Children Section	Page 9 – 10
GAD Section	Page 11-12
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Senior Citizens Section	Page 15-16
Special Section	Page 17-18
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Online Arts and Crafts	Page 21
Library Online Help Research	Page 22





MUNTINLUPA CITY PUBLIC LIBRARY

Readers Services Division





1. Reference Section

It promotes research and reading for students at all levels of education from elementary school to higher education. We offer books that contain specific facts, general information and collected items of information materials which may be anecdotal or bibliographical in nature.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or any valid I.D. (1)		Information Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the name of visitors/ researchers/library patrons. 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	3 minutes	Information Officer
2. OPEN BOOK SHELVED SYSTEM	None	None	None	None
3. KOHA SYSTEM or Online Public Access Cataloguing (OPAC)	3. Assist the clients	None	3 minutes	IT Officer
4. Library users are free to browse in this section of the library <u>Reference Section</u>	4. Assist the clients	None	ARBITRARY	Administrative Officer II
5. Books get from the reference section will be returned to the Information Officer	5. Assist the clients	None	None	Information Officer
6. Drop suggestions/recommendations and comments on our suggestion box	6. Assist the clients	None	5-10 minutes	Administrative Officer II
7. Ask a Library staff for research consultation book counseling	7. Assist the clients	None	10-15 minutes	Administrative Officer II





8. Log-out the name of visitors/ researchers/library patrons. 8.1 Claim the I.D., bags and other hand carry items.	8. Assist the clients 8.1 Return the required document, bags and other hand carry items.	None	3 minutes	Information Officer
TOTAL:		0.00		





2. Teens Section

The function of this section is to encourage the youth of our generation to read teen literature, whether it be fiction or non-fiction. The library offers many new pocket books that are very popular for most teenagers. There are also teen's magazines where they can get teen advices for health, fashion, and other life issues.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card or any valid I.D. (1)			Information Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the name of visitors/ researchers/library patrons. 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	3 minutes	Information Officer
2. OPEN BOOK SHELVED SYSTEM	None	None	None	None
3. KOHA SYSTEM or Online Public Access Cataloguing (OPAC)	3. Assist the clients	None	5 minutes	IT Section
4. Library users are free to browse in this section of the library <u>Teens Section</u>	4. Assist the clients	None	ARBITRARY	Administrative Officer II
5. Library Patrons will return the books on their proper shelves	5. Assist the clients	None	None	Information Officer
6. Drop suggestions/recommendations and comments on our suggestion box	6. Assist the clients	None	5-15 minutes	Administrative Officer II
7. Ask a Library staff for research consultation book counseling	7. Assist the clients	None	10-15 minutes	Administrative Officer II





8. Log-out the name of visitors/ researchers/library patrons. 8.1 Claim the I.D., bags and other hand carry items.	8. Assist the clients 8.1 Return the required document, bags and other hand carry items.	None	5 minutes	Information Officer II
TOTAL:		0.00		





3. Children Section

Encourage preschoolers and elementary students build the passion for reading, research, and the love of books. We offer a variety of children's books from fiction story books where they can get moral lessons, and at the same time enjoy the fun of reading through the book's modern designs and illustrations. We also offer arts and crafts, storytelling, and film showing activities.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Children only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or any valid I.D. (1)		Information Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the child's name 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	3 minutes	Information Officer
2. OPEN BOOK SHELVED SYSTEM	None	None	None	None
3. KOHA SYSTEM or Online Public Access Cataloging (OPAC)	3. Assist the clients	None	2 minutes	I.T Officer
4. Children's are free to browse in this section of the library Children's Section <ul style="list-style-type: none">Children's BooksGame BoardsFilm Showing	4. Assist the clients	None	ARBITRARY	Administrative Officer II
5. Books from Children's Section should be return in the book basket	5. Assist the clients	None	None	Administrative Officer II
6. Drop suggestions/recommendations and comments on our suggestion box	6. Assist the clients	None	5-10 minutes	Information Officer





7. Ask a Library staff for research consultation book counseling	7. Assist the clients	None	5-10 minutes	Administrative Officer II
8. Log-out the name of visitors/ researchers/library patrons. 8.1 Claim the I.D., bags and other hand carry items.	8. Assist the clients 8.1 Return the required document, bags and other hand carry items.	None	3 minutes	Information Officer
TOTAL:		0.00		





4. GAD Section

We offer gender equality resources and information through providing books and other materials related to gender and development issues, gender-sensitive approaches development, women's right, gender—based violence and other related topics.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Young Adults and Adults only		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card or any valid I.D. (1)			Information Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the name of visitors/ researchers/library patrons. 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	3 minutes	Information Officer
2. OPEN BOOK SHELVED SYSTEM	None	None	None	None
3. KOHA SYSTEM or Online Public Access Cataloguing	3. Assist the clients	None	3 minutes	IT Officer
4. Library users are free to browse in this section of the library <u>G.A.D Section</u>	4. Assist the clients	None	ARBITRARY	Administrative Officer II
5. Library Patrons will return the books on their proper shelves	5. Assist the clients	None	None	Information Officer
6. Drop suggestions/recommendations and comments on our suggestion box	6. Assist the clients	None	5-15 minutes	Information Officer
7. Ask a Library staff for research consultation book counseling	7. Assist the clients	None	10-15 minutes	Administrative Officer II





8. Log-out the name of visitors/ researchers/library patrons. 8.1 Claim the I.D., bags and other hand carry items.	8. Assist the clients 8.1 Return the required document, bags and other hand carry items.	None	5 minutes	Information Officer
TOTAL:		0.00		





5. Information Technology Section

In line with promoting the love of book to our library patrons, we also provide them access to digital resources through the use of free computers and internet access that support their learning and research needs.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification Card or any valid I.D. (1)			Information Desk	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the name of visitors/ researchers/library patrons. 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	3 minutes	Information Officer
2. Library users are free to use this section of the library <u>I.T. Section</u> <ul style="list-style-type: none">Free Internet/Wi-FiTypingResearching	2. Assist the clients	None	1 to 2 hours	IT Officer
3. Drop suggestions/recommendations and comments on our suggestion box	3. Assist the clients	None	5-10 minutes	Information Officer
4. Ask a Library staff for research consultation counseling	4. Assist the clients	None	10-15 minutes	Administrative Officer II





5. Log-out the name of visitors/ researchers/library patrons. 5.1 Claim the I.D., bags and other hand carry items.	5. Assist the clients 5.1 Return the required document, bags and other hand carry items.	None	5 minutes	Information Officer
TOTAL:		0.00		





6. Senior Citizens Section

Our library provides variety of newspapers, magazines and accessible space for seniors to make them comfortable in reading area.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or any valid I.D. (1)		Information desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the name of senior citizens. 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	5 minutes	Information Officer
2. Senior Citizens are free to browse in this section of the library <u>Senior Citizens Section</u>	2. Assist the clients	None	ARBITRARY	Administrative Officer II
3. Senior Citizens will return the periodicals on its proper racks	3. Assist the clients	None	None	Administrative Officer II
4. Drop suggestions/recommendations and comments on our suggestion box	4. Assist the clients	None	5-15 minutes	Administrative Officer II
5. Ask a Library staff for research consultation book counseling	5. Assist the clients	None	10-15 minutes	Administrative Officer II





6. Log-out the name of senior citizens. 6.1 Claim the I.D., bags and other hand carry items.	6. Assist the clients 6.1 Return the required document, bags and other hand carry items.	None	5 minutes	Information Officer
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7.Special Section

Our library offers a collection of historical and unique books that are essential for their studies. These materials provide insights into the history and culture of different societies and help to preserve for future generations.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or any valid I.D. (1)		Information Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the name of visitors/ researchers/library patrons. 1.1 Deposit of I.D., bags and other hand carry items.	1. Assist the clients 1.1 Receive the required document, bags and other hand carry items.	None	3 minutes	Information Officer
2. OPEN BOOK SHELVED SYSTEM	None	None	None	None
3. KOHA SYSTEM or Online Public Access Cataloguing	3. Assist the clients	None	5 minutes	IT Section
4. Library users are free to browse in this section of the library <u>Special Section</u>	4. Assist the clients	None	ARBITRARY	Administrative Officer II
5. Library Patrons will return the books on their proper shelves	5. Assist the clients	None	None	Information Officer
6. Drop suggestions/recommendations and comments on our suggestion box	6. Assist the clients	None	5-15 minutes	Administrative Officer II
7. Ask a Library staff for research consultation book counseling	7. Assist the clients	None	10-15 minutes	Administrative Officer II





9. Log-out the name of visitors/ researchers/library patrons. 9.1 Claim the I.D., bags and other hand carry items.	8. Assist the clients 8.1 Return the required document, bags and other hand carry items.	None	5 minutes	Information Officer II
TOTAL:		0.00		





8. Outreach Program

The outreach program is to bring the library services and resources in the community. The program's activities, includes: Storytelling, Educational Games, Art and Crafts and Reading activities.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Children only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the participant's name	1. Assist the clients	None	5 minutes	– MCPL Staff
2. Find a seat before the activity starts	2. Assist the clients	None	None	– MCPL Staff
3. Participate to the Outreach Activity	3. Assist the clients	None	55 minutes	– MCPL Staff
TOTAL:		0.00	1 hour	





9. Online Storytelling

Due to the implementation of Health and Safety Protocol at the time of Pandemic, we offer online storytelling of children’s story books with moral lessons to build their passion for reading, loving books, to educate and enjoying illustrations while watching.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Children only		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FOR GUARDIANS: Visit the MCPL Official Facebook Page to watch Online Storytelling https://www.facebook.com/mcpl.muntinlupa.7/ 1.1 Click the posted Online Storytelling 1.2 Preview the content beforehand to ensure its suitability and appropriateness for your child 1.3 Encourage your child to watch and listen to the storyteller <u>Children can now associated to the Online Storytelling</u>	1. Search for reputable and age-appropriate online storytelling resources 1.1 Check for any review and recommendation 1.2 Ensure stable internet connection	None	10-15 minutes	IT Officer
TOTAL:		0.00		





10. Online Arts and Crafts

Due to the implementation of Health and Safety Protocol at the time of Pandemic, we offer online arts and crafts for all interested patrons to improve their skills and encourage them to become more resourceful and creative.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. FOR GUARDIANS: Visit the MCPL Official Facebook Page to watch Online Arts and Crafts https://www.facebook.com/mcpl.muntinlupa.7/ 2.1 Click the posted Online Arts and Crafts 2.2 Preview the content beforehand to ensure its suitability and appropriateness for your child 2.3 Encourage your child to watch and listen to the storyteller <u>Children can now associated to the Online Arts and Crafts</u>	1. Search for reputable and age-appropriate online arts and crafts resources 1.1 Check for any review and recommendation 1.2 Ensure stable internet connection	None	10-15 minutes	IT Officer
TOTAL:		0.00		





11. Library Online Help Research

Due to the implementation of Health and Safety Protocol at the time of Pandemic, we offer online assistance for researchers who have need of specific topics for their studies.

Office or Division:		Muntinlupa City Public Library		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the MCPL Official Facebook Page: https://www.facebook.com/mcpl.muntinlupa.7/ 1.1 Directly Message us about the specific topics that needed.	1. Assist and provide information, especially an e-books to support their research and studies.	None	20-30 minutes	IT Officer
2. Inquire or Recommend any suggestions through Direct Message	2. Accommodate and respond to the message.	None	10-15 minutes	IT Officer
TOTAL:		0.00		





V. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Drop the feedbacks/complaints form on our drop box
How feedback is processed?	Every Friday, the Muntinlupa City Public Library opens the drop box, compiles and records all feedback/complaints submitted.
How to file a complaints?	Drop the feedbacks/complaints form on our drop box
How complaints are processed?	<p>Every Friday, the Muntinlupa City Public Library opens the drop box, compiles, records all feedbacks/complaints submitted and will evaluate.</p> <p>Upon evaluation, all feedbacks/complaints will be read and summarized and will report it to our Department Head.</p> <p>Every Monday, feedbacks/complaints/suggestions are discussed during the meeting.</p>
Contact Information of Muntinlupa City Public Library:	<p>Tel. no.: 8-800-8187</p> <p>E-mail: mcpubliclibrary1@gmail.com</p>





VI. List of Offices

Office	Address	Contact Information
Muntinlupa City Public Library	Second Floor, Plaza Central Building, Poblacion, Muntinlupa City	Tel. no.: 8-800-8187 E-mail: mcpubliclibrary1@gmail.com
Muntinlupa City Public Library – Extension	16 Ilaya, Bautista Street, Bayanan Baywalk, Muntinlupa City	Tel. no.: 8-800-8187 E-mail: mcpubliclibrary1@gmail.com





CITY GOVERNMENT OF MUNTINLUPA



MUNTINLUPA CITY TECHNICAL INSTITUTE

CITIZEN'S CHARTER

2024 *(1ST Edition)*



MUNTINLUPA CITY TECHNICAL INSTITUTE



CITIZEN'S CHARTER



I. Mandate

To provide quality technical, vocational education, entrepreneurial training, and promotion of programs of the City Government.

II. Vision

We envision Muntinlupa City Technical Institute (MCTI) as a leading provider of a skilled workforce with world-class competence, positive work values, and competitive capability for employment, self-employment, or community development.

III. Mission

Muntinlupa City Technical Institute (MCTI) shall provide technical and vocational education, entrepreneurial training, and skills development programs pertinent to the needs of the city's communities, local industries, and the international business community.

IV. Service Pledge

MCTI Commits to:

- Offer alternative choice and provide quality technical, vocational, educational entrepreneurial training and skills development programs relevant to the industry and business needs of the City of Muntinlupa.
- Help uplift the economic condition and standard of living of the underprivileged constituents of the city through technical, vocational educational entrepreneurial training and skills development.
- Develop and conduct market-driven skills training programs and periodically update training modules and materials.
- Upgrade Trainers' skills and knowledge, as well as training facilities, and provide tools and equipment adept to the present trend and evolving technologies.
- Establish Linkages and network with the industry and non-government organization sector to ensure the responsiveness and relevance of the program.





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ADMINISTRATIVE DIVISION

1. CLAIMING OF CERTIFICATE OF COMPLETION OF TRAINING

This Certificate of Training is given to those who completed the training program of Muntinlupa City Technical Institute.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Administration Office, Operation Division Office and Training Division Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		MCTI Trade Course Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MCTI Clearance Form		MCTI Admin Office		
MCTI Trade Course Batch Identification Card (ID)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Clearance Form	1. Collect and check Clearance Form for signature of concerned division	None	5 minutes	Watchman II Administrative Officer IV MCTI Admin Office
2. Sign Clearance Form	2. Accomplish and duly signed Clearance Slip Form	None	5 minutes	Admin Officer IV MCTI Training Division Office Public Services Foreman Admin Officer IV MCTI Admin Office
3. Secure the Clearance Form	3. Issue the Certificate of Completion of Training	Php150.00	5 minutes	Watchman II Admin Officer IV MCTI Admin Office
	Total:	Php150.00	15 minutes	





2. ENROLLMENT AND REGISTRATION OF TR BASED TRAINING

WTR or With Training Regulation (WTR) refers to programs registered under the Unified TVET Program Registration and Accreditation Systems (UTPRAS) with the appropriate promulgated Training Regulations as basis for its registration.

All TR Based training is in compliance with minimum standards prescribed in Training Regulations and anchored on a competency-based system.

Admission is open to all qualified trainees 18 years old and above from Muntinlupa City and neighboring cities that wish to undergo National Certification Level 2 (NCII) for Mid-level skilled workforce.

Office or Division:	Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Administration Division Office and Training Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Applicants (Graduates of Senior High School) and ALS Graduate equivalent to Senior High school diploma			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior High School Diploma or ALS Certification		Applicant		
Transcript of Records (TOR) or Form 137 (Photocopy)		Applicant		
Birth Certificate (Photocopy)		Local Civil Registry		
Health Certificate (Certified by a Public Health Officer)		Barangay Health Center		
1x1 Size Colored Picture in Business Attire with White Background (2 Pieces)		Applicant		
Muntinlupa Care Card or Voter's Certification (for proof of residency)		Community Affairs Development Office (CADO) and COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take the Online Reservation and Registration of Training Program	1. Check and monitor the online form	None	5 minutes	Public Services Foreman Admin Aide III Admin Officer IV MCTI Admin Office



2. Take the RIASEC (Realistic, Investigative, Artistic, Social, Enterprising , Conventional) Test assessment	2.Administer the RIASEC assessment	None	30 minutes	Public Services Foreman Admin Officer IV MCTI Admin Office
3.				
4. Submit entry requirements documents	3.1 Check the actual documents received as against latest list of requirements 3.2 Check the completeness of the submitted application requirements	None	5 minutes	Public Services Foreman Admin Aide III Admin Officer IV MCTI Admin Office

4. Attend the Career Guidance counseling	4.1 Conduct the Career Guidance counseling 4.2 Signed admission slip for trainee and endorse to training for interview	None	30 minutes	Public Services Foreman Admin Officer IV MCTI Admin Office Instructor 1 Admin Officer IV MCTI Training Division Office
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5. Receives the Trainees Profile Form (TPF)	5. Check the completeness of required data filled out and entry details in the TPF	None	5 minutes	Public Services Foreman Admin Aide III Admin Officer IV MCTI Admin Office
6. Fill-out application report with supporting documents	6.1 Check the completeness of documents; legibly filled out an Application Form. 6.2 Check actual documents received as against latest list of requirements	Courses With Training Regulations (WTR) One Thousand Pesos (Php1,000.00) for Muntinlupa City Residents. And Two Thousand Pesos (Php2,000.00) for Non-resident of Muntinlupa City.	5 minutes	Public Services Foreman Admin Aide III Admin Officer IV MCTI Admin Office
	Total:	Php3,000.00	1 Hour, 30 minutes	





3. ENROLLMENT AND REGISTRATION OF COMMUNITY BASED TRAINING

No Training Regulation (**NTR**) refers to programs registered under UTPRAS not covered yet by any promulgated Training Regulations.
Admission is open to all Muntinlupa City Residents and neighboring cities.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none"> MCTI Administration Division Office and Operations Division Office 		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Applicants who are not High school Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate (Photocopy)		Local Civil Registry		
Health Certificate (Certified by a Public Health Officer)		Barangay Health Center		
1x1 Size Colored Picture in Business Attire with White Background (1 Piece)		Applicant		
Muntinlupa Care Card or Voter’s Certification (for proof of residency)		Community Affairs Development Office (CADO) and COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the entry requirement documents	1. Admin Staff will check the actual documents received as against latest list of requirements 1.2 Check the completeness of the submitted application requirements	None	5 minutes	Public Services Foreman Admin Aide III Admin Officer IV MCTI Admin Office
2. Receives the trainee profile form (TPF)	2.1 Check the completeness of required data filled out 2.2 Check entry details in the TPF	None	5 minutes	Public Services Foreman Admin Aide III Admin Officer IV MCTI Admin Office





3.1 Fill-out application form with supporting documents	3.1 Completeness of documents; legibly filled out Application Form	Courses with No Training Regulations (NTR) Six Hundred Pesos (Php600.00) for Muntinlupa City Residents. And One Thousand	5 minutes	Public Services Foreman
3.2 Pay the Participation Fee	3.2 Check actual documents received as against latest list of requirements			Admin Aide III Admin Officer IV MCTI Admin Office
		Two Hundred Pesos (Php1,200.00) for Non-resident of Muntinlupa City		
		For Community Based Training Non Training Regulations (CBT-NTR) on Certificate of Competency (COC) Three Hundred Pesos (Php. 300.00)		
	Total:	Php2,100.00	15 minutes	





4. REQUEST OF CERTIFICATION (CAV/ COG/ SO/ CERTIFICATION/GOOD MORAL/ CERTIFICATE TRUE COPY)

These are the documents that MCTI provided upon client's request.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Administration Office, Training DivisionOffice and Operations Division		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		MCTI Trade Course Trainees or Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MCTI Clearance Form		MCTI Admin Office		
MCTI Trade Course Batch Identification Card (ID)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Submit the filled- out MCTI form	1.1 Check the form for actual request	Certification Authentication and Verification	30 Minutes	Public Services Foreman
1.2 Pay the corresponding amount	1.2 Collect the corresponding amount	Php. 150.00		Admin Officer IV MCTI Admin Office
		Certificate of Grades Php. 50.00	5 minutes	
		Certificate of Enrollment/ Good Moral/Certified true Copy Php. 50.00	5 minutes	
2. Received the requested certificate	1. Issue the requested certificate	None	3 minutes	Public Services Foreman Admin Officer IV MCTI Admin Office





	Total:	Php250.00	43 minutes	
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5. RECEIVING OF SUPPLIES, MATERIALS, TOOLS AND EQUIPMENT

These are the materials, supplies, tools and equipment used in the delivery of training programs in MCTI.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">Administrative Division, Training Division		
Classification:		Simple Transaction		
Type of Transaction:		G2B – Government to Business		
Who May Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order Form		GSO		
Delivery Receipt		SUPPLIER		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver the requested supplies, materials, tools and equipment	1. Check the delivery receipt, Purchase Order Form and the actual supplies, materials, tools and equipment delivered by the supplier	None	4 hours	Admin Assistant I Admin Officer IV MCTI Admin Office
2. Receives the signed Delivery Receipt	2.1 Confirmed the total quantity of supplies, materials, tools and equipment delivered 2.2 Signed and secure a copy of the Delivery Receipt to be filed for safekeeping	None	5 minutes	Admin Assistant I Admin Officer IV MCTI Admin Office
	Total:	None	4 hours, 5 minutes	





OPERATION DIVISION

1. ENDORSEMENT OF TRAINEES TO INDUSTRY/COMPANY PARTNER FOR SUPERVISED INDUSTRY LEARNING AND EMPLOYMENT

Supervised Industry Learning is one of the requirements for institutional training. This service is given to trainees before they finish their Competency or Institutional Training and before they take their National Certification Level 2 assessment.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Operation Division Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		MCTI Trade Course Trainees or Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter		MCTI		
Updated Resume,		MCTI Trainees or Graduates		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares Two (2) sets of updated resume	1.1 Obtain the list of courses that will end on the next following months from ADMIN Office 1.2 identify partner companies that matches the courses	None	15 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
2. Receives the endorsement letter for OJT/SIL or Employment	2.1 Communicate with HRD of the partner company for the schedule of OJT/SIL or Employment 2.2 Prepare and provide the endorsement letter for OJT/SIL or Employment	None	1 hour	Public Services Foreman Admin Aide VI MCTI Operation Division Office
3. Submit the endorsement letter for OJT/SIL or Employment to business partner	3. Secure a copy of endorsement letter to be filed for safety	None	3 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
	Total:	None	1 hour, 18 minutes	





2. EXTENDED SUPPORT SERVICES

2.1 Training Needs Assessment

Muntinlupa City Technical Institute conducts the Training Needs Assessment in order to identify the livelihood skills that the community wants to gain.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Operation Division Office, Administration Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Officers of different HOA, NGO, Local and Civic Organizations, Youth Sector, Senior Citizens and other recognized organizations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TNA Form			MCTI	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the letter of request to conduct TNA	1. Prepare the request letter and the Power Point Presentation of MCTI Programs and Activities	None	30 minutes	Admin Aide III Admin Officer IV MCTI Admin Office Public Services Foreman Admin Aide VI MCTI Operation Division Office
2. Attend the scheduled TNA	2. Conduct the TNA with the Power Point Presentation of MCTI Programs and Activities	None	5 hours	Admin Officer V Admin Aide VI MCTI Operation Division Office
3. Receives information about MCTI programs and activities in line with the 7K agenda of CGM	3. Collect and file the TNA Form for the purpose of study and safekeeping	None	30 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
	Total:	None	6 hours	





2.2 Information, Education, Communication Campaign to Trainees

Muntinlupa City Technical Institute conducts information, education and communication campaigns to spread awareness to target the trainees.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Operation Division Office, Administration Division Office and Training Division Office		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		MCTI employees, trainees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter		MCTI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the scheduled of seminars	1.1 Coordinate with the resource speaker	None	1 hour	Public Services Foreman Admin Aide VI MCTI Operation Division Office
	1.2 Coordinate with the Admin Division and Training Division for the schedule of seminars	None	30 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
2. Attend the scheduled seminar	2. Conduct the seminar	None	5 hours	Resource Speaker Admin Aide VI MCTI Operation Division Office
3. Secure the Certificate of Participation	3. Issue the Certificate of Participation	None	1 day	Public Services Foreman Admin Officer IV MCTI Admin Office
	Total:	None	1 day, 6 hours, 30 minutes	





3.3 Partnership with NGA's, GA's, GO, NGO, Civic Organization in Providing Livelihood Skills Training with Entrepreneurship to Muntinlupenos

This is a program that encourages NGA's, GA's, GO, NGO, Civic Organization to partner with MCTI in providing livelihood skills training with entrepreneurship to uplift the standard of living of Muntinlupenos.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none"> MCTI Operation Division Office, Administrative Division, Training Division 		
Classification:		Simple Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter to NGA's, GA's GO's, NGO's, Civic Organization		MCTI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the request letter for the collaboration in providing skills training with entrepreneurship	1. Prepare and send the request letter for the collaboration in providing skills training with entrepreneurship	None	3 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
2. Discuss and approved the training cost and materials	2.1 Coordinate with the Training Division for the cost of consumables and schedule of training	None	1 hour	Admin Aide VI MCTI Operation Division Office
	2.2 Coordinate with beneficiaries for the schedule of training	None	1 hour	Admin Officer V Admin Aide VI MCTI Operation Division Office
3. Receives the livelihood skills training	3. Secure a copy of Request Letter for safekeeping	None	5 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
	Total:	None	2 hours, 6 minutes	





3. IDENTIFY AND COORDINATE WITH INDUSTRIES/COMPANIES FOR SUPERVISED INDUSTRY LEARNING AND EMPLOYMENT

On the Job training or Supervised Industry Learning is one of the requirements in accomplishing the Institutional Training. The Industry Desk of MCTI under Operation Division Office is coordinating with different companies to set up a partnership so they can officially provide the SIL/OJT to MCTI trainees.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Operation Division Office and Administration Office		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2B– Government to Business Entity, G2G-Government Employee or Another Government Agency		
Who May Avail:		Industry Partners		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent, Memorandum of Agreement			Industry Partners, Sangguniang Panlungsod	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meeting and receives a letter of intent for partnership or renewal of MOA	1. Prepares a letter of intent for partnership or renewal of MOA	None	3 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
2. Provide recommendation or approval of partnership for SIL and or employment	2.1 Send a copy of MOA to the City Legal Office for review.	None	10 days	Admin Officer V Admin Aide VI MCTI Operation Division Office
	2.2 Once reviewed by City Legal Office, prepare a letter addressed to the City Mayor for the endorsement to Sangguniang Panglungsod	None	3 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office
3. Attend the Sangguniang Panlungsod Public Hearing	1. Attend the Sangguniang Panlungsod Public Hearing	None	1 hour	Admin Aide VI MCTI Operation Division Office Acting Head MCTI





4. Sign the approved MOA	Prepare Five (5) sets of approved MOA duly signed by the MCTI Director, SP and the City Mayor	None	3 minutes	Admin Aide VI MCTI Operation Division Office Acting Head MCTI Sangguniang Panlungsod City Mayor
1. Receives the MOA	Signed Docs to be filed safely	None	1 hour	Public Services Foreman Admin Aide VI MCTI Operation Division Office Admin Officer IV MCTI Admin Office
	Total:	None	10 days, 2 hours, 9 minutes	





TRAINING DIVISION

1. COMMUNITY-BASED TRAINING OF QUALIFIED APPLICANTS/TRAINEES

The Community-Based Training is given to those who are interested in skills training that needs minimum requirements and it takes a particular focus on community-participation. TESDA Circular No. 089, s. 2018

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Administration Office, Training Division Office, Operation Division Office		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		MCTI Qualified Applicant		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
MCTI Clearance Form, Endorsement Enrollment Sheet			MCTI Admin Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request for a Community-Based Training of a specific qualification	1.1 Operation Division coordinates with the Training Division for the schedule and amenability of training	None	30 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office Admin Officer IV MCTI Training Division Office
	1.2 Respective trainer creates and submits training plan to the Industry Desk of Operation Division	None	1 hour	Public Services Foreman Admin Aide VI MCTI Operation Division Office Admin Officer IV MCTI Training Division Office





2. Filled-out Trainer's Profile Form with supporting documents	2. Operation Division will collect the Participation Fee and the TPF with supporting documents and submit to the Admin Office	For Community Based Training Non Training Regulations (CBT-NTR) or Certificate of Competency (COC) Three Hundred Pesos (Php. 300.00)	30 minutes	Admin Aide VI MCTI Operation Division Office Public Services Foreman Admin Officer IV MCTI Admin Office
3. Received Community-Based Training Instructions	Facilitate the Training Proper	None	15 days	Instructor I Admin Officer IV MCTI Training Division Office
	Total:	None	15 days, 2 hours	





2. INSTITUTIONAL TRAINING OF QUALIFIED APPLICANTS/TRAINEES

The Institutional Training is offered to qualified applicants/trainees who will undergo the National Certification Level 2. This certification is typically awarded to individuals who have completed a training program and passed the competency assessment conducted by Technical Education and Skills Development Authority (TESDA). The Technical Education and Skills Development Authority, which was created under Republic Act No.7796, otherwise known as TESDA Law; the government agency mandated to manage the country's technical-vocational education and training sector. TESDA Circular No. 99 s. 2019

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Administration Office, Operation Division Office and Training Division Office		
Classification:		Highly Technical Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		MCTI Qualified Applicant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MCTI Clearance Form, Endorsement Enrollment Sheet		MCTI Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the Orientation and Training Induction Program	1. Conduct the orientation of trainees (Training Induction Program and Qualification Orientation)	None	30 minutes	Public Services Foreman Admin Aide VI MCTI Operation Division Office Instructor I Admin Officer IV MCTI Training Division Office
2. Receive the Self-check assessment guide	2. Assess trainees for prior learning	None	30 minutes	Instructor I Admin Officer IV MCTI Training Division Office
3. Acquire the Learning Strategy Guide	3. Provide and discuss study guide	None	15 minutes	Instructor I Admin Officer IV MCTI Training Division Office





4. Receive Competency Training Instructions	4. Facilitate the Training Proper	None	149 days	Instructor I Admin Officer IV MCTI Training Division Office
5. Prepare 2 sets of updated resumes. 5.1 Receive the endorsement letter for OJT/SIL	5. Communicate with HRD of the partner company for the schedule of OJT/SIL	None	1 hour	Public Services Foreman Admin Aide VI MCTI Operation Division Office
6. Take the Institutional Assessment	6. Conduct of Institutional Assessment for NC2 readiness	None	8 hours/ per 10 Trainee Batch	Instructor I Admin Officer IV MCTI Training Division Office
	Total:	None	149 days, 10 hours, 15 minutes	

“Service is covered under Republic Act No.7796, otherwise known as TESDA Law”





4. OUTREACH SERVICES

These are services provided to Clients, who may have wanted to receive specific expertise such as Hilot Wellness, Haircutting, Nail Care etc.

Office or Division:		Muntinlupa City Technical Institute <ul style="list-style-type: none">MCTI Administration Office, Operation Division Office and Training Division Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Constituents of Muntinlupa,		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Outreach Services		Barangay Clients or a specific group in a community		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter requesting for an outreach services	1. Admin Office coordinate with Training Division for the availability of trainer as per schedule request	None	15 minutes	Admin Officer IV MCTI Admin Office Admin Officer IV MCTI Training Division Office
	1.2 Respective trainer communicates with current trainees and graduates for the formation of a service team	None	3 hours	Instructor I Admin Officer IV MCTI Training Division Office
2. Prepares the consumable materials needed in the outreach services	2. Training head communicates with contact person of the requesting community/ office for the provision of consumable materials	None	15 minutes	Admin Officer IV MCTI Training Division Office
3. Receives the outreach services requested	3. Rendering of service(s) to community	None	4 hours	Current Trainees and Graduates Instructor I Admin Officer IV MCTI Training Division Office





	Total:	None	7 hours, 30 minutes	
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1. FEEDBACK AND COMPLAINTS MECHANISM

Feedback and Complaints Mechanism	
How to send feedback?	<p>Answer the client's customer service feedback form and drop it at the designated suggestion box in front of the Administration office.</p> <p>Contact info: 8-8210701 or mcti@muntinlupacity.gov.ph</p>
How is feedback processed?	<p>Every Friday, the Administrative officer opens the suggestion box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the concerned citizen.</p> <p>For inquiries and follow-ups may contact 8-8210701.</p>
How to file a complaint?	<p>A formal complaint must be submitted in writing and signed and sent to MCTI Administration Office.</p> <p>For inquiries and follow-ups may contact 8-8210701.</p>
How compliant are processed?	<p>The MCTI Administration Office will attempt to resolve the issues through all means available to the complainant, before submitting a complaint to the City Government. Therefore, the usual practice is not to consider a complaint that is currently in administrative proceedings.</p> <p>Under the Disciplinary Jurisdiction, the Board of Discipline shall decide upon appeal of all administrative disciplinary cases.</p> <p>The Board of Discipline and instrumentalities shall have jurisdiction to investigate and decide matters involving disciplinary actions against employees under their jurisdiction.</p> <p>Investigation may be entrusted to the Board of Discipline who shall make the necessary report and recommendation to the OIC-Director.</p> <p>An appeal shall not stop the decision from being executory.</p> <p>The imposition may be penalty of suspension for not more than thirty (30) days, or fine in amount of thirty (30) days salary, demotion in rank, or removal or dismissal from service.</p>
Contact information	Tel. No.: 8-8210701



	Email add: mcti@muntinlupacity.gov.ph
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1. LIST OF OFFICES

Office	Address	Contact Information
MCTI Main	MCTI Bldg.,San Guillermo st., Brgy. Putatan, Muntinlupa City	8-8210701
MCTI Annex	B3 L1, Phase 2 Southville III, NHA, Muntinlupa City	8-8210779
Muntinlupa Training and Resource Center for Women (MTRCW)	MTRCW Bldg.,San Guillermo st., Brgy. Putatan, Muntinlupa City	8-771-0918





CITY GOVERNMENT OF MUNTINLUPA



**MUNTINLUPA ENTREPRENEURSHIP
FINANCING DIVISION**

CITIZEN'S CHARTER

2024 *(1ST Edition)*





MUNTINLUPA ENTREPRENEURSHIP FINANCING DIVISION

Puhunan Mo Sa Pag-Asenso

**CITIZEN'S CHARTER
2023**

I. Mandate

Ordinance No. 15-136, an ordinance establishing the Muntinlupa Entrepreneurship Financing Division to be funded from the general fund of the City of Muntinlupa under the special projects and programs of the office of the City Mayor.

II. Vision

Our vision is to build self-sustainable and self-sufficient micro-businesses in the City of Muntinlupa.

III. Mission

To help aspiring skilled individuals to start a business, low income entrepreneurs and small business enterprises to grow in their business ventures by providing sustainable financial assistance at zero interest and by extending entrepreneurial trainings and education.

IV. Service Pledge

- ▶ **Commitment** - Working together to achieve service excellence
- ▶ **Transparency** - Working together in providing our clients complete and accurate information
- ▶ **Teamwork** - Working together to achieve one goal
- ▶ **Integrity and Accountability** - Working together with strong moral principles and responsible for one's actions.
- ▶ **Best Customer Service** - Working together serving our customers efficiently and effectively

LIST OF SERVICES

MEFD Loan Processing

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Collection of Payments and Savings

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MUNTINLUPA ENTREPRENEURSHIP FINANCING DIVISION
External Services

1. Online Loan Application (New, Renewal and Sikap)

In accordance to the new normal scheme for continuous operation during pandemic, a new loan processing scheme is being implemented, in compliance to the Safety Protocol.

Office or Division:	Muntinlupa Entrepreneurship Financing Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who May Avail:	Muntinlupa Micro-Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MEFD Application Form 1		MEFD Office		
Muntinlupa Care Card		People's Coordinating & Monitoring Office		
1x1 ID Picture		MEFD Clients		
Picture of Business		MEFD Clients		
Cedula		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to MEFD Official Facebook Page and access the link for New and Renewal application	1. Print and evaluation of submitted application forms online	None	5 minutes	Administrative Officer IV Section Head of Loan Division
2. Wait for MEFD Staff for Business & Character Investigation	2. MEFD Loan Officer's conduct Business & Character Investigation	None	30 minutes	Administrative Officer IV Section Head of Collection Division
3. Submit Initial Requirements (Care Card, 1x1 ID Picture, Picture of Business & Cedula)	3. Review of submitted initial requirements and Pre-Approval of loan (Recommended Amount)	None	10 minutes	Administrative Officer IV Section Head of Loan Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive notifications of approved or declined application	4. Approval of Loan Amount, Distribution of Loan Agreement Forms to Clients	None	30 minutes	Head, MEF Division Administrative Officer IV Section Head of Loan Division
5. Submit Loan Agreement Forms with additional requirements (Barangay Permit, Business Permit, DTI)	5. Evaluation of forms and contract, Review of additional requirements	None	10 minutes	Administrative Officer IV Section Head of Loan Division
6. Wait for Final Business & Character Investigation	6. MEFD Monitoring Officer's conduct Business & Character Investigation	None	30 minutes	Administrative Officer IV Section Head of Collection Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receive notifications of application status	7. Final Signatory of Loan agreement form and Contract, Notarization of Loan Agreement and Contract, Processing of Cash Advance	None	15 days and 4 hours	City Mayor Head, MEF Division Administrative Officer IV Section Head of Collection Division
8. Wait for announcement of Loan Release schedule	8. Clients are informed of orientation through text messages and FB Page announcement	None	1 day	Administrative Officer IV Section Head of Training and Research Division
9. Attend orientation for Loan Release	9. Orientation and Releasing of Loans	None	2 hours	Head, MEF Division Administrative Officer IV Section Head of Training and Research Division
	Total:	None	16 days, 7 hours, 55 minutes	

2. Micro- Savings (Opening of Savings Account)

- Compulsory Savings
 - 5% of the loanable amount of P 5,000 or more will be saved to a designated bank of the program
- Compulsory Weekly Savings – based on the savings scheme.

Office/ Division:		Muntinlupa Entrepreneurship Financing Division		
Classification:		Simple		
Type to Transaction:		G2C – Government to Citizens		
Who may avail:		MEFD Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Savings Withdrawal Form		MEFD Office		
Open Account Form		Designated Bank		
2 pcs 1x1 ID Picture		MEFD Clients		
2 Valid IDs		MEFD Clients		
Proof of Billing		MEFD Clients		
Amount to be deposited		MEFD Clients		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Beneficiaries will coordinate with their respective collector to check their savings.	1. Schedule and verify Clients Savings details	None	10 minutes	Administrative Officer IV Section Head of Collection Division

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Beneficiaries will present specified bank requirements in compliance with established guidelines and regulations	2. Review requirements submitted by the client.	None	10 minutes	Administrative Officer IV Section Head of Collection Division
Total:		None	20 minutes	

3. Collection of Payments and Savings

a. Online Payment

As part of the new normal and safety protocol, payments will be sent through G-Cash, Smart Padala, and other remittance centers convenient to the clients.

Office/ Division:		Muntinlupa Entrepreneurship Financing Division		
Classification:		Simple		
Type to Transaction:		G2C – Government to Citizens		
Who may avail:		MEFD Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Loan Booklet		MEFD Loan Officers		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Make payments at assigned payment centers.	1. Loan Officer will go to their respective assigned payment centers to collect all the payments sent by the clients	None	1 days	Administrative Officer IV Section Head of Collection Division
2.Save the virtual receipt securely for future reference and documentation purposes. This record will serve as a crucial reference point for audits, monitoring,accountability in financial transactions.	2. Record payment to Loan Ledger and Remittance Form	None	10 minutes	Administrative Officer IV Section Head of Collection Division

CLIENTS STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the Official Receipt to be issued, which will include verifying that all payment details are accurately recorded and ensuring that the receipt is properly documented and ready for distribution during the next client visitation.	3. Remit collection of amortization to Treasury Office and savings to the Savings Section.	None	30 minutes	Administrative Officer IV Section Head of Collection Division Treasury Office
4. Make a payment of savings the specified amount and retain the receipt for your records and future reference.	4. Savings officer will deposit client's savings to the designated bank.	None	1 hours	Administrative Officer IV Section Head of Collection Division
5. Ensure to receive the Official Receipt promptly after completing the transaction, verifying that all details are accurately recorded and documented. Retain the receipt for your records and for any necessary follow-up or monitoring purposes.	5. Official Receipt will be kept by the Loan Officers and will be given to clients during visitation (For monitoring).	None	2 days	Administrative Officer IV Section Head of Collection Division
Total:		None	3 days, 1 hours, 40 minutes	

b. Cash Payment

Face to face payment to Loan Officers at the Brgy Center with Table Top Barriers.

Office/ Division:		Muntinlupa Entrepreneurship Financing Division		
Classification:		Simple		
Type to Transaction:		G2C – Government to Citizens		
Who may avail:		MEFD Beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Loan Booklet		MEFD Loan Officers		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make payments at assigned barangay centers.	1. Loan Officer will go to their respective Barangay Centers.	None	1 days	Administrative Officer IV Section Head of Collection Division
2. Wait for the collector to thoroughly record the payment details in their respective ledgers, ensuring accuracy and completeness before proceeding to the next step.	2. Receive payment from clients and record to Loan Ledger and Remittance Form. Sign client's loan booklet.	None	10 minutes	Administrative Officer IV Section Head of Collection Division

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the Official Receipt to be issued, which will include verifying that all payment details are accurately recorded and ensuring that the receipt is properly documented and ready for distribution during the next client visitation.	3. Remit collection of amortization to Treasury Staff and savings to the Savings Section.	None	30 minutes	Administrative Officer IV Section Head of Collection Division
4. Make a payment of savings the specified amount and retain the receipt for your records and future reference.	4. Savings officer will deposit client's savings to the designated bank.	None	1 hours	Administrative Officer IV Section Head of Collection Division
5. Ensure to receive the Official Receipt promptly after completing the transaction, verifying that all details are accurately recorded and documented. Retain the receipt for your records and for any necessary follow-up or monitoring purposes.	5. Official Receipt will be given to clients on the next collection schedule.	None	2 days	Administrative Officer IV Section Head of Collection Division
Total:		None	3 days, 1 hours 40 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

1. How to send a feedback?	1. Answer client's feedback form to be found at the Information desk and drop at the designated drop box of the Muntinlupa Entrepreneurship Financing Division. Contact info:
2. How feedback is processed?	2. Every Friday, the public Assistance and Complaints Desk Officer will open the drop box, compiles and record feedbacks submitted. Feedback requiring answers and immediate actions will be discussed with the whole MEFD Team and will formulate solutions or steps to be done. Answers will be relayed to the citizen concerned, and will practice necessary actions formulated.
3. How to file complaints?	3. Answer client's Complaint form to be found at the Information Desk and drop at the designated drop box of the Muntinlupa Entrepreneurship Financing Division. Complaints can also be relayed via telephone. Make sure to provide the following information: <ul style="list-style-type: none"> ▶ Name of person being complained ▶ Incident ▶ Evidence
4. How complaints are processed?	4. The Public Assistance and Complaint Desk Officer open the drop box on a daily basis and evaluate each complaint. Upon evaluation, the Public Assistance and Complaint Desk Officer will relay to the Acting Head the complaint and will immediately conduct investigation, and ask for the explanation of the concerned employee. The Public Assistance and Complaint Desk Officer will create a report for documentation, and will relay feedbacks and immediate actions done to the client.
5. Contact Information of MEFD	5. Tel # : 8772-3457 email address : jrftulongnegosyo@gmail.com Facebook page: Muntinlupa Entrepreneurship Financing Division
6. Contact Information of ARTA, PCC, CCB	6. ARTA: complaints@arta.gov.ph 1- ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



CITY GOVERNMENT OF MUNTINLUPA
**MUNTINLUPA POPULATION
DEVELOPMENT OFFICE**

CITIZEN'S CHARTER
2024 (2nd Edition)



CITY GOVERNMENT OF MUNTINLUPA
**MUNTINLUPA POPULATION
DEVELOPMENT OFFICE**

CITIZEN'S CHARTER
2024 (2nd Edition)



I. Mandate

The population officer shall take charge of the office on population development and shall:

- (1) Formulate measures for the consideration of the sanggunian and provide technical assistance and support to the governor or mayor, as the case may be, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities relative to the integration of the population development principles and in providing access to said services and facilities;
- (2) Develop plans and strategies and upon approval thereof by the governor or mayor, as the case may be, implement the same, particularly those which have to do with the integration of population development principles and methods in programs and projects which the governor or mayor is empowered to implement and which the sanggunian is empowered to provide for under this Code;
- (3) In addition to the foregoing duties and functions, the population officer shall:
 - (i) Assist the governor or mayor, as the case may be, in the implementation of the Constitutional provisions relative to population development and the promotion of responsible parenthood;
 - (ii) Establish and maintain an updated data bank for program operations, development planning and an educational program to ensure the people's participation in and understanding of population development;
 - (iii) Implement appropriate training programs responsive to the cultural heritage of the inhabitants; and
- (4) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision

We envision Muntinlupa Population Development Office as an administrant of precise and relevant data on population management and development for strategic policy making.

III. Mission

To formulate population and development measures for recommendation to decision-making entities.

IV. Strategic Goals

1. Comprehensive data on population management and development updated annually
2. Recommend relevant measures to address population needs



Muntinlupa Population Development Office

External Services

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Muntinlupa Population Development Office

External Services



1. Provision of Pre-Marriage Orientation Schedule

Plotting of schedule for Pre-Marriage Orientation is based on the first-come, first-served basis protocol. Pursuant to EO No. 25 s. 2022-B, the PMOC Team shall accommodate not more than twenty-five (25) couples per virtual session and fifteen (15) couples at a time, when physical session is conducted to ensure the quality of the program.

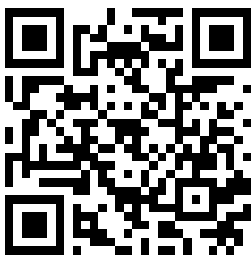
Office or Division:	Population Program Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Would-be-couples			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Scan copy of any one (1) government-issued valid ID of both applicants			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Online Pre-Marriage Orientation Form ONLINE PMO Registration Form:  SCAN ME Or type the link on your browser: https://bit.ly/PMOseminar	1.1 Assess the duly filled-out form 1.2 Check database for available slot 1.3 Plot schedule of the client 1.4 Provide schedule and other necessary details (e.g. venue or zoom link for the PMO session, FAQs, reminders, etc.) thru e-mail	None	30 minutes	<i>Administrative Aide VI / Assistant II</i> Population Program Division
TOTAL:		None	30 minutes	

*The indicated time is for under normal circumstances. Time may extend depending on the number of registrants and availability of slots.



2. Provision of Pre-Marriage Counseling Schedule

Plotting of schedule for Pre-Marriage Counseling is based on the first-come, first-served basis protocol. Pursuant to EO No. 04 s. 2022, the PMOC Team shall accommodate not more than six (6) couples per session to ensure the quality of the program.

Office or Division:		Population Program Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Would-be-couples who have attended the PMC session		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the Online Pre-Marriage Counseling Form ONLINE PMC Registration Form:  SCAN ME Or type the link on your browser: https://bit.ly/PMCM-uni-Reg	2.1 Assess the duly filled-out form 2.2 Check database for available slot 2.3 Plot schedule of the client 2.4 Provide schedule and other necessary details (e.g. venue for the PMC session, FAQs, reminders, etc.) thru e-mail	None	15 minutes	<i>Administrative Aide VI / Assistant II</i> Population Program Division
TOTAL:		None	15 minutes	

*The indicated time is for under normal circumstances. Time may extend depending on the number of registrants and availability of slots.



3. Issuance of Certificate of Compliance

Pursuant to R.A.10354 Sec. 15, the Certificate of Compliance, pre-requisite for marriage license, is issued to would-be-couples certifying that they have attended the Pre-Marriage Orientation (PMO) and is given adequate instructions and information on responsible parenthood, family planning, breastfeeding and infant nutrition.

Office or Division:	Population Program Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Would-be-couples who have attended the PMO session			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Attendance to Pre-marriage Orientation (PMO)			Client	
Duly filled-out the following forms: <ul style="list-style-type: none"> Participant's Profile for PMOC Session Form Feedback Form 			Muntinlupa Population Development Office <i>*All forms can be generated online. Link for each form will be provided after the PMO session</i>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the PMO session according to the designated schedule and fill-out the following forms after the session: <ul style="list-style-type: none"> Participant's Profile for PMOC Session Form Feedback Form 	3. Provide the link for each form 3.1 Assess the forms if duly filled-out by the client 3.2 Encode the client's information to the certificate 3.3 Provide Certificate of Compliance thru e-mail	None	1 hour	<i>Administrative Aide VI / Assistant II</i> Population Program Division
	TOTAL:	None	1 hour	

*The Certificate of Compliance is being issued after very session once required forms have accomplished by the client.



4. Issuance of Pre-Marriage Counseling Certificate

Pursuant to the Family Code of the Philippines, the Pre-marriage Counseling Certificate is issued to would-be-couples applying for marriage license, whose ages fall between 18-25 years old, certifying that they have undergone marriage counselling.

Office or Division:	Population Program Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Would-be-couples who have attended the PMC session			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attendance to Pre-Marriage Counseling (PMC)		Client		
Duly filled-out PMC Feedback Form		Muntinlupa Population Development Office		
		<i>*PMC Feedback Form can be generated online. Link for the form will be provided after the PMC session</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the PMC Session according to the designated schedule and duly fill-out the PMC Feedback form	1. Provide the link for each form 1.1 Assess the forms if duly filled-out by the client 1.2 Encode the client's information to the certificate 1.2 Provide Pre-Marriage Counseling Certificate	None	15 minutes	Administrative Aide VI / Assistant II Population Program Division
TOTAL:		None	15 Minutes	

*The indicated time is for under normal circumstances. Time may extend depending on the accuracy of the information encoded in the form and availability of the signatory.



Muntinlupa Population Development Office

Internal Services



5. Updating of Population and Development related Data

Pursuant to RA 7160 Article XVIII Section 488, the Population Officer shall establish and maintain an updated data bank for program operations, development planning and an educational program to ensure the people's participation in and understanding of population development.

Office or Division:	Population and Development Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MPDO to City Government of Muntinlupa Departments / Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Data Templates		Muntinlupa Population Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Compliance to data request	2. Release a memorandum or letter requesting for population and development related data or indicators attached therein the data template	None	1 hour	<i>Planning Officer III</i> Population and Development Division
3. Encode relevant data and information to the template and submit for review	2.1 Receive the document and record in the logbook 2.2 Endorse document to person-in-charge 2.3 Person-in-charge reviews the document and deliberate with the concerned office for clarifications and validations	None	10 days	<i>Planning Officer III</i> Population and Development Division
	TOTAL:	None	10 days and 1 hour	

*The indicated time is for under normal circumstances. Time may extend depending on the availability of data requested.



6. Submission of Proposed Plan and Budget

In compliance with the Local Government Code, all city government departments or offices shall submit their proposed plan and budget of programs, projects and activities for the upcoming Fiscal Year.

Office or Division:	Population and Development Division / Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MPDO to City Government of Muntinlupa Departments / Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Forms 1 to 4		Muntinlupa Population Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Release memorandum or invitation letter requesting for attendance of office's/department's representatives to planning and consultation workshops and activities	1. Attend and actively participate in the planning and consultation workshops and activities	None	2 days	<i>Department Head / Planning Officer III</i> Population and Development Division
2. Release memorandum regarding submission of proposed plan and budget for the upcoming Fiscal Year	2. Comply with all the reportorial requirements necessary for approval of plan and budget to relevant offices or departments	None	30 days	<i>Planning Officer III</i> Population and Development Division and Administrative Division
TOTAL:		None	32 days	

*The indicated time is for under normal circumstances. Time may change depending on the deadline set by the requesting office or department.



7. Processing of Administrative Reports and Documents

In compliance with the directive of Local Chief Executive, all city government departments or offices shall process all administrative reports necessary in support to office and program operations.

Office or Division:	Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	MPDO to City Government of Muntinlupa Departments / Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letters Obligation Report Disbursement Voucher Purchase Request Attendance Sheet Canvass Form Photo documentation Accomplishment Report		Muntinlupa Population Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Review submitted documents and discuss possible revisions	1.1 Prepare all documentary requirements and submit to concerned department or office for review and approval	None	10 days	<i>Planning Officer III</i> Administrative Division
	TOTAL:	None	10 days	

*The indicated time is for under normal circumstances. Time may change depending on the processing time of recipient department or office and availability of signatories.



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Accomplish the client feedback form and drop it in our “suggestion box” located in the Receiving and Information Area.
How feedbacks are processed?	<p>Every end of the month, the suggestion box shall be opened and shall consolidate all feedback submitted.</p> <p>Consolidated feedback forms are forwarded to personnel in-charge for tally and analysis.</p>
How to file a complaint?	<p>Accomplish the client feedback form and drop it in our “suggestion box” located in the Receiving and Information Area.</p> <p>Complaints can also be filed through writing a letter addressed to the Department Head. Make sure to indicate the following:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 8862-6574 (Trunk line)</p>
How complaints are processed?	Once the complaint is received, it will be assessed and endorsed to the Officer-in-charge or the Department Head for proper action.
Contact Information of ARTA, PCC, CCB, MPDO	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 1-6565 / 0908-881-6565 (SMS)</p>



MUNTINLUPA SCHOLARSHIP DIVISION CITIZEN'S CHARTER

1.1 Application for High School Students and Elementary Pupils Assistance Program (HELP)

Application of Grade 1 to Grade 12 qualified students (Public Schools)

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Basic Education Learners. Applications are submitted through the School Committee for validation, subject to availability of funds.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form (1 original)		Muntinlupa Scholarship Division (MSD)		
Muntinlupa Care Card or Official Receipt with Care Card Number (1 photocopy)		People's Coordinating and Monitoring Office (PCMO)		
Current School ID or Certificate of Enrollment (1 photocopy)		Current School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Officer II</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: This service is processed every tranche and received in cash. Verification of scholar's details may be inquired through the MSD office.				



1.2 Application for High School Students and Elementary Pupils Assistance Program (HELP)

Application of Grade 1 to Grade 12 qualified students (Private Schools)

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Basic education learners from private schools within Muntinlupa City. Applications are directly to MSD office, depending on the mode of application, subject to availability of funds			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original)	Muntinlupa Scholarship Division (MSD)			
Muntinlupa Care Card or Official Receipt with Care Card Number (1 photocopy)	People's Coordinating and Monitoring Office (PCMO)			
Current School ID or Certificate of Enrollment (1 photocopy)	Current School			
Certificate of Indigency (1 original) (For Private schools only)	Social Services Department (SSD)/Barangay			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Officer II</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: This service is processed every tranche and received in cash. List of names are posted in schools, through our Scholarship Coordinators.				



2. Application for Muntinlupa City Technical Institute (MCTI) NC II Grant

Application for MCTI students who undergo review and assessment to
Obtain certification / License for non-degree or vocational/technical courses under TESDA/DEPED program.

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. MCTI students who undergo review and assessment to obtain certification / License for non-degree or vocational/technical courses under TESDA/DEPED program			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certified Master list of MCTI students submitted by the MCTI Coordinator (hard and soft copy)	MCTI Coordinator			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Once verified, person-in-charge will prepare payroll list that will be used for the disbursement of the incentive.	None	(Depending on the availability of the check)	<i>Administrative Officer IV</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	(Depending on the availability of the check)	
NOTE: This service is processed per batch.				



3. Application for Basic Scholarship

Application for Basic Scholarship

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Graduating Grade 12 students of Public Schools in Muntinlupa 2. Existing, Graduating Grade 12 MSD scholars from private schools within Luzon			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original)	Muntinlupa Scholarship Division (MSD)			
Muntinlupa Care Card or Official Receipt with Care Card Number (1 photocopy)	People's Coordinating and Monitoring Office (PCMO)			
Current School ID or Certificate of Enrollment (1 photocopy)	Current School			
Certificate of Enrollment (1 photocopy)	Current School			
Diploma or Form 138 (1 photocopy)	Previous School			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification (within the application period)	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt thru email confirmation if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Assistant II</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: Applications are processed through Google forms / Scholarship portal. List of names are posted through our MSD Facebook Page. This service is processed per batch and received in cash.				



4. Application for Continuing Assistance for Reintegrating Students (CARES) and State Universities and Colleges (SUC)

Application of Freshmen and existing College students

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Freshmen and 2. Existing MSD College Scholars			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original)	Muntinlupa Scholarship Division (MSD)			
Affidavit of Undertaking (1 photocopy)	People's Coordinating and Monitoring Office (PCMO)			
Muntinlupa Care Card or Official Receipt with Care Card Number (1 photocopy)	People's Coordinating and Monitoring Office (PCMO)			
Current School ID (1 photocopy)	Current School			
Certificate of Enrollment of current semester / school year (1 photocopy)	Current School			
Certified Copy of Previous Semester Grades with units and grading system, if necessary (1 photocopy)	Current School			
Curriculum / Prospectus (1 photocopy, if applicable)	Current School			
Service Obligation Form (1 original, 20 hours every renewal)	Muntinlupa Scholarship Division (MSD)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification (personal appearance) or thru the MSD portal (online)	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Officer IV Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: Applications are processed through Google forms / Scholarship portal. List of names are posted through our MSD Facebook Page. This service is processed per batch and received in cash.				



5. Application for Ten Muntinlupa Outstanding Students (10MOST), ISKOLARSHIP, PRIORITY and EXCELLENCE Scholarship

Educational assistance for Existing and qualified College scholars

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Yearly 10 MOST Awardees 2. Incoming UP Freshman students (UP Luzon Campuses) 3. Freshmen students with qualified courses and schools under DOST Priority Program; and 4. Freshmen students with qualified courses and schools under CHED's list of Centers for Excellence			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original, 1 photocopy)	Muntinlupa Scholarship Division (MSD)			
2x2 ID picture (1 original, for new applicants)	Any Photo Imaging Center			
Affidavit of Undertaking (1 original, 1 photocopy, for new applicants only)	Muntinlupa Scholarship Division (MSD)			
Form 1-38 (2 photocopies, if applicable, for new applicants)	Previous school			
Good Moral (2 photocopies, for new applicants)	Previous school			
Voter's ID or Voter's ID of parents (2 photocopies, for new applicants)	Commission on Election (COMELEC)			
Muntinlupa Care Card or Official Receipt with Care Card Number (2 photocopies)	People's Coordinating and Monitoring Office (PCMO)			
Current School ID (2 photocopies, if applicable)	Current School			
Certified Copy of Grades of previous semester with units and grading system, if necessary (2 photocopies)	Current School			
Summary of Tuition Fees and Allowances (1 original, 1 photocopy, every renewal)	Muntinlupa Scholarship Division (MSD)			
Transportation Expense Computation Form (1 original, 1 photocopy, every renewal)	Muntinlupa Scholarship Division (MSD)			
Service Obligation Form (1 original, 40 hours every renewal)	Muntinlupa Scholarship Division (MSD)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the required documents to the respective person-in-charge for initial assessment and verification (personal appearance) or thru the MSD portal (online)	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Officer V Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: Educational assistance is received in check and will be notified once check is ready for claiming.				



6. Application for Educational Development of Government Employees (EDGE) Scholarship Program or Assistance Program for PLMUN Students (APPS)

Educational assistance for Public School Teachers and Government Employees who are taking up Bachelor's, Master's and Doctoral Degree

Office or Division:	Muntinlupa Scholarship Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	1.Public school teachers taking up Master's and Doctoral degree 2.City Government Employees taking up Bachelor's, Master's or Doctoral degree
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished Application Form (1 original, 1 photocopy)	Muntinlupa Scholarship Division (MSD)
Affidavit of Undertaking (1 original, 1 photocopy, for new applicants only)	Muntinlupa Scholarship Division (MSD)
Letter of Intent addressed to the City Mayor, thru MSD Head (1 original, 1 photocopy)	Personal Composition
Recommendation Letter from Principal / Department Head (1 original, 1 photocopy for NEW applicants)	Department Head Office / Principal's Office
Certificate of Registration and Proof of Expenses with receipt (2 photocopies)	Current School
Muntinlupa Care Card or Official Receipt with Care Card Number (2 photocopies)	People's Coordinating and Monitoring Office (PCMO)
Current School ID (2 photocopies, if applicable)	Current School
Current School ID or Employee ID (2 photocopies, if applicable)	Current School
Cedula (Class B) (2 photocopies)	Residing Barangay Office or Respective Government Institution
Service Record with minimum of 2 years in service (2 photocopies, for new applicants only)	DEPED School Division Office (SDO) / City Human Resource Management Department (CHRMD)



Permit to Study (1 original, 1 photocopy For City Government Employees, for City government employees only)	City Human Resource Management Department (CHRMD)			
Long Expandable Folder (1 piece, Yellow for Bachelor, Blue for Masteral, Red for Doctoral, and Pink for PLMUN Masteral)	Any Office Supply Store			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification (personal appearance) or thru the MSD portal (online)	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Assistant II Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: Educational assistance is received in check and will be notified once check is ready for claiming, Subject to availability funds as per ordinance.				

7. Application for Law and Medicine Program (LAMP)



Educational assistance for students enrolled in law and medical schools in Luzon

Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Students enrolled in law and medical schools in Luzon			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original, 1 photocopy)	Muntinlupa Scholarship Division (MSD)			
Letter of Intent addressed to the City Mayor, thru MSD Head (1 original, 1 photocopy)	Personal Composition			
Recommendation Letter from Dean (1 original, 1 photocopy for NEW applicants)	Department Head Office / Principal's Office			
Certificate of Registration / Enrollment Form (1 photocopy, every renewal)	Current School			
Muntinlupa Care Card or Official Receipt with Care Card Number (2 photocopies)	People's Coordinating and Monitoring Office (PCMO)			
Current School ID (2 photocopies, if applicable)	Current School			
Current School ID or Employee ID (2 photocopies, if applicable)	Current School			
Cedula (2 photocopies)	Residing Barangay Office or Respective Government Institution			
Affidavit of Undertaking (1 original, 1 photocopy, for new applicants only)	Muntinlupa Scholarship Division (MSD)			
Certified Copy of Previous Semester Grades (2 photocopies, every renewal)	Current School			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the required documents to the respective person-in-charge for initial assessment and verification (personal appearance) or thru the MSD portal (online)	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Assistant II Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: Educational assistance is received in check and will be notified once check is ready for claiming, Subject to availability funds as per ordinance.				

8. Application for Senior Citizen Training and Education Program (STEP), Financial Assistance (Student Athletes, Students with Special Skills and Talents, and Special Education Students (SPED), Etc.)

Financial assistance for students with various educational-related activities.



Office or Division:	Muntinlupa Scholarship Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1.Muntinlupa students who are athletes or those attending conferences, joining local and international competition 2.Elementary and high school special education students in private schools 3.Muntinlupa Senior Citizens who want to continue their education 4. PWDs, Solo parents, and others in need of financial assistance who do not fall under any of the enumerated educational services			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original, 1 photocopy)	Muntinlupa Scholarship Division (MSD)			
Letter of Intent addressed to the City Mayor, thru MSD Head (1 original, 1 photocopy)	Personal Composition			
Muntinlupa Care Card or Official Receipt with Care Card Number (2 photocopies)	People's Coordinating and Monitoring Office (PCMO)			
Current School ID (2 photocopies, if applicable, every renewal)	Current School			
Cedula (2 photocopies) and Certificate of Indigency (2 photocopies)	Residing Barangay Office			
Letter of Invitation from the organizing body and School Recommendation (2 photocopies, if applicable)	Seminar / Conference / Competition Host			
Medical Abstract and PWD ID, if applicable (1 photocopy, for private school SPED)	Licensed Physician / Hospital and Persons with Disability Affairs Office			
Senior Citizen Id, if applicable	Office of the Senior Citizens Affairs			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit the required documents to the respective person-in-charge for initial assessment and verification (personal appearance) or thru the MSD portal (online)	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 Minutes	<i>Administrative Assistant II Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 Minutes	
NOTE: Educational assistance is received in check and will be notified once check is ready for claiming, Subject to availability funds as per ordinance.				

9. STUDENTS WITH AWESOME RECORDS (STAR)

Financial Incentives to Top 1 students in Muntinlupa Public Elementary and High Schools, as certified by the heads of their respective schools.

Office or Division:

Muntinlupa Scholarship Division



Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Top 1 students in Muntinlupa Public Elementary and High Schools, as certified by the heads of their respective schools.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certified Master list of Top 1 Public School students submitted by the school (hard and soft copy)	School Principals / Muntinlupa Scholarship Division Coordinator			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Once verified, person-in-charge will prepare payroll list that will be used for the disbursement of the incentive.	None	(Depending on the availability of the cash and the deadline set by MSD)	<i>Administrative Officer IV</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	(Depending on the availability of the cash and the deadline set by MSD)	
NOTE: This service is processed every tranche and received in cash. List of names are posted in schools, through our Scholarship Coordinators.				

10. OVERALL GRADUATING PUBLIC TOP 10 ELEMENTARY, JUNIOR HIGH AND SENIOR HIGH SCHOOL (HONOR GRADUATES FINANCIAL INCENTIVES PROGRAM)

Financial Incentives to Overall Top 10 Graduating students in Muntinlupa Public Elementary and High Schools, as certified by the heads of their respective schools.

Office or Division:	Muntinlupa Scholarship Division
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Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	1. Overall Top 10 Graduating students in Muntinlupa Public Elementary and High Schools, as certified by the heads of their respective schools.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certified Master list of Overall Top 10 Graduating students submitted by the school (hard and soft copy)	School Principals / Muntinlupa Scholarship Division Coordinator			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Once verified, person-in-charge will prepare payroll list that will be used for the disbursement of the incentive.	None	(Depending on the availability of the cash and the deadline set by MSD)	<i>Administrative Officer IV</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	(Depending on the availability of the cash and the deadline set by MSD)	
NOTE: This service is processed every tranche and received in cash. List of names are posted in schools, through our Scholarship Coordinators.				

11. Honor Graduates Financial Incentives Program (LATIN HONORS)

College students who recently graduated with Latin Honors

Office or Division:	Muntinlupa Scholarship Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen



Who May Avail:	1. Muntinlupa residents, College students who recently graduated with Latin Honors in their Baccalaureate Degree Courses.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original)	Muntinlupa Scholarship Division (MSD)			
Muntinlupa Care Card or Official Receipt with Care Card Number (1 photocopy)	People's Coordinating and Monitoring Office (PCMO)			
School ID or any Valid ID (1 photocopy)	Any Government Agency			
Certified Proof of Latin Honor (1 photocopy)	University / College Registrar			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 minutes	<i>Administrative Officer IV</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 minutes	
NOTE: Financial incentives are processed per batches.				

12. Bar and Board Examination Topnotchers

Financial Incentive for Bar and Board Examination Topnotchers

Office or Division:	Muntinlupa Scholarship Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen



Who May Avail:	1. Muntinlupa residents and voters who recently successfully top the Bar and Board Examinations of professional regulatory agencies.			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Duly accomplished Application Form (1 original)	Muntinlupa Scholarship Division (MSD)			
Muntinlupa Care Card or Official Receipt with Care Card Number (1 photocopy)	People's Coordinating and Monitoring Office (PCMO)			
School ID or any Valid ID (1 photocopy)	Any Government Agency			
Certified Proof of being Board Examination Topnotcher (1 photocopy)	Philippine Regulatory Commission or Any Professional Regulatory Agency			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the respective person-in-charge for initial assessment and verification.	1. Receive and assess required documents. 2. Issue Acknowledgement Receipt if all requirements and qualifications are complete and correct.	None	10 minutes	<i>Administrative Officer IV</i> <i>Muntinlupa Scholarship Division (MSD)</i>
TOTAL		None	10 minutes	
NOTE: Financial incentives are processed per batches.				

VI. Feedbacks

FEEDBACK MECHANISMS



How to send a feedback	<p>Answer the client feedback form and drop it at the designated suggestionbox in front of the Muntinlupa Scholarship Division Office (MSD)</p> <p>Contact info: 8831-5971 or muntinlupascholarships@gmail.com</p>
How feedback is processed	<p>Weekly, the Muntinlupa Scholarship Division Office (MSD) opens the suggestion box and records all feedback submitted.</p> <p>For inquiries and follow-ups, clients may contact the following the telephone number: 8831-5971</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph :1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

VII. List of Offices

Office	Address	Contact Information
Muntinlupa Scholarship Division	2 nd floor Plaza Central Building, Poblacion, Muntinlupa	8831-5971





MTMB OFFICE

Administrative Division



1. Issuance of Traffic Clearance for Trucks passing through Alabang Viaduct

The Traffic Clearance are issued to business truck owners to affirm that their truck can pass through Alabang Viaduct in accordance to City Ordinance 11-022

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business			
Who may Avail:	Truck Company Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic clearance request form Updated photocopy OR/CR		MTMB Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Traffic clearance request form with attached updated photocopy of OR/CR in the counter	1. Accept the said requirements for checking and preparation of Order Payment	None	1 minute	Melanie Espeleta
	2. Payment of required fees/ Issuance of Official receipt	6 – 8 wheels = P 150.00 per quarter 10 wheels and above = P 250.00 per quarter Accordance to City Ordinance 11-022	1 minute	Raquel Dol
	3. Preparation of Traffic Clearance	None	1 minute	Jasmin Racsa

	4. Recording and Releasing	None	1 minute	Cecila Abella
			4 minutes	



2. Redemption of Confiscated Driver's License, Car plate and other related Document

The Redemption of confiscated driver's license, car plate and other related document states that the client already pay his/her fine and penalty in accordance to the Metro Manila Harmonized Fine & Penalties City Ordinance No. 15-135 / Ordinance No. 2023-055

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ordinance Violation Receipt updated photocopy of OR/CR valid Government ID				
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Ordinance Violation Receipt (OVR) -Impound Vehicle OR/CR 1st Owner Deed of Sale 2nd Owner In case the absence of the owner: Submit the following requirements -authorization letter signed by the owner -Photocopy of valid Ids of the owner and that the authorized person.	1. Receive OVR/Assessment of Violation/fine/penalties and Issuance of Order of Payment	None	2 minutes	Melanie Espeleta

-in case of loss: Affidavit of Loss -if involved in an accident PNP Certification				
	2. Payment and Issuance of Official Receipt.	Based on the Metro Manila Harmonized Fine & Penalties City ordinance No. 15-135 / Ordinance No. 2023- 055	1 minute	Racquel Dol
2. Online Payment for Single Ticketing Go to GOOGLE APP Type : muntinlupacity.gov.ph Look for : MTMB Logo	3. Recording and releasing of Official Receipt.	None	1 minute	Racquel Dol
	4. Retrieval of driver's license/car plate or other related documents	None	2 minutes	Luzviminda Talaman
	5. Recording and releasing	None	1 minute	Cecilia Abella
3. If Impounded Present Official Receipt of Payment/ Photocopy of OR/CR and Drivers License Present Official Receipt of Payment/ Photocopy of OR/CR and Drivers License	6 .Issuance of Clearance Release Slip	None	2 minutes	Rowena Lagura
4. Redemption of confiscated Vehicle (Pacwood)	7.Retrieval and release of the confiscated Vehicle	None	3 minutes	Anabel Marcelo/ Elizabeth Nuestro
			12 minutes	



MTMB OFFICE

Traffic Enforcement Division



3. Motorcycle Escort Assistant (Motorcade, Funeral and Other Special Occasions)

Motorcycle Unit is given a tasking for guiding traffic or conveying cars.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Escort Assistance		MTMB Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1.1 Receive Letter of Request	None	1 minute	Mark Anthony Casilag
	1.2 Evaluation / Verification of the information /	None	1 minute	Karen Anne Cipriano
	2.1 Scheduling & Preparation of tasking to Motorcycle Unit	None	2 minutes	
			4 minutes	



MTMB OFFICE

Engineering Division



4. Issuance of Traffic Clearance for Private Transport Groups to move equipment and/or load with excessive weight, width or height (Inconsonance with the City Ordinance No. 04-022, Sec. 22, Sec. 92 – Muntinlupa Traffic Code and as per City Ordinance No. 09-89)

The Traffic Clearance for Private Transport Groups to move equipment and/or load with excessive weight, width or height are issued to Private Transport Groups to affirm that their business is in accordance to the City Ordinance 09089.

Office or Division:	Traffic Engineering Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business			
Who may Avail:	Company Transport Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the Chief, MTMB Photocopy of O R/CR Business Permit		MTMB Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request, Photocopy of OR/CR and Business Permit	1.1 Verification of the completeness of requirements	None	1 minute	Jean Raymund Barbosa
	1.2 Preparation of Traffic Clearance	None	2 minutes	Jean Raymund Barbosa / Engr. Julius Cedro
	2 Preparation of Order of Payment	None	1 minute	Melanie Espeleta
	2.1 Payment/Issuance of OR	Inconsonance with the City Ordinance No.04-022, Sec 22, Sec 92 – Muntinlupa Traffic Code as per City	1 minute	Raquel Dol

		Ordinance No. 09-89		
	3. Recording and Releasing	None	1 minute	Jean Raymund Barbosa
			6 minutes	



5. Issuance of Traffic Clearance for the purpose of securing Business Permit such as Junkshop, Vulcanizing, Auto & Motor repair shop, Transport Group (Accreditation/Renewal and the likes (as per City Ordinance No. 09-89)

The Traffic Clearance for the purpose of securing business permit are issued to business owners to affirm that their business is in accordance to the City Ordinance 09-089

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business			
Who may Avail:	Business Establishment Company Transport Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic clearance request form ESC Clearance Brgy. Clearance Sketch/Location of business		BPLO Office ESC Office Barangay Hall (where the business is located)		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Traffic clearance request form with checklist of requirements	1. Verification of the completeness of requirements	None	1 minute	Michael Legaspi
	1.1 Schedule inspection of the establishment/terminal etc./ Preparation of Report	None	1 hour	Engr. Julius Cedro
	2. Preparation of Traffic Clearance and Order of Payment	None	2 minutes	Michael Legaspi

	3. Payment/Issuance of OR	Issuance of Traffic Clearance for the purpose of securing Business Permit such as Junkshop, Vulcanizing, Auto & Motor repair shop, Transport Group (Accreditation/Renewal and the likes (as per City Ordinance No. 09-89)	1 minute	Raquel Dol
	4. Recording and Releasing	None	1 minute	Cecilia Abella
			1 hour and 5 minutes	



6. Issuance of Traffic Clearance for Water Service Connection (as per City Ordinance No. 09-89)

The Traffic Clearance for Water Service Connection to Companies and Contractors to affirm that their business is in accordance to the City Ordinance 09-089.

Office or Division:	Traffic Engineering Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business			
Who may Avail:	Company Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the Chief, MTMB ESC Clearance Barangay Clearance Community Tax Certificate Application from Maynilad Water Services, Inc.		ESC Office Barangay Hall (where the business is located) City Treasurer's Office Maynilad Water Services, Inc.		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request, with the checklist of requirements	1. Verification of the completeness of requirements	None	2 minutes	Jean Raymund Barbosa
	1.1. Setting inspection schedule of the site location	None	5 minutes	Engr. Julius Cedro
	1.2 Inspection of Site Location	None	1 hour	Engr. Julius Cedro

	2. Preparation of Traffic Clearance	None	3 minutes	Jean Raymund Barbosa / Engr. Julius Cedro
	3. Preparation of Order of Payment	None	1 minute	Melanie Espeleta
	4. Payment/Issuance of OR	Issuance of Traffic Clearance for Water Service Connection (as per City Ordinance No. 09-89)	1 minute	Raquel Dol
	5. Recording and Releasing	None	1 minute	Jean Raymund Barbosa
			1 hour and 13 minutes	



7. Issuance of Traffic Clearance for Installation and Excavation Projects (as per City Ordinance No. 09-89)

The Traffic Clearance for Installation and Excavation Projects to Companies and Contractors to affirm that their business is in accordance to the City Ordinance 09-089.

Office or Division:	Traffic Engineering Division	
Classification:	Simple	
Type of Transaction:	Government-to-Business	
Who may Avail:	Company Contractors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter Request addressed to the Chief, MTMB ESC Clearance Barangay Clearance Business Permit Sketch/Location Plan Traffic Management Plan Provision of Flag men/Signal Men Certification from City Engineering Office (later) DPWH Clearance* *additional requirements for Excavation Projects in National Road / Maharlika Road only		ESC Office Barangay Hall (where the business is located) Office of the City Engineer

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request, with the checklist of requirements	1 .Verification of the completeness of requirements	None	2 minutes	Jean Raymund Barbosa
	1.1 Setting inspection schedule of the site location	None	5 minutes	Engr. Julius Cedro
	1.2 Inspection of Site Location	None	1 hour	Engr. Julius Cedro
	2. Preparation of Traffic Clearance	None	3 minutes	Jean Raymund Barbosa/Engr. Julius Cedro
	3. Preparation of Order of Payment	None	1 minute	Melanie Espeleta
	4. Payment/Issuance of OR	Issuance of Traffic for Insatallation and Excavation Projects (as per City Ordinance No. 09-89)	1 minute	Raquel Dol
	5. Recording and Releasing	None	1 minute	Jean Raymund Barbosa
			1 hour and 13 minutes	



MTMB OFFICE

Traffic Regulatory Unit



8. Issuance of Muntinlupa Tricycle Operator's Permit and Franchise

The Muntinlupa Tricycle Operator's Permit are issued to Muntinlupa Tricycle Operators in accordance to City Ordinance 96-66.

Office or Division:	Tricycle Regulatory Unit
Classification:	Simple
Type of Transaction:	Government-to-Business
Who may Avail:	Muntinlupa Tricycle Operators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Latest Mayor's Tricycle Operators Permit MTOP (Original Copy) Latest TRU Franchise (Original Copy) Latest Inspection Report (Original Copy) Official Receipt of Motor OR (Xerox Copy) Certificate of Registration CR (Xerox Copy) Latest TODA Certification (Original Copy) Insurance (Third Party Liability) Voter's ID/ COM ELEC Certificate (Xerox Copy) Latest Barangay Business Permit for Tricycle (Original Copy) Tricycle Unit Homeowners Association Certificate (if the route is inside the village or subdivision) Fare Matrix (Xerox Copy)	TODA Barangay Hall Homeowners Association MTMB Office

CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements for Renewal of Franchise	1. Assessment of requirements	None	1 minute	Charina Grimaldo
	2. Payment and Issuance of Official Receipt	In Accordance to City Ordinance 96-66	1 minute	Christian C. Arciaga
	3. Billing and Printing of Franchise	None	1 minute	Grace Oafalls/ Cesar Argana
	4. Signature of OIC, TRU	None	1 minute	Willy Gomez
	5. Releasing	None	1 minute	Samino Salvador
			5 minutes	



9. Redemption of Confiscated Driver's License, motor vehicle plate and other related Document

The Redemption of confiscated driver's license, car plate and other related document states that the client already pay his/her fine and penalty in accordance to Muntinlupa City Ordinance 96-66.

Office or Division:	Tricycle Regulatory Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ordinance Violation Receipt updated photocopy of OR/CR valid Government ID		MTMB Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Tricycle Citation Ticket CTC. -in case of loss: Affidavit of Loss -if involved in an accident PNP Certification	1. Receive CTC/Assessment of Violation/fine/penalties and Issuance of Order of Payment	None	1 minute	Charina Grimaldo

	2. Payment and Issuance of Official Receipt	In Accordance to City Ordinance 96-66	1 minute	Christian C. Arciaga
	3. Retrieval of driver's license/car plate or other related documents	None	2 minutes	Charina Grimaldo
	4. Recording and releasing	None	1 minute	Charina Grimaldo
			5 minutes	



MTMB OFFICE

Education Division



10. Procedure in Filing a Complaints

It is done if a client or a traffic violator has a complaint, concern or issue to a certain traffic enforcer or traffic incident which can be resolve by filling a complaint letter, providing that there is time, place and the personnel involved.

Office or Division:	Education Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter Attachement of OVR		MTMB Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask assistance from the information desk	1.MTMB Investigates/Discuss the violation to the complainant	None	10 minutes	Roberto Castro/ Frich John Borcena/Richelda Fernandez
2. Fill up complaint letter form	2.Complainant will comply with the prescribed fee or complainant elevates his/her complaint/s to Traffic Adjudication Board	None	10 mins	Roberto Castro/ Frich John Borcena/Richelda Fernandez
			20 minutes	



11. Procedure in Traffic Adjudication Board

It is done when a raise concern is not settled in the MTMB Office and needed more legal explanation, the client and the person involved should facing the Traffic adjudication board.

Office or Division:	Education Division			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral from MTMB Office		Confernce Room of City Admin (2nd Floor) MTMB Office		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask assistance from the information desk	1. MTMB shall give TAB referral if the said incident needed more legal explanation.	None	2 mins	Roberto Castro/ Frich John Borcena/Richelda Fernandez
	1.2 Conducts Hearing Resolve complaint Requires complainant prescribed fee or extinguished violation/s.	None	Depends on TAB Scheduling	Traffic Adjudication Board
	2. Complainant pays the prescribed fee at	Based on TAB Resultion, if affirmed, modified or absolved	3 mins	Raquel Dol



MTMB OFFICE

Anti-Illegal Vending Unit



12. Redemption of Confiscated Items and Other Paraphernalia in consonance with Kautusang Bayan Blg. 88-10.

Office or Division:	Anti-Illegal Vending Unit			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the Chief, MTMB Photocopy of Valid Government I.D. MTMB Agreement Form (Kasunduan)		MTMB Office Anti-Vending Office (Brgy. Alabang)		
CLIENTS STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Letter Request with attached Photocopy of I.D.	1. Receive Letter Request with attached Photocopy of I.D.	None	1 minute	Mark Anthony Casilag
2.Fill up and submit Agreement Form 3. Anti-Vending Office (Brgy. Alabang)	1.2 Evaluate the Information of the request. 2.Prepare Agreement Form & Recording	None	2 minutes 2 minutes	Mark Tugano Mark Tugano

4.Redemption od confiscated items (Pacwood)	3.Retrieval and release of the confiscated items	None	3 minutes	Anabel Marcelo/ Elizabeth Nuestro
			8 minutes	



CITY GOVERNMENT OF MUNTINLUPA



OFFICE OF THE BUILDING OFFICIAL

CITIZEN'S CHARTER

2024

(1ST Edition)





I. Mandate

Except as otherwise provided herein, the Building Official shall be responsible for carrying out the provisions of the National Building Code of the Philippines (P.D. 1096) in the field as well as the enforcement of orders and decisions made pursuant thereto.

II. Vision

We shall set upon the task of desired performance and work ethics of engineer's and personnel that will effectively enforce a strict compliance to our mandate as per the National Building Code of the Philippines (P.D. 1096) and its implementing Rules and Regulations, so that we will shall have a government that is responsive to our needs and hope.

III. Mission

Given the present condition and support of the mandate of the National Building Code of the Philippines (P.D. 1096) and its implementing Rules and Regulations, we shall provide and manage "quality services" for the purpose of ensuring the safety of all infrastructure facilities as well as the best use, occupancy & maintenance of buildings and other structures.

IV. Service Pledge

We Commit to:

- Safeguard life, health, property, and public welfare, consistent with the principles of sound environmental management and control.
- Provide for all buildings and structures, a framework or minimum standards and requirements to regulate and control their location, site, design and quality of materials, construction, use, occupancy, and maintenance.
- Implement the simplified requirements and procedures that will reduce red tape and expedite the processing of permits offered by the Office of the Building Official.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.





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Issuance of Building Permit

Frontline Services





1. ISSUANCE OF BUILDING PERMIT

Building permit shall be secured prior to the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof. The Office of the Building Official shall see to it that the proposed building / structure satisfactory and substantially conforms with the standard requirements on zoning and land use, line and grade, structural design, sanitary and sewerage, environmental health, electrical, electronics, mechanical and fire safety, as well as with other rules and regulations promulgated in accordance with the provision of the National Building Code of the Philippines, its Implementing Rules and Regulations (IRR) and its Referral Codes..

Consistent with the categorization of transactions in RA 11032, construction-related applications for Building Permits are classified into Simple, Complex and Highly Technical.

Simple Applications

1. Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/occupancy under Group J Section 701 Division of the NBCP:
 - i. Private garage not more than ninety (90) square meters;
 - ii. Carport;
 - iii. Sheds not less than six (6) square meters;
 - iv. Agricultural buildings;
 - v. Fences over 1.80 meters in height; and,
 - vi. Tanks and towers.
2. Repairs which do not involve any alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit);
3. Demolition of a single residential structure not more than three hundred (300) square meters and three storeys in height;
4. Signages for advertising and business signs; and,
5. Stand-alone permit applications for Building Service Equipment and other support facilities including:
 - i. Mechanical;
 - ii. Sanitary;
 - iii. Electrical;
 - iv. Electronics; and,





v. Accelerographs.

Complex Applications

The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Complex Type of Project Activity/Structures/Occupancy:

1. Interior Renovations covered by an appropriate Building Permit;
2. Conversion of existing building occupancy classification;
3. Multiple unit residential houses (such as row houses, townhouses, and the like);
4. Single detached residential house not more than 7 storeys;
5. Commercial buildings not more than 9 storeys;
6. Warehouses not more than 9 storeys;
7. Market buildings not more than 9 storeys;
8. Demolition (any type of occupancy/ use with area of more than three hundred (300) square meters);
9. Billboard structures; and,
10. All other types of Occupancy not more than 9 storeys.

Highly-Technical Applications

The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Highly Technical Type of Project Activity/Structures/Occupancy:

1. Commercial buildings exceeding 9 storeys;
2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP: i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP; ii. Public and private hospitals (Division D-2 of the NBCP); iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP: i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc. ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and iii. Those buildings/ structures whose use has a very advanced structural calculation method in design, as classified in the Structural Reference Standards.
5. All other types of occupancy of more than 9 storeys.
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC).
7. Special Structures such as but not limited to Aerodome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic





Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings.

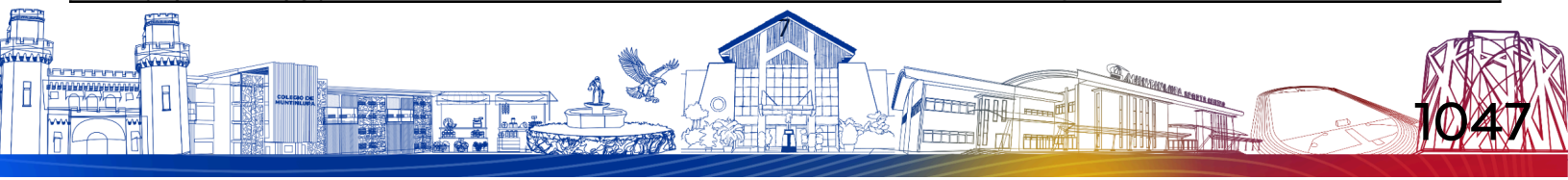
All other transactions not expressly falling under either 'Complex' or 'Highly Technical' shall, for the purpose of these Guidelines, be considered as 'Simple' consistent with the mandate of RA No. 11032.

Office or Division:	Office of the Building Official – One-Stop Shop for Construction Permit (OBO-OSCP)
Classification:	Highly Technical
Types of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	Any person, corporation, government agency who wants to construct, renovate, extend building, add floor level, do alteration, installation of equipment and demolish shall apply for corresponding construction permit.

CHECKLIST OF REQUIREMENTS FOR BUILDING PERMIT (NEW CONSTRUCTION)	WHERE TO SECURE
1. <i>Notarized Unified Application Form for Building Permit (4 original)</i>	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
2. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: <i>(3 original)</i> <ul style="list-style-type: none"> ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
3. Valid Identification Card (ID) of all signatories on documents: <i>(3 photocopy, including 1 copy for FSEC application)</i>	Applicant



<ul style="list-style-type: none"> Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. PRC ID of professionals involved in the project with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	
<p>4. Proof of Ownership and/or Right to Construct on Property: (1 original, 2 photocopy)</p> <ul style="list-style-type: none"> Certified True Copy of Transfer Certificate of Title (TCT) covering subject lot of owner <p>In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following: (1 original, 2 photocopy)</p> <ul style="list-style-type: none"> Contract of Lease / Certification Notarized Deed of Absolute Sale Notarized Deed of Donation Notarized Affidavit of Consent from all lot/property owners Or any valid proof of land ownership or possession 	<p>Registry of Deeds</p> <p>Applicant</p>
<p>5. Tax Declaration of Land and Building (if available) (1 original copy, 2 photocopy)</p>	<p>Applicant</p>
<p>6. Current Real Property Tax Clearance (if available) (1 original copy, 2 photocopy)</p>	<p>Applicant</p>
<p>7. DDRM Certification (if available) (1 original copy, 2 photocopy)</p>	<p>Applicant</p>
<p>8. Homeowners Clearance for Construction (1 original copy, 2 photocopy)</p>	<p>Homeowners Association (HOA) of project location</p>
<p>9. Barangay Clearance for Construction (1 original copy, 2 photocopy)</p>	<p>Barangay Hall of project location</p>
<p>10. Contractor's Tax / City Tax Certificate (1 original copy, 1 photocopy)</p>	<p>Business Permit and Licensing Office (BPLO)</p>
<p>11. Certificate of Approval of the Construction Safety & Health Program (CSHP) (1 original copy, 1 photocopy) and Construction Safety & Health Program (CSHP) approved by DOLE (1 original copy, 1 photocopy) and Safety Officer's Certificate (2 photocopy)</p>	<p>Department of Labor and Employment (DOLE)</p>





12. Fire Safety Evaluation Clearance (FSEC) (1 original) and Fire Safety Checklist (1 original)	Bureau of Fire Protection (BFP) Muntinlupa
13. Locational Clearance application form or Locational Clearance <i>(if Highly Technical, or as required)</i>	Office of the Building Official (OBO) – One-Stop Shop for Construction Permit (OSCP) City Zoning Office
14. Duly accomplished building permit application forms (3 original) <ul style="list-style-type: none"> ■ Architectural Form ■ Civil / Structural Form ■ Electrical Form ■ Sanitary / Plumbing Form ■ Mechanical Form <i>(if applicable)</i> ■ Electronics Form <i>(if applicable)</i> ■ Sign Form <i>(if applicable)</i> ■ Notarized Fencing Form <i>(if applicable)</i> 	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
15. Complete Construction Design Plans: (5 original, including 3 copies for FSEC application) <ul style="list-style-type: none"> ■ Cover Page (usually included in Architectural plans) <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ■ Geodetic Plan / Lot Survey Plan and Topographic Map <ul style="list-style-type: none"> ● Technical Description ● Vicinity Map with a radius of 0.5 km. for Residential Building and 2 km. for Commercial / Industrial Building. ● Reflect significant landmarks on the Vicinity Map. ■ Architectural Plan including the following: <ul style="list-style-type: none"> ● Standard Form for Building Plan (Cover Page) ● Architectural Accessibility Features (B.P. 344) ● Parking Layout ■ Civil / Structural Plan ■ Electrical Plan <i>with Electrical Design Analysis</i> ■ Sanitary / Plumbing Plan ■ Mechanical Plan <i>(if Residential R1, Commercial, or as required)</i> ■ Electronics Plan <i>(if Commercial, or as required)</i> ■ Fire Protection Plan <i>(if applicable)</i> 	Applicant





<ul style="list-style-type: none"> ■ Signage Plan <i>(if applicable)</i> ■ Fencing Plan <i>(if applicable)</i> 	
16. <i>Notarized</i> Estimated cost of construction / Bill of Materials (BOM) including labor cost and covering all permit applications <i>(3 original, including 1 copy for FSEC application)</i>	Applicant
17. Project Technical Specification covering all permit applications <i>(3 original)</i>	Applicant
18. Electrical Design Analysis with Voltage Drop & Short Circuit Calculation <i>(if not yet included in plan)</i> <i>(2 original)</i>	Applicant
19. Construction logbook for recording daily construction activities, manpower organization, weather and equipment use. (1 piece)	Applicant
20. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) ■ Long brown envelope (1 piece) 	Applicant

ADDITIONAL REQUIREMENTS (if applicable)

1. Structural Calculation with Seismic Analysis & Design (for structures 2-storey & above, warehouse, additional floor, etc.) <i>(2 original)</i>	Applicant
2. Geotechnical Investigation Report / Soil Test Report with pictures of on-going drilling (for 3-storey up, 2-storey with roof deck, 2-storey with basement) <i>(2 original)</i>	Applicant
3. <i>Notarized</i> Affidavit of Undertaking <i>(2 original)</i>	Applicant
4. <i>Notarized</i> Consent from immediate neighbor (if fence height is more than 1.8 meters, if with a firewall, etc.) <i>(2 original)</i>	Applicant
5. Certification of Flood Overlay Zone <i>(1 original copy, 1 photocopy)</i>	City Planning and Development Office (CPDO)
6. Height Clearance Permit (for building/structure more than 50 meters high, cell site tower) <i>(1 original copy, 1 photocopy)</i>	Civil Aviation Authority of the Philippines (CAAP)
7. LLDA / LMO Clearance (for car wash, laundry, restaurant, etc.) <i>(1 original copy, 1 photocopy)</i>	Laguna Lake Development Authority (LLDA) / Lake Management Office (LMO)
8. DENR - ECC / CNC (for hi-rise, commercial building, generator, etc.) <i>(1 original copy, 1 photocopy)</i>	Department of Environment and Natural Resources (DENR)





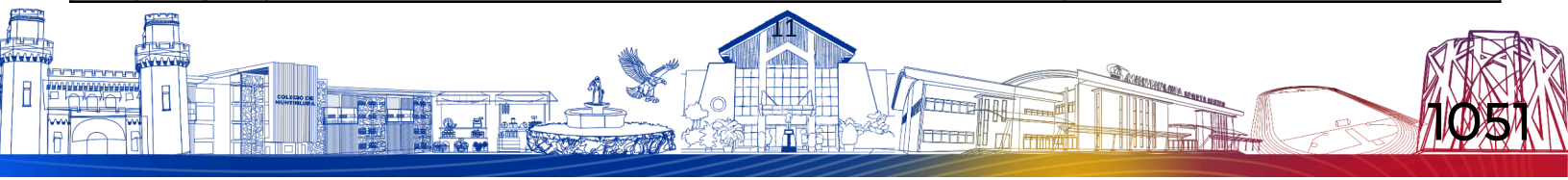
9. EPNRO Clearance (if cutting trees, etc.) (1 original copy, 1 photocopy)	Environment Protection and Natural Resources Office (EPNRO)
10. MMDA Clearance (if the lot is beside/near waterways, etc.) (1 original copy, 1 photocopy)	Metropolitan Manila Development Authority (MMDA)
11. DPWH Clearance (if the lot is fronting national roads, billboards, etc.) (1 original copy, 1 photocopy)	Department of Public Works and Highways (DPWH)
12. NGCP Clearance (if lot is near transmission lines) (1 original copy, 1 photocopy)	National Grid Corporation of the Philippines (NGCP)

CHECKLIST OF REQUIREMENTS FOR BUILDING PERMIT (RENOVATION / ADDITION / ALTERATION)	WHERE TO SECURE
1. <i>Notarized</i> Unified Application Form for Building Permit (4 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
2. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation).	Applicant
3. Valid Identification Card (ID) of all signatories on documents: (3 photocopy, including 1 copy for FSEC application) ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal.	Applicant





<p>4. Proof of Ownership and/or Right to Construct on Property: (1 original, 2 photocopy)</p> <ul style="list-style-type: none"> ■ Certified True Copy of Transfer Certificate of Title (TCT) covering subject lot of owner <p>In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following:</p> <ul style="list-style-type: none"> ■ Contract of Lease / Certification ■ Notarized Deed of Absolute Sale ■ Notarized Deed of Donation ■ Notarized Affidavit of Consent from all lot/property owners ■ Or any valid proof of land ownership or possession 	<p>Registry of Deeds</p> <p>Applicant</p>
<p>5. Tax Declaration of Land and Building (if available) (except for mall tenants and hi-rise tenants) (1 original, 2 photocopy)</p>	Applicant
<p>6. Current Real Property Tax Clearance (if available) (except for mall tenants and hi-rise tenants) (1 original, 2 photocopy)</p>	Applicant
<p>7. Certificate of Occupancy/Use of Base Building/Structure (for renovation / addition / alteration, fit-out outside mall or high rise building) (1 Certified True Copy) and Base Building's/Structure's approved As-Built Plans</p>	Applicant
<p>8. Homeowners Clearance for Construction (if with HOA) (1 original, 2 photocopy)</p>	Homeowners Association (HOA) of project location
<p>9. Barangay Clearance for Construction (1 original, 2 photocopy)</p>	Barangay Hall of project location
<p>10. Contractor's Tax / City Tax Certificate (1 original, 1 photocopy)</p>	Business Permit and Licensing Office (BPLO)
<p>11. Certificate of Approved Construction Safety & Health Program (CSHP) (1 original, 1 photocopy) and Construction Safety & Health Program (CSHP) approved by DOLE (1 original copy, 1 photocopy) and Safety Officer's Certificate (2 photocopy)</p>	Department of Labor and Employment (DOLE)
<p>12. Fire Safety Evaluation Clearance (FSEC) (1 original) and Fire Safety Checklist (1 original)</p>	Bureau of Fire Protection (BFP) Muntinlupa





13. Locational Clearance application form or Locational Clearance <i>(if Highly Technical, or as required)</i>	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) City Zoning Office
14. Duly accomplished building permit application forms <i>(3 original)</i> <ul style="list-style-type: none"> ■ Architectural Form ■ Electrical Form ■ Civil / Structural Form (if applicable) ■ Sanitary / Plumbing Form <i>(if applicable)</i> ■ Mechanical Form <i>(if applicable)</i> ■ Electronics Form <i>(if applicable)</i> ■ Sign Form <i>(if applicable)</i> 	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
15. Complete Construction Design Plans: <i>(5 original, including 3 copies for FSEC application)</i> <ul style="list-style-type: none"> ■ Cover Page (usually included in Architectural plans) <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ■ Architectural Plan including the following: <ul style="list-style-type: none"> ● Standard Form for Plan (Cover Page) ● Architectural Accessibility Features (B.P. 344) ● Parking Layout ■ Electrical Plan ■ Civil / Structural Plan <i>(if with additional floor, mezzanine, etc.)</i> ■ Sanitary / Plumbing Plan (if applicable) ■ Mechanical Plan <i>(if Residential R1, Commercial, or as required)</i> ■ Electronics Plan <i>(if Commercial, or as required)</i> ■ Signage Plan <i>(if applicable)</i> ■ Fire Protection Plan <i>(if applicable)</i> 	Applicant
16. <i>Notarized</i> Estimated cost of construction / Bill of Materials (BOM) including labor cost and covering all permit applications <i>(3 original, including 1 copy for FSEC application)</i>	Applicant
17. Project Technical Specification covering all permit applications <i>(3 original)</i>	Applicant
18. Electrical Design Analysis with Voltage Drop & Short Circuit Calculation <i>(if not yet included in plan)</i> <i>(2 original)</i>	Applicant





19. Construction logbook for recording daily construction activities, manpower organization, weather and equipment use (1 piece)	Applicant
20. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) ■ Long brown envelope (1 piece) 	Applicant

ADDITIONAL REQUIREMENTS (if applicable)

1. Photographs of existing structure including structural members (for additional floor, mezzanine, or as required) (2 colored copy)	Applicant
2. Engineer's Certification with supporting documents (2 original)	Applicant
3. Structural Calculation with Seismic Analysis & Design (for additional floor, mezzanine, etc.) (2 original)	Applicant
4. Geotechnical Investigation Report / Soil Test Report with pictures of on-going drilling (for 3-storey up, 2-storey with roof deck, 2-storey with basement) (2 original)	Applicant
5. Notarized Affidavit of Undertaking (2 original)	Applicant

CHECKLIST OF REQUIREMENTS FOR DEMOLITION PERMIT	WHERE TO SECURE
1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) <ul style="list-style-type: none"> ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy) <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide 	Applicant





<p>a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature.</p> <ul style="list-style-type: none"> ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	
<p>3. Proof of Ownership and/or Right to Build on Property: (1 original, 2 photocopy)</p> <ul style="list-style-type: none"> ■ Certified True Copy of Transfer Certificate of Title (TCT) covering subject lot / Condominium Certificate of Title (CCT) for unit owners <p>In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following:</p> <ul style="list-style-type: none"> ■ Contract of Lease / Certification ■ Notarized Deed of Absolute Sale ■ Notarized Deed of Donation ■ Notarized Affidavit of Consent from all lot/property owners ■ Or any valid proof of land ownership or possession 	<p>Registry of Deeds</p> <p>Applicant</p>
<p>4. Tax Declaration of Land and Building (if available) (1 original, 2 photocopy)</p>	Applicant
<p>5. Current Real Property Tax Clearance (if available) (1 original, 2 photocopy)</p>	Applicant
<p>6. Homeowners Clearance for Demolition (if with HOA) (1 original, 2 photocopy)</p>	Homeowners Association (HOA) of project location
<p>7. Barangay Clearance for Demolition (1 original, 2 photocopy)</p>	Barangay Hall of project location
<p>8. Contractor's Tax / City Tax Certificate for Demolition (1 original, 1 photocopy)</p>	Business Permit and Licensing Office (BPLO)
<p>9. Certificate of Approval of the Construction Safety & Health Program (CSHP) (1 original, 1 photocopy) and Construction Safety & Health Program (CSHP) approved by DOLE (1 original, 1 photocopy) and Safety Officer's Certificate (2 photocopy)</p>	Department of Labor and Employment (DOLE)
<p>10. Notarized Demolition Permit Form (3 original)</p>	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) /





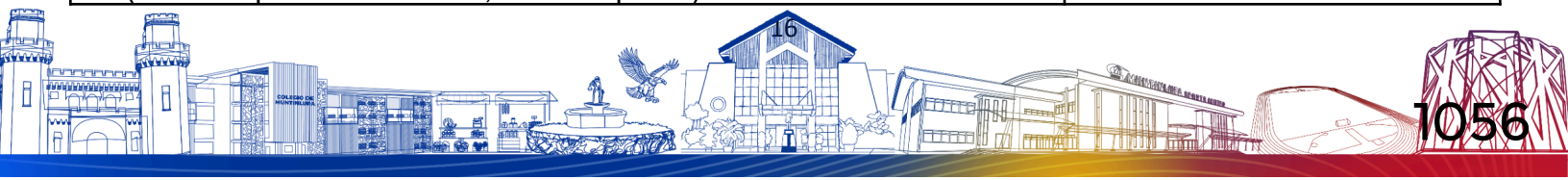
	Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
11. Demolition Plan (3 original)	Applicant
12. <i>Notarized</i> Estimated cost of demolition including labor cost (3 original)	Applicant
13. <i>Notarized</i> Affidavit of Demolition Works Scope and Procedure (3 original)	Applicant
14. Photographs of building / structure to be demolished (2 colored copy)	Applicant
15. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant

CHECKLIST OF REQUIREMENTS FOR ELECTRICAL PERMIT	WHERE TO SECURE
1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) <ul style="list-style-type: none"> ■ <i>Notarized</i> computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ <i>Notarized</i> Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy) <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	Applicant
3. Certificate of Occupancy/Use of project location (1 Certified True Copy)	Applicant
4. Homeowners Clearance for Construction (if with HOA) (1 original, 2 photocopy)	Homeowners Association (HOA) of project location





5. Barangay Clearance for Construction (1 original, 2 photocopy)	Barangay Hall of project location
6. Contractor's Tax / City Tax Certificate for Construction (1 original, 1 photocopy)	Business Permit and Licensing Office (BPLO)
7. Electrical Permit Form (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
8. Construction Design Plans (4 original) <ul style="list-style-type: none"> ■ Cover Page <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ■ Electrical Plan <ul style="list-style-type: none"> ● Schedule of Loads and Computations ● Electrical Layout ● Single Line Diagram / Riser Diagram ● Electrical Design Analysis 	Applicant
9. <i>Notarized</i> Estimated cost of construction / Bill of Materials (BOM) including labor cost and covering all permit applications (3 original, including 1 copy for FSEC application)	Applicant
10. Project Technical Specification covering all permit applications (3 original)	Applicant
11. Electrical Design Analysis with Voltage Drop & Short Circuit Calculation (2 original)	Applicant
12. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
1. Engineer's Certification with supporting documents (for solar panel installation, or as required) (2 original)	Applicant
2. Structural Calculation with Seismic Analysis & Design (for solar panel installation, or as required)	Applicant





(2 original)	
3. Structural Plan (for solar panel installation, or as required) (4 original copies)	Applicant
4. Certificate of Approval of the Construction Safety & Health Program (CSHP) (as required) (1 original, 1 photocopy) and Construction Safety & Health Program (CSHP) approved by DOLE (1 original, 1 photocopy) and Safety Officer's Certificate (2 photocopy)	Department of Labor and Employment (DOLE)
5. Fire Safety Evaluation Clearance (FSEC) (as required) (1 original) and Fire Safety Checklist (1 original)	Bureau of Fire Protection (BFP) Muntinlupa

CHECKLIST OF REQUIREMENTS FOR ELECTRONICS PERMIT	WHERE TO SECURE
1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) <ul style="list-style-type: none"> ■ <i>Notarized</i> computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ <i>Notarized</i> Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy) <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN 	Applicant





ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal.	
3. Certificate of Occupancy/Use of project location (1 Certified True Copy)	Applicant
4. Homeowners Clearance for Construction (if with HOA) (1 original, 2 photocopy)	Homeowners Association (HOA) of project location
5. Barangay Clearance for Construction (1 original, 2 photocopy)	Barangay Hall of project location
6. Contractor's Tax / City Tax Certificate for Construction (1 original, 1 photocopy)	Business Permit and Licensing Office (BPLO)
7. Electronics Permit Form (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
8. Construction Design Plans (4 original) <ul style="list-style-type: none"> ■ Cover Page <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ■ Electronics Plan 	Applicant
9. <i>Notarized</i> Estimated cost of construction / Bill of Materials (BOM) including labor cost and covering all permit applications (3 original)	Applicant
10. Project Technical Specification covering all permit applications (3 original)	Applicant
11. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
1. Fire Safety Evaluation Clearance (FSEC) (for FDAS, or as required) (1 original) and Fire Safety Checklist (1 original)	Bureau of Fire Protection (BFP) Muntinlupa



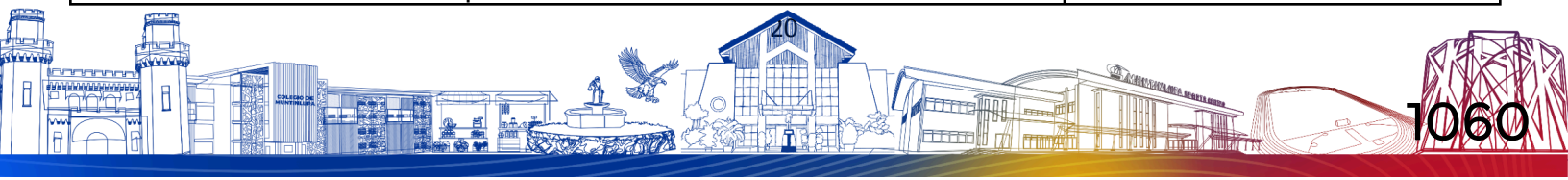


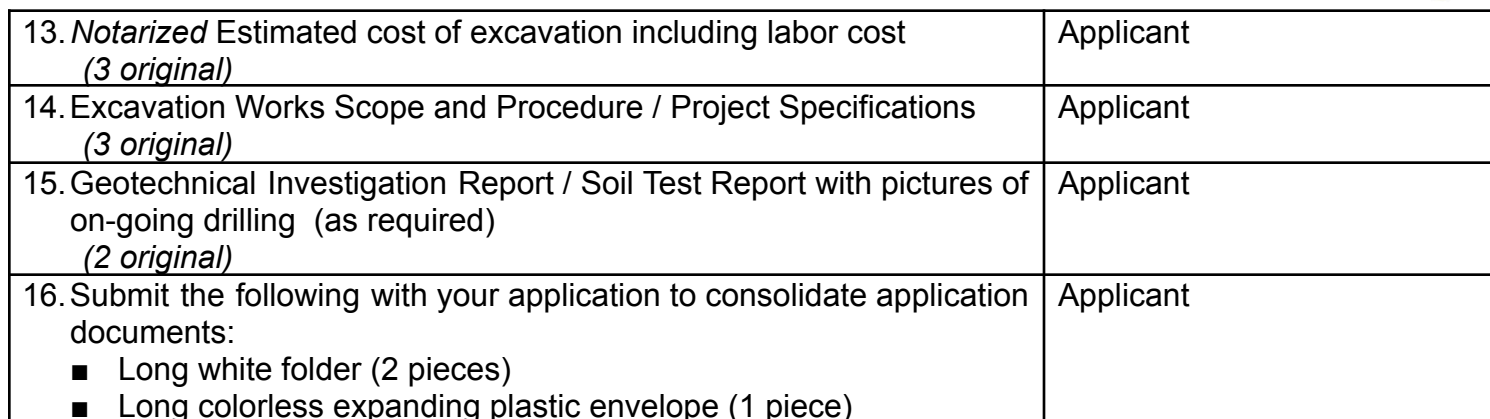
CHECKLIST OF REQUIREMENTS FOR EXCAVATION AND GROUND PREPARATION PERMIT	WHERE TO SECURE
<p>1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: <i>(3 original)</i></p> <ul style="list-style-type: none"> ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
<p>2. Valid Identification Card (ID) of all signatories on documents: <i>(3 photocopy)</i></p> <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	Applicant
<p>3. Proof of Ownership and/or Right to Build on Property: <i>(1 original, 2 photocopy)</i></p> <ul style="list-style-type: none"> ■ Certified True Copy of Transfer Certificate of Title (TCT) covering subject lot / Condominium Certificate of Title (CCT) for unit owners <p>In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following:</p> <ul style="list-style-type: none"> ■ Contract of Lease / Certification ■ Notarized Deed of Absolute Sale ■ Notarized Deed of Donation ■ Notarized Affidavit of Consent from all lot/property owners ■ Or any valid proof of land ownership or possession 	<p>Registry of Deeds</p> <p>Applicant</p>
<p>4. Tax Declaration of Land <i>(if available)</i> <i>(1 original, 2 photocopy)</i></p>	Applicant
<p>5. Current Real Property Tax Clearance <i>(if available)</i></p>	Applicant





(1 original, 2 photocopy)	
6. Homeowners Clearance for Excavation (if with HOA) (1 original, 2 photocopy)	Homeowners Association (HOA) of project location
7. Barangay Clearance for Excavation (1 original, 2 photocopy)	Barangay Hall of project location
8. Contractor's Tax / City Tax Certificate for Excavation (1 original, 1 photocopy)	Business Permit and Licensing Office (BPLO)
9. Certificate of Approval of the Construction Safety & Health Program (CSHP) (1 original, 1 photocopy) and Construction Safety & Health Program (CSHP) approved by DOLE (1 original, 1 photocopy) and Safety Officer's Certificate (2 photocopy)	Department of Labor and Employment (DOLE)
10. Locational Clearance application form or Locational Clearance (if Highly Technical, or as required)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) City Zoning Office
11. Notarized Excavation and Ground Preparation Permit Form (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
12. Complete Construction Design Plans: (3 original) ■ Cover Page (usually included in Architectural plans) ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ■ Geodetic Plan / Lot Survey Plan and Topographic Map ● Technical Description ● Vicinity Map with a radius of 0.5 km. for Residential Building and 2 km. for Commercial / Industrial Building. ● Reflect significant landmarks on the Vicinity Map. ■ Excavation Plan ● Provide volume computation	Applicant







<p>In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following:</p> <ul style="list-style-type: none"> ■ Contract of Lease / Certification ■ Notarized Deed of Absolute Sale ■ Notarized Deed of Donation ■ Notarized Affidavit of Consent from all lot/property owners ■ Or any valid proof of land ownership or possession 	
<p>4. Tax Declaration of Land and Building <i>(if available)</i> <i>(1 original, 2 photocopy)</i></p>	<p>Applicant</p>
<p>5. Current Real Property Tax Clearance <i>(if available)</i> <i>(1 original, 2 photocopy)</i></p>	<p>Applicant</p>
<p>6. Homeowners Clearance for Construction (if with HOA) <i>(Original copy and 2 photocopies)</i></p>	<p>Homeowners Association (HOA) of project location</p>
<p>7. Barangay Clearance for Construction <i>(1 original, 2 photocopy)</i></p>	<p>Barangay Hall of project location</p>
<p>8. Contractor's Tax / City Tax Certificate for Construction <i>(1 original, 1 photocopy)</i></p>	<p>Business Permit and Licensing Office (BPLO)</p>
<p>9. Locational Clearance application form</p> <p style="text-align: center;">or</p> <p style="text-align: center;"><i>Locational Clearance (if Highly Technical, or as required)</i></p>	<p>Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP)</p> <p>City Zoning Office</p>
<p>10. <i>Notarized</i> Fencing Permit Form <i>(3 original)</i></p>	<p>Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/</p>
<p>11. Complete Construction Design Plans: <i>(3 original)</i></p> <ul style="list-style-type: none"> ■ Cover Page (usually included in Architectural plans) <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ■ Geodetic Plan / Lot Survey Plan and Topographic Map <ul style="list-style-type: none"> ● Technical Description ● Vicinity Map with a radius of 0.5 km. for Residential Building and 2 km. for Commercial / Industrial Building. 	<p>Applicant</p>





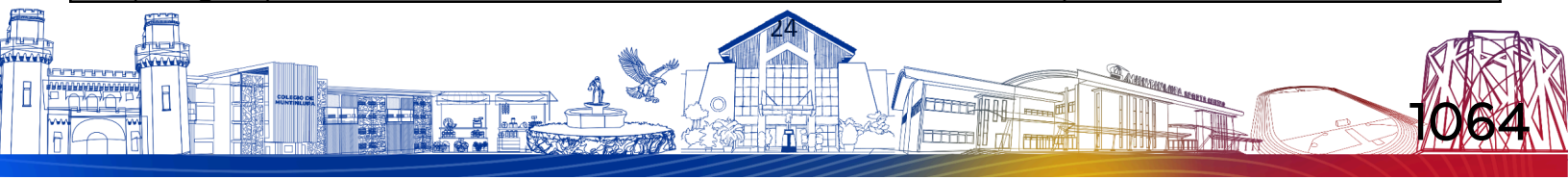
<ul style="list-style-type: none"> ● Reflect significant landmarks on the Vicinity Map. ■ Fencing Plan <ul style="list-style-type: none"> ● Indicate the length of the fence, the location and width of the gate/ opening. 	
12. <i>Notarized</i> Estimated cost of construction / BOM including labor cost (3 original)	Applicant
13. Project Technical Specification covering all permit applications (3 original)	Applicant
14. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant

CHECKLIST OF REQUIREMENTS FOR MECHANICAL PERMIT	WHERE TO SECURE
1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) <ul style="list-style-type: none"> ■ <i>Notarized</i> computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ <i>Notarized</i> Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy) <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	Applicant
3. Certificate of Occupancy/Use of project location (1 Certified True Copy)	Applicant
4. Homeowners Clearance for Construction (if with HOA) (1 original, 2 photocopy)	Homeowners Association (HOA) of project location





5. Barangay Clearance for Construction (1 original, 2 photocopy)	Barangay Hall of project location
6. Contractor's Tax / City Tax Certificate for Construction (1 original, 1 photocopy)	Business Permit and Licensing Office (BPLO)
7. Certificate of Approval of the Construction Safety & Health Program (CSHP) (1 original, 1 photocopy) and Construction Safety & Health Program (CSHP) approved by DOLE (1 original, 1 photocopy) and Safety Officer's Certificate (2 photocopy)	Department of Labor and Employment (DOLE)
8. Mechanical Permit Form (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
9. Construction Design Plans (4 original) <ul style="list-style-type: none"> ■ Cover Page <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ● Mechanical Plan 	Applicant
10. <i>Notarized</i> Estimated cost of construction / Bill of Materials (BOM) including labor cost and covering all permit applications (3 original)	Applicant
11. Project Technical Specification covering all permit applications (3 original)	Applicant
12. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
1. Fire Safety Evaluation Clearance (FSEC) (for Boilers, AFSS, or as required) (1 original)	Bureau of Fire Protection (BFP) Muntinlupa





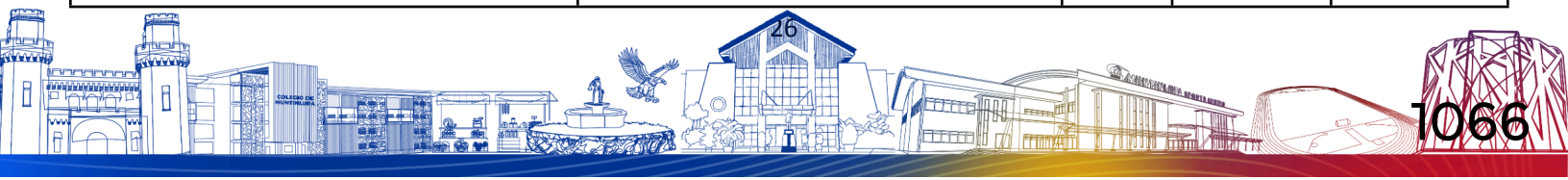
and Fire Safety Checklist (1 original)	
2. Structural Calculation with Seismic Analysis & Design (for elevators, or as required) (2 original)	Applicant
3. Structural Plan (for elevators, or as required) (4 original)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Step 1)</p> <p>1.1. Get a queuing number for Receiving Window.</p> <p>1.2. Wait until your number is called then proceed to Receiving Window of the One-Stop Shop for Construction Permit (OSCP) and submit complete documentary requirements.</p> <p>A. If application is complete:</p> <p>1.3. Get your Claim Stub from the Receiving Officer.</p> <p>1.4. Log and sign on the "Received Application" logbook.</p> <p>B. If application is incomplete:</p> <p>1.3. Receive the Documentary Checklist used for checking your application.</p> <p>1.4. Sign on the "Remarks" section of the checklist acknowledge that you understand the deficiency of your application.</p>	<p><u>RECEIVING</u></p> <p>1.1. Get the queuing number and application from Applicant.</p> <p>1.2. Check with the Documentary Requirements checklist for completeness.</p> <p>A. If application is complete:</p> <p>1.3. Place a check on the "Complete Documents" box under the "Remarks" section of the checklist. Write the Receiving Officer's name, date and time received.</p> <p>1.4. Give the "Received Application" logbook to Applicant.</p> <p>1.5. Duly accomplish the Claim Stub.</p> <p>1.6. Give the duly accomplished Claim Stub to the Applicant.</p> <p>1.7. Endorse received application to the Monitoring Officer for "Backroom Operation".</p>	None	30 Minutes	Receiving Officer





<p>1.5. Get back your documents from the Receiving Officer.</p> <p>Reminder:</p> <ul style="list-style-type: none"> • <i>Applicants will receive an SMS / text message or E-mail when assessment is complete.</i> • <i>If no SMS / text message or E-mail is received on prescribed Return Date (or later), Applicants may contact OBO to check the status of their application.</i> • <i>Applicants are advised to visit the office to:</i> <ol style="list-style-type: none"> <i>Pay the amount stated on the received copy of Order of Payment.</i> <i>Claim the Notice of Compliance and non-compliant application /documents.</i> 	<p>B. If application is incomplete:</p> <p>1.3. Place a check on the box of documents submitted by the Applicant and highlight the box next to the lacking requirement on the Documentary Requirements Checklist.</p> <p>1.4. Place a check on the "Incomplete Documents" box under the "Remarks" section and ask the Applicant to sign. Write the Receiving Officer's name, date and time returned.</p> <p>1.5. Return the Documentary Requirements checklist used for checking together with all documents to Applicant.</p>			
	<p style="text-align: center;"><u>BACKROOM OPERATION</u></p> <p>Encoding, Documents Verification, Plan Evaluation, Site Verification, Billing, Approval for Payment, Communication with Applicant.</p>		<p style="text-align: center;">For Simple 2 Days, 4 Hours</p> <p style="text-align: center;">For Complex 6 Days, 4 Hours</p> <p style="text-align: center;">For Highly Technical 19 Days, 4 Hours</p>	<p>Encoder, Assessor's Staff, Treasurer's Staff, Zoning Staff, BFP Evaluator, Inspectors, Inspection and Enforcement Head, Plan Evaluators, Processing Head, Records Officer, Billing Officer, Building Official,</p>





				Monitoring Officer
<p align="center">(Step 2)</p> <p>2.1. Get a queuing number for the Payment Window.</p> <p>2.2. Wait until your number is called then proceed to the Payment Window of the OSCP.</p> <p>2.3. Present your queuing number, Claim Stub and a valid government issued ID to the Cashier.</p> <p>2.4. Receive the Order of Payment from the Payment Window and check the fees to be paid.</p> <p>2.5. Pay at the Payment Window assigned Cashier.</p> <p>2.6. Log and sign on the "Paid Application" logbook.</p>	<p align="center"><u>PAYMENT</u></p> <p>2.1. Get queuing number and Claim Stub from Applicant.</p> <p>2.2. Ask for a valid government issued ID.</p> <p>2.3. Give the Order of Payment to the Applicant.</p> <p>2.4. Receive payment from Applicant.</p> <p>2.5. Issue Official Receipt to Applicant.</p> <p>2.6. Give the "Paid Application" logbook to the Applicant.</p>	<p>Refer to latest schedule of fees from the National Building Code of the Phils., Fire Code, City Ordinance</p>	30 Minutes	Cashier
	<p align="center"><u>BACKROOM OPERATION</u></p> <p align="center">Numbering and Printing of Certificate, Approval Signature of Building Official, Scanning & Archiving</p>		2 Hours, 30 Minutes	Numbering Officer, Building Official, Records Officer
<p align="center">(Step 3)</p> <p>A. For issuance of permit and release of application:</p> <p>3.1. Get the queuing number for Releasing Window.</p> <p>3.2. Wait until your number is called then proceed to the Releasing Window.</p>	<p align="center"><u>RELEASING</u></p> <p>A. For issuance of permit and release of application:</p> <p>3.1. Get queuing number and Claim Stub from Applicant.</p> <p>3.2. Ask for a valid government issued ID.</p> <p>3.3. Release the issued Building Permits, Building Certificate,</p>	None	30 Minutes	Releasing Officer



<p>3.3. Present your Claim Stub together with a valid government issued ID to the Releasing Officer.</p> <p>3.4. Receive the issued Building Permits, Building Certificate, approved plans and other documents.</p> <p>3.5. Receive the tarpaulin with project details and Construction Guidelines.</p> <p>3.6. Log and sign on the “Released Application” logbook.</p>	<p>approved plans and other documents to the Applicant.</p> <p>3.4. Give the tarpaulin with project details and Construction Guidelines to the Applicant.</p> <p>3.5. Give the “Released Application” logbook to Applicant.</p>			
<p>B. If with Notice of Compliance:</p> <p>3.1. Get the queuing number for Return Window.</p> <p>3.2. Wait until your number is called then proceed to the Return Window.</p> <p>3.3. Present your Claim Stub together with a valid government issued ID to the Monitoring Officer.</p> <p>3.4. Receive and sign Notice of Compliance (NOC).</p> <p>3.5. Claim the returned application documents and sign the Returned Documents Checklist.</p>	<p>B. If with Notice of Compliance:</p> <p>3.1. Get queuing number and Claim Stub from Applicant.</p> <p>3.2. Ask for a valid government issued ID.</p> <p>3.3. Show and briefly explain to Applicant the deficiencies indicated in the Notice of Compliance then tell Applicant to acknowledge by signing it.</p> <p>3.4. Advice Applicant to refer with his/her design professional regarding all the technical deficiencies enumerated in the Notice of Compliance.</p> <p>3.5. Return all documents to the applicant together with a Checklist of Returned Documents.</p> <p>3.6. Give the “Returned Application” logbook to Applicant.</p>			<p>Monitoring Officer</p>





<p>3.6. Log and sign on the "Returned Application" logbook.</p> <p>Notes:</p> <ul style="list-style-type: none"> • <i>Non-compliant applications will be returned to the applicant.</i> • <i>Applicants must bring the following for Resubmission of Returned applications, :</i> <ul style="list-style-type: none"> ○ <i>Notice of Compliance</i> ○ <i>Returned Documents Checklist</i> ○ <i>Complete application documents including the compliance.</i> 				
TOTAL:			<p>Simple 3 Days</p> <p>Complex 7 Days</p> <p>Highly Technical 20 Days</p>	

NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

NBCDO Memorandum Circular No. 03 Series 2016
Annex "A"

1. BASES OF ASSESSMENT

- a. Character of occupancy or use of building/structure
- b. Cost of construction



c. Floor area

d. Height

2. **Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:**

Table II.G.1. On Fixed Cost of Construction per Sq. Meter

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	₱10,000	₱8,000	₱6,000

3. **Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:**

a. Division A-1

	Area in Sq. Meters	Fee per Sq. Meter
i.	Original complete construction up to 20.00 sq. meters ₱ 2.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction 2.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters 3.40
iv.	Above 50.00 sq. meters to 100.00 sq. meters 4.80
v.	Above 100.00 sq. m to 150 sq. meters 6.00
vi.	Above 150.00 sq. meters 7.20

Sample Computation for Building Fee for a 75.00 sq. meters floor area: Floor area = 75.00 sq. meters

Therefore area bracket is 3.a.iv. Fee = P 4.80/sq. meter

Building Fee = 75.00 x 4.80 = P 360.00

b. Division A-2

	Area in sq. meters	Fee per sq. meter
i.	Original complete construction up to 20.00 sq. meters ₱ 3.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction 3.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters 5.20
	Above 50.00 sq. meters to 100.00 sq. meters
	Above 100.00 sq. meters to 150.00 sq. meters



iv. Above 150.00 sq. meters	8.00
v.	8.00
vi.	8.40

c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

Area in sq. meters	Fee per sq. meter
i. Up to 5,000	P 23.00
ii. Above 5,000 to 6,000	22.00
iii. Above 6,000 to 7,000	20.50
iv. Above 7,000 to 8,000	19.50
v. Above 8,000 to 9,000	18.00
vi. Above 9,000 to 10,000	17.00
vii. Above 10,000 to 15,000	16.00
viii. Above 15,000 to 20,000	15.00
ix. Above 20,000 to 30,000	14.00
x. Above 30,000	12.00

NOTE: Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual products as shown in the following example:

Sample Computation for Building Fee for a building having a floor area of 32,000 sq. meters:

First 5,000 sq. meters @ 23.00	P 115,000.00
Next 1,000 sq. meters @ 22.00	22,000.00
Next 1,000 sq. meters @ 20.50	20,500.00
Next 1,000 sq. meters @ 19.50	19,500.00
Next 1,000 sq. meters @ 18.00	18,000.00
Next 1,000 sq. meters @ 17.00	17,000.00
Next 5,000 sq. meters @ 16.00	80,000.00
Next 5,000 sq. meters @ 15.00	75,000.00
Next 10,000 sq. meters @ 14.00	140,000.00
Last 2,000 sq. meters @ 12.00	24,000.00
Total Building Fee	P 531,000.00

d. Divisions C-2/D-1, 2, 3





Area in sq. meters		Fee per sq. meter	
i.	Up to 5,000	P	12.00
ii.	Above 5,000 to 6,000		11.00
iii.	Above 6,000 to 7,000		10.20
iv.	Above 7,000 to 8,000		9.60
v.	Above 8,000 to 9,000		9.00
vi.	Above 9,000 to 10,000		8.40
vii.	Above 10,000 to 15,000		7.20
viii.	Above 15,000 to 20,000		6.60
ix.	Above 20,000 to 30,000		6.00
x.	Above 30,000		5.00

NOTE: Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.

- e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).

4. ELECTRICAL FEES

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

- a. Total Connected Load (kVA)

		Fee	
i.	5 kVA or less	P	200.00
ii.	Over 5 kVA to 50 kVA		200.00
		+	P 20.00/kVA
iii.	Over 50 kVA to 300 kVA		1,100.00
		+	10.00/kVA
iv.	Over 300 kVA to 1,500 kVA		3,600.00
		+	5.00/kVA
v.	Over 1,500 kVA to 6,000 kVA		9,600.00
		+	2.50/kVA
vi.	Over 6,000 kVA		20,850.00
		+	1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

- b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)





				Fee
i.	5 kVA or less	P	40.00
ii.	Over 5 kVA to 50 kVA		40.00 + P 4.00/kVA
iii.	Over 50 kVA to 300 kVA		220.00 + 2.00/kVA
iv.	Over 300 kVA to 1,500 kVA		720.00 + 1.00/kVA
v.	Over 1,500 kVA to 6,000 kVA		1,920.00 + 0.50/kVA
vi.	Over 6,000 kVA		4,170.00 + 0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i.	Power Supply Pole Location	...	P	30.00/pole
ii.	Guying Attachment	...	P	30.00/attachment

This applies to designs/installations within the premises.

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	P 15.00	P 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.

f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5. MECHANICAL FEES

a. Refrigeration, Air Conditioning and Mechanical Ventilation:



i.	Refrigeration (cold storage), per ton or fraction thereof		
ii.	Ice Plants, per ton or fraction thereof P	40.00
iii.	Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton	60.00
iv.	Every ton or fraction thereof above 100 tons	90.00
v.	Window type air conditioners, per unit	40.00
vi.	Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	60.00
vii.	In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.	40.00

For evaluation purposes:

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):

- 1.10 kW per ton, for compressors up to 5 tons capacity.
- 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
- 0.97 kW per ton, for compressors above 50 tons capacity.

For Ice making (refer to 5.a.ii.):

- 3.50 kW per ton, for compressors up to 50 tons capacity.
- 3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
- 3.00 kW per ton, for compressors above 50 tons capacity.

For Air conditioning (refer to 5.a.iii.):

- 0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
- 0.80 kW per ton, for above 5 up to 50 tons capacity.
- 0.70 kW per ton, for compressors above 50 tons capacity.

b. Escalators and Moving Walks, funiculars and the like:

i.	Escalator and moving walk, per lineal meter or fraction thereof P	10.00
ii.	Escalator and moving walks up to 20.00 lineal meters or fraction thereof	20.00
iii.	Every lineal meter or fraction thereof in excess of 20.00 lineal meters	10.00
iv.	Funicular, per lineal meter or fraction thereof	200.00
	(a) Per lineal meter travel	20.00
v.	Cable car, per lineal meter or fraction thereof	40.00
	(a) Per lineal meter travel	5.00

c. Elevators, per unit:





i.	Motor driven dumbwaiters	P	600.00
ii.	Construction elevators for material		2,000.00
iii.	Passenger elevators		5,000.00
iv.	Freight elevators		5,000.00
v.	Car elevators		5,000.00

d. Boilers, per kW:

i.	Up to 7.5 kW	P	500.00
ii.	Above 7.5 kW to 22 kW		700.00
iii.	Above 22 kW to 37 kW		900.00
iv.	Above 37 kW to 52 kW		1,200.00
v.	Above 52 kW to 67 kW		1,400.00
vi.	Above 67 kW to 74 kW		1,600.00
vii.	Every kW or fraction thereof above 74 kW		5.00

NOTE:

- (a) Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
 (b) Steam from this boiler used to propel any prime-mover is exempted from fees.
 (c) Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.

e. Pressurized water heaters, per unit P 200.00

f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof P 60.00

g. Automatic fire sprinkler system, per sprinkler head P 4.00

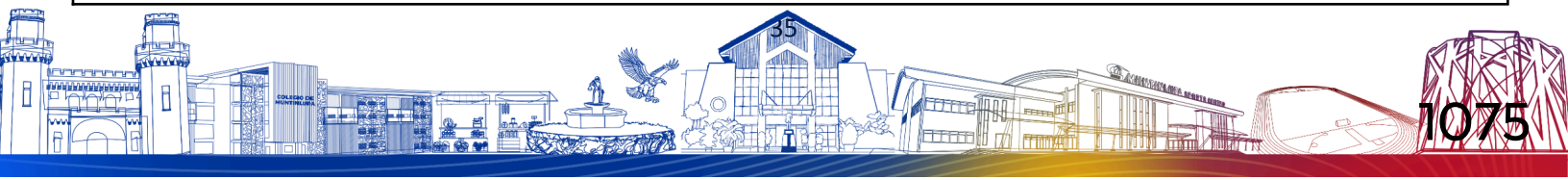
h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear/solar Generating Units & the like, per kW:

i.	Every kW up to 50 kW	P	25.00
ii.	Above 50 kW up to 100 kW		20.00
iii.	Every kW above 100 kW		3.00

i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet P 20.00

j. Gas Meter, per unit P 100.00

k. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher P 4.00





- I. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:

i. Up to 50 kW	P	10.00
ii. Above 50 kW to 100 kW		12.00
iii. Every above 100 kW or fraction thereof		3.00

- m. Pressure Vessels, per cu. meter or fraction thereof P 60.00

- n. Other Machinery /Equipment for commercial /Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof P 60.00

- o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof P 10.00

- p. Weighing Scale Structure, per ton or fraction thereof P 50.00

NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

6. PLUMBING FEES

- a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT". P 24.00

- b. Every fixture in excess of one unit:

i. Each water closet	P	7.00
ii. Each floor drain		3.00
iii. Each sink		3.00
iv. Each lavatory		7.00
v. Each faucet		2.00
vi. Each shower head		2.00

- c. Special Plumbing Fixtures:



i.	Each slop sink	P	7.00
ii.	Each urinal		4.00
iii.	Each bath tub		7.00
iv.	Each grease trap		7.00
v.	Each garage trap		7.00
vi.	Each bidet		4.00
vii.	Each dental cuspidor		4.00
viii.	Each gas-fired water heater		4.00
ix.	Each drinking fountain		2.00
x.	Each bar or soda fountain sink		4.00
xi.	Each laundry sink		4.00
xii.	Each laboratory sink		4.00
xiii.	Each fixed-type sterilizer		2.00

d. Each water meter P 2.00

i.	12 to 25 mm ø	P	8.00
ii.	Above 25 mm ø		10.00

e. Construction of septic tank, applicable in all Groups

i.	Up to 5.00 cu. meters of digestion chamber	P	24.00
ii.	Every cu. meter or fraction thereof in excess of 5.00 cu. meters		7.00

7. ELECTRONICS FEES

- a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications P 2.40 per port
- b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle



location

..... ₱ 1,000.00 per location

- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically-controlled apparatus or devices, whether located indoor or outdoors

..... ₱ 10.00 per unit

- d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected

..... ₱ 2.40 per outlet

- e. Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke

alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically- controlled installations whether a user terminal is connected

..... ₱ 2.40 per termination

- f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities

..... ₱ 1,000.00 per location

- g. Antenna towers/masts or other structures for installation of any electronic and/or



communications transmission/reception ₱ 1,000.00 per structure

h. Electronic or electronically-controlled indoor and outdoor signage and display systems, including TV monitors, multi-media signs, etc. ₱ 50.00 per unit

i. Poles and attachment:

i. Per Pole (to be paid by pole owner) ₱ 20.00

ii. Per attachment (to be paid by any entity who attaches to the pole of others) 20.00

j. Other types or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above ₱ 50.00 per unit

8. ACCESSORIES OF THE BUILDING/STRUCTURE FEES

a. All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a. to 3.d. of this Schedule).

b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (P 0.25) per cu. meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.

c. Bank and Records Vaults with interior volume up to 20.00 cu. meters ₱ 20.00

i. In excess of 20.00 cu. meters ₱ 8.00

d. Swimming Pools, per cu. meter or fraction thereof:





i.	GROUP A Residential Commercial/Industrial	P	3.00
ii.	GROUPS B, E, F, G		36.00
iii.	Social/Recreational/Institutional GROUPS C, D, H, I		24.00
iv.	Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.		
v.	Swimming pool shower rooms/locker rooms, per unit or fraction thereof:		
	(a) Residential GROUP A		6.00
	(b) GROUP B, E, F, G		18.00
	(c) GROUP C, D, H		12.00

e. Construction of firewalls separate from the building:

i.	Per sq. meter or fraction thereof	P	3.00
ii.	Provided, that the minimum fee shall be		48.00

f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:

	Use or Character of occupancy	Self-Supporting	Trilon (Guyed)
i.	Single detached dwelling units.....	P 500.00	P 150.00
ii.	Commercial/Industrial (Groups B, E, F, G) up to 10.00 meters in height.....	2,400.00	240.00
	(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00
iii.	Educational/Recreational//Institutional (Groups C, D, H, I) up to 10.00 meters in height.....		
	(a) Every meter or fraction thereof in excess of 10.00 meters.....	1,800.00	120.00
		120.00	12.00

g. Storage Silos, up to 10.00 meters in height

i.	Every meter or fraction thereof in excess of 10.00	P	150.00
ii.	meters Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e. of this Schedule		

h. Construction of Smokestacks and Chimneys for



Commercial/Industrial Use Groups B, E, F and G:

i.	Smokestacks, up to 10.00 meters in height, measured from the base	P	240.00
	(a) Every meter or fraction thereof in excess of 10.00 meters		12.00
ii.	Chimney up to 10.00 meters in height, measured from the base		48.00
	(a) Every meter or fraction thereof in excess of 10.00 meters		2.00
i.	Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas	P	48.00
j.	Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume	P	12.00
k.	Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu. meters	P	12.00
i.	Every cu. m or fraction thereof in excess of 2.00 cu. meters	P	12.00
ii.	For all other than Groups A and B up to 10.00 cu. meters		480.00
	(a) Every cu. meter or fraction thereof in excess of 10.00 cu. meters		24.00
l.	Construction of Water and Waste Water Treatment Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume	P	7.00
m.	Construction of reinforced concrete or steel tanks for Commercial/Industrial Use:			
i.	Above ground, up to 10.00 cu. meters	P	480.00
	Every cu. m or fraction thereof in excess of 10.00 cu. meters		24.00
ii.	Underground, up to 20.00 cu. meters		540.00
	Every cu. meter or fraction thereof in excess of 20.00 cu. meters		24.00



n. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:

- | | | |
|---|---------|------|
| i. Underground, per cu. meter or fraction thereof of excavation | P | 3.00 |
| ii. Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank | | 3.00 |
| iii. Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k. above. | | |

o. Booths, Kiosks, Platforms, Stages and the like, per sq. meter or fraction thereof of floor area:

- | | | |
|--|---------|-------|
| i. Construction of permanent type | P | 10.00 |
| ii. Construction of temporary type | | 5.00 |
| iii. Inspection of knock-down temporary type, per unit | | 24.00 |

p. Construction of buildings and other accessory structures within cemeteries and memorial parks:

- | | | |
|--|---------|-------|
| i. Tombs, per sq. meter of covered ground areas | P | 5.00 |
| ii. Semi-enclosed mausoleums whether canopied or not, per sq. meter of built-up area | | 5.00 |
| iii. Totally enclosed mausoleums, per sq. meter of floor area | | 12.00 |
| iv. Multi-level interment inches per sq. meter, per level | | 5.00 |
| v. Columbarium, per sq. meter | | 18.00 |

9. Accessory Fees

a. Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters

..... P 24.00

- i. Every meter or fraction thereof in excess of 10.00 meters

..... P 2.40

b. Ground Preparation and Excavation Fee





- i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements.

(a) Inspection and Verification Fee	P	200.00
(b) Per cu. meters of excavation		3.00
(c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit		50.00
(d) Per cu. meter of excavation for foundation with basement		4.00
(e) Excavation other than foundation or basement, per cu. meter.		3.00
(f) Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment		250.00

c. Fencing Fees:

i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof	P	3.00
ii. In excess of 1.80 meters in height, per lineal meter or fraction thereof		4.00
iii. Made of indigenous materials, barbed, chicken or hog wires, per linear meter		2.40

d. Construction of Pavements, up to 20.00 sq. meters	P	24.00
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e. In excess of 20 sq. meters or fraction thereof of paved areas intended for commercial /industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like	P	3.00
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f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month	P	240.00
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i. Every sq. meter or fraction thereof in excess of 20.00 sq. meters	P	12.00
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g. Erection of Scaffoldings Occupying Public Areas, per calendar month.

- i. Up to 10.00 meters in length P 150.00
- ii. Every lineal meter or fraction thereof in excess of 10.00 meters 12.00

h. Sign Fees:

- i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area P 120.00
 - (a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters 24.00
- ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	P 36.00	P 52.00
Illuminated	24.00	36.00
Others	15.00	24.00
Painted-on	9.60	18.00

iii. Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Type of Sign Display	Business Signs	Advertising Signs
Neon	P36.00, min. fee shall be P124.00	P46.00, min. fee shall be P200.00
Illuminated	P18.00, min. fee shall be P72.00	P38.00, min. fee shall be P150.00
Others	P12.00, min. fee shall be P40.00	P20.00, min. fee shall be P110.00
Painted-on	- P8.00, min. fee shall be P30.00	P12.00, min. fee shall be P100.00

i. Repairs Fees:



- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups P 5.00
- ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups 5.00
- iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (P5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor)

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
- ii. The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.

k. Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:

- i. Buildings in all Groups per sq. meter floor area P 3.00
- ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences 4.00
- iii. Structures of up to 10.00 meters in height 800.00
 - (a) Every meter or portion thereof in excess of 10.00 meters
- iv. Appendage of up to 3.00 cu. meter/unit 50.00
 - (a) Every cu. meter or portion thereof in excess of 3.00 cu. meters 50.00
- v. Moving Fee, per sq. meter of area of building/structure to be moved 3.00

REMINDERS FOR BUILDING PERMIT APPLICATION

- ★ **Tax Declaration, Real Property Tax Clearance, DDRM Certification and Locational Clearance** are generated in the One-Stop Shop for Construction Permit (OSCP) if unavailable upon submission.

Valid Identification Card (ID)

- ★ ID must be clear, readable and preferably colored.
- ★ ID must show front & back side with original signature on ID card.
- ★ ID owner must affix three (3) specimen wet signatures with blue pen, postal address & contact number.





FSEC Application Requirements

- ★ OBO Endorsement Letter to BFP
- ★ Proposed Construction Design Plans (3 original)
- ★ *Notarized* estimated cost of construction / Bill of Materials (BOM) (1 original)
- ★ Project Technical Specifications (1 original)

Application Forms / Permit Forms

- ★ Strictly no erasures.
- ★ Only the application owner shall sign on the application forms.
- ★ Forms shall be duly accomplished. Fill-up all required data in legible handwriting or typewritten, wet signed by respective signatories, and readable dry seal of professional.
- ★ Notarize the Unified Application Form for Building Permit, Fencing Permit and Demolition Permit Form.

Construction Design Plans

- ★ Always check if your property is near a fault line or fissure as a prerequisite to building design. You may check online at <http://faultfinder.phivolcs.dost.gov.ph/>. Phivolcs recommends avoiding construction within 5 meters on each side of a fault trace, for a total width of 10 meters or "10-meter wide no-build zone" in the vicinity of a fault.
- ★ Construction Design Plans shall be approved for construction by HOA, Building Owner/Administrator, Developer, etc.
- ★ Construction Design Plans shall comply with National Building Code of the Philippines (P.D. 1096) IRR and its referral codes, including the use of Standard Form and Model Title Block for Building Plans/Construction Drawings.
- ★ All pages of Construction Design Plans floor layout shall be drawn scaled 1:100 and printed on a uniform paper size:
 - Recommended construction plan size is 20"x30".
 - For small interior renovation, cell site and equipment installation, A3 size will be accepted, given the scale is 1:100.
 - For large projects, plan size may be larger than 20"x30".
- ★ All pages of Construction Design Plans shall have the same Project Title and exact Project Location and shall be wet signed by owner/applicant over his/her Complete Name and Designation.
- ★ Construction Design Plans shall have clear readable dry seal and wet signed by respective design professionals.

Estimated Cost of Construction / Bill of Materials (BOM) / Bill of Quantities (BOQ) / Project Technical Specifications / Affidavit of Demolition/Excavation Works and Procedure

- ★ This shall be as declared and signed by the owner/applicant.
- ★ This shall be signed by the design professional.

Electrical Design Analysis

- ★ This can be included in the Electrical Plan or printed on a bond paper.





Issued Certificate of Occupancy (for Renovation / Addition / Alteration)

- ★ For application within the same lot with existing building/structure, OBO may require submission of issued Certificate of Occupancy and approved plans of all existing building(s) within the subject lot.

Photograph of existing structure (for Renovation / Addition / Alteration / Demolition)

- ★ Photographs shall be colored 3R size compiled or printed in a bond paper. Indicate Applicant Name and exact Project Location
- ★ Properly label each photo (front, left side, right side, rear, etc.) and Date & Time each photo was taken.
- ★ Photographs of existing building/structure shall be submitted for construction activity including but is not limited to the following:
 - Cellular antenna installation
 - Demolition

Engineer's Certification (for Renovation / Addition / Alteration)

- ★ This shall be submitted if there is a planned renovation, addition or alteration on building/structure more than 15 years old, or as required.
- ★ Supporting documents includes but is not limited to the following:
 - Comprehensive Technical Calculation.
 - Third-party Investigation & Testing Report.

Fencing Permit

- ★ Fencing Permit application shall have a maximum fence height of 1.80 meters only. If the fence is more than 1.80 meters, a Building Permit application is required.

Sign Permit

- ★ For billboards, requirements for Building Permit Application (New Construction) shall apply.





Issuance of Certificate of Occupancy / Use

Frontline Services





2. ISSUANCE OF CERTIFICATE OF OCCUPANCY / USE / OPERATION

Certificate of Occupancy or Certificate of Use, shall be secured upon completion, prior to the occupancy and/or use of any building/structure or any portion thereof including equipment installations within the building/structure. The Office of the Building Official shall conduct final inspection to check if the building, structure or installation is completed and is compliant with all the provisions of the National Building Code of the Philippines (PD 1096), its Implementing Rules and Regulations (IRR) and its Referral Codes. The Certificate of Occupancy / Use will be issued to certify that the building/structure was completed and can be occupied/used in accordance with the approved use.

Certificate of Operation or Permit to Operate (PTO), shall be secured upon completion of equipment installation, prior to the use of any equipment by the building/structure. The Office of the Building Official shall conduct final inspection to check if the installation is completed and is compliant with all the provisions of the National Building Code of the Philippines (PD 1096), its Implementing Rules and Regulations (IRR) and its Referral Codes. Certificate of Operation shall be renewed annually to ensure that regular maintenance and testing is done on the equipment. This will also serve a requirement for the issuance of Certificate of Annual Inspection.

Consistent with the categorization of transactions in RA 11032, construction-related applications for Certificates of Occupancy are classified into Simple, Complex and Highly Technical.

Simple Applications

1. Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/occupancy under Group J Section 701 Division of the NBCP:
 - i. Private garage not more than ninety (90) square meters;
 - ii. Carport;
 - iii. Sheds not less than six (6) square meters;
 - iv. Agricultural buildings;





- v. Fences over 1.80 meters in height; and,
 - vi. Tanks and towers.
2. Repairs which do not involve any alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit);
 3. Demolition of a single residential structure not more than three hundred (300) square meters and three storeys in height;
 4. Signages for advertising and business signs; and,
 5. Stand-alone permit applications for Building Service Equipment and other support facilities including:
 - i. Mechanical;
 - ii. Sanitary;
 - iii. Electrical;
 - iv. Electronics; and,
 - v. Accelerographs.

Complex Applications

The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Complex Type of Project Activity/Structures/Occupancy:

1. Interior Renovations covered by an appropriate Building Permit;
2. Conversion of existing building occupancy classification;
3. Multiple unit residential houses (such as row houses, townhouses, and the like);
4. Single detached residential house not more than 7 storeys;
5. Commercial buildings not more than 9 storeys;
6. Warehouses not more than 9 storeys;
7. Market buildings not more than 9 storeys;
8. Demolition (any type of occupancy/ use with area of more than three hundred (300) square meters);
9. Billboard structures; and,
10. All other types of Occupancy not more than 9 storeys.

Highly-Technical Applications

The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Highly Technical Type of Project Activity/Structures/Occupancy:

1. Commercial buildings exceeding 9 storeys;
2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP: i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP; ii. Public and private





hospitals (Division D-2 of the NBCP); iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;

4. Those belonging to Group H and I of the NBCP: i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc. ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and iii. Those buildings/ structures whose use has a very advanced structural calculation method in design, as classified in the Structural Reference Standards.
5. All other types of occupancy of more than 9 storeys.
6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC).
7. Special Structures such as but not limited to Aerodome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings.

All other transactions not expressly falling under either 'Complex' or 'Highly Technical' shall, for the purpose of these Guidelines, be considered as 'Simple' consistent with the mandate of RA No. 11032.

Office or Division:	Office of the Building Official – One-Stop Shop for Construction Permit (OBO-OSCP)
Classification:	Highly Technical
Types of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	Any person, corporation, government agency who wants to occupy and/or use any building/structure or any portion thereof, and of building/structure installations shall apply for Certificate of Occupancy or Certificate of Use.

CHECKLIST OF REQUIREMENTS FOR CERTIFICATE OF OCCUPANCY / USE	WHERE TO SECURE
1. Unified Application Form for Certificate of Occupancy/Use. (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) /



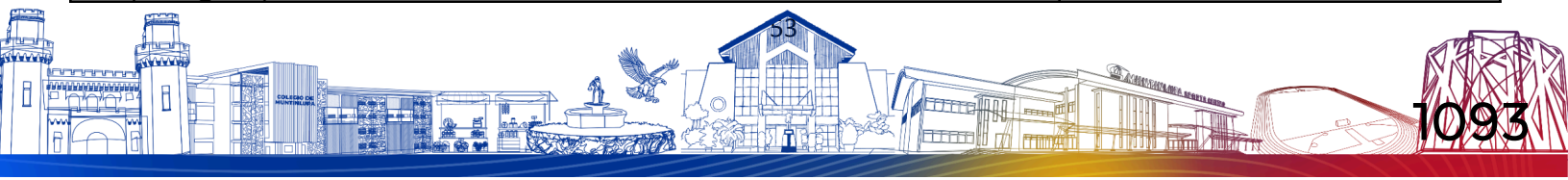


	Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
2. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) <ul style="list-style-type: none"> ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
3. Valid Identification Card (ID) of all signatories on documents: (3 photocopy) <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	Applicant
4. Certificate of Completion from BPLO (1 original copy, 1 photocopy)	Business Permit and Licensing Office (BPLO)
5. Fire Safety Inspection Certificate (FSIC) (1 original)	Bureau of Fire Protection (BFP) Muntinlupa
6. Notarized Certificate of Completion form (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
7. Construction logbook with records of daily construction activities, manpower organization, weather and equipment use.	Applicant
8. Photographs of project showing substantial completion (2 colored copy)	Applicant
9. As-Built Construction Plans representing the actual completed project and reflecting all changes/alterations made from approved plans. (3 original) <ul style="list-style-type: none"> ■ Cover Page (usually included in Architectural plans) 	Applicant





<ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators <ul style="list-style-type: none"> ■ Geodetic Plan / Lot Survey Plan and Topographic Map <ul style="list-style-type: none"> ● Technical Description ● Vicinity Map with a radius of 0.5 km. for Residential Building and 2 km. for Commercial / Industrial Building. ● Reflect significant landmarks on the Vicinity Map. ■ Architectural Plan including the following: <ul style="list-style-type: none"> ● Standard Form for Building Plan (Cover Page) ● Architectural Accessibility Features (B.P. 344) ● Parking Layout ■ Civil / Structural Plan ■ Electrical Plan <i>with Electrical Design Analysis</i> ■ Sanitary / Plumbing Plan ■ Mechanical Plan <i>(if Residential R1, Commercial, or as required)</i> ■ Electronics Plan <i>(if Commercial, or as required)</i> ■ Fire Protection Plan <i>(if applicable)</i> ■ Signage Plan <i>(if applicable)</i> ■ Fencing Plan <i>(if applicable)</i> 	
10. Issued Building Certificate, Unified Building Permit Application Form, Ancillary Permits, Accessory Permits <i>(1 photocopy)</i>	Applicant
11. Approved Building Permit Construction Plans <i>(1 original)</i>	Applicant
12. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
1. Homeowners Clearance for Completion/Occupancy <i>(1 original, 1 photocopy)</i>	Applicant
2. Joint Certification for Issuance of Certificate of Occupancy/Use <i>(2 original)</i>	Applicant
3. Issued Locational Clearance <i>(1 photocopy)</i>	Applicant
4. Notarized Affidavit of Undertaking <i>(2 original)</i>	Applicant
5. Certificate of Final Electrical Inspection/Completion Form <i>(if applying for permanent electricity)</i> <i>(3 original)</i>	Office of the Building Official - One-Stop Shop for





	Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
6. Yellow Card (for permanent electricity application of residential building, commercial building/structure, or as required) (1 original)	Meralco

CHECKLIST OF REQUIREMENTS FOR CERTIFICATE OF OPERATION / PERMIT TO OPERATE (PTO)	WHERE TO SECURE
1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original) <ul style="list-style-type: none"> ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	Applicant
2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy) <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	Applicant
3. Notarized Certificate of Completion Form (signed by Professional Mechanical Engineer) (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
4. Certification of Good Running Condition with supporting documents (2 original)	Applicant





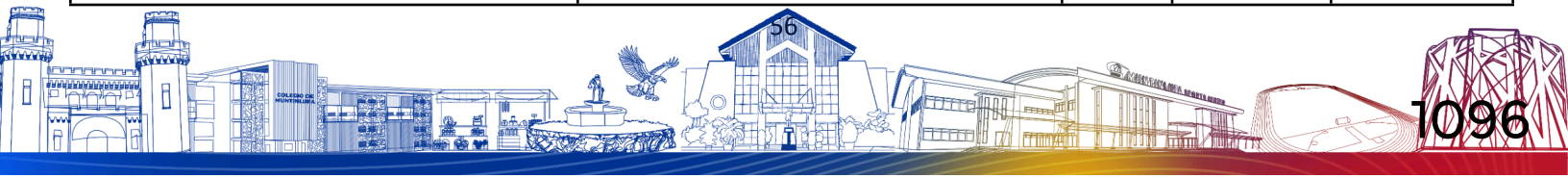
5. Latest Maintenance Report / Latest Test Report (1 original copy, 1 photocopy)	Applicant
a. Equipment Emission Testing (for Boilers 50 Hp & above, Generator Set 300kW & above operating at least 200 hours annually, etc.) (1 original, 1 photocopy)	
b. Hydrostatic Pressure Testing (for Boilers, etc.) (1 original, 1 photocopy)	
c. Non-Destructive Testing (for Boilers, Cranes, Electrical Chain Hoists, etc.) (1 original, 1 photocopy)	
d. Load Test Report (for Escalators, Elevators, Cranes, Electrical Chain Hoists, etc.) (1 original, 1 photocopy)	
e. Leak Test Report (for Pressure Vessels, Gases/LPG, Power Piping) (1 original, 1 photocopy)	
6. Issued Mechanical Permit (1 photocopy)	Applicant
7. Approved Mechanical Plans (Original copy)	Applicant
8. As-Built Construction Plans representing the actual completed project and reflecting all changes/alterations made from approved plans. (3 original)	
<ul style="list-style-type: none"> ■ Cover Page <ul style="list-style-type: none"> ● Perspective ● Site Development Plan (Scale 1:20) ● Location Plan / Vicinity Map ● Table of Contents ● Designated Space for Signatures of Building Official and OBO Plan Evaluators ● Mechanical Plan 	
9. Submit the following with your application to consolidate application documents: <ul style="list-style-type: none"> ■ Long white folder (2 pieces) ■ Long colorless expanding plastic envelope (1 piece) 	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
1. Permit to Operate (for Internal Combustion Engines, Generator Set, Boilers, etc.) (1 original, 1 photocopy)	Department of Environment and Natural Resources (DENR)





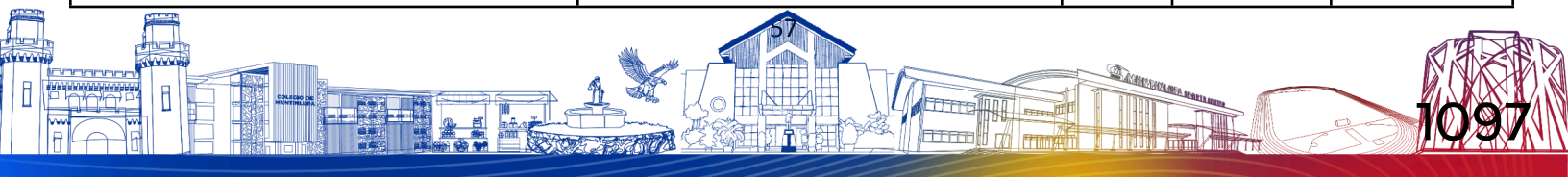
2. Certification for Construction Heavy Equipment Testing (for Tower Crane, etc.) (1 original, 1 photocopy)	Department of Labor and Employment - Bureau of Working Conditions (DOLE-BWC)
3. Certificate of Thorough Examination and Test of Suspended Working Platform (for Gondola, etc.) (1 original, 1 photocopy)	DOLE Accredited Third Party
4. Certificate of Inspection from SOPI (for Mechanical Rides on Amusement Centers & Attractions, etc.) (1 original, 1 photocopy)	Safety Organization of the Philippines Inc. (SOPI)
5. Fire Safety Inspection Certificate (FSIC) (for Boilers, or as required) (1 original)	Bureau of Fire Protection (BFP) Muntinlupa
6. Photographs of completed project (2 colored copy)	Applicant
7. Certificate of Occupancy/Use of project location (if outside mall or high rise building, or as required) (1 Certified True Copy)	Applicant
8. Notarized Affidavit of Undertaking (2 original)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Step 1)</p> <p>1.1. Get a queuing number for Receiving Window.</p> <p>1.2. Wait until your number is called then proceed to Receiving Window of the One-Stop Shop for Construction Permit (OSCP) and submit complete documentary requirements.</p> <p>A. If application is complete:</p> <p>1.3. Get your Claim Stub from the Receiving Officer.</p>	<p><u>RECEIVING</u></p> <p>1.1. Get the queuing number and application from Applicant.</p> <p>1.2. Check with the Documentary Requirements checklist for completeness.</p> <p>A. If application is complete:</p> <p>1.3. Place a check on the "Complete Documents" box under the "Remarks" section of the checklist. Write the Receiving Officer's name, date and time received.</p>	None	30 Minutes	Receiving Officer





<p>1.4. Log and sign on the “Received Application” logbook.</p> <p>Reminder:</p> <ul style="list-style-type: none"> • <i>Applicants must first receive an SMS / text message or E-mail of assessment before visiting OSCP.</i> • <i>If no SMS / text message or E-mail is received on prescribed Return Date (or later), Applicants may contact OBO to check the status of their application.</i> • <i>Applicants are advised to visit the office to:</i> <ol style="list-style-type: none"> <i>Pay the amount stated on the received copy of Order of Payment.</i> <i>Claim the Notice of Compliance and non-compliant application/documents.</i> <p>B. If application is incomplete:</p> <p>1.3. Receive the Documentary Checklist used for checking your application.</p> <p>1.4. Sign on the “Remarks” section of the checklist acknowledge that you understand the deficiency of your application.</p> <p>1.5. Get your documents from the Receiving Officer.</p>	<p>1.4. Give the “Received Application” logbook to Applicant.</p> <p>1.5. Duly accomplish the Claim Stub.</p> <p>1.6. Give the duly accomplished Claim Stub to the Applicant.</p> <p>1.7. Endorse received application to the Monitoring Officer for “Backroom Operation”.</p> <p>B. If application is incomplete:</p> <p>1.3. Place a check on the box of documents submitted by the Applicant and highlight the box next to the lacking requirement on the Documentary Requirements Checklist.</p> <p>1.4. Place a check on the “Incomplete Documents” box under the “Remarks” section and ask the Applicant to sign. Write the Receiving Officer’s name, date and time returned.</p> <p>1.5. Return the Documentary Requirements checklist used for checking together with all documents to Applicant.</p>			
	<p><u>BACKROOM OPERATION</u></p> <p>Encoding, Site Inspection, As-Built Plan Evaluation, Billing,</p>		<p>For Simple 2 Days, 4 Hours</p>	<p>Encoder, Inspectors, Inspection and Enforcement</p>





	Approval for Payment, Monitoring, Communication with Applicant.		For Complex 6 Days, 4 Hours For Highly Technical 19 Days, 4 Hours	Head, Plan Evaluators, Processing Head, Billing Officer, Building Official, Monitoring Officer
(Step 2) 2.1. Get a queuing number for the Payment Window. 2.2. Wait until your number is called then proceed to the Payment Window of the OSCP. 2.3. Present your queuing number, Claim Stub and a valid government issued ID to the Cashier. 2.4. Receive the Order of Payment from the Payment Window and check the fees to be paid. 2.5. Pay at the Payment Window assigned Cashier. 2.6. Log and sign on the "Paid Application" logbook.	<u>PAYMENT</u> 2.1. Get queuing number and Claim Stub from Applicant. 2.2. Ask for a valid government issued ID. 2.3. Give the Order of Payment to the Applicant. 2.4. Receive payment from Applicant. 2.5. Issue Official Receipt to Applicant. 2.6. Give the "Paid Application" logbook to the Applicant.	Refer to latest schedule of fees from the National Building Code of the Phils., Fire Code, City Ordinance	30 Minutes	Cashier
	<u>BACKROOM OPERATION</u> Numbering and Printing of Certificate, Approval Signature of Building Official, Scanning & Archiving		2 Hours, 30 Minutes	Numbering Officer, Building Official, Records Officer
(Step 3) A. For certificate issuance and release of application:	<u>RELEASING</u> A. For certificate issuance and release of application:			



<p>3.1. Get the queuing number for Releasing Window.</p> <p>3.2. Wait until your number is called then proceed to the Releasing Window.</p> <p>3.3. Present your Claim Stub together with a valid government issued ID to the Releasing Officer.</p> <p>3.4. Receive the issued Certificate of Occupancy/Use, approved as-built plans and other documents.</p> <p>3.5. Receive the Occupancy / Use Construction Guidelines to the Applicant.</p> <p>3.6. Log and sign on the "Released Application" logbook.</p> <p>B. If with Notice of Compliance:</p> <p>3.1. Get the queuing number for Return Window.</p> <p>3.2. Wait until your number is called then proceed to the Return Window.</p> <p>3.3. Present your Claim Stub together with a valid government issued ID to the Monitoring Officer.</p> <p>3.4. Receive and sign Notice of Compliance (NOC).</p>	<p>3.1. Get queuing number and Claim Stub from Applicant.</p> <p>3.2. Ask for a valid government issued ID.</p> <p>3.3. Release the issued Certificate of Occupancy/Use approved plans and other documents to the Applicant.</p> <p>3.4. Give the Certificate of Occupancy / Use Guidelines to the Applicant.</p> <p>3.5. Give the "Released Application" logbook to Applicant.</p> <p>B. If with Notice of Compliance:</p> <p>3.1. Get queuing number and Claim Stub from Applicant.</p> <p>3.2. Ask for a valid government issued ID.</p> <p>3.3. Show and briefly explain to Applicant the deficiencies indicated in the Notice of Compliance then tell Applicant to acknowledge by signing it.</p> <p>3.4. Advice Applicant to refer with his/her design professional regarding all the technical deficiencies enumerated in the Notice of Compliance.</p>	None	30 Minutes	<p>Releasing Officer</p> <p>Monitoring Officer</p>
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<p>3.5. Claim the returned application documents and sign the Returned Documents Checklist.</p> <p>3.6. Log and sign on the “Returned Application” logbook.</p> <p>Notes:</p> <ul style="list-style-type: none"> • <i>Non-compliant applications will be returned to the applicant.</i> • <i>Applicants must bring the following for Resubmission of Returned applications, :</i> <ul style="list-style-type: none"> ○ <i>Notice of Compliance</i> ○ <i>Returned Documents Checklist</i> ○ <i>Complete application documents including the compliance.</i> 	<p>3.5. Return all documents to the applicant together with a Checklist of Returned Documents.</p> <p>3.6. Give the “Returned Application” logbook to Applicant.</p>			
<p style="text-align: right;">TOTAL:</p>			<p>Simple 3 Days</p> <p>Complex 7 Days</p> <p>Highly Technical 20 Days</p>	

NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

NBCDO Memorandum Circular No. 03 Series 2016
Annex “A”



10. Certificates of Use or Occupancy (Table II.G.1. for fixed costing)

a. Division A-1 and A-2 Buildings:

i. Costing up to P150,000.00	P	100.00
ii. Costing more than P150,000.00 up to P400,000.00		200.00
iii. Costing more than P400,000.00 up to P850,000.00		400.00
iv. Costing more than P850,000.00 up to		800.00
v. P1,200,000.00 Every million or portion thereof in excess of P1,200,000.00		800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i. Costing up to P150,000.00	P	200.00
ii. Costing more than P150,000.00 up to P400,000.00		400.00
iii. Costing more than P400,000.00 up to P850,000.00		800.00
iv. Costing more than P850,000.00 up to		1,000.00
v. P1,200,000.00 Every million or portion thereof in excess of P1,200,000.00		1,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i. Costing up to P150,000.00	P	150.00
ii. Costing more than P150,000.00 up to P400,000.00		250.00
iii. Costing more than P400,000.00 up to P850,000.00		600.00
iv. Costing more than P850,000.00 up to		900.00
v. P1,200,000.00 Every million or portion thereof in excess of P1,200,000.00		900.00

d. Division J-I Buildings/structures:

i. With floor area up to 20.00 sq. meters	P	50.00
ii. With floor area above 20.00 sq. meters up to 500.00 sq. meters		240.00
iii. With floor area above 500.00 sq. meters up to 1,000.00 sq. meters		360.00
iv. With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters		480.00
v. With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters		1,200.00
vi. With floor area above 10,000.00 sq. meters		2,400.00

e. Division J-2 Structures:



- i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.
- ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above.
- iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:
 - (a) First 10.00 meters of height from the ground P 800.00
 - (b) Every meter or fraction thereof in excess of 10.00 meters 50.00
- f. Change in Use/Occupancy, per sq. meter or fraction thereof of area affected P 5.00

Table II.G.1. On Fixed Cost of Construction per Sq. Meter

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	P10,000	P8,000	P6,000

11. Annual Inspection Fees

f. Annual Mechanical Inspection Fees: (Certificate of Operation of Machineries)



i.	Refrigeration and Ice Plant, per ton:		
	(a) Up to 100 tons capacity P	25.00
	(b) Above 100 tons up to 150 tons	20.00
	(c) Above 150 tons up to 300 tons	15.00
	(d) Above 300 tons up to 500 tons	10.00
	(e) Every ton or fraction thereof above 500 tons	5.00
ii.	Air Conditioning Systems: Window type air conditioners, per unit	40.00
iii.	Packaged or centralized air conditioning systems:		
	(a) First 100 tons, per ton	25.00
	(b) Above 100 tons up to 150 tons	20.00
	(c) Above 150 tons up to 300 tons	15.00
	(d) Above 300 tons up to 500 tons	10.00
	(e) Every ton or fraction thereof above 500 tons	5.00
iv.	Mechanical Ventilation, per unit, per kW:		
	(a) Up to 1 kW	10.00
	(b) Above 1 kW to 7.5 kW	50.00
	(c) Every kW above 7.5 kW	20.00
v.	Escalators and Moving Walks; Funiculars and the like:		
	(a) Escalator and Moving Walks, per unit	120.00
	(b) Funiculars, per kW or fraction thereof	50.00
	(c) Per lineal meter or fraction thereof of travel	10.00
	(d) Cable Car, per kW or fraction thereof	25.00
	(e) Per lineal meter of travel	2.00
vi.	Elevators, per unit:		
	(a) Passenger elevators	500.00
	(b) Freight elevators	400.00
	(c) Motor driven dumbwaiters	50.00
	(d) Construction elevators for materials	400.00
	(e) Car elevators	500.00
	(f) Every landing above first five (5) landings for all the above elevators	50.00
vii.	Boilers, per unit:		
	(a) Up to 7.5 kW	400.00
	(b) 7.5 kW up to 22 kW	550.00
	(c) 22 kW up to 37 kW	600.00
	(d) 37 kW up to 52 kW	650.00
	(e) 52 kW up to 67 kW	800.00
	(f) 67 kW up to 74 kW	900.00
	(g) Every kW or fraction thereof above 74	4.00
viii.	kW Pressurized Water Heaters, per unit	120.00
ix.	Automatic Fire Extinguishers, per sprinkler head	2.00
x.	Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW:		
	(a) Up to 5 kW	55.00
	(b) Above 5 kW to 10 kW	90.00
	(c) Every kW or fraction thereof above 10 kW	2.00



xi.	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
	(a) Per kW, up to 50 kW P	15.00
	(b) Above 50 kW up to 100 kW	10.00
	(c) Every kW or fraction thereof above 100 kW	2.40
xii.	Compressed air, vacuum, commercial/institutional /industrial gases, per outlet	10.00
xiii.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher	2.00
xiv.	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,		
	(a) Per unit, up to 10 kW	100.00
	(b) Every kW above 10 kW	3.00
xv.	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:		
	(a) Up to ½ kW	8.00
	(b) Above ½ kW up to 1 kW	23.00
	(c) Above 1 kW up to 3 kW	39.00
	(d) Above 3 kW up to 5 kW	55.00
	(e) Above 5 kW up to 10 kW	80.00
	(f) Every kW above 10 kW or fraction thereof	4.00
xvi.	Pressure Vessels, per cu. Meter or fraction thereof	40.00
xvii.	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	2.40
xviii.	Weighing Scale Structure, per ton or fraction thereof	30.00
xix.	Testing/Calibration of pressure gauge, per unit	24.00
	(a) Each Gas Meter, tested, proved and sealed, per gas meter	30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferries wheel, and the like, per unit	30.00

REMINDERS FOR CERTIFICATE OF OCCUPANCY / CERTIFICATE OF USE APPLICATION

Permit Form

- ★ Strictly no erasures.
- ★ Only the application owner shall sign on the application forms.
- ★ Forms shall be duly accomplished. Fill-up all required data in legible handwriting or typewritten, wet signed by respective signatories, with readable dry seal of professional(s).

Valid Identification Card (ID)

- ★ ID must be clear, readable and preferably colored.
- ★ ID must show front & back side with original signature on ID card.





- ★ ID owner must affix three (3) specimen wet signatures with blue pen, postal address & contact number.

FSIC Application Requirements

- ★ OBO Endorsement Letter to BFP
- ★ *Notarized* Certificate of Completion signed by all involved professionals
- ★ Building Certificate and Unified Building Permit Form (2 Certified True Copy)
- ★ Actual photograph of completed project (1 colored copy)

Application Forms

- ★ Strictly no erasures.
- ★ Only the application owner shall sign on the application forms.
- ★ Forms shall be duly accomplished. Fill-up all required data in legible handwriting or typewritten, wet signed by respective signatories, with readable dry seal of professional.

Photographs of Completed Structure

- ★ Photographs shall be colored 3R size compiled or printed in a bond paper. Show the following:
 - Front, sides, rear and interior of building/structure.
 - 3-chamber concrete septic tank and grease trap of kitchen.
 - Electrical panel board with circuit labels.
 - Completed Service Entrance (S.E.) and meter base installation for Meralco CEI application.
- ★ Indicate Applicant Name, exact Project Location..
- ★ Properly label each photo (front, left side, right side, rear, etc.) and Date & Time each photo was taken.

As-Built Plans

- ★ Construction Plans shall follow the Standard Form and Model Title Block for Building Plans/Construction Drawings.
- ★ All pages of Construction Design Plans floor layout shall be drawn scaled 1:100 and printed on a uniform paper size:
 - Recommended construction plan size is 20"x30".
 - For small interior renovation, cell site and equipment installation, A3 size will be accepted, given the scale is 1:100.
 - For large projects, plan size may be larger than 20"x30".
- ★ All pages of As-Built Plans shall have the same Project Title and exact Project Location and shall be wet signed by owner/applicant over his/her Complete Name and Designation.
- ★ As-Built Plans shall have clear readable dry seal and wet signed by respective design professionals.
- ★ As-Built Plans Project Title must be the same as in the approved proposed plan
- ★ All plans shall be labeled AS-BUILT as of date (month & year) and with updated Table of Contents.
- ★ As-Built Plans shall be approved by HOA, Building Owner/Administrator, Developer, etc.

Issued Permits / Certificates

- ★ Submit clear photocopy of front and back side of issued permits.





Certificate of Operation

- ★ Certificate of Operation or Permit to Operate shall be renewed annually.
- ★ Renewal will have same requirements as with new application except for the following:
 - Submit issued Certificate of Operation (previous year).
 - No need to submit Certificate of Completion, Mechanical Permit and Plans.

Certification of Good Running Condition

- ★ Shall be signed and sealed by a Professional Mechanical Engineer (PME)
- ★ Supporting documents includes but is not limited to the following:
 - Comprehensive Technical Calculation.
 - Third-party Investigation & Testing Report.





Issuance of Certificate of Electrical Inspection

Frontline Services





4. ISSUANCE OF CERTIFICATE OF ELECTRICAL INSPECTION (CEI)

Certificate of Electrical Inspection (CEI) is secured from the Office of the Building Official prior to electrical service connection, reconnection, relocation, remodeling of existing electrical installation, net metering. It may be for energization of temporary electrical connection for construction and testing of equipment or for energization of a permanent electrical connection of a building/structure.

The Office of the Building Official shall conduct final inspection before issuance of Certificate of Final Electrical Inspection/Completion or Temporary Service Connection to check if the electrical installation is complete and is compliant with all the provisions of the Philippine Electrical Code (PEC) and National Building Code of the Philippines (PD 1096).

Office or Division:	Office of the Building Official – One-Stop Shop for Construction Permit (OBO-OSCP)
Classification:	Highly Technical
Types of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	Any person, corporation, government agency who wants to get a certificate of electrical inspection (CEI) for a completed electrical installation whether new electrical connection, reconnection, relocation, remodeling of existing electrical installation, net metering or for energization of temporary construction facility.

CHECKLIST OF REQUIREMENTS FOR CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)	WHERE TO SECURE
<p>1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original)</p> <ul style="list-style-type: none">■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official.■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation).	Applicant





2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy)	Applicant
<ul style="list-style-type: none"> Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	
3. Certificate of Occupancy/Use of project location (1 Certified True Copy)	Applicant
4. Certificate of Final Electrical Inspection/Completion Form (3 original)	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
5. Yellow Card (for residential building, commercial building, or as required) (1 original, 1 photocopy)	Meralco
6. Photographs of completed project (2 colored copies)	Applicant
7. As-Built Construction Plans representing the actual completed project and reflecting all changes/alterations made from approved plans. (3 original)	Applicant
<ul style="list-style-type: none"> Cover Page <ul style="list-style-type: none"> Perspective Site Development Plan (Scale 1:20) Location Plan / Vicinity Map Table of Contents Designated Space for Signatures of Building Official and OBO Plan Evaluators Electrical Plan 	
8. Issued Electrical Permit (1 photocopy)	Applicant
9. Approved Electrical Plans (1 original)	Applicant





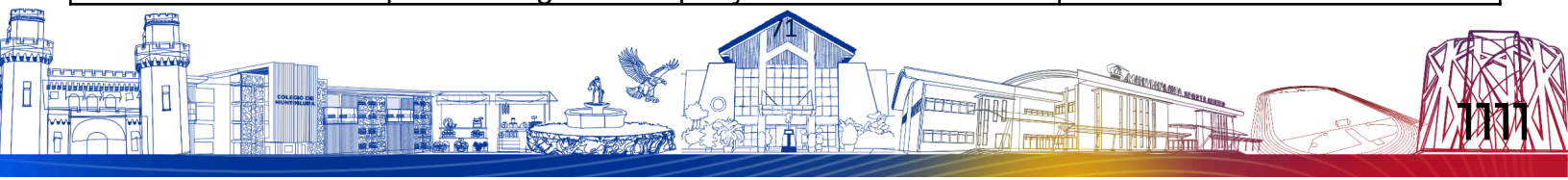
10. Submit the following with your application to consolidate application documents: ■ Long white folder (2 pieces)	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
1. Meralco Billing Statement, if existing Meralco customer (for Reconnection, Relocation of meter, Remodel of SE) (1 original, 1 photocopy)	Applicant
2. Proof of Ownership and/or Right on Property: (for old building / structure without permit/certificate, or as required) (1 original, 1 photocopy) ■ Certified True Copy of Transfer Certificate of Title (TCT) covering subject lot In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following: ■ Contract of Lease / Certification ■ <i>Notarized</i> Deed of Absolute Sale ■ <i>Notarized</i> Deed of Donation ■ <i>Notarized</i> Affidavit of Consent from all lot/property owners ■ Urban Poor Certification / UPAO Clearance ■ Or any valid proof of land ownership or possession	Registry of Deeds Applicant
3. Fire Safety Clearance (1 original)	Bureau of Fire Protection (BFP) Muntinlupa
4. Fire Incident Report from BFP (1 original) and "Red Card" from Meralco (1 original) (for fire victims)	BFP Muntinlupa Meralco

CHECKLIST OF REQUIREMENTS FOR CERTIFICATE OF ELECTRICAL INSPECTION FOR TEMPORARY POWER CONNECTION	WHERE TO SECURE
1. Legal document from applicant granting authority to an individual or a corporation, sworn and signed in front of a notary public: (3 original)	Applicant





<ul style="list-style-type: none"> ■ Notarized computerized Authorization Letter to transact on behalf of applicant. This shall be addressed to the Building Official. ■ Notarized Secretary's Certificate authorizing the signatory including authorized Officer's Name(s), Title/Position and specimen signature (if applicant is Corporation). 	
<p>2. Valid Identification Card (ID) of all signatories on documents: (3 photocopy)</p> <ul style="list-style-type: none"> ■ Valid government issued ID of applicant, property owner and authorized representative. If representing a company, also provide a valid Company ID indicating the position, with picture and signatures on ID. Affix wet specimen signature. ■ PRC ID of professional(s) involved in the project, together with updated PTR, Accredited Professional Organization (APO) ID, TIN ID compiled in one page. Affix wet specimen signature, readable stamp and dry seal. 	Applicant
<p>3. Permit for Temporary Service Connection Form (for construction electricity) (3 original)</p>	Office of the Building Official - One-Stop Shop for Construction Permit (OBO-OSCP) / Downloadable Online at https://muntinlupacity.gov.ph/downloadable-forms/
<p>4. Electrical Plan for Temporary Electricity (for Temfacil, construction electricity with load >5kW) (3 original)</p>	Applicant
<p>5. Yellow Card (for residential building, commercial building, or as required) (1 original, 1 photocopy)</p>	Meralco
<p>6. Photographs of completed project (2 colored copy)</p>	Applicant
<p>7. Issued Building Permit (1 photocopy)</p>	Applicant
<p>8. Submit the following with your application to consolidate application documents:</p> <ul style="list-style-type: none"> ■ Long white folder (2 pieces) 	Applicant
ADDITIONAL REQUIREMENTS (if applicable)	
<p>1. Meralco Billing Statement, if existing Meralco customer (for Reconnection, Relocation of meter, Remodel of SE) (1 original, 1 photocopy)</p>	Applicant
<p>2. Proof of Ownership and/or Right on Property:</p>	





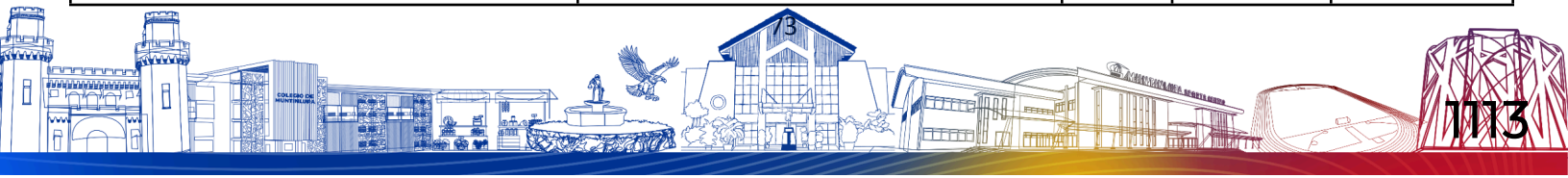
<p>(for old building / structure without permit/certificate, or as required) (1 original, 1 photocopy)</p> <ul style="list-style-type: none"> ■ Certified True Copy of Transfer Certificate of Title (TCT) covering subject lot <p>In cases where the applicant is not the registered owner of the said lot / property or if with co-owner of lot / property, in addition to TCT, submit whichever is applicable from the following:</p> <ul style="list-style-type: none"> ■ Contract of Lease / Certification ■ <i>Notarized</i> Deed of Absolute Sale ■ <i>Notarized</i> Deed of Donation ■ <i>Notarized</i> Affidavit of Consent from all lot/property owners ■ Urban Poor Certification / UPAO Clearance ■ Or any valid proof of land ownership or possession 	<p>Registry of Deeds</p> <p>Applicant</p>
<p>3. Fire Safety Clearance (1 original)</p>	<p>Bureau of Fire Protection (BFP) Muntinlupa</p>
<p>4. Issued Fencing Permit (front & back page) (for Perimeter Lights, Temporary Facilities, Temporary Construction Lights, Open Lot) (1 photocopy)</p>	<p>Applicant</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Step 1)</p> <p>1.1. Get a queuing number for Receiving Window (CEI).</p> <p>1.2. Wait until your number is called then proceed to Receiving Window of the One-Stop Shop for Construction Permit (OSCP) and submit complete documentary requirements.</p> <p>A. If application is complete:</p> <p>1.3. Get your Claim Stub from the CEI Receiving Officer.</p>	<p><u>RECEIVING</u></p> <p>1.1. Get the queuing number and application from Applicant.</p> <p>1.2. Check with the Documentary Requirements checklist for completeness.</p> <p>A. If application is complete:</p> <p>1.3. Place a check on the "Complete Documents" box under the "Remarks" section of the checklist. Write the CEI Receiving Officer's name, date and time received.</p>	<p>None</p>	<p>30 Minutes</p>	<p>CEI Receiving Officer</p>





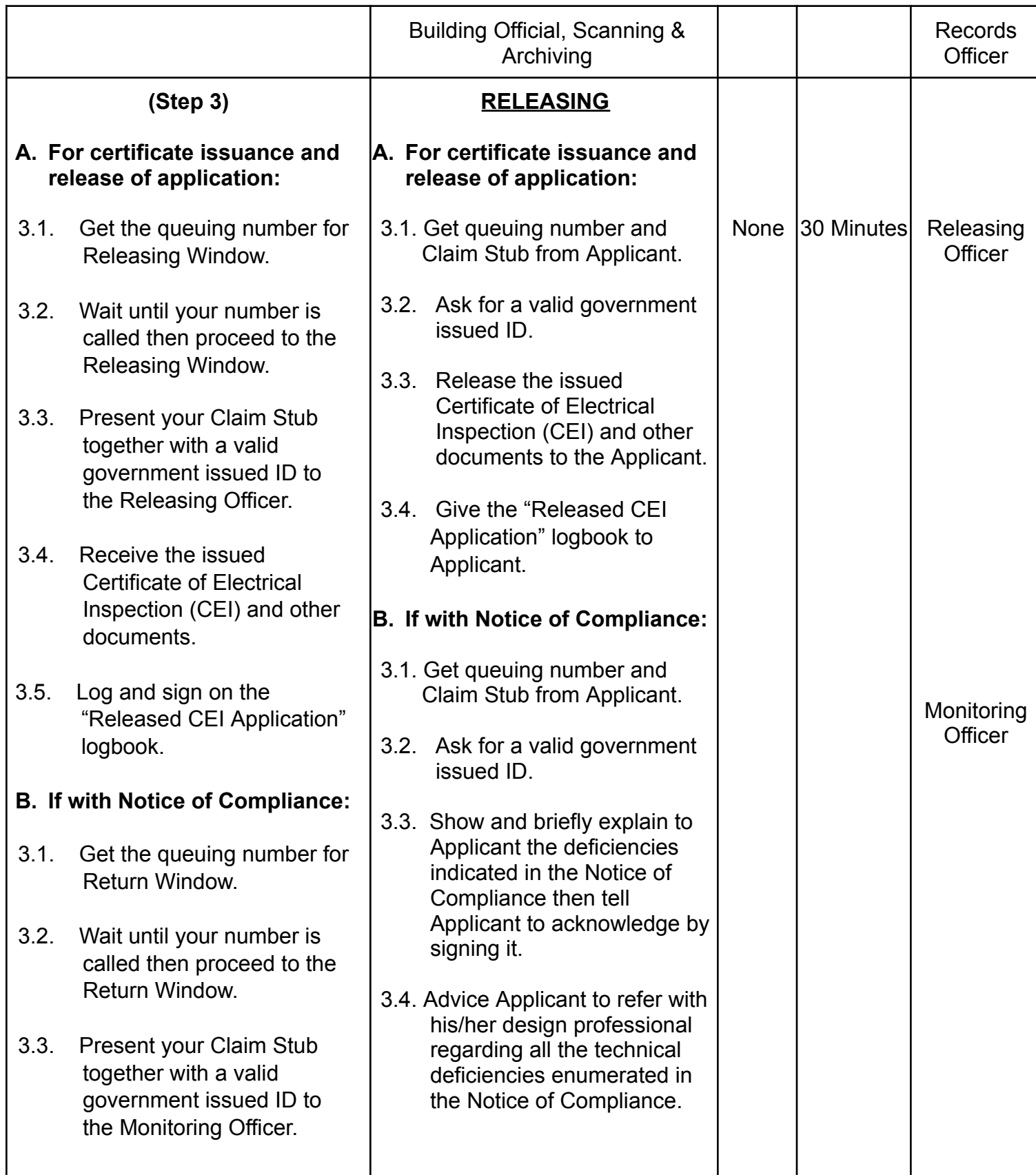
<p>1.4. Log and sign on the “Received CEI Application” logbook.</p> <p>Reminder:</p> <ul style="list-style-type: none"> • <i>Applicants must first receive an SMS / text message or E-mail of assessment before visiting OSCP.</i> • <i>If no SMS / text message or E-mail is received on prescribed Return Date (or later), Applicants may contact OBO to check the status of their application.</i> • <i>Applicants are advised to visit the office to either:</i> <ul style="list-style-type: none"> a. <i>Pay the amount stated on the received copy of Order of Payment.</i> b. <i>Claim the Notice of Compliance and non-compliant application/documents.</i> <p>B. If application is incomplete:</p> <p>1.3. Receive the Documentary Checklist used for checking your application.</p> <p>1.4. Sign on the “Remarks” section of the checklist acknowledge that you understand the deficiency of your application.</p> <p>1.5. Get your documents from the Receiving Officer.</p>	<p>1.4. Give the “Received CEI Application” logbook to Applicant.</p> <p>1.5. Duly accomplish the Claim Stub.</p> <p>1.6. Give the duly accomplished Claim Stub to the Applicant.</p> <p>1.7. Endorse received application to the Monitoring Officer for “Backroom Operation”.</p> <p>B. If application is incomplete:</p> <p>1.3. Place a check on the box of documents submitted by the Applicant and highlight the box next to the lacking requirement on the Documentary Requirements Checklist.</p> <p>1.4. Place a check on the “Incomplete Documents” box under the “Remarks” section and ask the Applicant to sign. Write the Receiving Officer’s name, date and time returned.</p> <p>1.5. Return the Documentary Requirements checklist used for checking together with all documents to Applicant.</p>			
	<u>BACKROOM OPERATION</u>			Encoder, Electrical Inspector,





	Encoding, Site Inspection, Billing, Approval for Payment, Monitoring, Communication with Applicant.		2 Days, 4 Hours	Electrical Engineer, Inspection and Enforcement Head, Plan Evaluators, Processing Head, Billing Officer, Building Official, Monitoring Officer
<p>(Step 2)</p> <p>2.1. Get a queuing number for the Payment Window.</p> <p>2.2. Wait until your number is called then proceed to the Payment Window of the OSCP.</p> <p>2.3. Present your queuing number, Claim Stub and a valid government issued ID to the Cashier.</p> <p>2.4. Receive the Order of Payment from the Payment Window and check the fees to be paid.</p> <p>2.5. Pay at the Payment Window assigned Cashier.</p> <p>2.6. Log and sign on the "Paid Application" logbook.</p>	<p><u>PAYMENT</u></p> <p>2.1. Get queuing number and Claim Stub from Applicant.</p> <p>2.2. Ask for a valid government issued ID.</p> <p>2.3. Give the Order of Payment to the Applicant.</p> <p>2.4. Receive payment from Applicant.</p> <p>2.5. Issue Official Receipt to Applicant.</p> <p>2.6. Give the "Paid Application" logbook to the Applicant.</p>	Refer to latest schedule of fees from the National Building Code of the Phils., Fire Code, City Ordinance	30 Minutes	Cashier
	<p><u>BACKROOM OPERATION</u></p> <p>Numbering and Printing of Certificate, Approval Signature of</p>		2 Hours, 30 Minutes	Numbering Officer, Building Official,







<p>3.4. Receive and sign Notice of Compliance (NOC).</p> <p>3.5. Claim the returned application documents and sign the Returned Documents Checklist.</p> <p>3.6. Log and sign on the "Returned Application" logbook.</p> <p>Notes:</p> <ul style="list-style-type: none"> • <i>Non-compliant applications will be returned to the applicant.</i> 	<p>3.5. Return all documents to the applicant together with a Checklist of Returned Documents.</p> <p>3.6. Give the "Returned Application" logbook to Applicant.</p>			
TOTAL:			3 Days	

NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

NBCDO Memorandum Circular No. 03 Series 2016
Annex "A"

4. ELECTRICAL FEES

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

a. Total Connected Load (kVA)

			Fee	
i.	5 kVA or less	P 200.00	
ii.	Over 5 kVA to 50 kVA	200.00	+ P 20.00/kVA
iii.	Over 50 kVA to 300 kVA	1,100.00	+ 10.00/kVA





iv.	Over 300 kVA to 1,500 kVA	3,600.00	+	5.00/kVA
v.	Over 1,500 kVA to 6,000 kVA	9,600.00	+	2.50/kVA
vi.	Over 6,000 kVA	20,850.00	+	1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

Fee				
i.	5 kVA or less	P	40.00	
ii.	Over 5 kVA to 50 kVA	40.00	+	P 4.00/kVA
iii.	Over 50 kVA to 300 kVA	220.00	+	2.00/kVA
iv.	Over 300 kVA to 1,500 kVA	720.00	+	1.00/kVA
v.	Over 1,500 kVA to 6,000 kVA	1,920.00	+	0.50/kVA
vi.	Over 6,000 kVA	4,170.00	+	0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i.	Power Supply Pole Location ...	P	30.00/pole
ii.	Guying Attachment ...	P	30.00/attachment

This applies to designs/installations within the premises.

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	P 15.00	P 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.





f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

REMINDERS FOR CERTIFICATE OF ELECTRICAL INSPECTION

- ★ Certificate of Final Electrical Inspection/Completion for a new construction may be applied together with the application for Certificate of Occupancy / Use.

Application Forms

- ★ Strictly no erasures.
- ★ Only the application owner shall sign on the application forms.
- ★ Forms shall be duly accomplished. Fill-up all required data in legible handwriting or typewritten, wet signed by respective signatories, with readable dry seal of professional.

Valid Identification Card (ID)

- ★ ID must be clear, readable and preferably colored.
- ★ ID must show front & back side with original signature on ID card.
- ★ ID owner must affix three (3) specimen wet signatures with blue pen, postal address & contact number.

Photographs of Completed Installation

- ★ Photographs shall be colored 3R size compiled or printed in a bond paper.
- ★ Show the following:
 - Front, sides, rear and interior of building/structure.
 - Electrical panel board with circuit labels.
 - Completed Service Entrance (S.E.) and meter base installation for Meralco CEI application.
- ★ Indicate Applicant Name, exact Project Location.
- ★ Properly label each photo (front, left side, right side, rear, etc.) and Date & Time each photo was taken.

As-Built Plans

- ★ Construction Plans shall follow the Standard Form and Model Title Block for Building Plans/Construction Drawings.
- ★ All pages of Construction Design Plans floor layout shall be drawn scaled 1:100 and printed on a uniform paper size:
 - Recommended construction plan size is 20"x30".
 - For small interior renovation, cell site and equipment installation, A3 size will be accepted, given the scale is 1:100.
 - For large projects, plan size may be larger than 20"x30".





- ★ All pages of As-Built Plans shall have the same Project Title and exact Project Location and shall be wet signed by owner/applicant over his/her Complete Name and Designation.
- ★ As-Built Plans shall have clear readable dry seal and wet signed by respective design professionals.
- ★ As-Built Plans Project Title must be the same as in the approved proposed plan
- ★ All plans shall be labeled AS-BUILT as of date (month & year) and with updated Table of Contents.
- ★ As-Built Plans shall be approved by HOA, Building Owner/Administrator, Developer, etc.

Issued Permits / Certificates

- ★ Submit clear photocopy of front and back side of issued permits.





Issuance of Certification of Records

Frontline Services





5. ISSUANCE OF CERTIFICATION OF RECORDS

Certification of Records is issued to an individual or corporation requesting it for use in government permit applications and other legal purposes provided the requesting individual or corporation is the owner of the documents requested. It may include but is not limited to Certified True Copy of Building Permit, Ancillary Permits, Building Certificate, Certificate of Occupancy /Use and Approved Plans.

Office or Division:	Office of the Building Official – One-Stop Shop for Construction Permit (OBO-OSCP)
Classification:	Simple
Types of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	Any person, firm or corporation, including any agency or instrumentality of the government who requires certification of permit records issued by the Office of the Building Official.

CHECKLIST OF REQUIREMENTS FOR CERTIFICATION OF RECORDS	WHERE TO SECURE
<p>1. Letter of Request from applicant / property owner (addressed letter to the City Building Official) (1 original, 1 receiving copy)</p> <p>Indicate in the letter:</p> <ul style="list-style-type: none"> • Name of Requesting Individual • Type and Details of Request • Name of Owner / Applicant • Contact Details of Applicant • Building Permit No. / Certificate of Occupancy/Use No. • Date of issuance of permit/certificate • Address in Building Permit / Certificate of Occupancy/Use 	Applicant
<p>2. Valid government issued ID of applicant /property owner (1 clear photocopy with three (3) specimen signatures)</p> <p>Valid government issued ID of authorized representative, if applicant / property owner has representative (1 clear photocopy with three (3) specimen signatures)</p>	Applicant

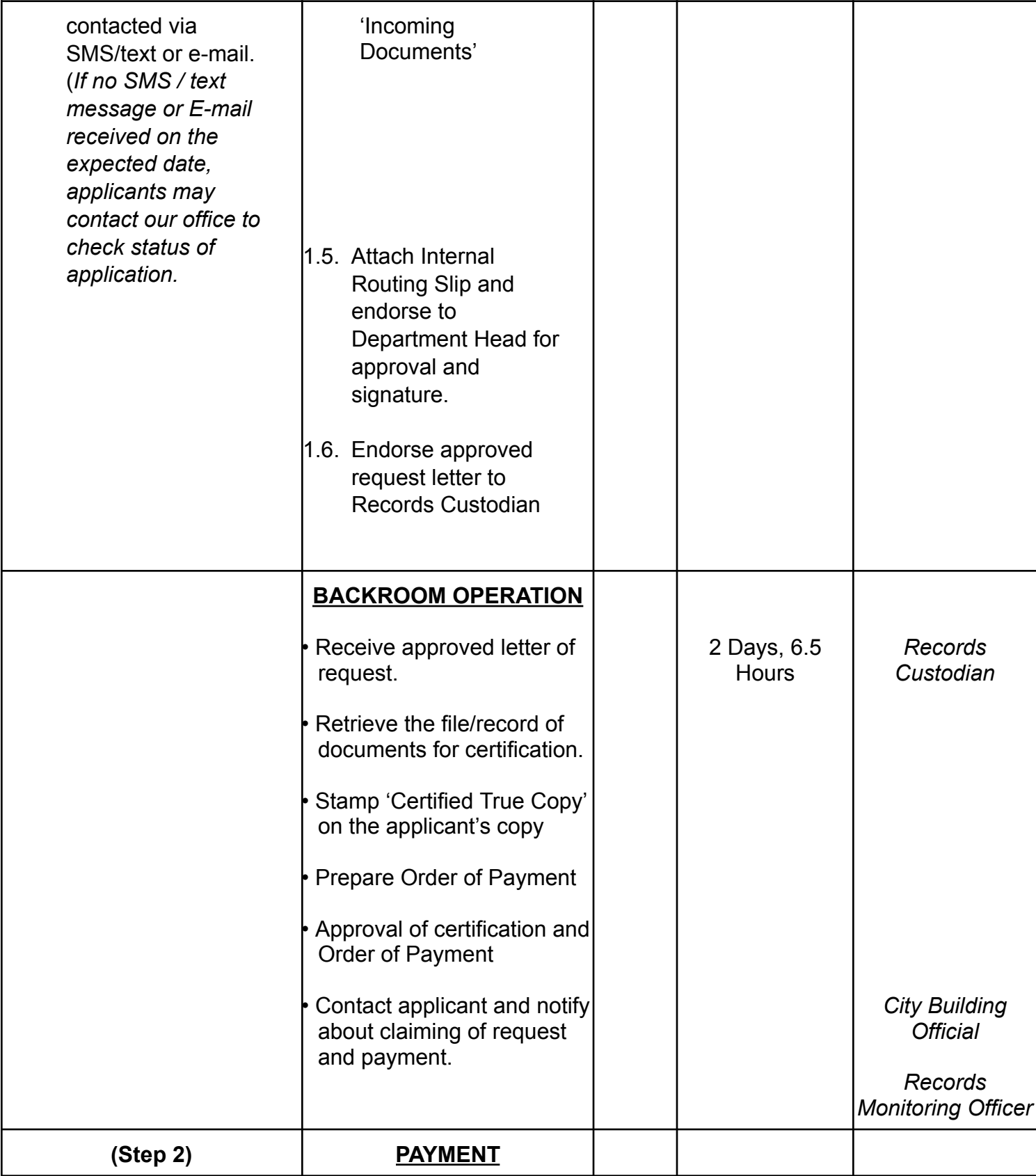




Valid company ID of authorized representative of the company owner, if representing a company (1 clear photocopy with three (3) specimen signatures)	
3. Authorization Letter from applicant / property owner and/or company owner indicating the name of authorized representative (1 original)	Applicant
4. Issued permit/s subject for certification (1 clear photocopy – front and back side)	Applicant
5. Approved Blueprint of Building Permit Construction Plans (1 original)	Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Step 1)	<u>RECEIVING</u>			
1.1. Get a queuing number at the Receiving Window for Incoming Documents and wait for your number to be called.	1.1. Call the queuing number of the applicant to be served.	None	30 Minutes	<i>Administrative Assistant</i>
1.2. Present the queuing number to the Receiver	1.2. Get the queuing number from the applicant			
1.3. Submit Request Letter and all the necessary requirements for Certification of Records	1.3. Check if all requirements submitted are complete then put a “Received” stamp at the receiving copy and give to the Applicant.			
1.4. Get the receiving copy and wait to be	1.4 Log in the Record Book of Daily Transaction and encode in the file			





<p>2.1. Get a queuing number at the Payment Window and wait for your number to be called.</p> <p>2.2. Present queuing number to the Cashier.</p> <p>2.3. Receive the Order of Payment from the Cashier, check the fees and prepare the amount to be paid.</p> <p>2.4. Pay the amount to be paid.</p> <p>2.5. Receive the Official Receipt from the Cashier.</p>	<p>2.1. Call the queuing number of the applicant to be served.</p> <p>2.2. Get the queuing number from the applicant and present the Order of Payment to the Applicant.</p> <p>2.3. Receive the Order of Payment and ask for payment from applicant.</p> <p>2.4. Process payment and issue Official Receipt to applicant.</p>	<p>Refer to latest schedule of fees from the National Building Code of the Phils., Fire Code, City Ordinance</p>	<p>30 Minutes</p>	<p><i>Cashier</i></p>
<p>(Step 3)</p> <p>3.1. Proceed to the Releasing Window and present the Official Receipt.</p> <p>3.2. Present a valid ID for verification.</p> <p>3.3. Receive the Certified True Copy of Records as requested</p> <p>3.4. Log and sign on the receiving logbook.</p>	<p><u>RELEASING</u></p> <p>3.1. Get the Official Receipt from the Applicant and ask for a valid government issued ID from the applicant</p> <p>3.2. Verify identity of the claimant and release the Certified True Copy of records requested.</p> <p>3.3. Give the receiving logbook for Released Certifications to the applicant.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Records Custodian</i></p>





	3.4. Get the receiving logbook from the claimant			
TOTAL:			3 Days	

NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

NBCDO Memorandum Circular No. 03 Series 2016
Annex "A"

12. Certifications:

a. Certified true copy of building permit	P	50.00
b. Certified true copy of Certificate of Use/Occupancy		50.00
c. Issuance of Certificate of Damage		50.00
d. Certified true copy of Certificate of Damage		50.00
e. Certified true copy of Electrical Certificate		50.00
f. Issuance of Certificate of Gas Meter Installation		50.00
g. Certified true copy of Certificate of Operation		50.00
h. Other Certifications		50.00

NOTE: The specifications of the Gas Meter shall be:

Manufacturer.....
Serial Number.....
Gas Type.....
Meter Classification/Model.....
Maximum Allowable Operating Pressure – psi (kPa).....
Hub Size - mm (inch).....
Capacity - m3/hr. (ft3/hr.).....





Issuance of Certificate of Annual Inspection

Frontline Services





6. ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION

The Office of the Building Official conducts routine annual inspection of all commercial, educational, institutional and industrial buildings / structures to check if it is safe and compliant with all the provisions of the National Building Code of the Philippines (PD 1096), its Implementing Rules and Regulations (IRR), its Referral Codes and with existing local ordinances before the issuance of the Certificate of Annual Inspection. The certificate shall be secured annually starting a year after the issuance of the Certificate of Occupancy/Use or the completion of the building or structure.

Office or Division:	Office of the Building Official – Annual Inspection Division
Classification:	Highly Technical
Types of Transaction:	Government to Citizen (G2C) Government to Business (G2B) Government to Government (G2G)
Who may avail:	All commercial, educational, institutional and industrial buildings / structures to ensure the safety of building occupants and the public through regular maintenance and testing of their facility which is then inspected and evaluated by the OBO-Annual Inspection Division.

CHECKLIST OF REQUIREMENTS FOR ANNUAL INSPECTION CERTIFICATE	WHERE TO SECURE
1. Issued Building Permits and Certificates <i>(1 photocopy)</i> <ul style="list-style-type: none"> ■ Building Permit Certificate ■ Building Permit ■ Electrical Permit ■ Sanitary/Plumbing Permit ■ Mechanical Permit ■ Electronics Permit ■ Sign Permit 	Applicant
2. Approved As-Built Construction Plans <i>(1 copy)</i> <ul style="list-style-type: none"> ■ Geodetic Plan / Lot Survey Plan and Topographic Map ■ Architectural Plan including the following: 	Applicant





<ul style="list-style-type: none"> ■ Civil / Structural Plan ■ Electrical Plan ■ Sanitary / Plumbing Plan ■ Mechanical Plan ■ Electronics Plan ■ Fire Protection Plan <i>(if applicable)</i> ■ Signage Plan <i>(if applicable)</i> 	
3. Certificate of Occupancy/Use of project location <i>(1 Certified True Copy)</i>	Applicant
4. Issued Certificate of Operation / PTO of All Mechanical Equipment <i>(1 photocopy)</i>	Applicant
5. Certificate of Mechanical Soundness with attached findings report, signed and sealed by PME <i>(1 original)</i>	Third-party
6. Certificate of Electrical Soundness with attached findings report, signed and sealed by PEE <i>(1 original)</i>	Third-Party
7. Certificate of Structural Stability & Soundness with attached findings report, signed and sealed by a Civil / Structural Engineer <i>(1 original)</i>	Third-Party
8. Certificate of Installation of Earthquake Recording Instrumentation <i>(1 photocopy)</i> Note: Please refer to NBCDO MC No. 01, Series 2015	Third-Party
9. Fire Safety Inspection Certificate (FSIC) <i>(1 photocopy)</i>	Applicant
10. Business License / Mayor's Permit with Tax Order of Payment <i>(1 photocopy)</i>	Applicant
11. LLDA Clearance and/or Certificate of Interconnection <i>(1 photocopy)</i>	Applicant
12. PHIVOLCS Clearance / DDRM Clearance <i>(1 photocopy)</i>	Applicant
13. Mechanical, Electrical, Plumbing and Electronics Data Sheet <i>(1 original)</i>	Applicant
14. List of Tenants (if applicable) <i>(1 original)</i>	Applicant





15. Lease Contract (1 photocopy)	Applicant
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>(Step 1)</p> <p>1.1. Receive the Advance Notice of Annual Inspection from OBO.</p> <p>1.2. Sign receiving copy of Advance Notice of Annual Inspection.</p>	<p><u>SCHEDULE INSPECTION</u></p> <p>1.1. Deliver the Advance Notice of Annual Inspection to building owners/administrators one week before the inspection date.</p>	None		Annual Inspector
<p>(Step 2)</p> <p>2.1. Prepare all documentary requirements for Certificate of Annual Inspection on or before the scheduled day of inspection.</p> <p>2.2. Present the documentary requirements for the issuance of Certificate of Annual Inspection.</p> <p>2.3. Accompany the Annual Inspection Team during inspection.</p> <p>2.4. Sign and get a copy of the Actual Inspection Report.</p> <p>Reminder:</p> <ul style="list-style-type: none"> • <i>Applicants must first receive an SMS / text message or E-mail of assessment before visiting OSCP.</i> • <i>If no SMS / text message or E-mail is received on the prescribed date after 5 working days (or later), Applicants may contact OBO</i> 	<p><u>ANNUAL INSPECTION</u></p> <p>2.1. Proceed to the building scheduled for Annual Inspection.</p> <p>2.2. Check the Documentary Requirements for completeness as per Actual Inspection Report.</p> <p>2.3. Conduct inspection of the building.</p> <p>2.4. The Annual Inspection Team will take in the Actual Inspection Report and discuss inspection findings.</p> <p>2.5. Give a copy of the Actual Inspection Report to the Applicant for signature of the Building Owner / Administrator present during the inspection.</p>	None	2 Hours	Annual Inspectors





<i>to check the status of their application.</i>				
	<u>BACKROOM OPERATION</u> Encoding, Computation of fees, Billing, Approval for Payment, Monitoring, Communication with Applicant.		4 Days, 3 Hours	Encoder, Annual Inspectors, Annual Division Head,, Billing Officer, Building Official
(Step 3) 3.1. Get a queuing number for the Payment Window. 3.2. Wait until your number is called then proceed to the Payment Window of the OSCP. 3.3. Present your queuing number, Actual Inspection Report and a valid government issued ID to the Cashier. 3.4. Receive the Order of Payment from the Payment Window and check the fees to be paid. 3.5. Pay at the Payment Window assigned Cashier. 3.6. Log and sign on the "Paid Application" logbook.	<u>PAYMENT</u> 3.1. Get queuing number and check Actual Inspection Report from Applicant to verify company details. 3.2. Ask for a valid government issued ID. 3.3. Give the Order of Payment to the Applicant. 3.4. Receive payment from Applicant. 3.5. Issue Official Receipt to Applicant. 3.6. Give the "Paid Application" logbook to the Applicant.	Refer to latest schedule of fees from the National Building Code of the Phils.	30 Minutes	Cashier
	<u>BACKROOM OPERATION</u> Numbering and Printing of Certificate, Approval Signature of Building Official, Scanning & Archiving		2 Hours	Numbering Officer, Building Official, Annual Admin
(Step 4)	<u>RELEASING</u>			





<p>A. For certificate issuance:</p> <p>4.1. Get the queuing number for Annual Window.</p> <p>4.2. Wait until your number is called then proceed to the Releasing Window.</p> <p>4.3. Present your Official Receipt together with a valid government issued ID to the Releasing Officer.</p> <p>4.4. Receive the Certificate of Annual Inspection.</p> <p>4.5. Log and sign on the "Annual Certificate" logbook.</p> <p>B. If with Non-Compliance: CLAIM NOC</p> <p>4.1. Get the queuing number for Annual Window.</p> <p>4.2. Wait until your number is called then proceed to the Annual Window.</p> <p>4.3. Present your Actual Inspection Report together with a valid government issued ID.</p> <p>4.4. Receive and sign Notice of Compliance (NOC).</p> <p>4.5. Log and sign on the "Annual Certificate" logbook</p>	<p>A. For certificate issuance:</p> <p>4.1. Get queuing number and Official Receipt from Applicant.</p> <p>4.2. Ask for a valid government issued ID.</p> <p>4.3. Release the issued Certificate of Annual Inspection to the Applicant.</p> <p>4.4. Give the "Annual Certificate" logbook to Applicant.</p> <p>B. If with Non-compliance:</p> <p>4.1. Get queuing number and check Actual Inspection Report from Applicant to verify company details.</p> <p>4.2. Ask for a valid government issued ID.</p> <p>4.3. Show and briefly explain to Applicant the deficiencies indicated in the Notice of Compliance then tell Applicant to acknowledge by signing it.</p> <p>4.4. Give Notice of Compliance (NOC) to Applicant.</p> <p>4.5. Give the "Annual Certificate" logbook to Applicant.</p> <p>Note: ★ Advice Applicant to comply and complete the required documents within 30 calendar days</p>	None	30 Minutes	Annual Admin





TOTAL:		5 Days	
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NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

NBCDO Memorandum Circular No. 03 Series 2016
Annex "A"

11. Annual Inspection Fees

a. Divisions A-1 and A-2:

- i. Single detached dwelling units and duplexes are not subject to annual inspections
- ii. If the owner request inspections, the fee for each of the services enumerated below is P 120.00
 - Land Use Conformity
 - Architectural Presentability
 - Structural Stability
 - Sanitary and Health Requirements
 - Fire-Resistive Requirements

b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:

- i. Appendage of up to 3.00 sq. meters/unit P 150.00
- ii. Every sq. meter or fraction thereof in excess of 3.00 sq. meters 50.00
- iii. Floor area of up to 100.00 sq. meters 120.00
 - Above 100.00 sq. meters up to 200.00 sq. meters 240.00
- iv. Above 200.00 sq. meters up to 350.00 sq. meters 480.00
- v. Above 350.00 sq. meters up to 500.00 sq. meters 720.00
- vi. Above 500.00 sq. meters up to 750.00 sq. meters 960.00
- vii. Above 750.00 sq. meters up to 1,000.00 sq. meters 1,200.00
- viii. Every 1,000.00 sq. meters or its portion in excess of
- ix. 1,000.00 sq. meters 1,200.00

c. Divisions C-1, 2, Amusement Houses, Gymnasias and the like:

- i. First class cinematographs or theaters P 1,200.00
- ii. Second class cinematographs or theaters 720.00
- iii. Third class cinematographs or theaters 520.00





. Grandstands/Bleachers, Gymnasias and the like 720.00
iv.

d. Annual plumbing inspection fees, each plumbing unit ₱ 60.00

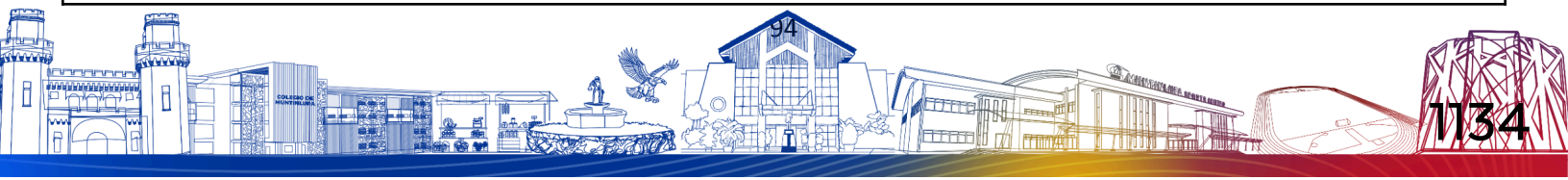
e. Electrical Inspection Fees:

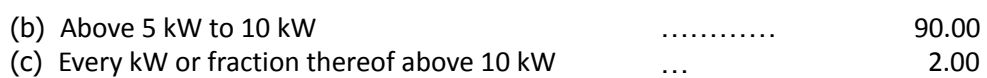
- i. A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
- ii. Annual Inspection Fees are the same as in Section 4.e.

f. Annual Mechanical Inspection Fees:



i.	Refrigeration and Ice Plant, per ton:		
	(a) Up to 100 tons capacity P	25.00
	(b) Above 100 tons up to 150 tons	...	20.00
	(c) Above 150 tons up to 300 tons	15.00
	(d) Above 300 tons up to 500 tons	...	10.00
ii.	(e) Every ton or fraction thereof above 500 tons	5.00
	Air Conditioning Systems: Window type air	...	
iii.	conditioners, per unit	40.00
	Packaged or centralized air conditioning systems:	...	
	(a) First 100 tons, per ton	25.00
	(b) Above 100 tons up to 150 tons	...	20.00
	(c) Above 150 tons up to 300 tons	15.00
	(d) Above 300 tons up to 500 tons	10.00
	(e) Every ton or fraction thereof above 500	...	5.00
iv.	tons Mechanical Ventilation, per unit, per kW:		
	(a) Up to 1 kW	10.00
	(b) Above 1 kW to 7.5 kW	...	50.00
v.	(c) Every kW above 7.5 kW	20.00
	Escalators and Moving Walks; Funiculars and the like:	...	
	(a) Escalator and Moving Walks, per unit	120.00
	(b) Funiculars, per kW or fraction thereof	...	50.00
	(c) Per lineal meter or fraction thereof of travel	10.00
vi.	(d) Cable Car, per KW or fraction thereof	...	25.00
	(e) Per lineal meter of	2.00
	travel Elevators, per unit:	...	
	(a) Passenger elevators		500.00
	(b) Freight elevators	400.00
	(c) Motor driven dumbwaiters	...	50.00
	(d) Construction elevators for materials	400.00
vii.	(e) Car elevators	...	500.00
	(f) Every landing above first five (5) landings for all	
	the above elevators	...	50.00
	Boilers, per unit:		
	(a) Up to 7.5 kW	400.00
	(b) 7.5 kW up to 22 kW	...	550.00
	(c) 22 kW up to 37 kW	600.00
viii.	(d) 37 kW up to 52 kW	...	650.00
ix.	(e) 52 kW up to 67 kW	800.00
x.	(f) 67 kW up to 74 kW	...	900.00
	(g) Every kW or fraction thereof above 74	4.00
	kW Pressurized Water Heaters, per unit	...	120.00
	Automatic Fire Extinguishers, per sprinkler head	2.00
	Water, Sump and Sewage pumps for	...	
	buildings/structures for commercial/industrial		
	purposes, per kW:	
	(a) Up to 5 kW	...	55.00





xi.	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
	(a) Per kW, up to 50 kW P	15.00
	(b) Above 50 kW up to 100 kW	10.00
	(c) Every kW or fraction thereof above 100	2.40
xii.	kW Compressed air, vacuum, commercial/institutional	10.00
xiii.	/industrial gases, per outlet		
	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher	2.00
xiv.	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like,	100.00
		3.00
xv.	(a) Per unit, up to 10 kW		
	(b) Every kW above 10 kW		
	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:	8.00
		23.00
	(a) Up to ½ kW	39.00
	(b) Above ½ kW up to 1 kW	55.00
	(c) Above 1 kW up to 3 kW	80.00
	(d) Above 3 kW up to 5 kW	4.00
xvi.	(e) Above 5 kW up to 10 kW	40.00
xvii.	(f) Every kW above 10 kW or fraction thereof		
	Pressure Vessels, per cu. Meter or fraction thereof	2.40
xviii.	Pneumatic tubes, Conveyors, Monorails for materials	30.00
xix.	handling, per lineal meter or fraction thereof	24.00
	Weighing Scale Structure, per ton or fraction thereof		
	Testing/Calibration of pressure gauge, per unit	30.00
xx.	(a) Each Gas Meter, tested, proved and sealed, per gas meter		
	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferries wheel, and the like, per unit	30.00

g. Annual electronics inspection fees shall be the same as the fees in Section 7 of this Schedule.

REMINDERS FOR CERTIFICATE OF ANNUAL INSPECTION:

- ★ For failure to pay the annual inspection fee within thirty (30) days from the prescribed date, a surcharge of 25% of the inspection fee shall be imposed.



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Customers receiving their applied permits were given Survey Questionnaire to accomplish and advised to drop in the Feedback Box located in a designated area at One-Stop Shop for Construction Permit (OSCP) of the Office of the Building Official.
How feedbacks is processed?	<p>Survey Questionnaires inside the Feedback Box collected every end of the week by assigned Administrative Division Staff. These are then endorsed to Administrative Officer who will collate all the Survey Questionnaires and validate the responses.</p> <p>All responses are collated, validated and tallied. Responses are summarized according to criteria, identifying the areas with highest and lowest percentage of satisfied and unsatisfied. This shall be recorded in the Client Satisfaction Measurement Report every year and submitted to Department of Internal Audit.</p> <p>Office of the Building Official shall set an Improvement Plan if the over-all result of the survey is unsatisfied.</p> <ul style="list-style-type: none"> • If there are negative feedbacks requiring an answer, this shall be forwarded to the Department Head for necessary investigation and advise recommendations to resolve the client's issue/s. • If the client has written contact details in the Survey Questionnaire, Administrative Officer shall contact and inform the client about the action taken by our office regarding the issues/conflicts.
How to file complaints?	<p>To file a complaint, complainant may:</p> <ul style="list-style-type: none"> • Submit a Complaint Letter to Receiving Window for Incoming Documents at the One-Stop Shop for Construction Permit (OSCP) of the Office of the Building Official located at 2nd Floor Main Building Muntinlupa City Hall Putatan Muntinlupa City. • Send to our e-mail address obo@muntinlupacity.gov.ph. • Call our contact telephone number (02) 8861-1557 or (02) 8862-2525 loc 1062 to 1066





How complaints are processed?	<ul style="list-style-type: none">• Complaint Letter received at the Receiving Window for Incoming Documents and endorsed to the Department Head for necessary investigation and appropriate action.• Complaints received via e-mail printed and endorsed to the Department Head for necessary investigation and appropriate action.• Complaints received thru phone calls by the Administrative Assistant were interviewed about the nature of complaint and required to provide important details of the complainant. Information gathered from the complainant forwarded to the Division Head concerned. Division Head shall do the necessary investigation and appropriate action to resolve the issues/conflicts. <p>If necessary investigations and actions taken, Administrative Assistant notifies the complainant about the actions taken via telephone call and/or via sending thru response thru e-mail.</p>
Contact Information of ARTA, CCB, PCC	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)</p>





Office of the City Administrator

CITIZEN'S CHARTER

2024



Office of the City Administrator

CITIZEN'S CHARTER

2024



I. Mandate:

The Office of the City Administrator shall ensure that all programs, projects and activities for the improvement of the lives of the people of the City of Muntinlupa are implemented following the principles of transparency, accountability and compliance with the law.

II. Vision:

The Office of the City Administrator envisions an effective, orderly and well-coordinated management of the delivery of public services to the people of the City of Muntinlupa, following the principles of meritocracy, transparency and accountability.

III. Mission:

The Office of the City Administrator shall make certain the promotion of harmony among the offices and departments of the City Government, of the judicious use of human and material resources, of compliance with the law, ordinances, rules and regulations, among others, in the fulfillment of the City Government's mandate to serve, protect and uphold the people of Muntinlupa.

IV. Service Pledge:

1. Develop plans and strategies, and, upon approval of the City Mayor, implement them, following the powers granted by law and proper authorities;
2. Coordinate the work of all chiefs of the agencies of the City Government in the delivery of public services, under the supervision, direction and control of the City Mayor;
3. Establish and maintain a sound program for the personnel of the City Government promoting career development and upholding the merit system;
4. Command administrative support services in cases of disasters and emergencies;
5. Propose legislative and administrative revisions to existing laws, rules and regulations, orders, among others, with the proper authoritative bodies.



LIST OF SERVICES

External Services

Approval of City Bus/Coaster Request
Approval of CCTV Viewing/Footage Request

Page Number

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Internal Services

Approval and/or Signature of Documents
Approval of Purchase Order and Purchase Request
Signing of Clearance Form
Signing of Vouchers
Signing of checks, honorarium and payroll

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External Services



1. Approval of City Bus / Coaster Request

Approval of Request for City Bus/Coaster use.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency; G2C- for government services whose client is the transacting public			
Who may avail:	All city government offices and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (1 original copy) 2. Allocation of Gas Allowance (P.O.)		1. Provided by the client 2. General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check the availability of city bus/coaster. If date of request is available, submit a letter of request with complete details. If not, check for other available date	1. Check with the City bus/coaster schedule tracker if the date requested is available. If not, suggest other open dates	None	2 minutes	Sr. Administrative Assistant II
2. Submit letter of request for the approval of the City Administrator	2. Stamp received before endorsing to the secretary	None	1 minute	Admin Assistant IV
3. Wait for the approval of the City Administrator	3. The secretary will endorse the letter of request to the City Administrator for approval	None	1 day	Secretary
	3.1. If approved, the letter request will be encoded to the city bus/coaster schedule tracker	None	1 minute	Admin Assistant IV
	3.2. Call the requestor and inform him/her on the status of his/her request, if	None	2 minutes	Sr. Administrative Assistant II

	approved or disapproved.			
4. For the approved non-government use request, the requestor shall shoulder the gas, toll fee and driver's food for the whole trip	4. Explain the necessary fees to be shouldered by the requestor.	Gas and toll fee (amount varies depending on the distance of travel)	2 minutes	Sr. Administrative Assistant II
	4.1. Collection of gas and toll fee will be on the date of departure. 4.2. At the end of the trip, the driver shall give a copy of gas and toll receipt to the requestor and will keep another copy of receipts for OCA's documentation.		1 minute 1 minute	Assigned driver from OCA
5. For the approved government/ official use request, the requestor must secure the allocation of gas allowance (P.O.) to General Services Office (GSO), under their office's budget allocation. Toll fee and driver's food for the whole trip will also be shouldered by the requestor	5. Wait for the submission of P.O. for endorsement to the driver		2 minutes	Sr. Administrative Assistant II
5.1. For government/ official use: At least one day prior to the departure, P.O. for gas allowance must be submitted to the Office of the City Administrator and	5.1. Endorse the P.O. to the assigned driver for utilization	Toll fee (amount varies depending on the distance of travel)	1 minute	Sr. Administrative Assistant II
	5.2. Collection of toll fee will be on the date of departure.		1 minute	Assigned driver from the OCA

look for the person in charge	5.3. At the end of the trip, the driver shall give a copy of gas and toll receipt to the requestor and will keep another copy of receipts for OCA's documentation.		2 minutes	Assigned driver from the OCA
TOTAL:			1 day & 16 mins.	

2. Approval of CCTV Viewing/Footage Request

Submission of CCTV Request Form for CCTV viewing or footage copy.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency; G2C- for government services whose client is the transacting public			
Who may avail:	All city government offices and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Request Form, 2. Copy of Valid ID		1. OCA, 2. Provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit a CCTV Request Form with complete details requesting to view the CCTV and attach a photocopy of one (1) valid ID	1. Stamp received the CCTV Request Form before endorsing to the secretary	None	3 minutes	Admin Assistant IV
2. Wait for the approval of the City Administrator	2. The secretary will endorse the letter of request to the City Administrator for approval	None	3 hrs.	Secretary
	2.2. Inform the client on the approval or any instructions with	None	2 minutes	Admin Assistant IV

	regard to his/her request			
3. Upon approval, wait for the instruction of the person in charge and proceed to the designated office for CCTV viewing	3. Endorse the client to the respective office handling CCTV viewing	None	2 minutes	Admin Assistant IV
TOTAL:		None	3 hrs. & 7 mins	



Internal Services



1. Approval and/or Signature of Documents

Submission of documents such as letter requests, reimbursements, memoranda, BAC resolution, letter of complaints, DTRs, leave forms, etc. for the approval / signature / initial of the City Administrator.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency			
Who may avail:	All government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. BAC Resolution 3. Memorandum 4. Letter of complaints 5. DTRs 6. Leave Forms		1. From the client/requesting office 2. BAC Office 3. From the client/requesting office 4. From the client 5. From the client 6. From the client/requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request, BAC Resolution, Memorandum, Letter of Complaints, DTRs, Leave Forms, etc.	1. Stamp receive the document and encode to the incoming and outgoing document tracker	None	1 minute	Admin Assistant IV
	1.1. The document will be segregated according to their type (ex. Urgent, for signature, for approval, etc.) before endorsing to the secretary		10 minutes	Admin Officer I
2. Wait for the approval of the City Administrator	2. The secretary will endorse the document to the City Administrator for approval	None	1 day	Secretary
	2.1. After approval, the document will be returned to the receiving section	None	30 minutes	Admin Assistant IV

	for encoding before distribution to various document recipient/offices			
TOTAL:		None	1 day & 41 minutes	

2. Approval of Purchase Order and Purchase Request

Submission of Purchase Order (PO) and Purchase Request (PR) for signature of the City Administrator.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency			
Who may avail:	All city government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Order 2. Purchase Request		1. From the client 2. From the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Order or Purchase Request	1. Receive the transmittal copy of Purchase Order or Purchase Request	None	1 minute	Sr. Admin Assistant II
	1.1. Review the documents and endorse it to the secretary for the approval of the City Administrator	None	1 minute	Sr. Admin Assistant II
2. Wait for the approval of the City Administrator	2. The secretary will endorse the document to the City Administrator for approval	None	1 day	Secretary
	2.1. After approval, the document will be forwarded to the person in charge for encoding to the PR & PO tracker before returning to GSO.	None	4 hours	Secretary & Sr. Admin Assistant II
TOTAL:		None	1 day 4 hours and 2 mins.	

3. Signing of Clearance Form

Submission of Clearance Form for signing of the City Administrator.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency			
Who may avail:	All city government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form (Original copy with complete signature of all department heads)		1. From the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Clearance form	1. Receive the Clearance form and countersign before endorsing to the secretary for signing of the City Administrator	None	1 minute	Sr. Admin Assistant II
2. Wait for the approval of the City Administrator	2. The secretary will endorse the document to the City Administrator for approval	None	1 day	Secretary
	2.1. After approval, the document will be forwarded to the person in charge for releasing	None	4 hours	Sr. Admin Assistant II
TOTAL:		None	1 day, 4 hours & 1 minute	

4. Signing of Vouchers

Submission of Disbursement Vouchers for signing of the City Administrator.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency			
Who may avail:	All city government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers (signed certified by Accounting Office and City Treasurer)		1. From the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit disbursement vouchers	1. Review and receive voucher's transmittal copy before endorsing to the secretary for signing of the City Administrator	None	10 minutes	Admin Aide IV
2. Wait for the approval of the City Administrator	2. The secretary will endorse the document to the City Administrator for approval	None	1 day	Secretary
	2.1. After approval, the document will be returned to the person in charge for encoding on the voucher tracker before forwarding to the City Treasurer's office	None	15 minutes	Admin Aide IV
TOTAL:		None	1 day 25 mins.	

5. Signing of Checks, Honorarium and Payroll

Submission of checks, honorarium and payroll requests for signature of the City Administrator.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G- for government services whose client is a government employee or another government agency			
Who may avail:	All city government offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checks with Transmittal Copy 2. Honorarium (with signature of City Treasurer) 3. Payroll (with signature of City Treasurer)		1. Treasurer's Office 2. From the client/requesting office 3. From the client/requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit checks, honorarium and payroll	1. Receive the transmittal copy of checks and doublecheck if the number of incoming checks on the transmittal copy are the same with the actual checks received.	None	15 minutes	Administrative Assistant IV
	1.1. For honorarium and payroll, endorse immediately to the secretary to prioritize signing	None	2 minutes	Administrative Assistant IV
	1.2. Endorse the payroll/honorarium/ checks immediately to the approver	None	2 minutes	Secretary
	1.3. The approver will sign the checks/payroll/ honorarium	None	6 hours	City Administrator
	1.4. After signing, the checks will be forwarded to the Accounting office while the honorarium and	None	2 minutes	Administrative Assistant IV

	payroll documents will be returned to the requesting end			
TOTAL:		None	6 hours & 21 minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer Feedback Form and drop it inside the drop box located inside the Office of the City Administrator. Office location: 2nd floor, Right wing, Main Building of Muntinlupa City Hall</p>
How feedbacks are processed	<p>Every Friday, the feedback forms are being collected and recorded by the Administrative Officer. It will then be endorsed to the Department Head for scrutiny and/or endorsement to the relevant office.</p> <p>The answer of the office/person will be scrutinized by the originating office and then relayed to the citizen.</p> <p>For further inquiries or follow ups, clients may contact the following telephone number: 8862-2525 loc. 1778</p>
How to file a complaint	<p>Answer Feedback Form and drop it inside the drop box located inside the Office of the City Administrator. Office location: 2nd floor, Right wing, Main Building of Muntinlupa City Hall.</p> <p>The client may also convey their complaint through telephone by calling our contact number provided and will be asked with following information:</p> <ul style="list-style-type: none"> -Name of being complained -Detailed incident -Evidence -Complete Name of complainant (will be kept confidential) -Contact number (will be kept confidential)
How complaints are processed	<p>The Administrative Officer will gather and record the complaints of the office received every week and generate a summary of complaints report.</p> <p>It will then be endorsed to the Department Head for scrutiny.</p> <p>The complained office/person is required to answer within three (3)</p>

	<p>working days upon receipt of the complaint.</p> <p>The answer will then be checked by the Department Head if it should require an investigation or not.</p> <p>The Administrative Officer will update the complainant on the decision/feedback from the management.</p> <p>For further inquiries or follow ups, clients may contact the Office of the City Administrator</p>
Contact Information of Office of the City Administrator	8862-2525 loc. 1778



List of Offices

Office	Address	Contact Information
Office of the City Administrator	2 nd floor Right Wing, Main Building, Muntinlupa City Hall, Brgy. Putatan, Muntinlupa City	8862-2525 loc. 1778



Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

OFFICE OF THE CITY ATTORNEY

I. Mandate

A mandatory officer provided by Republic Act no. 7160 also known as the Local Government Code of 1991, Article XI Section 481 and Republic Act no. 7926, Article VIII Section 37 also known as the Charter of the City of Muntinlupa, to be the chief legal counsel of the local government unit, and shall take charge of the office of legal services as provided by law.

II. Vision

We envision the Legal Office of Muntinlupa City to be a professional law organization that will unceasingly uphold the laws and the Constitution, vigilantly guard the rights and interests of the City and staunchly defend the poor and the oppressed.

III. Mission

We shall endeavor to keep abreast with the laws and jurisprudence, procure the necessary office materials and facilities, equip our personnel with legal skills and training, secure a 100% success rate in our legal cases and serve the constituents of the City in line with the credo that those who have less in life shall have more in law.

IV. Objectives

The Office of the City Attorney aims:

- To regularly attend the Mandatory Continuing Legal Education (MCLE), seminars, skills training and legal updates for its legal officers;
- To equip the Legal Office with updated legal materials, computer facilities, a legal library and other pertinent technology;
- To improve the facilities of the Legal Office to accommodate lawyer's meetings, legal consultation and advice and settlement of dispute and mediation proceedings;
- To have a more efficient and organized system of filing, endorsement and inventory of cases, documents and communications.



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CITIZEN CHARTER

V. List of Services

1. Rendering of free legal counseling/advice/consultation
2. Rendering of Mediation/Arbitration/Legal Conference or Patawag
3. Drafting of Simple Affidavits.
4. Drafting of Legal Opinion, upon request.
5. Drafting/filing of all kinds of pleadings, as needed.
6. Drafting of MOA, MOU, City Ordinances, Executive Orders, Resolutions, Implementing Rules and Regulations, upon request.
7. Attendance/Participation in public hearings, meetings, conferences, various committee meetings etc.



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CITIZEN CHARTER

1. Rendering of free legal counseling/advice

Legal Officers of this office provide guidance through face-to-face consultation, through authorized representative or phone-in inquiries for basic legal advice

Office or Division:	OFFICE OF THE CITY ATTORNEY/CITY LEGAL OFFICE			
Classification:	SIMPLE			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Constituents of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identifications (IDs)		Respective Barangay, Philippine Government agencies authorized to issue IDs		
Personal Appearance of Requesting Party/Parties as principal or representative		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1- Present the ID. Personal appearance of client, or through representative, through phone-in inquiry to fill out the log book		None	3 minutes	Eleazer Diaz (Administrative Assistant VI) Argie Janohan (Administrative Assistant II) Linbert Tomimbang (Administrative Assistant V)
	1- Legal Officer will render legal advice based on appreciation of facts and documents as presented by the client	None	30 minutes	Atty. Karen Baldonasa (Attorney IV), Atty. Remelito Dela Cruz (Attorney IV), Atty. Ma. Esmeralda Aguinaldo (Attorney IV),

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Atty. Celyn Ann Mae Palacol (Attorney III)
2- For Personal appearance, answer feedback form	2- Feedback, if any, is taken into consideration and acted upon.	None	3 minutes	<i>Client</i>
	TOTAL	None	36 minutes	

2. Rendering of Mediation/Arbitration/Legal Conference or Patawag

Legal Officer of this office provides legal guidance through Mediation/Arbitration/ Legal Conference or Patawag. The requesting client will need to fill out the log-book information page and the information of the party he/she requests to invite for the said process wherein the Legal Officer will facilitate. Disputing parties will be given a chance to narrate their side and discussion will ensue for possible resolution from the parties which shall be guided by the Legal Officer.

Office or Division:	OFFICE OF THE CITY ATTORNEY/ CITY LEGAL OFFICE			
Classification:	COMPLEX			
Type of Transaction:	G2C– Government to Citizen			
Who May Avail:	All Constituents of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification (IDs)		Respective Barangay, Philippine Government agencies authorized to issue IDs		
Personal Appearance of Requesting Party/Parties as principal or representative		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1- Personal appearance of party requesting for Patawag appointment	1- The information supplied by the client will be encoded to the Patawag Template	None	5 minutes.	Jhanine Zaira Foronda (Administrative Assistant V)

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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Mary Ralphiele Misa (Administrative Assistant I)
2- Client will send the Patawag letter either through personal service or private courier or with the help of their respective barangay	2- After assessment of the case by the lawyer, staff will release to client the Patawag letter/invitation	Based on the schedule of fees prescribed, if invitation will be sent through private courier	Within the date set for Patawag	<i>Client</i>
3- Show up at the specified time and date of Patawag session in the City Legal Office	3- Rendering of Mediation/Arbitration/ Legal Conference or Patawag	None	Forty-five minutes from scheduled time, depending on issues presented	Jhanine Zaira Foronda (Administrative Assistant V) Mary Ralphiele Misa (Administrative Assistant I)
4- Feedback on the Patawag session rendered	4- Provide Feedback Form. Feedback, if any, is taken into consideration and acted upon.	None	3 minutes	Jhanine Zaira Foronda (Administrative Assistant V) Mary Ralphiele Misa (Administrative Assistant I)
	TOTAL	None	1 hour	

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CITIZEN CHARTER

3. Drafting of Simple Affidavits.

One of the frontline services of this office is to render simple affidavits.

Office or Division:		OFFICE OF THE CITY ATTORNEY/ CITY LEGAL OFFICE		
Classification:		SIMPLE		
Type of Transaction:		G2C– Government to Citizen		
Who May Avail:		All Constituents of Muntinlupa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification (IDs)		Respective Barangay, Philippine Government agencies authorized to issue IDs		
Supporting Documents		Birth Certificate, Death Certificate- PSA, etc. depending on affidavit requested		
Personal Appearance of Requesting Party/Parties as principal or representative		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1- Personal Appearance of the client	1- Interview to know the facts to assess what affidavit is needed and to verify supporting documents at hand. Clients who are lacking or without supporting documents will be requested to submit or to complete the requirements and return to the Legal Office.	None	5 minutes	Eleazer Diaz (Administrative Assistant VI) Argie Janohan (Administrative Assistant II) Linbert Tomimbang (Administrative Assistant V)
	2- Drafting of the needed simple affidavit	None	6 minutes	
2- Verify drafted affidavit and similar instruments for possible revision/corrections	3- If revision/correction not necessary, release of the requested affidavit to the client. Otherwise, revise/correct as needed then release.	None	3 minutes	
3- Client signs in the logbook after receiving the drafted affidavit and similar instruments	4- Staff ensures logbook is secure and not accessible to unauthorized personnel for data privacy.	none	1 minute	Client

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4- Feedback on the service rendered	5- Provide feedback form to client. Feedback, if any, is taken into consideration and acted upon.	None	3 minutes	Eleazer Diaz (Administrative Assistant VI) Argie Janohan (Administrative Assistant II) Linbert Tomimbang (Administrative Assistant V)
TOTAL		None	18 minutes	

4. Drafting of Legal Opinion

Written inquiries from various offices/barangays/persons regarding questions of law are coursed through this office for comment or review or appropriate action.

Office or Division:		OFFICE OF THE CITY ATTORNEY/ CITY LEGAL OFFICE		
Classification:		COMPLEX		
Type of Transaction:		G2C– Government to Citizen G2G- Government to Government		
Who May Avail:		All Offices of the City, Constituents of Muntinlupa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written endorsement or request letter		By the requesting party		
Supporting Documents		By the requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1- Endorsement of Request letter with complete supporting documents, signed by the requesting party	1- Stamped received and logged	None	5 minutes	Ma. Salome Reganit (Administrative Aide IV) Ma. Cristina Lizardo (Administrative Assistant V)
	2- Received request is forwarded to the Department Head/OIC for task assignment to City Legal Lawyers If acted upon by the OIC/ Department Head- Proceed to No. 4	None	30 minutes	Atty. Genesi M. Santiago (City Attorney) Ma. Cristina Lizardo (Administrative Assistant V)

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	3- Requests letter and supporting documents are signed received by the designated City Legal Lawyers and logged	None	5 minutes	Atty. Genesi M. Santiago (City Attorney) Ma. Cristina Lizardo (Administrative Assistant V)
	4- Rendered Legal Opinion subscribed by the designated lawyer and noted by the OIC/Department Head	none	7 working days from receipt of complete supporting documents and pertinent information	Atty. Karen Baldonasa (Attorney IV), Atty. Remelito Dela Cruz (Attorney IV), Atty. Ma. Esmeralda Aguinaldo (Attorney IV), Atty. Celyn Ann Mae Palacol (Attorney III)
	5- Rendered Legal Opinion sent to requesting party and release details logged	None	1 day	Ma. Salome Reganit (Administrative Aide IV) Ma. Cristina Lizardo (Administrative Assistant V)
	TOTAL	None	7 days	

5. Drafting/Filing of all kinds of pleadings

The City Legal Officers prepare pleadings in connection with Judicial and/or Quasi-Judicial proceedings for the protection of the interests of the City Government as well as its stakeholders

Office or Division:		OFFICE OF THE CITY ATTORNEY/ CITY LEGAL OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2G– Government to Government		
Who May Avail:		City Government of Muntinlupa and its Officers in the exercise of their official functions		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order, Notice and/or Court issued correspondence			Issued by judicial or quasi-judicial bodies	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

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1- Petition, Complaint, Order, Notice and/or Court issued correspondence	1- Stamped received by Administrative Staff and logged	None	5 minutes	Mary Ralphiele Misa (Administrative Assistant I) Krystofferson Montero (Administrative Officer III)
	2- Received Petition, Complaint, Order, Notice and/or Court issued correspondence forwarded to the Department head/OIC for case assignment to City Legal Lawyers/Associates; If acted upon by the OIC/Dept. Head proceed to no. 5	None	30 minutes	Atty. Genesi M. Santiago (City Attorney) Krystofferson Montero (Administrative Officer III)
	3- Submission of rendered Pleading/s subscribed by the Lawyer Assigned and/or noted by the OIC/ Department Head	None	Within the prescribed period provided by the Order, Notice and/or Court issued correspondence or reglementary period provided by law	Atty. Genesi M. Santiago (City Attorney) Krystofferson Montero (Administrative Officer III)
	4- Rendered Pleading/s filed with the court or proper forum	As prescribed by Supreme Court schedule of fees	Rendered pleading in compliance with the rules set forth by the Supreme Court of the Philippines and applicable laws	Mary Ralphiele Misa (Administrative Assistant I) Krystofferson Montero (Administrative Officer III)
	TOTAL	None	30 days	

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6. Drafting of MOA, MOU, City Ordinances, Executive Orders, Resolutions, Implementing Rules and Regulations

The City Legal Officers gather all necessary materials and legal basis as well as set up clarificatory meetings with the proponent and its resource persons to work with a collaborative output.

Office or Division:		OFFICE OF THE CITY ATTORNEY/ CITY LEGAL OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2G- Government to Government		
Who May Avail:		City Government of Muntinlupa and its Officers in the exercise of their functions, City constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with complete supporting documents, signed by the requesting party		City Government of Muntinlupa Offices or Departments		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1- Request letter with complete supporting documents, signed by the requesting party received by City Legal Administrative Staff	1- Stamped Received by Administrative Staff and logged	None	5 minutes	Ma. Salome Reganit (Administrative Aide IV) Ma. Cristina Lizardo (Administrative Assistant V)
	2- Received request is forwarded to the Department head/ OIC for task assignment to City Legal lawyers. Or If acted upon by the OIC/Dept. Head - proceed to no. 4	None	30 minutes	Atty. Genesi M. Santiago (City Attorney) Ma. Cristina Lizardo (Administrative Assistant V)
	3- Submission of rendered Ordinance, Resolutions and/or IRR subscribed by the Lawyer Assigned and noted by the OIC/Department Head	None	Rendered within 20 days from receipt of complete supporting documents	Atty. Karen Baldonasa (Attorney IV), Atty. Remelito Dela Cruz (Attorney IV), Atty. Ma. Esmeralda

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				Aguinaldo (Attorney IV), Atty. Celyn Ann Mae Palacol (Attorney III)
	4- Rendered Ordinance, Resolutions and/or IRR sent to requesting party and details logged	None	1 day	Ma. Cristina Lizardo (Administrative Assistant V)
	TOTAL	None	20 days	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Fill-out Customer Survey Monitoring (CSM) Questionnaire and drop it on the Suggestion Box or the concerned individual can write a formal letter and submit it to the Office of the City Attorney or they may send it through our office email legal@muntinlupacity.gov.ph.</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-861-1126.</p>
How feedbacks are processed?	<p>Every week, the Suggestion Box will be opened, and then concerns will be encoded and summarized.</p> <p>Formal letters will be endorsed to the Head of Legal Office.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter addressed to the Local Chief Executive.</p> <p>For inquiries and follow-up of concerns, clients may contact (02) 8-403-7117.</p>
How are complaints processed?	<p>Administrative Officer, assisted by City Legal Lawyer, will assess veracity and completeness of the complaint.</p> <p>Conduct an investigation on the complaint, notify the party being complained of if any and give the latter sufficient time and opportunity to address the complaint and present evidence on their behalf.</p> <p>Inform the City Attorney of the complaint and the explanation of the respondent and make recommendations.</p>

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CITY GOVERNMENT OF MUNTINLUPA

CITIZEN CHARTER

	Act on the complaint by taking corrective/remedial measures and/or imposing administrative sanctions if warranted. Inform complainant of action taken.
Contact Information: <ul style="list-style-type: none">• Contact Center ng Bayan (CCB)• Presidential Complaint Center (PCC)• Anti-Red Tape Authority (ARTA)	ARTA : <i>complaints@arta.gov.ph</i> : 1-ARTA (2782) PCC : 8888 CCB : (+63)908-8816-565 (SMS)

List of Office/s

Office	Address	Contact Information
Main Office	Room 301 3 rd Floor Annex Building Muntinlupa City Hall, Putatan, Muntinlupa City	Office e-mail: legal@muntinlupacity.gov.ph (02) 8-861-1126



OFFICE OF THE CITY MARKET ADMINISTRATOR

CITIZEN'S CHARTER 2024

I. Mandate (Market Code of Muntinlupa Ordinance No. 07-132)

1. Establishing, managing, and operating public markets inside the city's boundaries is the office's mandate. Public markets may be established, maintained, and operated by the City Government of Muntinlupa under ordinances that have been passed by the Sangguniang Panlungsod.
2. The Alabang Central Market and all other City public markets are governed by the Market Code, which also controls its establishment, management, and operations. It contains laws governing the operation of both privately owned and operated public markets, as well as the enforcement and collection of rental/occupancy fees and other pertinent market charges.
3. In order to guarantee the general welfare and effective operation of these market facilities, the Market Code establishes the legal framework for the establishment, management, and regulation of public markets in Muntinlupa City.

II. Vision:

To be an Ideal and Best Managed Public Market in the Philippines with the Cooperation of all Stakeholders

III. Mission:

To provide Quality Public Services that include Clean, Secured, Orderly, Price Monitored Public Market

IV. Service Pledge:

We commit to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden to for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.

Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

FUNCTIONAL DESCRIPTIONS

ADMINISTRATIVE DIVISION

1. Preparation of communication letters, correspondence, and Accomplishment Reports of the Office of the City Market Administrator.
2. Responsible for the preparation of the annual budget.
3. Perform the function of Procurement and monitor the issuance/withdrawal of office supplies, electrical materials, and other supplies.
4. Prepare reimbursement and process PLDT, Meralco, and Maynilad payments.
5. Responsible for filing and safekeeping of official records and documents of the Office of the City Market Administrator.
6. In charge of making internal memos and documents regarding personnel matters.
7. In charge of administering plans, programs, and projects of the department.

OPERATION DIVISION

1. Responsible for monitoring and overseeing market operations in compliance with City Ordinances and Market Rules and Regulations.
2. In charge of administering the lease of all the market stalls under the Office of the City Market Administrator.
3. Maintain peace and orderliness within the vicinity of the Office of the City Market Administrator.

Leasing Section

1. In charge of the preparation/issuance of certification for Business Permit Purposes and Certificate of Award.
2. In charge of the creation, development, and implementation of marketing programs and projects (i.e. promotional activities, digital campaigns, etc.).
3. Coordinates with market stall owners and holders regarding market operations.

Law Enforcement Section

1. Monitor and maintain the smooth movement of traffic inside the Office of the City Market Administrator.
2. Conduct routine inspections for stall extensions and obstructions along pathways.
3. Ensure the safety of both stallholders and consumers.
4. In charge of implementing market-related rules and regulations of the Office of the City Market Administrator.

FINANCE DIVISION

1. In charge of keeping, interpreting, and updating financial records.
2. Maintain a Book of Accounts/Subsidiary Ledger of monthly power bills.
3. In charge of the Collection Activity such as Market Fee, Delivery Fee, Electric Fee, and Water Fee; and prepare daily remittance reports.
4. Responsible for the daily encoding of payments and receipts to the Office of the City Market Administrator system.

GENERAL SERVICES DIVISION

1. Enforce environmental regulations and standards in accordance with the policies of the National Government.
2. Responsible for the prevention and control of pollution and protection of the environment.
3. In charge of the implementation of cleanliness and sanitation of the Wet and Dry Section of the market and its vicinity.
4. Conduct inspection and assess the building condition and equipment.

Repair and Maintenance Section

1. Ensure smooth operations and reduce the risk of costly breakdowns or accidents.
2. Responsible for maintaining the proper functioning of equipment and tools.
3. Responsible for the construction and repair of market facilities.

Pollution Control Section

1. In charge of securing clearance and permits from different agencies in relation to pollution control.
2. Responsible for the implementation of effective control measures such as solid waste management and water quality monitoring.
3. In charge of the improvement of the quality of the Environmental Management System.

SECURITY AND LAW ENFORCEMENT DIVISION

1. Maintain public order and safety by enforcing laws, preventing crime, and ensuring the security of public spaces.
2. In the event of emergencies, such as accidents and natural disasters, the security and law enforcement division provides emergency response services to protect and assist the public.
3. Responsible in managing traffic flow.
4. Investigate criminal activities, gather evidence, and apprehend suspects in order to prevent crime and protect the public from harm.

LIST OF SERVICES

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Operation Division

External Services

1. Issuance of Market Certificate

The issuance of market certificate involves a thorough inspection of stalls who meets a certain compliance requirement. Market certificates are often used to acquire Business Permit.

Office or Division:	Alabang Central Market - ACM			
Classification:	Simple			
Type of Transaction:	G2B - Government to business entity			
Who may avail:	Alabang Central Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance for Certification		ACM / Administrative Division / Front Desk		
2. Photocopy of previous Business Permit		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Clearance Form	1. Verification/review of Account and Inspection of Stall 1.1 Issue order of payment if applicable	None	1 day	<i>Administrative Assistant III Administrative Aide IV Administrative Aide V</i>
2. Payment of Unsettled/ Outstanding Balance/ Back Rentals and Compliance in the Inspection Checklist	2. Receive the payment based on order of payment and update the system 2.1 Issuance of the Official Receipt 2.2 Review of Inspection Checklist 2.3 Signatures from Division Heads in the Market Clearance	Based on the accounts outstanding balance as of end of the year.	30 minutes	<i>Administrative Assistant III Administrative Aide IV Administrative Aide V Division Heads</i>
3. Payment for the Market Certificate Fee	3. Accept payment 3.1 Encoding and Printing of Market Certificate 3.2 Approval of the Market Administrator 3.3 Release of Market Certificate	PHP 100.00	15 minutes	<i>Administrative Assistant III Administrative Aide IV Administrative Aide V Acting Head</i>
TOTAL:		PHP 100.00	1 Day & 45 Minutes	

Under normal situations, the mentioned time is for one client being served at a time.

2. Request for CCTV Footage

The Alabang Central Market offers CCTV footage that assists with safety, security, and compliance in a range of situations and respects individual privacy rights and complies with legal considerations.

Office or Division:		Alabang Central Market - ACM		
Classification:		Simple		
Type of Transaction:		G2B - Government to business entity		
Who may avail:		Alabang Central Market Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		CCTV Room		
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
CCTV Footage				
1. Complete the request form. 1.1 Present a valid ID for verification and documentation. 1.2 Provide any type of storage (USB Flash drive, SD Card, and External Hard Drive).	1. Review of CCTV videos. 1.1 Approval from the Supervisor and Acting Head. 1.2 Release of file.	None	30 minutes	<i>Administrative Aide IV Administrative Officer I Acting Head</i>
CCTV Playback				
2. Complete the request form.	2. Review of CCTV videos. 2.1 Discuss the information with the requester.	None	30 minutes	<i>Administrative Aide IV</i>
TOTAL:		None	1 Hour	

Under normal situations, the mentioned time is for one client being served at a time.

3. Request for Promo Permit

The process of requesting a promo permit typically involves engaging with the appropriate agencies that includes promotions, sales, or events that need official approval.

Office or Division:		Alabang Central Market - ACM		
Classification:		Simple		
Type of Transaction:		G2B - Government to business entity		
Who may avail:		Company, Developer, Advertising Agency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent 1.1 Fill-up promo permit form	1. Examine the product/s included in the letter of intent 1.1 Approval of the Acting Head	None	15 Minutes	<i>Administrative Officer I Acting Head</i>
2. Payment for the designated area (booth) and parking area fee	2. The cashier will receive the payment and will issue an official receipt 2.1 Release of promo permit form	PHP 1,000 for booth PHP 2,000 for parking area	5 Minutes	<i>Administrative Aide IV Administrative Aide V Administrative Officer I</i>
TOTAL:		PHP 3,000.00	20 Minutes	

Under normal situations, the mentioned time is for one client being served at a time.

Finance Division

External Services

1. Walk-In Payment for Weekly Remittance

The Alabang Central Market stallholders/tenants pay their daily dues (market fee, electrical fee, water fee and garbage fee) to the collector/cashier ensuring that all transactions are processed accurately and on time.

Office or Division:		Alabang Central Market - ACM		
Classification:		Simple		
Type of Transaction:		G2B - Government to Business entity		
Who may avail:		Alabang Central Market Stallholder		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The payor will request a Statement of Account	1. The cashier will ask for the Name and Section of the payor and will provide the corresponding Statement of Account	NONE	3 Minutes	Administrative Aide IV Administrative Aide V
2. Stallholder/Payor pays their weekly dues (Market Fee, Electrical Fee, Water Fee and CUSA)	2. The cashier will collect the payment and will issue an Official Receipt	Weekly dues	1 Minute	Administrative Aide IV Administrative Aide V
	3. The cashier will check/verify and remit their collections to the Accounting Head 3.1 Remittance of collections to the City Treasurer's Office from the Accounting Division	NONE	1 Hour	Administrative Aide IV Administrative Aide V Local Treasury Operations Officer I Local Treasury
TOTAL:		Weekly dues	1 Hour and 4 Minutes	

Under normal situations, the mentioned time is for one client being served at a time.

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client complaint form. The complainant will submit written statement.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8842-2955</p>
How feedbacks are processed	<p>The Officer In-charge shall start the investigation and forward the feedback to the relevant person for their explanation. The division head will create a report after investigation and shall submit it to the Head of Agency for appropriate action. The Officer In-charge will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8842-2955</p>
How to file a complaint	<p>Answer the client complaint form. The complainant will submit written statement.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Name of person being complained • Incident • Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8842-2955</p>
How complaints are processed	<p>The Officer In-charge shall start the investigation and forward the complaint to the relevant person for their explanation. The Officer In-charge will create a report after investigation and shall submit it to the Head of Agency for appropriate action. The Officer In-charge will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8842-2955</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Alabang Central Market	3 rd Floor Building A, Alabang Central Market, Muntinlupa City, Philippines 1770	0919-079-2097 Email address: market@muntinlupacity.gov.ph



CITY GOVERNMENT OF MUNTINLUPA

CITIZEN'S CHARTER 2024 (2nd Edition)



OFFICE OF THE CITY MAYOR

CITIZEN'S CHARTER 2024 (2nd Edition)



I. Mandate:

Under Article One, Section 455 of R.A. No. 7160 or the Local Government Code of 1991, (a) the city mayor, as chief executive of the city government, shall exercise such powers and perform such duties and functions as provided by this Code and other laws. (b) For efficient, effective and economical governance the purpose of which is the general welfare of the city and its inhabitants pursuant to Section 16 of this Code, the city mayor shall:

- 1) Exercise general supervision and control over all programs, projects, services, and activities of the city government
- 2) Enforce all laws and ordinances relative to the governance of the city and in the exercise of the appropriate corporate powers provided for under Section 22 of this Code, implement all approved policies, programs, projects, services and activities of the city
- 3) Initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development plans, program objectives and priorities as provided for under Section 18 of this Code, particularly those resources and revenues programmed for agro-industrial development and countryside growth and progress
 - 4) Ensure the delivery of basic services and the provision of adequate facilities as provided for under Section 17 of this Code
- 5) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision:

We envision the Office of the Mayor to become an ideal local government office guided by the highest standards of competence, uprightness, professionalism and excellence and working for the greater welfare of the constituency.

III. Mission:

- 1) To uphold and maintain at all times high standards and strong work ethics.
- 2) To fulfill with dedication and commitment the city government's social responsibilities.
- 3) To focus its efforts in meeting the needs of the constituents through high quality, responsive and efficient manner.
- 4) To develop the potential of employees to the fullest by providing an environment conducive to their personal and professional growth and advancement and integrity and to foster a value system held in common throughout the city government in order that all my share a coherent sense of purpose and direction.
- 5) To the constituency, it shall consistently deliver superior returns in terms of public service.
- 6) The administration practices of the office will foster the best use of professionalism and individual judgment with the well – being of the people mind.



IV. Service Pledge:

We, the officials and employees of the City Government of Muntinlupa, do hereby pledge our strong commitment to perform our duties and functions with primal goal:

Maintain reliable, practical, safe, and timely delivery of service with utmost courtesy and conduct;

Uphold moral integrity at all times;

Nurture the Spirit of Nationalism in the heart and soul of Servant Leaders;

To champion transparency and accountability in accord with the rule that a *“public office is a public trust”*;

Introduce innovative technical and administrative solutions to fast track the delivery of services and to attain a Smart City status;

We pledge to extend an extra mile to service the needs of the public, in observance of our mantra, ***“Muntinlupa Nakakaproud!”***

So, help us God.



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Office of the City Mayor External Services



1. Scheduling of Appointment and Courtesy Call with the Mayor

This service is for national government agencies, officers, city government employees, residents, and other individuals and organizations interested in arranging appointments and courtesy calls with the Mayor.

Office or Division:	Office of the Executive Secretary			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter and/or Accomplished Pakay Request Form with name, contact details, and agenda for Scheduling an Appointment and/or Courtesy Call with the Mayor. (1 original and 1 photocopy)		Prepared by requesting agency, office, city government employee, resident, and other individuals unless indicated otherwise / Mayor’s Office – Receiving counter		
Additional requirements if filed through a Representative: 1. Letter of Authority authorizing the representative. (1 original)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet.	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	Administrative Officer/Assistant Mayor’s Office



2. Present letter request or Pakay request with name, contact details, and agenda, and supporting documents, if needed. *Wait for the document to be evaluated	2. Assess letter or Pakay request for completeness and validity of request. *If request is not valid, inform the client of any deficiency. Identify and enumerate all the missing required details.	None	3 minutes	Administrative Officer/Assistant Mayor's Office
3. Accept receiving copy.	3. Accept letter request or Pakay request.	None	3 minutes	Administrative Officer/Assistant Mayor's Office
4. Confirm details of appointment and ensure presence at the scheduled meeting.	4.1 Process request and determine the available schedule of the Mayor. 4.2 Inform the client about the details of the appointment	None	3 working days	Executive Secretary/City Mayor
TOTAL			3 Working Days and 7 Minutes	



2. Conducting Free Civil Wedding Ceremony

This free service is designed to cater the residents of Muntinlupa City who have reached the legal age and wish to formalize their union through the solemnization of marriage. The primary facilitator of this significant life event is the Local Chief Executive, who oversees and officiates the marriage ceremony, ensuring that it adheres to the legal requirements and regulations.

Office or Division:	Office of the Executive Secretary	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Residents of Muntinlupa only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of intent addressed to the Mayor with complete name, contact details and signature (1 original)		Prepared by interested couples who reside in Muntinlupa City.
2. Marriage License (1 original)		Local Civil Registrar
3. List of witnesses (1 original)		Requesting party
In lieu of a marriage license, if the couple has lived together for at least 5 years, the following requirement is applicable: Certificate of Cohabitation (1 original)		Local Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents for marriage.	<p>1. Assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements.</p> <p>*If a document is incomplete/invalid, inform the client of any deficiency. Identify and enumerate all the missing or invalid supporting documents.</p>	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
2. Confirm the scheduled date of the wedding ceremony.	<p>2. Accept letter request or Pakay request and inform the client about the following:</p> <ul style="list-style-type: none"> • Date, time, and venue of the wedding ceremony • Dress code 	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>



3. Attend the wedding ceremony together with their witnesses on the scheduled date.	3. Conduct the Civil wedding	None	2 hours & 30 minutes	City Mayor <i>Administrative Officer/Assistant Mayor's Office</i>
	3.1. Assist in the wedding administration. 3.2. Advise couple on the date when to claim their registered Marriage Certificate		1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
4. Claim registered Marriage Certificate.	4.1 Release the registered Marriage Certificate	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
TOTAL			2 hours and 34 minutes	



3. Issuance of Mayor's Certification for Residency

This Certification is a government-issued identification document, a proof of residency, secured by a client who is a bona fide resident of Muntinlupa City to be used in legal and varied purposes.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Resident of Muntinlupa only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request or Accomplished Pakay Request form stating the request for Certificate of Residency with complete contact details and signature. (QF/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office – Receiving Section
2. Barangay Certificate of Residency (issued in the last 6 months) (1 original)	Barangay Hall
3. Valid Identification (ID) of client – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, School ID (must be for the current school year) (1 original and 1 photocopy)	GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affairs, Philhealth, Barangay Hall, BIR, School
Additional requirements if filed through a Representative:	
4. Letter of Authority authorizing the representative. (1 original)	Requesting party



5. Valid Identification (ID) of client – any of the following (not expired) showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, School ID (must be for the current school year) (1 original and 1 photocopy)		GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated	2. Assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements. *If a document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting documents.	None	5 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>



3. Receive claim stub.	3. Accept letter request or Pakay request and issue claim stub to the client 3.1. Inform client on the schedule of release in 3 working days	None	3 minutes	Administrative Officer/Assistant Mayor's Office
4. Wait for the request to be processed.	4. Process request		3 working days	Administrative Officer/Assistant Mayor's Office
Release of Certificate 5. Present claim stub.	5. Receive claim stub and validate	None	1 minute	Administrative Officer/Assistant Mayor's Office
6. Receive the Certificate.	6. Release the Certificate to client	None	1 minute	Administrative Officer/Assistant Mayor's Office
TOTAL			3 working days and 11 minutes	



4. Issuance of Mayor's Certification for securing Certificate of Registration of Authority to Solemnize Marriage (CRASM)

This Certification is being issued, as a prerequisite requirement for securing Certificate of Registration of Authority to Solemnize Marriage (CRASM) from Philippine Statistics Authority (PSA), to any Pastor and/or Priest who are bona fide resident of Muntinlupa City with an intention to officiate a wedding ceremony and to any Church situated in Muntinlupa City, duly registered from Securities and Exchange Commission (SEC).

Office or Division:	Administrative Division	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may avail:	Officiating Pastor / Priest of Churches situated in Muntinlupa Churches situated in Muntinlupa only	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request or Accomplished Pakay Request form stating the request for Mayor's certification for CRASM purposes with complete contact details and signature (QF/Mayors/A001/0) (1 original)		Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office – Receiving Section
2. Certified True Copy of SEC Registration (1 photocopy)		Securities and Exchange Commission
3. Barangay Certification of Good Moral Character and Residency (latest) (1 original)		Barangay Hall



4. Valid Identification (ID) of client – any of the following (not expired) showing proof of identity: UMID, SSS, Voter’s ID, PRC ID, Postal ID, Driver’s License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)		GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR		
Additional requirements for Officiating Pastor / Priest: 5. Endorsement/Designation/ Recommendation from the head of religion / religious sect (1 original)		Church or Head of religion/religious sect		
Additional requirements if filed through a Representative: 1. Letter of Authority authorizing the representative (1 original) 2. Valid Identification (ID) of Representative showing proof of identity: UMID, SSS, Voter’s ID, PRC ID, Postal ID, Driver’s License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)		Requesting party GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	Administrative Officer/Assistant Mayor’s Office



<p>2. Present letter request or Pakay request with complete requirements.</p> <p>*Wait for the document to be evaluated</p>	<p>2. Assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements.</p> <p>*If a document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing or invalid supporting documents.</p>	None	5 minutes	Administrative Officer/Assistant Mayor's Office
<p>3. Receive claim stub.</p>	<p>3. Accept letter request or Pakay request and issue claim stub</p> <p>3.1. Inform client on the schedule of release within 3 working days</p>	None	3 minutes	Administrative Officer/Assistant Mayor's Office
<p>4. Wait for the request to be processed.</p>	<p>4. Process request</p>		3 working days	Administrative Officer/Assistant Mayor's Office
<p>Release of Certificate</p> <p>5. Present claim stub.</p>	<p>5. Receive claim stub and validate.</p>	None	1 minute	Administrative Officer/Assistant Mayor's Office



6. Receive the Certificate.	6. Release the Certificate to client.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
TOTAL			3 working days and 11 minutes	



5. Issuance of Mayor's Endorsement/Recommendation for PNP Applicants

This Certification is being issued to all Muntinlupa residents who passed the initial screening process of the PNP Regular and Attrition Quota.

Office or Division:	Administrative Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Resident of Muntinlupa City only.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request or Accomplished Pakay Request form stating the request for Mayor's Endorsement/ Recommendation with complete contact details and signature. (QF/Mayors/A001/0) (1 original)	Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office – Receiving Section
2. Photocopy of College Diploma	Applicant's Alma Mater
3. Photocopy of Barangay Certification/Residency (Within the past 6 months)	Barangay Hall
4. Photocopy of PRC License/NAPOLCOM Entrance Exam Results/CSC Eligibility	PRC Office/PNP Office/Civil Service Commission



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated.	2. Assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements. *If a document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing or invalid supporting documents.	None	5 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>
3. Receive claim stub.	3. Accept letter request or Pakay request and issue claim stub to the client.	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>



	3.1 Inform client on the schedule of release – 3 working days upon receipt of complete requirements.			
	3.2 Process request	None	3 working days	<i>Administrative Officer/Assistant Mayor's Office</i>
Release of Endorsement/ Recommendation Letter				
4. Present claim stub.	4. Receive claim stub and validate	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
5. Receive the Endorsement/ Recommendation Letter.	5. Release the Endorsement/ Recommendation Letter to the client	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
TOTAL			3 working days and 11 minutes	



6. Medical Assistance - Mayor's Endorsement/Referral Letter to National Agencies

This Endorsement/Referral Letter is being issued to all applicants/clients who intend to avail Financial (Medical) Assistance to PAGCOR, PCSO, Office of the Vice President, and other National Agencies and charities.

Office or Division:	Administrative Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government		
Who may avail:	Resident of Muntinlupa only *Client shall either be the patient or immediate family member representing the patient.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request or Accomplished Pakay Request form stating the request for endorsement/referral letter with complete contact details and signature (QF/Mayors/A001/0) (1 original)		Prepared by requesting agency, office or individual unless indicated otherwise / Mayor’s Office - Receiving Section	
2. Valid Identification (ID) of patient and/or representative – any of the following (not expired) showing proof of identity and residential address: UMID, Voter’s ID, Postal ID, Driver’s License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)		GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School	



3. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician (1 photocopy)		Hospital / Clinic, Health Center		
Additional requirements if filed through a Representative:				
4. Letter of Authority authorizing the representative. (1 original)		Requesting party		
5. Valid Identification (ID) of Representative showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)		GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	Administrative Officer/Assistant Mayor's Office
2. Present letter request or Pakay request with complete requirements. *Wait for the document to be evaluated	2. Assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements.	None	5 minutes	Administrative Officer/Assistant Mayor's Office



	*If a document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting documents.			
3. Receive claim stub.	3. Accept letter request or Pakay request and issue claim stub to the client 3.1. Inform client on the schedule of release – 3 working days	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>
4. Wait for your request to be processed.	4. Process request		3 working days	<i>Administrative Officer/Assistant Mayor's Office</i>
Release of Endorsement / Referral Letter				
5. Present claim stub.	5. Receive claim stub and validate.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
6. Receive the Endorsement / Referral Letter.	6. Release the Endorsement/ Referral Letter to the client.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
TOTAL			3 working days and 11 minutes	



7. Furnishing of Medical Assistance – Assistive Medical Device

Assistive Medical Devices such as cane, crutches, walker, and wheelchairs are given to qualified beneficiaries who are either injured or with pre-existing medical conditions needing external support; to assist them, to improve their independent functioning, and to prevent further damage and secondary health conditions.

Office or Division:	Administrative Division		
Classification:	Simple; Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Resident of Muntinlupa only		
	*Client shall either be the patient or immediate family member representing the patient.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter request or Accomplished Pakay Request form stating the request for assistive medical devices with complete contact details and signature (QF/Mayors/A001/0) (1 original and 1 photocopy)		Prepared by requesting agency, office or individual unless indicated otherwise / Mayor’s Office - Receiving Section	
2. Valid Identification (ID) of patient and/or client – any of the following (not expired) showing proof of identity and residential address: UMID, Voter’s ID, Postal ID, Driver’s License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)		GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affairs, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School	
3. Community Tax Certificate or Cedula for the current year of the client (1 original and 1 photocopy)		Barangay Hall, City Treasury Office	



4. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician (1 original and 1 photocopy)	Hospital / Clinic			
5. Certificate of Indigency issued within the year (1 original)	Barangay Hall, Social Services Department			
6. Picture of the patient (whole body) (1 original)	Requesting party/individual or patient			
Additional requirements if filed through a Representative: 7. Valid Identification (ID) of Representative showing proof of identity: UMID, SSS, Voter's ID, PRC ID, Postal ID, Driver's License, Passport, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID (1 original and 1 photocopy)	GSIS, SSS, Comelec, PRC, Post Office, LTO, DFA, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	Administrative Officer/Assistant Mayor's Office
2. Present letter request or Pakay request with complete requirements.	2. Assess the completeness of letter or Pakay request, qualification of client and validity of supporting documents / requirements.	None	5 minutes	Administrative Officer/Assistant Mayor's Office



*Wait for the document to be evaluated.	*If a document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting documents.			
3. Receive claim stub.	3. Accept letter request or Pakay request and issue claim stub to the client 3.1. Inform client on the schedule of delivery within 3 working days.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
4. Wait for your request to be processed.	4. Process request and schedule delivery	None	3 working days	<i>Administrative Officer/Assistant Mayor's Office</i>
5. Present claim stub on the date of scheduled delivery.	5. Verify validity of claim stub	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
6. Sign the Receiving Logbook and receive assistive medical device.	6. Ask the client to sign the Receiving Logbook and provide assistive medical device to client.	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>
TOTAL			3 Working Days and 11 Minutes	



8. Granting of Medical Financial Assistance (Application) for PhP3,000.00 and below

Medical Financial Assistance is given to those qualified indigent residents of Muntinlupa to support them with their hospitalization expenses, purchase of medicines, medical treatment (i.e. laboratory/medical procedures, etc.) and other medical expenses. A client can apply and avail of the assistance only once within three (3) months.

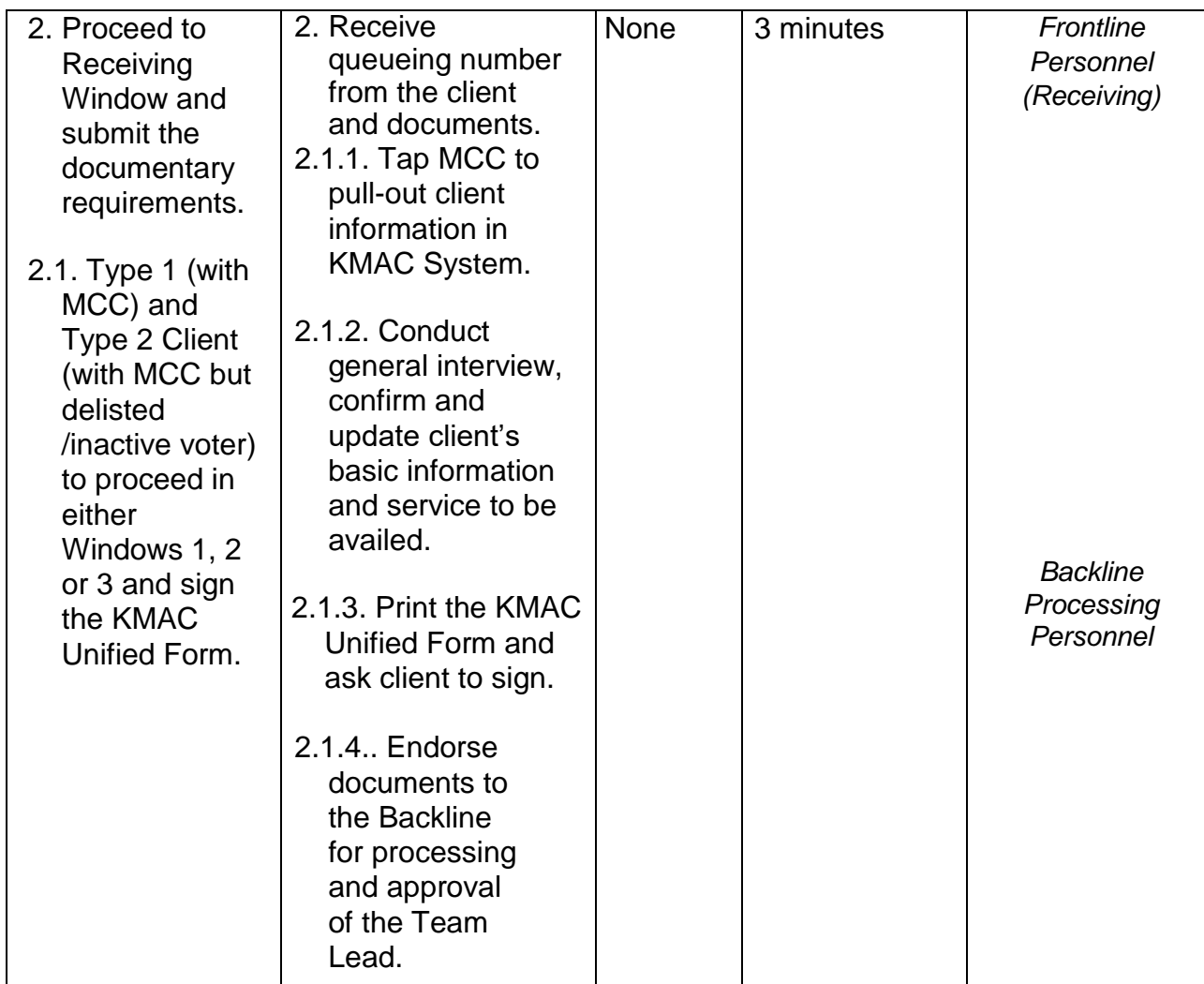
Office or Division:	Kalingang Munti Action Center - Frontline Services	
Classification:	Simple Transaction	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Qualified Indigent Residents of Muntinlupa only Note: Client shall either be the patient or immediate family member representing the patient.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid Identification (ID) of patient and/or client – any of the following (not expired) showing proof of identity and residential address: UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year) (1 original and 1 photocopy)		GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affairs, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School
2. Community Tax Certificate or Cedula for the current year of the client (1 original and 1 photocopy)		Barangay Hall, City Treasurer's Office

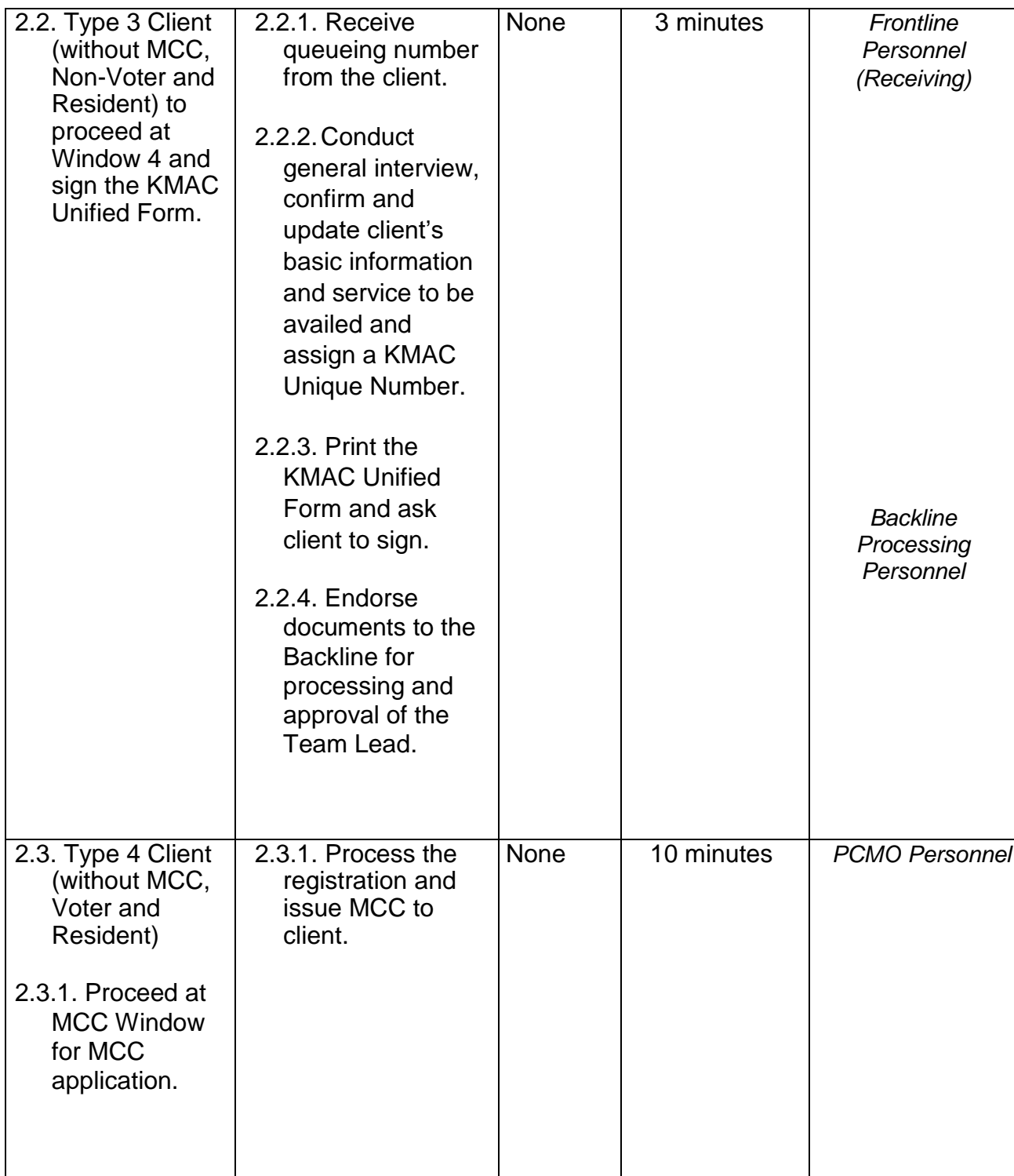


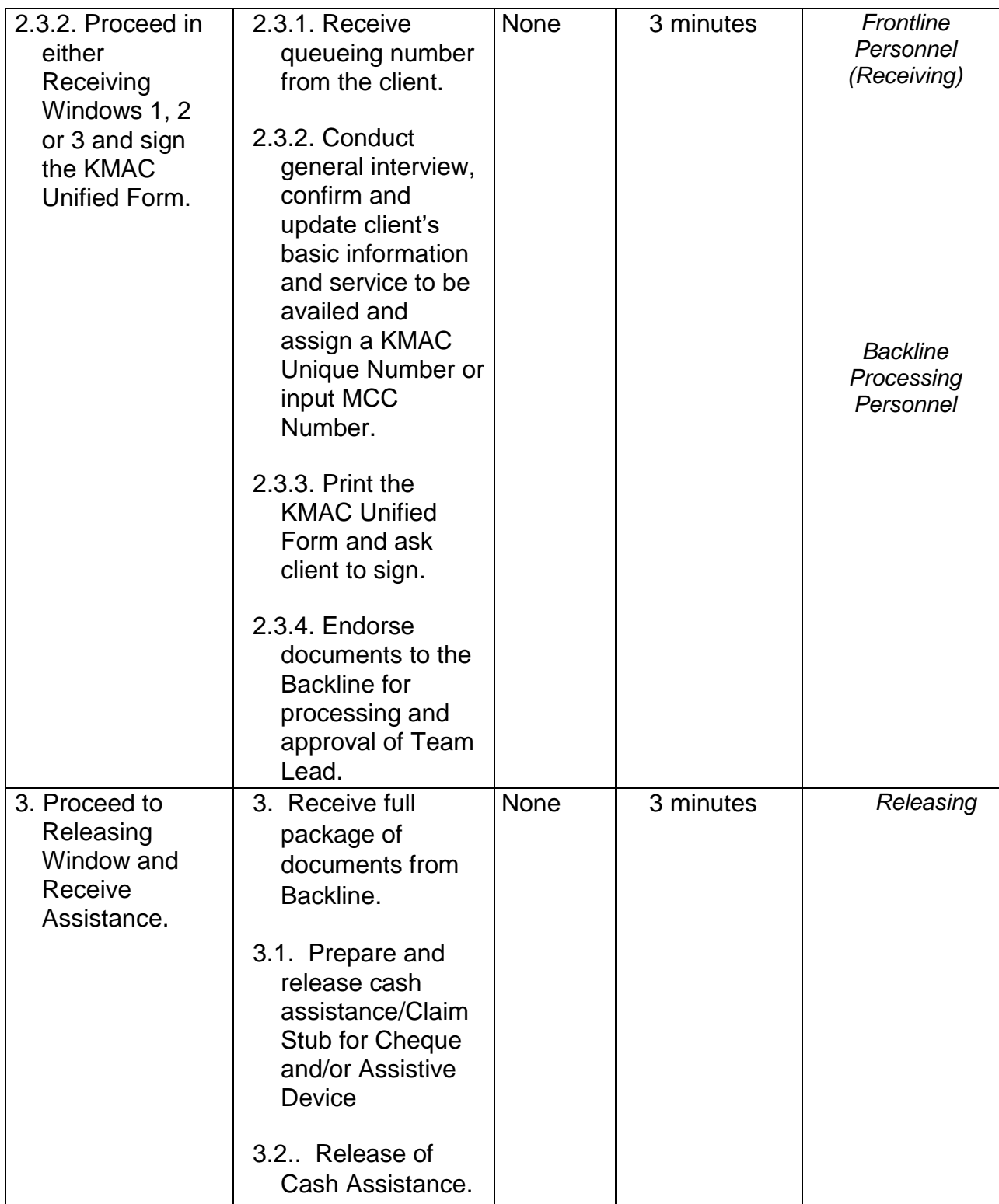
3. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician (1 original and 1 photocopy)	Hospital/Clinic
4. Proof of medication/ medical history: <ul style="list-style-type: none">• Hospital Billing statement (for payment of hospital bill)• Medical Prescription (for medicines)• Laboratory request/Medical procedures with date and name of patient (latest/issued not later than 3 months) signed by the attending physician with license number indicated (1 original and 1 photocopy)	Hospital/Clinic
5. Barangay Certificate of Indigency of the client (1 original and 1 photocopy)	Barangay Hall, Kalingang Munti Action Center (KMAC)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Document Checker for verification of documents.	<p>1. Assess the completeness of client's requirements and the type of services needed.</p> <p>1.1. Verify if client has Muntinlupa Care Card (MCC) or None to identify the type of client:</p> <ul style="list-style-type: none"> • Type 1 Client - With MCC • Type 2 Client - With MCC but delisted/ inactive voter • Type 3 Client - Without MCC, Non-Voter and Resident • Type 4 Client - Without MCC, Voter and Resident (Endorse to MCC Window) <p>1.2. Ensure client is qualified outside the threshold period & without duplicate claim.</p> <p>1.3. Issue Queueing Number.</p>	None	3 minutes	<i>Document Checker</i>









TOTAL			20 minutes	
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9. Granting of Medical Financial Assistance (Application) for PhP3,001.00 and above.

Medical Financial Assistance is given to those qualified indigent residents of Muntinlupa to support them with their hospitalization expenses, purchase of medicines, medical treatment (i.e. laboratory/medical procedures, etc.) and other medical expenses. A client can apply and avail of the assistance only once within three (3) months.

Office or Division:	Kalingang Munti Action center (KMAC) – Frontline Services
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Qualified Indigent Residents of Muntinlupa only Note: Client shall either be the patient or immediate family member representing the patient.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Valid Identification (ID) of patient and/or client – any of the following (not expired) showing proof of identity and residential address:</p> <p>GSIS / SSS UMID, Voter's ID, Postal ID, Driver's License, OSCA ID, Philhealth ID, Barangay ID, BIR/TIN ID, Police Clearance, School ID (must be validated for the current school year)</p> <p>Present also a copy of Muntinlupa Care Card (MCC), if available. (1 original and 1 photocopy)</p>	<p>GSIS, Comelec, Post Office, LTO, Office of the Senior Citizens Affair, Philhealth, Barangay Hall, BIR, PNP Local / Satellite Office, School</p>



2. Community Tax Certificate or Cedula for the current year of the client. (1 original and 1 photocopy)	Barangay Hall/City Treasurer's Office
3. Medical Certificate or Clinical Abstract of the patient (latest) with full name, signature and license number of attending physician. (1 original and 1 photocopy)	Hospital/Clinic
4. Hospital Billing Statement (for payment of hospital bill) or Prescription (for medicines) or Laboratory request/Medical procedures with date and name of patient (latest/issued not later than 3 months) signed by the attending physician with license number indicated.	Hospital/Clinic
4. Barangay Certificate of Indigency of the client	Barangay Hall/KMAC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE P	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Document Checker for verification of documents	<p>1. Assess the completeness of client's requirements and the type of services needed.</p> <p>1.1. Verify if client has Muntinlupa Care Card (MCC) to identify the type of client:</p> <ul style="list-style-type: none"> • Type 1 Client - With MCC • Type 2 Client - With MCC but delisted/ inactive voter • Type 3 Client - Without MCC, Non-Voter and Resident • Type 4 Client - Without MCC, Voter and Resident (Endorse to MCC Window) <p>1.2. Ensure client is qualified outside the threshold period & without duplicate claim.</p> <p>1.3. Issue Queueing Number.</p>	None	3 minutes	<i>Document Checker</i>



<p>2. Proceed to Receiving Window and submit the documentary requirements</p> <p>2.1 Type 1 (with MCC) and Type 2 Client (with MCC but delisted/ inactive voter) to proceed in either Windows 1, 2 or 3 and sign the KMAC Unified Form.</p>	<p>2. Receive queueing number from the client and documents.</p> <p>2.1.1. Tap MCC to pull-out client information in KMAC System.</p> <p>2.1.2. Conduct general interview, confirm and update client's basic information and service to be availed.</p> <p>2.1.3. Print the KMAC Unified Form and ask client to sign.</p> <p>2.1.4. Endorse documents to the Backline for processing and approval of Team Lead.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Frontline Personnel (Receiving)</i></p> <p><i>Backline Processing Personnel</i></p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	Frontline Personnel (Receiving)
2.2 Type 3 Client (without MCC, Non-Voter and Resident) to proceed at Window 4 and sign the KMAC Unified Form.	<p>2.2.1. Receive queueing number from the client.</p> <p>2.2.2. Conduct general interview, confirm and update client's basic information and service to be availed and assign a KMAC Unique Number.</p> <p>2.2.3. Print the KMAC Unified Form and ask client to sign.</p> <p>2.2.4. Endorse documents to the Backline for processing and approval of Team Lead.</p>	None	3 minutes	<i>PCMO Personnel</i>
2.3 Type 4 Client (without MCC, Voter and Resident) 2.3.1. Proceed at MCC Window for MCC application.	2.3.1. Process the registration and issue MCC to client.	None	10 minutes	<i>Frontline Personnel (Receiving)</i>



<p>2.3.2 Proceed in either Receiving Windows 1, 2 or 3 and sign the KMAC Unified Form.</p>	<p>2.3.2.1. Receive queueing number from the client.</p> <p>2.3.2.2. Conduct general interview, confirm and update client's basic information and service to be availed and assign a KMAC Unique Number or input MCC Number.</p> <p>2.3.2.3. Print the KMAC Unified Form and ask client to sign.</p> <p>2.3.2.4. Endorse documents to the Backline for processing and approval of Team Lead.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Backline Processing Personnel</i></p>
<p>3. Proceed to the Interview Room.</p>	<p>3. Assess the hospital billing and conduct interview.</p> <p>3.1. Prepare the endorsement letter with identified amount.</p> <p>3.2. Endorse documents to the Backline for processing and approval of Team Lead.</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Backline Processing Personnel (Interviewer)</i></p>



4. Proceed to Releasing Window and Receive Claim Stub.	4. To receive full package of documents from Backline. 4.1. Prepare and release Claim Stub.	None	3 minutes	<i>Releasing</i>
5. Wait for the release of cheque for the assistance.	5. Process the financial assistance to different offices concerned.	None	14 working days	<i>Backline Processing Personnel</i>
6. Receive the cheque and sign the Acknowledgment Receipt.	6. Issue the cheque and instruct the client to sign the Acknowledgement Receipt.	None	2 minutes	<i>Releasing</i>
TOTAL			14 Working Days, 1 Hour and 12 Minutes	



10. Processing of Request for Hatid Serbisyo – Libreng Hiram ng Tents, Tables, and Chairs

Hatid Serbisyo offers a program where constituents can borrow tents, tables, and chairs for free for their community events or personal use. This initiative has the potential to empower individuals, strengthen community bonds, and create a more vibrant and engaged community.

Office or Division:	Logistics Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident of Muntinlupa only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request or Accomplished Hatid Serbisyo – Libreng Hiram ng Tents, Tables, Chairs Request Form stating the type of event/activity, date and time of activity, address of venue, number of equipment, complete name, contact details and signature. (QF/Mayors/A001/0) (1 original and 1 photocopy)		Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Receiving Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>



2. Present letter request or accomplished Request Form. *Wait for the document to be evaluated	2. Assess letter or Pakay request for completeness and validity of request. *If request is not valid, inform the client of any deficiency. Identify and enumerate all the missing required details.	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i> <i>Public Services Foreman Mayor's Office</i>
3. Receive file copy (photocopy) of letter/ request form.	3. Accept letter/ pakay request or Request Form and advise client that they will be contacted regarding the status of their request.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
3. Wait for the confirmation of request	4. Endorse to Logistics Division	None	2 working days	<i>Administrative Officer/Assistant Mayor's Office</i>
	5. Process request and determine the availability of schedule.	None	1 minute	<i>Public Services Foreman Mayor's Office</i>
4. Confirm status of request	6. Inform the client on the status of the request if granted.	None	1 minute	<i>Public Services Foreman Mayor's Office</i>



5. Receive and confirm total number of delivered equipment using the request form.	7. Deliver the requested equipment and present the request form for confirmation of the total number of equipment delivered.	None	30 minutes	<i>Public Services Foreman Mayor's Office</i>
TOTAL			2 Working Days and 37 Minutes	



11. Processing of request for Hatid Serbisyo – Libreng Hiram ng Sound System

Hatid Serbisyo offers a program where constituents can borrow tents, tables, and chairs for free for their community events or personal use. This initiative has the potential to empower individuals, strengthen community bonds, and create a more vibrant and engaged community.

Office or Division:	Sound System Division			
Classification:	Simple; Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident of Muntinlupa only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request or Accomplished Hatid Serbisyo – Libreng Hiram ng Sound System Request Form stating the type of event/activity, date and time of activity, address of venue, complete name, contact details and signature. (QF/Mayors/A001/0)		Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Receiving Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	Administrative Officer/Assistant Mayor's Office



2. Present letter request or accomplished Request Form. *Wait for the document to be evaluated	2. Assess letter or Pakay request for completeness and validity of request. *If request is not valid, inform the client of any deficiency. Identify and enumerate all the missing required details.	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i> <i>Public Services Foreman Mayor's Office</i>
3. Receive file copy (photocopy) of letter/ request form.	3. Accept letter/ pakay request or Request Form with complete details valid request and release a file copy (photocopy) / request form 3.1. Advise client that they will be contacted within three working days regarding the status of their request.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
4. Wait for the confirmation of request	4. Endorse to Sound System Division	None	2 working days	<i>Administrative Officer/Assistant Mayor's Office</i>
	5. Process request and determine the availability of schedule.	None	1 minute	<i>Public Services Foreman Mayor's Office</i>
5. Confirm status of request	5. Contact client on the status of the request.	None	1 minute	<i>Public Services Foreman Mayor's Office</i>



6. Receive equipment and confirm set-up using the request form.	7. Deliver and setup equipment and present the request form for confirmation of set-up equipment.	None	45 minutes	<i>Public Services Foreman</i> Mayor's Office
TOTAL			2 working days and 52 minutes	



12. Processing of request for Hatid Serbisyo - Libreng Sakay at Hatid

Hatid Serbisyo offers a program that allows constituents to request a vehicle ride. This initiative has the potential to empower individuals, strengthen community bonds, and create a more vibrant and engaged community.

Office or Division:	Office of the Executive Secretary			
Classification:	Simple; Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Resident of Muntinlupa only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request or Accomplished Hatid Serbisyo – Libreng Sakay at Hatid Request Form stating the type of event/activity, date and time of activity, address of venue, complete name, contact details and signature. (QF/Mayors/A001/0)		Prepared by requesting agency, office or individual unless indicated otherwise / Mayor's Office - Receiving Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>



2. Present letter request or accomplished Request Form. *Wait for the document to be evaluated	2. Assess letter or request form for completeness and validity of request. *If request is not valid, inform the client of any deficiency. Identify and enumerate all the missing required details.	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>
3. Receive file copy (photocopy) of letter/ request form.	3. Accept letter/ pakay request or Request Form with complete details valid request and release a file copy (photocopy) / request form 3.1. Advise client that they will be contacted within one working day regarding the status of their request.	None	1 minute	<i>Administrative Officer/Assistant Mayor's Office</i>
4. Wait for the confirmation of request	4. Endorse to Office of the Secretary to the Mayor	None	1 working day	<i>Administrative Officer/Assistant Mayor's Office</i>
5. Confirm status of request	5.1. Process request and determine the availability of schedule. 5.2. Contact client on the status of the request.	None	1 working day	<i>Administrative Officer/Assistant Mayor's Office</i>
6. Confirm arrival of transportation by signing the	6.1. Provide transportation service to client on the scheduled date.	None	1 minute	<i>Public Services Foreman Mayor's Office</i>



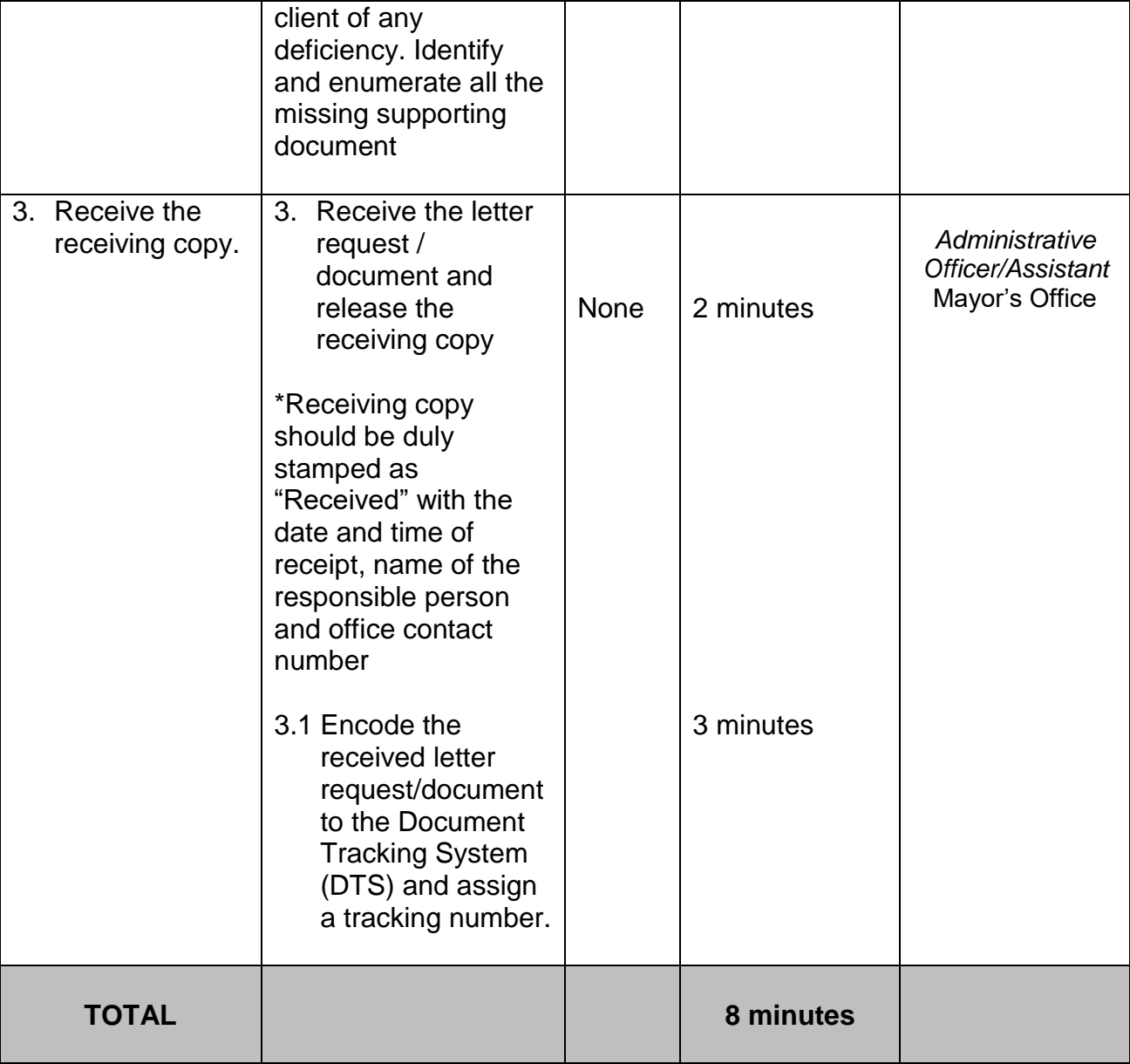
confirmation sheet in the request form.				
TOTAL			2 Working Days and 6 minutes	



13. Receiving of Documents

All documents addressed to the City Mayor from individual, office or agency are received and recorded for tracking purposes.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request or documents of agency, office or individual with complete contact details: name, telephone /mobile number and email address, if any. (1 original, 1 photocopy or receiving copy)		Prepared by requesting agency, office or individual unless indicated otherwise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the client/visitor log sheet. *Wait for your name to be called	1. Give the log sheet to the client/visitor. *Inform the client/visitor to wait for his/her turn	None	1 minute	Administrative Officer/Assistant Mayor's Office
2. Present letter request / document addressed to the City Mayor. *Wait for the document to be evaluated	2. Accept letter request / document. 2.1 Preliminarily assess the completeness of the request and its supporting documents * If a document is incomplete, inform the	None	2 minutes	Administrative Officer/Assistant Mayor's Office





Office of the City Mayor Internal Services



1. Approval and signature of documents by the City Mayor

All documents for approval / signature and action of the City Mayor shall be received and tracked by the Administrative Division of Office of the Mayor. The Office of the Secretary shall facilitate in securing the approval and signature of the City Mayor.

Office or Division:	Administrative Division / Office of the Secretary to the Mayor	
Classification:	Simple/Complex/Highly Technical	
Type of Transaction:	G2B – Government to Business G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Documents tracked and endorsed by Administrative Division of Mayor's Office <ul style="list-style-type: none"> • Letter of Request and Work Program • Purchase Request (PR) • B.A.C. Resolution and other-related B.A.C. documents • Purchase Order (PO) • Disbursement Voucher (DV) • Supplemental AIP • Ordinance, Resolution and Executive Order • Memorandum of Agreement/Understanding (MOA/MOU) • Employment Contract and Appointment • Salaries & Wages, Honorarium and Benefits (Payroll) • Leave application of Officials • Commutation of Leave Credits / Terminal Pay • Others 		Administrative Division of Mayor's Office Prepared by requesting agency, office or individual unless indicated otherwise



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Endorse documents received for approval and/or signature of the City Mayor to Office of the Secretary to the Mayor (OSM)</p> <p>Documents received from 8:00 am to 12:00 pm shall be endorse by 12:00 pm to the OSM</p> <p>Documents received from 12:01 pm to 4:00 pm shall be endorse by 4:00pm to OSM</p>	<p>1. Accept document/s</p> <p>1.1 Preliminarily assess the completeness of the request and its supporting documents</p> <p>*If the document is incomplete, inform the Administrative Division of any deficiency. Identify and enumerate all the missing supporting document</p> <p>1.2 Sort documents</p> <p>1.3 Forward documents to the Office of the City Mayor for action and approval</p>	None	30 minutes	<i>Administrative Officer Office of the Secretary</i>
<p>2. Wait for the documents to be approved/ signed</p>	<p>2. Approval/signing of documents</p> <p>a. Simple letter request</p> <p>b. Complex transactions</p> <p>c. Highly technical transactions / applications</p>	None	<p>3 working days</p> <p>7 working days</p> <p>20 working days</p>	<i>City Mayor / Concerned Designated Official</i>



3. Receive outgoing documents	3. Release outgoing documents to Administrative Division	None	30 minutes	<i>Administrative Officer Office of the Secretary</i>
4. Release outgoing documents to appropriate office/ department		None	3 working days	<i>Administrative Officer/Assistant Administrative Division</i>
TOTAL			3 Working Days and 1 hour; 7 Working and 1 hour; and 20 Working Days and 1 hour	



2. Issuance of Local and Foreign Travel Authority (Personal/Official purpose)

Item No. 5.0.9 to 5.0.13 of DILG Memorandum Circular No. 2019-83 provides that the Local Chief Executive or the City Mayor shall take appropriate action on all personal or private trips that does not extend to more than three (3) months of the City Vice Mayor, Punong Barangay, Local Department Head and Local Government Employee.

The application for Foreign Travel for personal/private purpose shall be filed to the City Human Resources Management Department (CHRMD), will ALL the required supporting documents, at least seven (7) working days, prior to the date of departure.

The CHRMD shall evaluate and process all requests and submit appropriate recommendations to the Office of the Mayor for consideration.

Office or Division:	Office of the Secretary to the Mayor	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	City Vice Mayor, Punong Barangay, Local Department Head, Local Government Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement from City Human Resources Management Department (CHRMD) (1 original)		CHRMD
2. Letter of intent from the client stating the application for Travel Authority on a personal or official trip with complete details: Complete name (as shown on the air ticket), current position and office/department, date of departure and return, destination and contact details.		Prepared by employee
Additional requirements for foreign travel:		
3. Certificate of Clearance (1 original, 1 photocopy copy)		CHRMD



4. Affidavit of No Pending Case (1 original, 1 photocopy copy)	Anti-Graft Office			
5. Approved and Filed Leave Form with leave credits (1 photocopy)	CHRM			
6. Round Trip air ticket (1 photocopy)	Airlines			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement/ recommendatio n with complete requirements	1. Accept endorsement/ recommendation 1.1 Preliminarily assess the completeness of the request and its supporting documents. If document is incomplete, inform the client of any deficiency. Identify and enumerate all the missing supporting document	None	3 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>
2. Receive the receiving copy.	2. Receive endorsement/ recommendation and release the receiving copy *Receiving copy should be duly stamped as "Received" with the date and time of receipt, name of the	None	2 minutes	<i>Administrative Officer/Assistant Mayor's Office</i>



	responsible person and office contact number 2.1 Process request		3 working days	
3. Receive the Certificate	3. Release the approved Authority to Travel to CHRMD.	None	5 minutes	
TOTAL			3 working days and 10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Fill-out feedback form and drop it on the Suggestion Box or the concerned party or individual may write a formal letter and submit it to the Office of the City Mayor.</p> <p>For inquiries and follow-ups, please contact: Office of the Secretary to the Mayor Tel No: 8-862-6577 local 143 or 144 Email: muntinlupaaction@gmail.com</p>
How feedbacks are processed?	<p>The Office of the Secretary will open the Suggestion Box every Friday. The Administrative Officer (AO) in-charge will compile and record all feedback submitted.</p> <p>All feedbacks will be forwarded to the concerned offices and will be addressed accordingly.</p>
How to file a complaint?	<p>To file a complaint, provide the following details:</p> <ul style="list-style-type: none"> ▪ Full name and contact information of the complainant ▪ Narrative of the complain ▪ Evidences ▪ Name of person being complained <p>The concerned party or individual may write or email a formal letter and submit it to the Office of the City Mayor.</p> <p>For inquiries and follow-ups, please contact: Office of the Secretary to the Mayor (Legal) Tel No: 8-862-6577 Local 192 Email: muntinlupaaction@gmail.com</p>



<p>How complaints are processed?</p>	<p>All complaints received will be processed by the Office of the Secretary (Legal).</p> <p>The Office of the Secretary (Legal) –Legal or Administrative Officer (LO/AO) in-charge browses, evaluates and determines the complaints received on a daily basis. The AO in-charge shall coordinate with the concerned office to answer the complaint within 48 hours and shall investigate, if necessary.</p> <p>The LO/AO in-charge, after the conduct of investigation shall create and submit a report to the Head of Agency for appropriate action.</p> <p>The LO/AO in-charge will give feedback to the client for the action taken.</p> <p>For inquiries and follow-ups, please contact: Office of the Secretary to the Mayor (Legal) Telephone: 8-862-6577 or 8-862-2525 Local 192 Email: muntinlupaaction@gmail.com</p>
<p>Contact Information of:</p> <ul style="list-style-type: none"> ▪ Contact Center ng Bayan (CCB) ▪ Presidential Complaint Center (PCC) ▪ Anti-Red Tape Authority (ARTA) 	<p>0908-881-6565 email@contactcenterngbayan.gov.ph</p> <p>8888 pcc@malacanang.gov.ph</p> <p>8-478-5091 8-478-5093 8-478-5099 complaints@arta.gov.ph</p>



LIST OF OFFICES

Office	Address	Contact Information
Office of the Secretary to the Mayor	Mayor's Office, 2 nd Floor Main Building, Muntinlupa City Hall, Muntinlupa City	8-862-6577 or 8-862-2525 local 143
Office of the Secretary to the Mayor (Legal)	Mayor's Office, 2 nd Floor Main Building, Muntinlupa City Hall, Muntinlupa City	8-862-6577 or 8-862-2525 local 192
Kalingang Munti Action Center	City Hall of Muntinlupa, Main Building, Right Wing National Road, Putatan, Muntinlupa	(8) 862 2711 local 322
Administrative Division of Mayor's Office	Mayor's Office, 2 nd Floor Main Building, Muntinlupa City Hall, Muntinlupa City	8-862-6577 or 8-862-2525 local 135
City Human Resources Management Department (CHRMD)	2 nd Floor Main Building, Muntinlupa City Hall, Muntinlupa City	8-862-6577 or 8-862-2525 local 151



LIBRENG HIRAM NG UPUAN, LAMESA, TENT AT LONA (QF/MAYORS/A002/0)

Pamahalaang Lungsod ng Muntinlupa
TANGGAPAN NG PUNONGLUNGSOD

LIBRENG HIRAM NG TENTS, TABLES, CHAIRS, LONA REQUEST FORM

PRIVACY NOTICE: The Data Subjects (Client) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related and necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpco@muntinlupacity.gov.ph.

Pangalan ng Humihiram		Petsa		
Address/Venue <small>(No./Street/Camp./Subd./Barangay/City)</small>		Contact No.		
Uri ng Kaganapan		Petsa ng Kaganapan		
Oras ng Simula		Oras ng Tapos		
Bilang ng Kailangang Gamit	Tent	Tables	Chairs	Lona
<p><i>Sa pamamagitan nito, ako ay mahigpit na tutupad sa napagkasunduang oras at petsa upang mahiram ang mga kagamitan ng Pamahalaang Lungsod ng Muntinlupa at nangangako na aking iingat at bibigyan proteksyon ang mga ito at ang mga namamahala nito. Aking tinatanggap ang pananagutan para sa anumang pinsalang matatamo sa mga gamit at namamahala nito sa anumang hindi kanais-nais o hindi makatuwirang pangyayari na maaaring maging basihan para sa aking susunod na kahilingan sa Pamahalaang Lungsod ng Muntinlupa.</i></p> <p><i>I consent to process my personal data for purposes mentioned and in accordance with the processing stated in the Office of the City Mayor's Privacy Notice. I understand that my consent does not preclude the existence of other criteria for the lawful processing of personal data and does not waive any of my rights under the Data Privacy Act of 2012 and other applicable laws.</i></p> <p>_____ Signature Over Printed Name</p> <p>_____ Date</p>				
Araw ng Pagdala ➡	Oras ng Pagdala ➡	Araw ng Pagkuha ➡	Oras ng Pagkuha ➡	
Pangalan ng Driver		Vehicle Plate No.		
Pangalang ng Operators at Technicians				
Naghatid ng Serbisyo:		Tumanggap ng Serbisyo:		
Pangalan at Lagda		Pangalan ng Kliyente at Lagda		



HATID SERBISYO/LIBRENG HIRAM NG SASAKYAN (QF/MAYORS/A003/0)

Pamahalaang Lungsod ng Muntinlupa TANGGAPAN NG PUNONGLUNGSOD	
HATID SERBISYO – LIBRENG SAKAY / HATID REQUEST FORM	
<small>PRIVACY NOTICE: The Data Subjects (Client) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related and necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpco@muntinlupacity.gov.ph.</small>	
Pangalan ng Humihiram _____	Petsa _____
Address /Venue _____ <small>(No./Street/Compound/Subdivision/Barangay/City)</small>	Contact No. _____
Uri ng Kaganapan _____	Petsa ng Kaganapan _____
Lugar ng Pagsundo _____	Oras ng Pagsundo _____
Lugar ng Paghahatiran _____	Oras ng Paghahatiran _____
<input type="checkbox"/> Bulaklak: _____ <small>(Pangalan ng Patay)</small>	
<small><i>Sa pamamagitan nito, ako ay mahigpit na tutupad sa napagkasunduang oras at petsa upang mahiram ang mga kagamitan ng Pamahalaang Lungsod ng Muntinlupa at nangangako na aking iingat at bibigyan proteksyon ang mga ito at ang mga namamahala nito. Aking tinatanggap ang pananagutan para sa anumang pinsalang matatamo sa mga gamit at namamahala nito sa anumang hindi kanais-nais o hindi makatuwirang pangyayari na maaaring maging basihan para sa aking susunod na kahilingan sa Pamahalaang Lungsod ng Muntinlupa.</i></small>	
<small><i>I consent to process my personal data for purposes mentioned and in accordance with the processing stated in the Office of the City Mayor's Privacy Notice. I understand that my consent does not preclude the existence of other criteria for the lawful processing of personal data and does not waive any of my rights under the Data Privacy Act of 2012 and other applicable laws.</i></small>	
_____ Signature Over Printed Name	_____ Date
Pangalan ng Driver _____	Plate No. ng Sasakyan _____
Pangalan ng mga Support Staff _____	
Naghatid ng Serbisyo: _____ Tumanggap ng Serbisyo: _____	
_____ Pangalan at Lagda	_____ Pangalan ng Kliyente at Lagda



LIBRENG HIRAM NG SOUND SYSTEM REQUEST FORM (QF/MAYORS/A004/0)

Pamahalaang Lungsod ng Muntinlupa TANGGAPAN NG PUNONGLUNGSOD LIBRENG HIRAM NG SOUND SYSTEM REQUEST FORM					
<small>PRIVACY NOTICE: The Data Subjects (Client) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related and necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpco@muntinlupacity.gov.ph.</small>					
Pangalan ng Humihiram _____			Petsa _____		
Address/Venue _____ <small>(Via /Street/Comp./Subd./Barangay/City)</small>			Contact No. _____		
Uri ng Kaganapan _____			Petsa ng Kaganapan _____		
Oras ng Simula _____			Oras ng Tapos _____		
Equipment & Gadgets Requested / Used	<input type="checkbox"/> Speaker	<input type="checkbox"/> Amplifier	<input type="checkbox"/> Microphone (wired)	<input type="checkbox"/> Others	Others (Specify) _____
	<input type="checkbox"/> Speaker Stand	<input type="checkbox"/> Mixer	<input type="checkbox"/> Microphone Stand	<input type="checkbox"/>	
	<input type="checkbox"/> Sub	<input type="checkbox"/> Microphone (wireless)	<input type="checkbox"/> Extension Cord	<input type="checkbox"/>	
<small>Sa pamamagitan nito, ako ay mahigpit na tutupad sa napagkasunduang oras at petsa upang mahiram ang mga kagamitan ng Pamahalaang Lungsod ng Muntinlupa at nangangako na aking iingat at bibigyan proteksiyon ang mga ito at ang mga namamahala nito. Aking tinatanggap ang pananagutan para sa anumang pinsalang matatama sa mga gamit at namamahala nito sa anumang hindi kanais-nais o hindi makatuwirang pangyayari na maaaring maging baskin para sa aking susunod na kahilingan sa Pamahalaang Lungsod ng Muntinlupa.</small>					
<small>I consent to process my personal data for purposes mentioned and in accordance with the processing stated in the Office of the City Mayor's Privacy Notice. I understand that my consent does not preclude the existence of other criteria for the lawful processing of personal data and does not waive any of my rights under the Data Privacy Act of 2012 and other applicable laws.</small>					
_____ Signature Over Printed Name			_____ Date		
Oras ng Pasok _____	Oras ng Simula _____	Oras ng Tapos _____	Oras ng Pag-uwi _____		
Pangalan ng Driver _____			Vehicle Plate No. _____		
Pangalang ng Operators at Technicians _____					
Naghatid ng Serbisyo: _____			Tumanggap ng Serbisyo: _____		
_____ Pangalan at Lagda			_____ Pangalan ng Kliyente at Lagda		



FEEDBACK FORM - COMMENDATION (QF/MAYORS/A005/0)

Pamahalaang Lungsod ng Muntinlupa

TANGGAPAN NG PUNONGLUNGSOD

PAPURI

(COMMENDATION)

PRIVACY NOTICE: The Data Subjects (Client) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related and necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpo@muntinlupacity.gov.ph.

Pangalan ng Nagbibigay ng Puri (Name of Commending Party)		Petsa (Date)	
Tanggapan (Office Address)		Telepono (Cel.No/Tel.No.)	
(No./Street/Compound/Subdivision/Barangay/City)			
Tirahan (Residence Address)			
Tanggapan (Office Address)			
(No./Street/Compound/Subdivision/Barangay/City)			
Pangalan ng Pinapupurihan (Name of Person Being Commended)			
Dahilan ng Papuri (Reason for Commendation)			

Maaring gamitin ang gamitin ang likuran ng papel para sa karagdagang impormasyon
(You may use the back page for additional information)

Lagda
(Signature)



FEEDBACK FORM - COMPLAINT (QF/MAYORS/A006/0)

Pamahalaang Lungsod ng Muntinlupa

TANGGAPAN NG PUNONGLUNGSOD

Reklamo (Complaint)

PRIVACY NOTICE: The Data Subjects (Client) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related and necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpo@muntinlupacity.gov.ph.

Pangalan ng Nagrereklamo (Name of Complainant)		Petsa (Date)	
Tanggapan (Office Address)		Telepono (Cel.No/Tel.No.)	
(No./Street/Compound/Subdivision/Barangay/City)			
Tirahan (Residence Address)			
Tanggapan (Office Address)			
(No./Street/Compound/Subdivision/Barangay/City)			
Pangalan ng Inirereklamo (Name of Person Being Complained of)			
Detalye ng Reklamo (Particulars of Complaint)			

Maaring gamitin ang gamitin ang likuran ng papel para sa karagdagang impormasyon
(You may use the back page for additional information)

Lagda
(Signature)



FEEDBACK FORM - SUGGESTION (QF/MAYORS/A007/0)

Pamahalaang Lungsod ng Muntinlupa

TANGGAPAN NG PUNONGLUNGSOD

Mungkahi

(Suggestion)

PRIVACY NOTICE: The Data Subjects (Client) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related and necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpo@muntinlupacity.gov.ph.

Pangalan ng Nagbibigay ng Mungkahi (Name of Suggesting Party)		Petsa (Date)	
Tanggapan (Office Address)		Telepono (Cel.No/Tel.No.)	
(No./Street/Compound/Subdivision/Barangay/City)			
Tirahan (Residence Address)			
Tanggapan (Office Address)			
(No./Street/Compound/Subdivision/Barangay/City)			
Mungkahi/Suhestyon (Recommendation/Suggestion)			

Maaring gamitin ang likuran ng papel para sa karagdagang impormasyon
(You may use the back page for additional information)

Lagda
(Signature)



KALINGANG MUNTI UNIFIED FORM (QF/MAYORS/A008/0)



City Government of Muntinlupa
National Road, Brgy. Putatan, Muntinlupa City

KALINGANG MUNTI UNIFIED FORM



DATE (PETA): _____

Relasyon sa Pasyente / Namatay: _____					
PERSONAL INFORMATION OF THE REQUESTOR (Personal na Impormasyon ng Requestor)					*Lagyan ng N/A kung hindi naangkop
CONTACT NUMBER (Mobile No.)	FIRST NAME (Unang Pangalan)	MIDDLE NAME (Gitnang Pangalan)	LAST NAME (Apelyido)	SUFFIX (Jr., Sr., III)	
AGE (Edad)	CIVIL STATUS (Katayuang Sibil)	DATE OF BIRTH (MM-DD-YY) (Araw ng Kapanganakan)	GENDER (Kasarian)	RELIGION (Relihiyon)	
CURRENT ADDRESS (Kasalukuyang Tirahan)	House/Block/Lot No.		Street (Kalye)	Purok	Compound/Subdivision/Village
	Barangay		District (Distrito)	City (Lungsod)	
IDs	GOVERNMENT ISSUED ID & NUMBER		COMMUNITY TAX CERTIFICATE NUMBER (Cedula)		
PERSONAL INFORMATION OF THE BENEFICIARY (Personal na Impormasyon ng Benepisaryo)					Lagyan ng N/A kung hindi naangkop
CONTACT NUMBER (Mobile No.)	FIRST NAME (Unang Pangalan)	MIDDLE NAME (Gitnang Pangalan)	LAST NAME (Apelyido)	SUFFIX (Jr., Sr., III)	
AGE (Edad)	CIVIL STATUS (Katayuang Sibil)	DATE OF BIRTH (MM-DD-YY) (Araw ng Kapanganakan)	GENDER (Kasarian)	RELIGION (Relihiyon)	
CURRENT ADDRESS (Kasalukuyang Tirahan)	House/Block/Lot No.		Street (Kalye)	Purok	Compound/Subdivision/Village
	Barangay		District (Distrito)	City (Lungsod)	
<input type="checkbox"/> Same as above					
FOR REQUEST (Hiniiling): (Burial, Medicines, Laboratory, Hospital Bill, etc.)			FOR WHOM (Para kanino):		
FOR KMCA PERSONNEL USE ONLY					
TYPE OF ASSISTANCE REQUESTED (Uri ng Tulong na Hiniiling)					
<input type="checkbox"/> MEDICAL ASSISTANCE		<input type="checkbox"/> BURIAL ASSISTANCE		<input type="checkbox"/> GENERAL SERVICES	
<input type="checkbox"/> MEDICAL FINANCIAL ASSISTANCE		<input type="checkbox"/> Individual Cash Assistance		<input type="checkbox"/> CERTIFICATE OF INDIGENCY	
ASSISTIVE MEDICAL DEVICES:		<input type="checkbox"/> Funeral Voucher		<input type="checkbox"/> REQUEST FOR WREATH/BULAKLAK:	
<input type="checkbox"/> Cane (Tungkod)		Funeral Parlor:		Drop-off Point:	
<input type="checkbox"/> Crutches (Saklay)				Date of Interment:	
<input type="checkbox"/> Walker (Alalay-paniakad)		Remarks:		(If cannot specify, provide landmark):	
<input type="checkbox"/> Wheelchair					



CIVIL WEDDING REQUEST FORM (QF/MAYORS/A009/0)



City Government of Muntinlupa
OFFICE OF THE CITY MAYOR

CIVIL WEDDING REQUEST FORM

PRIVACY NOTICE: The Data Subjects (Groom/Bride) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes stated and necessary with the agency and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dp@munlupa.gov.ph.

	LASTNAME	FIRSTNAME	MIDDLENAME	BIRTH DATE
GROOM				
BRIDE				

ADDRESS _____

CONTACT NO. _____

WITNESSES

1	6
2	7
3	8
4	9
5	10

REMARKS: _____

REQUIREMENTS:

1. Letter addressed to Mayor to solemnize the marriage
2. Marriage License
3. Marriage Contract Form
4. CENOMAR
5. For LIVE-IN partners for more than 5 years, Affidavit of Cohabitation

DATE: _____

Printed Name and Signature

To be Scheduled by the Office of the Mayor:

Date of
Wedding

Scheduled by:

Name & Signature



REQUIREMENTS FOR MEDICAL ASSISTANCE - FINANCIAL
(QF/MAYORS/B001/0)



CITY GOVERNMENT OF MUNTINLUPA
KALINGANG MUNT ACTION CENTER
OFFICE OF THE MAYOR
Main Building, Right Wing, Muntinlupa City Hall
National Road, Putatan, Muntinlupa City
Telephone No. 8862 2711 local 1001

REQUIREMENTS FOR MEDICAL ASSISTANCE

PLEASE BRING ORIGINAL & PHOTOCOPY OF THE FOLLOWING:

1. Any Government Issued ID of the Requestor & Patient (Birth Certificate, if patient is 5 years old and below)
2. 2024 Cedula of the Requestor
3. Barangay Certificate of Indigency of Requestor/Patient
4. For Medicine & Laboratory –
 - Latest Medical Certificate of Patient
 - Latest Laboratory Request
 - Latest Prescription
 - Latest Medical Procedure & Quotation
5. For Hospital Bill –
 - Latest Hospital Billing Statement & Certificate of Confinement (if confined)
 - Latest Medical Abstract & Promissory Note (if already discharged)

We may request for additional supporting documents should the application need further validation and justification.

IMPORTANT REMINDER:

Processing of transactions commences only upon submission of the complete requirements. **INCOMPLETE REQUIREMENTS WILL BE RETURNED TO APPLICANT AND WILL NOT BE PROCESSED.**



REQUIREMENTS FOR MEDICAL ASSISTANCE – ASSISTIVE MEDICAL DEVICES (QF/MAYORS/B002/0)



City Government of Muntinlupa OFFICE OF THE CITY MAYOR

ASSISTIVE MEDICAL DEVICE REQUEST FORM

PRIVACY NOTICE:

The Data Subjects (Clients) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with the governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpo@muntinlupacity.gov.ph

Name:		Contact Number:	
Address:			
Assistive Medical Device Requested:	Requirements:		
<input type="checkbox"/> Wheelchair	<ul style="list-style-type: none">Letter request or Request FormValid ID of patient and requestor (as proof of identity and residence) – 1 original, 1 photocopyCedula of requestor (latest) - 1 original, 1 photocopyMedical Certificate or Clinical Abstract of patient (latest) - 1 original, 1 photocopyBarangay Certificate of indigency of requestor - 1 original, 1 photocopyPicture of the patient (whole body) - 1 original		
<input type="checkbox"/> Walker			
<input type="checkbox"/> Cane (Tungkod)			
<input type="checkbox"/> Crutches (Saklay)			

Summary of Request

The Office of the City Mayor values your data privacy and protects the confidentiality of your personal data we process. Through this issuance of your request, your Name, Address, and Contact Details, Medical Certificate or Clinical Abstract, Educational Background (primary, basic, elementary, secondary and tertiary; post degree, if any), and Eligibility/License (Rank, Badge Number) and I.D. number, if applicable will be used for qualification assessment.

Rest assured that we implement security measures to protect your personal data even after disclosure. If you want to learn more about how we process your personal data, you may read our Privacy Notice through <https://muntinlupacity.gov.ph/data-privacy-policy/>.

If you need further information, please get in touch with our Data Protection Officer at: Phone/Mobile Number: (8)862-2525; (8)86-2711 and Email Address: dpo@muntinlupacity.gov.ph

I have read this form, understood its contents, and consent to processing my personal data. I understand that my consent does not preclude the existence of other criteria for the lawful processing of personal data and does not waive any of my rights under the Data Privacy Act of 2012 and other applicable laws.

Signature Over Printed Name

Date

CLAIM SLIP

City Government of Muntinlupa - OFFICE OF THE CITY MAYOR

Name:
Type of Request:
Date Requested:

FOR FOLLOW UP OF REQUEST, PLEASE CALL:
Receiving Section of Mayor's Office @ Tel.No.: 800-2628 Local 1800, 1803 or 0650-811015

REQUEST RECEIVED:

Signature over Printed Name

Date:





DOCUMENT REQUEST FORM AND CLAIM STUB (QF/MAYORS/C001/0)



City Government of Muntinlupa OFFICE OF THE CITY MAYOR

DOCUMENT REQUEST FORM

PRIVACY NOTICE:

The Data Subjects (Clients) are assured that the collected and entrusted personal information to the City Government of Muntinlupa shall be used with due diligence and prudence. The personal information gathered will be utilized solely for the purposes related necessary with the agenda and is not to be shared with any unauthorized third parties. All gathered personal information, the exchange, storage and disposal thereof shall be in accordance with the governing rules and regulations. As the Data Subject, you have the right to access your personal information, as well as to ask for its correction or deletion, if necessary. For any concerns or inquiries, kindly contact our Data Privacy Committee, through dpo@muntinlupacity.gov.ph

Name:	Contact Number:		
Address:			
Purpose:	ENDORSEMENT <input type="checkbox"/> PAGCOR <input type="checkbox"/> PCSO <input type="checkbox"/> DSWD <input type="checkbox"/> Others:	CERTIFICATION <input type="checkbox"/> Residency <input type="checkbox"/> CRASM <input type="checkbox"/> Program Existence	PNP RECOMMENDATION <input type="checkbox"/> Specify Department or Division (if desired): _____
List of Requirements:	<ul style="list-style-type: none">• Duly Accomplished Document Request Form• Photocopy of Medical Abstract• Photocopy of Barangay Certification	<ul style="list-style-type: none">• Duly Accomplished Document Request Form• Photocopy of Barangay Certification• For Residency – Photocopy of Passport• For CRASM – Letter of Endorsement from the Head of Ministry• For P.E. – Formal Letter with proof of list of programs/projects and activities conducted by the requesting office/organization.	<ul style="list-style-type: none">• Duly Accomplished Document Request Form• Photocopy of Barangay Certification• Photocopy of College Diploma• Photocopy of PRC License, NAPOLCOM Exam results and/or any proof of eligibility.

Summary of Request

The Office of the City Mayor values your data privacy and protects the confidentiality of your personal data we process. Through this issuance of your request, your Name, Address, and Contact Details, Medical Certificate or Clinical Abstract, Educational Background (primary, basic, elementary, secondary and tertiary, post degree, if any), and Eligibility/License (Rank, Badge Number) and I.D. number, **if applicable** will be used for qualification assessment.

Rest assured that we implement security measures to protect your personal data even after disclosure. If you want to know more about how we process your personal data, you may read our Privacy Notice through <https://muntinlupacity.gov.ph/data-privacy-policy/>

If you need further information, please get in touch with our Data Protection Officer at: Phone/Mobile Number: (8)862-2525; (8)86-2711 and Email Address: dpo@muntinlupacity.gov.ph

I have read this form, understood its contents, and consent to processing my personal data. I understand that my consent does not preclude the existence of other criteria for the lawful processing of personal data and does not waive any of my rights under the Data Privacy Act of 2012 and other applicable laws.

Signature Over Printed Name

Date

CLAIM SLIP

City Government of Muntinlupa - OFFICE OF THE CITY MAYOR

Name:
Type of Request:
Date Requested:

FOR FOLLOW UP OF REQUEST, PLEASE CALL:
Receiving Section of Mayor's Office @ Tel.No: 862-2525 Local 1800, 1803 or 0950-811615

REQUEST RECEIVED:

Signature over Printed Name

Date: _____





CLAIM STUB FOR OTHER DOCUMENTS (QF/MAYORS/C)
(QF/MAYORS/C002/0)

CITY GOVERNMENT OF MUNTINLUPA
OFFICE OF THE CITY MAYOR
CLAIM STUB

Type of Document: _____
Date Submitted: _____
Receiving Officer: _____
Date of Claim: _____

Note: Processing may take 3 business days at most. The releasing of the endorsement/recommendation/certification is subject to the availability of the signatory.

For more information, you can call:

Receiving Section of Mayor's Office
Tel. No. (8) 862-2525 local 135



OFFICE OF THE CITY PROSECUTOR

CITIZEN'S CHARTER 2024 1st Edition



I. MANDATE

The Department of Justice (DOJ) derives its mandate primarily from the Administrative Code of 1987 (Executive Order No. 292). It carries out this mandate through the Department Proper and the Department's attached agencies under the direct control and supervision of the Secretary of Justice.

Under Executive Order (EO) 292, the DOJ is the government's principal law agency. As such, the DOJ serves as the government's prosecution arm and administers the government's criminal justice system by investigating crimes, prosecuting offenders and overseeing the correctional system.

The DOJ, through its offices and constituent/attached agencies, is also the government's legal counsel and representative in litigations and proceedings requiring the services of a lawyer; implements the Philippines' laws on the admission and stay of aliens within its territory; and provides free legal services to indigent and other qualified citizens.

II. R.A. 7926 CHARTER OF THE CITY OF MUNTINLUPA

Article 10 Sec. 50-51 the City Prosecutor's Office

III. VISION

A just and peaceful society anchored on the principles of transparency, accountability, fairness and truth.

IV. MISSION

Effective, efficient and equitable administration of Justice.

V. SERVICE PLEDGE

We undertake to provide every person equal access to justice, to faithfully safeguard constitutional rights and ensure that no one is deprived of due process of law.

Our commitment is to advocate for reforms in partnership with our stakeholders, to simplify processes and to re-engineer systems to best serve our constituents.

We shall work with honor and integrity for the institution, for God and Country.





LIST OF SERVICES

External Services

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1. RECEIVING CRIMINAL COMPLAINTS FOR PRELIMINARY INVESTIGATION

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	Office of the City Prosecutor			
Classification:	Simple			
Type of Transaction:	Government to Government and Private Sectors			
Who May Avail:	All			
BASIC REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of complainant <i>(And witness/es, if any)</i> 2. Valid government-issued I.D. with photo; 3. Evaluation form pursuant to D.C. No. 15 s.2024 (to be filled out by receiving staff and duty prosecutor for the day.) 4. See checklist of documentary requirements in filing complaints for preliminary investigation.		Office of the City Prosecutor - ONE STOP SHOP Monday to Friday 8:00 a.m. to 5:00 p.m.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements properly bound, arranged, labelled and paged to New Complaints desk.	1.1 Check documents if complete; 1.2 Require complainant to fill out the NPS Investigation Data Form (IDF).	None	5 minutes	Administrative Assistant VI
2. Fill-out and submit the IDF to New Complaints Desk.	2.1 Check the completeness of data in the IDF; 2.2 Fill out evaluation form and assign evaluation number; Stamp with "Received", date of receipt, name of receiving clerk and duty prosecutor; 2.3 Attach forms to complaint and forward documents to prosecutor on duty for evaluation;	None	5 minutes	Administrative Assistant VI
3.	3.1 Duty prosecutor shall evaluate the complaint for completeness and sufficiency, issue certification and return documents to the New Complaints Desk;	None	30 minutes	Duty Prosecutor for the Day
4.	4.1 Check the certification of duty prosecutor on duty evaluation; 4.2 <u>If COVERED by D.C. No. 31 s.</u>	None	10 minutes	Administrative Assistant VI

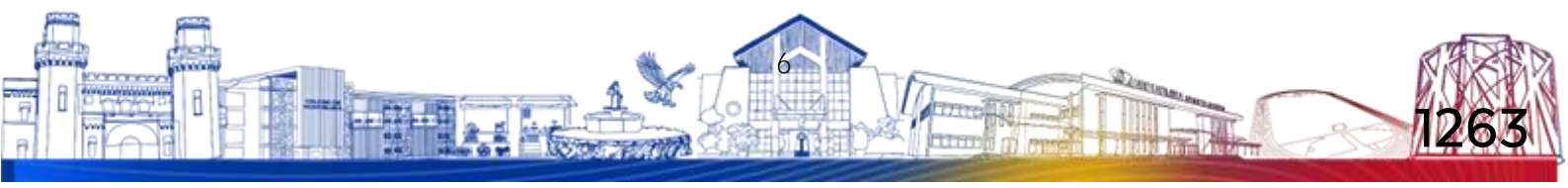


CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><u>2023</u>, provide complainant with a copy of evaluation certification, notify them that the complaint shall be subjected to mediation proceedings and both parties shall be subpoenaed for the same within the next week.</p> <p>[END OF TRANSACTION]</p> <p>4.3 If INSUFFICIENT, provide complainant with a copy of the evaluation certification and require them to submit the lacking documents/ evidence written therein within the given time period.</p> <p>[END OF TRANSACTION]</p> <p>4.4 If SUFFICIENT, stamp IDF and affidavit/s with date and name of duty prosecutor; Require the complainant/s and witness/es to subscribe/ certify under oath the IDF and respective affidavit/s; Deliver documents to PI/Inquest room. [PROCEED TO NO. 5];</p>			
5. Proceed to the PI room; Present valid ID; Certify under oath the information contained in the IDF and affidavit/s;	<p>5.1 Verify identity of client/s;</p> <p>5.2 Administer oath;</p> <p>5.3 Affix signature on the NPS Investigation Data Form and affidavit/s;</p> <p>5.4 Return documents to New Complaints desk;</p>	None	20 minutes	Duty Prosecutor for the Day



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Return to New Complaints desk;	6.1 Stamp all copies of IDF and complaint affidavit with "Received", date of receipt, name of receiving clerk and NPS Docket number; 6.2 Affix signature and indicate time of receipt; 6.3 Provide complainant with his/her copy of the complaint;	None	10 minutes	Administrative Assistant VI
7. Receive copy of complaint with assigned NPS docket number.	7.1 Record the complaint in the Prosecution Case Management System and appropriate logbook.	None	10 minutes	Administrative Assistant VI
		TOTAL:	1 hour and 30 minutes	

- The indicated processing time is for a client being served at a time. The time is extended when the duty prosecutor and/or person in charge is attending to other services.





CHECKLIST OF DOCUMENTARY REQUIREMENTS IN FILING CRIMINAL COMPLAINTS FOR PRELIMINARY INVESTIGATION

DOCUMENT		NO. OF COPIES	WHERE TO SECURE
1.	Investigation Data Form	Original + 4 photocopies	One-Stop-Shop (New Complaints desk)
2.	Complaint-affidavit or sworn-statement of witness/es of private complainant and/or victim	Original + 4 + number of respondents	Complainant
3.	Affidavit or sworn-statement of witness/es	Original + 4 + number of respondents	Witness/es
4.	Supporting Documents	Original + 4 + number of respondents	
a)	Certificate to File Action (for offenses covered by the Katarungang Pambarangay)		Barangay Hall
b)	Medical Certificate or Medico Legal (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)		Hospital / Health Services and/or Crime Laboratory of Philippine National Police (PNP) / National Bureau of Investigation (NBI) Medico Legal Division
c)	Police Investigation Report		PNP
d)	Police Sketches (for vehicular collision cases)		PNP
e)	Photographs (for vehicular collision cases)		PNP
f)	Inventory/List of articles/ items subject of the offense with their respective values (for theft, robbery, Anti-Piracy, Anti-Highway Robbery, and Anti-Fencing Law cases)		PNP
g)	Gambling paraphernalia or its photograph, if any; Cash money (bets/wagers) (for illegal gambling cases)		PNP
h)	Certification (for Anti-Carnapping Law cases)		PNP Highway Patrol Group / Land Transportation Office (LTO)
i)	Certification (for illegal possession of firearms, ammunitions and explosives cases)		PNP Firearm and Explosive Unit
j)	Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment cases)		Philippine Overseas and Employment Authority (POEA)
k)	Chemistry Report/Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)		Hospital / Health Services and/or Crime Laboratory of PNP / Philippine Drug Enforcement





DOCUMENT			NO. OF COPIES	WHERE TO SECURE
				Agency (PDEA) / NBI Forensic Chemistry Division
	l)	Death Certificate (for parricide, murder, homicide cases)		Philippine Statistics Authority
	m)	Authority to File Complaint (for violation of the Tariff and Customs Laws or National Internal Revenue Code)		Bureau of Customs / Bureau of Internal Revenue
	n)	Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parents and/or disinterested person stating the age and date of birth of the victim or offender (for minor victims and/or offenders)		Philippine Statistics Authority / Dentist
	o)	Certificate of discernment (for cases covered by R.A. 9344 or "The Juvenile Justice and Welfare Act", in cases where the offender is between 15 years old and below 18 years old)		Department of Social Welfare and Development



2. RECEIVING CRIMINAL COMPLAINTS FOR INQUEST PROCEEDINGS

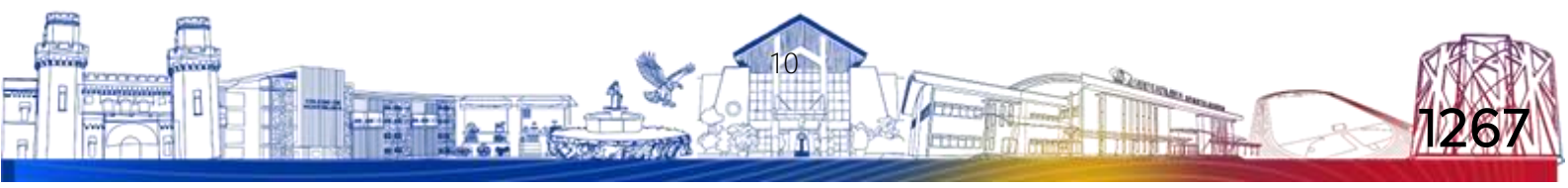
An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether these persons should remain under the custody and correspondingly be changed in Court.

Office or Division:	Office of the City Prosecutor			
Classification:	Simple			
Type of Transaction:	Government to Government and Private Sectors			
Who May Avail:	All			
OTHER REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of arresting officer/s, complainant/s, respondent/s, witness/es (if any) and Inquest Police Officer; 2. Evaluation form pursuant to D.C. No. 15 s.2024 (to be filled out by receiving staff and duty prosecutor of the day) 3. See checklist of documentary requirements in filing complaints for inquest proceedings.		Office of the City Prosecutor - ONE STOP SHOP Mondays to Fridays: 8:00 a.m. to 5:00 p.m.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements properly bound, arranged, labelled and paged to New Complaints desk.	1.1 Check documents and Investigation Data Form if complete; 1.2 Fill-out evaluation form and assign evaluation number; Stamp with "Received", date of receipt, name of receiving clerk and duty prosecutor; 1.3 Attach forms to complaint and forward documents to prosecutor on duty for evaluation;	None	10 minutes	Administrative Assistant VI
2.	2.1 Duty prosecutor shall evaluate the complaint for completeness and sufficiency, issue certification and return documents to the New Complaints Desk;	None	30 minutes	Duty prosecutor for the day
3.	3.1 Check the certification of duty prosecutor on evaluation; 3.2 If <u>INSUFFICIENT</u> , provide LEA representative with a copy of the evaluation certification and require them to	None	10 minutes	Administrative Assistant VI



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>submit the lacking documents/evidence written therein within the given time period</p> <p>3.3 If SUFFICIENT, stamp all copies of IDF with "Received", date of receipt, name of receiving clerk and NPS Docket number;</p> <p>3.4 Affix signature and indicate time of receipt;</p> <p>3.5 Stamp IDF and affidavit/s with date and name of duty prosecutor;</p> <p>3.6 Direct LEA representative to inform the Public Attorney's Office that an inquest proceeding shall commence;</p> <p>3.7 Deliver documents to PI/Inquest room [PROCEED TO NO. 4];</p>			
4. Proceed to Inquest room;	<p>4.1 Conduct inquest proceedings;</p> <p>4.2 Return documents to New Complaints Desk;</p>	None	30 minutes	Duty Prosecutor for the day
5. Return to New Complaints desk; Receive copy of complaint with assigned NPS docket number.	<p>5.1 Provide LEA representative and complainant/s with their copies of the complaint;</p> <p>5.2 Record the complaint in the Prosecution Case Management System and appropriate logbook.</p>	None	10 minutes	Administrative Assistant VI
END OF TRANSACTION		TOTAL	<i>1 hour and 30 minutes</i>	

- The indicated processing time is for a client being served at a time. The time is extended when the duty prosecutor and/or person in charge is attending to other services.





CHECKLIST OF DOCUMENTARY REQUIREMENTS IN FILING CRIMINAL COMPLAINTS FOR INQUEST PROCEEDINGS

DOCUMENT		NO. OF COPIES	WHERE TO SECURE
1.	Inquest referral sheet or Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest	Original + 4 photocopies	Philippine National Police (PNP) or New Complaints Desk
2.	Request for preliminary investigation or Waiver Form	Original + 4 + number of respondents	PNP or New Complaints Desk
3.	Affidavit of Arrest/Apprehension (and Affidavit of Turnover if citizen's Arrest)	Original + 4 + number of respondents	PNP
4.	Investigation Report	Original + 4 + number of respondents	PNP
5.	Affidavit of complainant and witness/es	Original + 4 + number of respondents	Complainant and witness/es
6.	Mug shots, booking and information sheet and medical certificate of arrested person	Original + 4 + number of respondents	PNP
7.	Supporting Documents	Original + 4 + number of respondents	
a)	Murder, Homicide and Parricide		
	<ul style="list-style-type: none"> Certified true/ machine copy of death certificate of the victim 		Philippine Statistics Authority
	<ul style="list-style-type: none"> Autopsy report and the certificate of post-mortem examination, if already available 		Hospital / Health Services and/or Crime Laboratory of Philippine National Police (PNP) / National Bureau of Investigation (NBI) Medico Legal Division
	<ul style="list-style-type: none"> Marriage certificate (for parricide cases) 		Philippine Statistics Authority
b)	Frustrated or Attempted Homicide, Murder, Parricide and Physical Injuries		
	<ul style="list-style-type: none"> Medical certificate or Medico Legal of the complaining witness/victim showing the nature and extent of the injury and duration of healing 		Hospital / PNP Health Services and/or Crime Laboratory / NBI Medico Legal Division
	<ul style="list-style-type: none"> Certification or statement as to duration of the treatment or medical attendance 		Hospital / PNP Health Services
	<ul style="list-style-type: none"> Certification or statement as to duration of incapacity for work 		Hospital / PNP Health Services
	<ul style="list-style-type: none"> Marriage certificate (in frustrated or attempted murder parricide cases) 		Philippine Statistics Authority
c)	Violation of the Dangerous Drugs Law or Comprehensive Dangerous Drugs Act of 2002 (R.A. No. 9165)		



DOCUMENT		NO. OF COPIES	WHERE TO SECURE
	<ul style="list-style-type: none"> Chemistry report, initial laboratory report or certificate of laboratory examination duly signed by the forensic chemist 		PNP Crime Laboratory / PDEA Laboratory Services
	<ul style="list-style-type: none"> Spot report, Pre-Operation Report, Coordination Form, Chain of Custody Form 		PNP
	<ul style="list-style-type: none"> Requests for Laboratory Examination (drug testing of urine specimen and seized evidence) 		PNP Crime Laboratory / PDEA Laboratory Services
	<ul style="list-style-type: none"> Receipt/Inventory of property seized 		PNP
	<ul style="list-style-type: none"> Machine copy or photograph of the buy-bust money, recovered evidence 		PNP
	<ul style="list-style-type: none"> Affidavit of the poseur buyer, if any. 		PNP
d)	Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery Law (P.D. No. 532) and Violation of the Anti-Fencing Law (P.D. No. 1612)		
	<ul style="list-style-type: none"> Inventory or list of articles/items subject of the offense including statement of their respective value 		PNP
e)	Rape, Seduction, and Forcible Abduction with Rape		
	<ul style="list-style-type: none"> Medico-legal report (living case report) if the victim submitted herself for medical or physical examination 		Hospital / PNP Health Services
f)	Violation of the Anti-Carnapping Law (R.A. No. 10883)		
	<ul style="list-style-type: none"> Machine copy of the certificate of motor vehicle registration 		Land Transportation Office (LTO)
	<ul style="list-style-type: none"> Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle 		LTO
	<ul style="list-style-type: none"> Photograph of the motor vehicle, if readily available 		Owner of the motor vehicle
	<ul style="list-style-type: none"> Certification 		PNP Highway Patrol Group (HPG) / LTO
	<ul style="list-style-type: none"> Other evidence of ownership 		LTO / Owner of the motor vehicle
g)	Violation of the Anti-Cattle Rustling Law (P.D. No. 533)		
	<ul style="list-style-type: none"> Machine copy of the cattle certificate of registration 		Office of the City / Municipal Treasurer
	<ul style="list-style-type: none"> Photograph of the cattle, if readily available 		Owner of the cattle
h)	Violation of Illegal Gambling Law (P.D. No. 1602/ R.A. No. 9287)		
	<ul style="list-style-type: none"> Gambling paraphernalia 		PNP
	<ul style="list-style-type: none"> Photograph of the gambling paraphernalia 		PNP
	<ul style="list-style-type: none"> Cash money 		PNP
i)	Illegal Possession of Firearms, Ammunitions and Explosives (P.D. No. 1866, as amended by R.A. No. 8294/ R.A. 10591)		



DOCUMENT		NO. OF COPIES	WHERE TO SECURE
	<ul style="list-style-type: none"> Chemistry report duly signed by the forensic chemist 		PNP Firearms and Explosives Unit
	<ul style="list-style-type: none"> Photograph of the explosive 		PNP Firearms and Explosives Unit
j)	Violation of the Fisheries Law (P.D. No. 704)		
	<ul style="list-style-type: none"> Photograph of the confiscated fish, if readily available 		Philippine Coast Guard
	<ul style="list-style-type: none"> Photograph of fishing paraphernalia, if any 		Philippine Coast Guard
	<ul style="list-style-type: none"> Certification 		Bureau of Fisheries and Aquatic Resources
k)	Violation of R.A. No. 9262 (Violence Against Women and Children)		
	<ul style="list-style-type: none"> Marriage Contract/ Certificate or affidavit/evidence of "dating relationship"; if applicable 		Philippine Statistics Authority
	<ul style="list-style-type: none"> Barangay protection order, if any 		Barangay Hall
l)	In cases where the victim/offender is a minor:		
	<ul style="list-style-type: none"> Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parents or disinterested person stating the age and date of birth of the victim/offender 		Philippine Statistics Authority / Dentist
	<ul style="list-style-type: none"> Certificate of discernment (for cases covered by R.A. No. 9344 or The Juvenile Justice and Welfare Act) 		Department of Social Welfare and Development



3. PROVISION OF PROSECUTOR'S CLEARANCE

A Prosecutor's Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This assures that an individual has no pending case/s within this jurisdiction.

Office or Division:		Office of the City Prosecutor		
Classification:		Simple		
Type of Transaction:		Government to Government and Private Sectors		
Who May Avail:		All		
REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application forms (forms are available at the Clearance Desk);		Office of the City Prosecutor – ONE-STOP-SHOP Monday to Friday 8:00 a.m. to 5:00 p.m.		
2. Police Clearance from Muntinlupa City Police Office, original & photocopy;		Muntinlupa City Police Headquarters, Centennial Avenue, Brgy, Tunasan, Muntinlupa City		
3. Valid government-issued I.D. with photo.		Client		
a) If applicant is unavailable, his/her representative must provide a Letter of Authorization				
b) For claim of death benefits, provide a photocopy of Death Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to clearance desk Present valid ID	1.1 Evaluate requirements if complete; 1.2 Verify identity of applicant; 1.3 Verify in computer database if applicant has no pending case; 1.4 If name appears in database, check the status of the case: If dismissed in OCP, proceed to No. 3, If filed to the courts, only the	Local Employment ₱50.00 + 30.00 local tax = ₱80.00 Foreign Employment ₱100.00 + 30.00 local tax = ₱130.00 Foreign Travel ₱200.00 + 30.00 local tax = ₱230.00 Firearm License ₱1,000.00 + 30.00 local tax = ₱1,030.00 Permit to Carry Firearm ₱500.00 + 30.00 local tax = ₱530.00 Business Permit ₱300.00 + 30.00 local tax = ₱330.00	20 minutes	Administrative Assistant V



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	details of the case will be provided; transaction is ended. 1.5 If clear, assess for applicable fees;	Retirement/Resignation ₱100.00 + 30.00 local tax = ₱130.00		
2. Give payment to receiving staff;	2.1 Deliver payment to cashier;		5 minutes	Administrative Assistant V
3.	3.1 Process payment and issue Official Receipt (OR); 3.2 Write OR number on the request form; 3.3 Deliver receipt to Clearance Desk;		10 minutes	Cashier
4. Receive clearance.	4.1 Prepare and print clearance; 4.2 Process signatories 4.3 Issue clearance. 4.4 Record details in clearance database.		15 minutes	Administrative Assistant V Administrative Officer V
END OF TRANSACTION		TOTAL:	50 minutes	

- The indicated processing time is for a client being served at a time. The time is extended when the duty prosecutor and/or person in charge is attending to other services.





4. PROVISION OF CERTIFIED TRUE COPIES OF DOCUMENTS

Office or Division:	Office of the City Prosecutor			
Classification:	Simple			
Type of Transaction:	Government to Government and Private Sectors			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request indicating docket number, title of the case, purpose of request and other pertinent details; 2. Photocopy/ies of document/s that needs to be certified (Documents for photocopying may be borrowed from the Records Section, if available; if so, duration of processing time may vary); 3. Valid government-issued I.D. with photo.			Office of the City Prosecutor – ONE-STOP-SHOP Monday to Friday 8:00 a.m. to 5:00 p.m.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request and present documents to Docket/Verification desk; Present valid I.D.	1.1 Receive letter request; 1.2 Verify identity of client relative to subject case/complaint; 1.3 Count the number of pages that needs to be certified; 1.4 Assess for applicable fees;	₱75.00 first 3 pages + ₱ 2.00 per succeeding page + ₱30.00 local tax	10 minutes (time is extended depending on the number of pages to be counted)	Administrative Assistant V
2. Give payment to receiving staff;	2.1 Deliver payment to cashier;		5 minutes	Receiving staff
3.	3.1 Process payment and issue Official Receipt (OR); 3.2 Write down OR number on the request letter;		10 minutes	Cashier
4. Receive certified documents	4.1 Stamp documents with "Certified True Photocopy" and name of certifying personnel; 4.2 Process signatories; 4.3 Issue certified documents. 4.4 Record details in corresponding database.		10 minutes (time is extended depending on the number of pages to be stamped and signed)	Administrative Assistant V
END OF TRANSACTION		TOTAL:	35 minutes	

- The indicated processing time is for a client being served at a time. The time is extended when the duty prosecutor and/or person in charge is attending to other services.





FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<ol style="list-style-type: none"> 1. Talk with the Public Assistance and Complaint Desk Officer, Administrative Officer or the Head of Office; 2. Accomplish our Feedback Forms available at the One-Stop-Shop and drop in the drop box; 3. Call us at 869-8687; 4. Email us at ocpmuntinlupa@doj.gov.ph.
How feedbacks are processed?	<p>The Feedback Box is opened monthly, and its contents are encoded and summarized.</p> <p>A quarterly report is submitted to the Management Division, Department of Justice.</p> <p>Formal letters are acted upon by the Head of Office or endorsed by the same to the concerned personnel. Actions on endorsed complaints shall be approved by the Head of Office.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter addressed to City Prosecutor Aileen Marie S. Gutierrez.</p> <p>For inquiries and follow-up concerns, clients may contact (02) 8869-87-99.</p>
How are complaints processed?	Formal letter of complaints will be endorsed by the Head of Office, which will be forwarded to the responsible individuals to be addressed accordingly.
Contact Information of: <ul style="list-style-type: none"> • Contact Center ng Bayan (CCB) • Presidential Complaint Center (PCC) • Anti-Red Tape Authority (ARTA) • DOJ Action Center (DOJAC) 	<ul style="list-style-type: none"> • CCB : (+63)908-8816-565 (SMS) • PCC : 8888 • ARTA : complaints@arta.gov.ph : 1-ARTA (2782) • DOJAC : (02) 88521-29-30.

List of Office/s

Office	Address	Contact Information
Office of the City Prosecutor	2/F Hall of Justice Bldg, Tunasan, Muntinlupa City, 1772	(02) 8869-87-99 / (02) 8869-86-87 / (02) 8541-14-40





OFFICE OF THE CITY VETERINARIAN

CITIZEN'S CHARTER **2024 Edition**



I. Mandate

1. Formulate measures for the consideration of the Sanggunian, and provide technical assistance and support to the Mayor, as the case may be, in carrying out measures to ensure the delivery of basic services and provision of adequate facilities pursuant to Section 17 of this Code;
2. Develop plans and strategies and upon approval thereof by the Mayor, as the case may be, implement the same, particularly those which have to do with veterinary-related activities which the Mayor is empowered to implement and which the Sanggunian is empowered to provide for under this Code;
3. In addition to the foregoing duties and functions, the veterinarian shall:
 - A. Advise the Mayor, as the case may be, on all matters pertaining to the slaughter of animals for human consumption and the regulation of slaughterhouses;
 - B. Regulate the keeping of domestic animals;
 - C. Regulate and inspect poultry, milk and dairy products for public consumption;
 - D. Enforce all laws and regulations for the prevention of cruelty to animals; and
 - E. Take the necessary measures to eradicate, prevent or cure all forms of animal diseases;
4. Be in the frontline of veterinary related activities, such as in the outbreak of highly-contagious and deadly diseases, and in situations resulting in the depletion of animals for work and human consumption, particularly those arising from and in the aftermath of man-made and natural disasters and calamities;
5. Recommend to the Sanggunian and advise the Mayor, as the case may be, on all other matters relative to veterinary services which will increase the number and improve the quality of livestock, poultry and other domestic animals used for work or human consumption; and
6. Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

II. Vision

We envision the Office of the City Veterinarian of Muntinlupa City to be a model office of dedicated public servants, which maintains the highest degree of professionalism and deep commitment to service, in pursuance of its goal to a healthy population of animals, free from infectious and zoonotic diseases, assurance of safe and quality meat and meat products, while providing honest, prompt and courteous public service to the constituents of the city.



III. Mission

To provide quality veterinary services with main trust on animal health, animal welfare, public health and food security.

IV. Service Pledge

We commit to:

1. To provide at all times Honest, Highly Professional, Efficient, Prompt and Quality Public Service.
2. To continually improve the effectiveness of our quality management system on our processes and programs in compliance to all the requirements of ISO-9001:2015.



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Main Office

External Services



Central Office External Services

Issuance of Veterinary Clearance and licenses

Office or Division	City Meat Inspection Service Division			
Classification	simple			
Type of Transaction	G2C			
Who may avail	All meat shop operators, livestock dealers, concessionaires, butchers, meat handlers, food establishments, canteens			
Checklist of requirement		Where to secure		
Registration		Office of the City Veterinarian		
Picture of establishment/meat transport vehicle		Client		
Number of employed personnel		Client		
BAI registration of vet clinic/hospital		Bureau of Animal Industry		
BMB-DENR certificate of wildlife registration		DENR		
Health certificate		City Health Office		
Police/NBI clearance		Police/NBI office		
Drug test for butcher		OSMUN		
Meat handlers seminar		Office of the City Veterinarian		
Client steps	Agency Action	Fees to be paid	Processing time	Person responsible
Bring required documents (veterinary clearance of the ff: supermarket meat, poultry, fish concessionaires, hotels, slaughterhouses, processing, cold storage)	Receive the required documents and check for completeness	PHP 500	15 mins	Meat inspector
Bring required documents (veterinary	Receive the required documents and	PHP 200	15 mins	Meat inspector



clearance of the following: "Lechonan", meat, poultry, aquatic product shops, catering services, veterinary clinics, pet shops, animal service businesses, supplies, grooming, breeding animals)	check for completeness			
Bring required documents (meat dealer, processor, operator)	Receive the required documents and check for completeness	PHP 500	15 mins	Meat inspector
Bring required documents (meat handlers, dresser, cutter, butcher, vendor license)	Receive the required documents and check for completeness	PHP 200	15 mins	Meat inspector
Bring required documents (meat transport vehicle)	Receive the required documents and check for completeness	PHP 200	15 mins	Meat inspector
payment	Receive payment		10 mins	Revenue collector
Issuance of receipt	Issues receipt	none	10 mins	Revenue collector
Issuance of certificate/license	Release of certificate/licenses	none	30 mins	Meat inspector
Total		Depending on application	55 mins	



Pet Microchipping and Anti-Rabies Vaccination (field/walk-in clients)

Office or Division:	Animal Health, Welfare and Registry Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All;			
Checklist of requirements:		Where to secure:		
Pet health record (if previously vaccinated)		Previous clinic		
Client steps	Agency action	Fees to be paid	Processing time	Person responsible
Bring your pet at the office/vaccination area	Give the master list book to the client	none	arbitrary	client
Fill up the master list book	Receive the required documents and check for completeness	none	5 mins	Administrative aide
Fill up certificate of registration	Receive the required documents and check for completeness	none	10 mins	veterinarian
Payment	Receive payment and issue receipt	PHP 250	5 mins	Revenue collector
Restrain pet	Inject anti rabies vaccine and microchip	none	Arbitrary	veterinarian
Total		PHP 250	Not applicable	



Voluntary Surrender of Pet

Office or Division	Animal Health, Welfare and Registry Division			
Classification	simple			
Type of Transaction	G2C			
Who may avail	All			
Checklist of requirements		Where to secure		
letter		client		
Client steps	Agency Action	Fees to be paid	Processing time	Person responsible
Walk in to Office of the City Veterinarian	Receive Request letter / email	none	Arbitrary	Client
Fill up Master list form and Voluntary Surrender Form	Receive the required documents and check for completeness	none	15 mins	Client
Payment	Receive payment and issue receipt	PHP 500	5 mins	Revenue collector
Scheduling of impounding operation of impounding team	Scheduling	none	Arbitrary	Sugar Vibora
Total		PHP 500	Not Applicable	



Impounding of stray animals

Office or Division	Animal Health, Welfare and Registry Division			
Classification	simple			
Type of Transaction	G2C			
Who may avail	All			
Checklist of requirements		Where to secure		
letter		client		
Client steps	Agency Action	Fees to be paid	Processing time	Person responsible
Walk in to Office of the City Veterinarian	Receive concern	none	Arbitrary	Client
Fill up log book	Receive the required documents and check for completeness	none	15 mins	Client
Pass letter of intent	Receive letter and check for completeness	none	15 mins	Admin officer
Scheduling of impounding operation of impounding team	Scheduling	none	30 mins	Sugar Vibora
Total		none	Not Applicable	



Redemption of Impounded Animals

Office or Division	Animal Health, Welfare and Registry Division			
Classification	simple			
Type of Transaction	G2C			
Who may avail	All			
Checklist of requirements		Where to secure		
Client steps	Agency Action	Fees to be paid	Processing time	Person responsible
Verify identity of pet in Animal pound, Pacwood, Barangay Tunasan	Help identify animals	none	arbitrary	Animal pound officer
Go to Office of the City Veterinarian and pay for fine and registration	Verify with pound officer and pay for fine and registration	none	arbitrary	
payment	Receive payment	PHP 1000 – if with updated registration/ microchipped PHP 3250 - if no record of updated registration	10 mins	Revenue collector
Issuance of receipt	Issue receipt	none	10 mins	Revenue collector
Bring receipt to the animal pound to claim pet	Verify receipt	none	arbitrary	
Release of pet	Release pet	none	arbitrary	Animal pound officer
Total		PHP 1000 PHP 3250	arbitrary	

Spay and Neutering Program



Office or Division	Animal Health, Welfare and Registry Division			
Classification	simple			
Type of Transaction	G2C			
Who may avail	All Muntinlupa Constituent			
Checklist of requirements		Where to secure		
Client steps	Agency Action	Fees to be paid	Processing time	Person responsible
Bring required documents on the day of registration (for vaccinated and microchipped pets) at the OCV	Receive the required documents and check for completeness	none	arbitrary	Client
	Screening and Checking of vaccination certificate & Pet Registration certificate (microchip details)/age/weight	none	15 minutes	Personnel in charge/ veterinarian
Fill up master list form	Receive the required documents and check for completeness	none	20 mins	Client
	Orientation of clients on Pre-Operation (fasting for 10hrs of pets)	none	10 mins	Personnel in charge/ veterinarian
Bring pet on scheduled day and venue of spay/neutering	Sign to the master list form for confirmation of appearance	none	arbitrary	Client
Fill up waiver form	Check completeness of form	none	arbitrary	Client
	screening and weighing	none	10 mins	Personnel in charge



	Injection of anesthesia/Pre-Op preparation	none	10 mins	veterinarian
	Pre-operation preparation of patients (shaving and disinfecting of surgical site)	none	10 mins	Personnel in charge
	Surgical procedure proper	none	arbitrary	veterinarian
Post-Op/Recovery and Discharge	Post-operation/Procedure: Injection of Post-operation medicine, Prescription of take home medicines and reminders on proper post-operation care	none	arbitrary	veterinarian
	Discharge upon recovery	none	arbitrary	veterinarian
Total		none	arbitrary	

Feedback and Complaints

Feedback and complaints mechanism	
How to send a feedback	Answer the client feedback form and drop it at the designated drop box in front of the Office of the City Veterinarian Contact no. 88623866
How feedbacks are processed	Every Friday, the admin officer opens the drop box and compiles and records all feedback submitted. Feedbacks are required to be answered within 3 days. For follow up, clients may call the office at 88623866
How to file a complaint	Answer the client complaint form and drop it at the designated drop box in front of the office.
Contact Information	88623866



OFFICE FOR SENIOR CITIZENS AFFAIRS

CITIZEN'S CHARTER 2024



I. Mandate

Republic Act No. 9994 Section 6 – An act granting additional benefits and privileges to Senior Citizens, further amending Republic Act No. 7432, as amended, other known as; “An Act to Maximize the Contribution of Senior Citizens to Nation Building, Grant Benefits and Special Privileges and for Other Purposes” otherwise known as the “Expanded Senior Citizens Act 2010.”

II. Vision

The Office for Senior Citizens’ Affairs envisions the senior citizens of Muntinlupa living in a healthy and peaceful environment with full recognition of their valuable contribution in community building.

III. Mission

The Office for Senior Citizens’ Affairs commits itself to look after the needs of the elderly, ensure that their rights and privileges under RA 9994 is recognized and encourages them to keep on participating in the progress of Muntinlupa City

IV. Service Pledge

We commit to:

1. Provide assistance to the public in filing and investigating complaints for non-compliance to R.A. 9994
2. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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OSCA SATELLITE OFFICE

Internal Services

1. Application for Octogenarian and Handog Kalinga Program

The process for the application for Octogenarians (aged 80 to 89 years old) and Handog Kalinga (aged 90 years old and above).

Office or Division:	Office for Senior Citizens Affairs – Operations Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Octogenarian Program – for aged 80 – 89 years old Handog Kalinga Program – for aged 90 years old above Qualifications: Must be a Filipino Citizen, a resident and a registered voter of Muntinlupa City for at least six (6) continuous months prior to the application.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Octogenarian / Handog Kalinga Application Form		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Website, Senior Citizen office in every barangay	
2. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)		OSCA Satellite Office	
3. Birth Certificate/Marriage Contract/ 2 Birth Certificates of children (1 Original and 1 Photocopy -front and back)		PSA / LCR	
4. Comelec Certification (Photocopy - One (1) year from the date of issue) or Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and 1 Photocopy)		COMELEC, PCMO	
5. Whole Body Picture of the applicant (1 print out)			
A. Additional requirement/s for: Seniors living in Residential Home Care Facility, Person Deprived of Liberty and Transferee Note: The Residential Home Care Facility must be located within Muntinlupa City, and the authorized representative must be a staff member of the Social Services Department (SSD) in Muntinlupa City.			
6. Applicants staying in Residential Home Care Facility / Welfare Institution: SOCIAL CASE STUDIES		To be provided by the Social Services Department (SSD), acting as the authorized representative of the applicant.	
7. Applicants who are Persons Deprived of Liberty: CERTIFICATE OF DETENTION – (Original) Issued within 6 months prior to application.		Bureau of Corrections, Bureau of Jail Management and Penology, Muntinlupa City Police Station	
8. Applicants who transferred from another city, province, or location: PROOF OF RESIDENCY (6 months after OSCA Muntinlupa Senior PVC ID was issued) : Government ID with Muntinlupa Address		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency	

REMINDER : For **Handog Kalinga Program** (aged 90 and above): Current **Octogenarian Beneficiaries** who receive allowance and/or reside in the City of Muntinlupa for at least six consecutive months will **automatically** be included in the Handog Kalinga program

Cut-off Period for Submission of Applications for the Octogenarian Program per Quarter

January to March (1 st Quarter)	Deadline - January 31
April to June (2 nd Quarter)	Deadline - April 30
July to September (3 rd Quarter)	Deadline - July 31
October to December (4 th Quarter)	Deadline - October 31

Cut-off Period for Submission of Applications for the Handog Kalinga Program

January to February	December of the previous year
March to April	February of the current year
May to June	April of the current year
July to August	June of the current year
September to October	August of the current year
November to December	October of the current year

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a number and wait to be called	1. Call the senior for initial screening and move to step 2	None	5 minutes	Front Desk PCMO
1.2 Submit the filled out Application form for the Octogenarian and Handog Kalinga Program and the necessary documents	1.2. Interview the applicant and review the submitted documents and advise the applicant about home visit validation and next steps		15 minutes	Public Services Foreman / Administrative Assistant I Operations Division

Note: The senior applicant will await a home visit validation from an OSCA focal person and approval. Once approved, the applicant will be added to the payroll list and will receive the allowance during the scheduled payout distribution..

TOTAL	None	20 minutes
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2. Application for Senior Citizen ID and booklets

The process for the issuance of Senior Citizen (SC) ID and booklets (Medicine Booklet and Basic Commodities and Prime Necessities Booklet) for New Applicants and those transferring from other Cities.

Office or Division:	Office for Senior Citizens Affairs – Operations Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Filipino Citizen or Dual Citizen living in the City of Muntinlupa aged 60 and above and those who moved to Muntinlupa from other City, Municipality or Province.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Application for New Senior Citizens ID must be submitted on or after the 60th birthday of the applicant		
A. For Seniors who can go to OSCA Satellite Office		
1. Fully accomplished Applicant’s Information Sheet		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Website, Senior Citizen offices in each barangay
2. Any of the following document: (1 Original and 1 Photocopy) ✓ Birth Certificate ✓ Marriage Contract (with indicated date of birth) ✓ Passport		
3. Valid ID showing residence in Muntinlupa City, any of the following: (1 original and 1 Photocopy - front and back) ✓ National ID PVC / Temporary Card ✓ Driver’s License ✓ Philhealth ID ✓ Postal ID ✓ UMID ID (SSS/GSIS) ✓ PWD ID ✓ Comelec Certification (1 year upon issue) ✓ Muntinlupa Care Card ✓ Veterans ID ✓ Government Employee’s ID		LCR/PSA LCR/PSA DFA

2. Submit Applicant's Information sheet and requirements	2. Interview the applicant, review the submitted documents	None	10 minutes	Public Services Foreman / Administrative Assistant Operations Division
3. Move to next booth for ID printing	3. Staff will encode information in the database, 3.1. Take a photo, signature or thumbmark of the senior citizen print the SC ID	None	5 minutes 10 minutes	Encoder PCMO
4. Check the Information on the ID before signing. 4.1 Claim SC ID and booklets	4. Release the ID and the Booklet/s to the Senior Citizen. Provide a brief orientation on RA 9994.	None	5 minutes	Public Services Foreman / Administrative Aide VI Operations Division
Total:		None	35 minutes	

3. Application for DSWD Social Pension Program for Indigent Senior Citizens (SPISC)

The process for applying to the DSWD Program for Indigent Senior Citizens in Muntinlupa

Office or Division:	Office for Senior Citizens Affairs – Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Eligible recipients must be a resident of Muntinlupa, 60 years old and above, frail and sickly, and without pensions from other government sources such as Government Service Insurance System (GSIS), Philippine Veterans Affairs Office (PVAO), Social Security System (SSS), no source of income and no regular financial support from family members or relatives.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DSWD Social Pension Application form			OSCA Center, OSCA Satellite office, City Government of Muntinlupa Web Page at Senior Citizen's office in every barangay	
2. SC PVC ID (1 photocopy front and back)			OSCA Satellite Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DSWD SPISC Form and requirements to the OSCA Satellite front desk officer	1. Review the submitted documents and educate the applicant of the DSWD SPISC program process	None	15 minutes	Public Services Foreman / Administrative Assistant I Operation's Division
Note: All DSWD SPISC forms submitted by senior applicants to the Office for Senior Citizens Affairs will be forwarded to the Department of Social Welfare and Development – NCR. They will review the applications, conduct home validations, and grant approval to eligible applicants.				
TOTAL:		None	15 minutes	

4. Replacement of Old Senior Citizen ID (Non-PVC) or Lost ID (PVC / NON PVC)

Process for replacing old or lost Senior Citizen IDs

Office or Division:	Office for Senior Citizens Affairs – Operations Division	
Classification:	Simple	
Type of Transaction	G2C – Government to Citizen	
Who may avail:	Senior citizens of Muntinlupa requesting renewal of old ID or replacement of lost ID	
Checklist of Requirements		Where to Secure
A. For Seniors who can go to OSCA Satellite Office		
1. Fully accomplished Applicant’s Information Sheet		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Web Page at Senior Citizen’s office in every barangay
2. Valid ID (1) with Muntinlupa Address (Original and Photocopy)		
		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency
B. For ID Renewal of Non-PVC ID to PVC ID		
3. Old Non-PVC ID issued on or before 2012 (Old ID to be surrendered to OSCA)		
C. For Lost ID		
4. Notarized Affidavit of Loss (1 Original)		Notary Public / OSCA Satellite
5. ₱50 (For lost or renewal of PVC ID only)		
D. Additional documents for Authorized Representatives of Senior Citizens		
6. Authorization Letter with signature or thumbmark (Original)		Hospital / Health Center
7. Proof that senior citizen cannot go to OSCA office due to medical condition/s such as but not limited to: bedridden, PWD, or confined in hospital / shelter (any of the following): ✓ Medical Certificate ✓ Certificate of Confinement ✓ Medical Abstract		
8. 2x2 picture of the senior citizen with white background (Original)		
9. Three (3) signatures or thumbmark of the applicant on a clean bond paper		
10. Valid ID of the representative (1 Original and Photocopy - front and back),		
		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC PCMO, Philippine Veterans Affairs Office, Government Agency

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number and wait to be called.	1. Call the Senior for initial screening. Check record in database with OSCA staff and give applicants information sheet.	None	5 minutes	Information Desk PCMO
1.2. Submit the applicant's information sheet and the required documents	1.2. Interview the applicant, review the submitted documents and provide recommendations		5 minutes	Public Services Foreman / Administrative Assistant I Operations Division
A. For Lost ID or renewal of OLD PVC ID				
2. Pay for replacement of ID and proceed to encoding window	2. Accept payment and issue Official receipt	₱ 50.00	5 minutes	Public Services Foreman / Administrative Assistant I Operations Division
B. For renewal of Non-PVC ID				
3. Surrender OLD Non-PVC ID and proceed to encoding window	3. Accept the OLD Non-PVC ID and advise Senior to proceed to step 4.	None	3 minutes	Public Services Foreman / Administrative Assistant I Operations Division
4. Proceed to Encoding window	4. Encode data in the database	None	5 minutes	Encoder PCMO
4.1. Review the information on the new ID before signing.	4.1. Take a photo, capture the signature, and print the Senior Citizen ID.	None	5 minutes	
5. Review the information on the ID, Claim SC ID and sign the record sheet	5. Release the ID, and record the transaction	None	3 minutes	Public Services Foreman / Administrative Assistant I Operations Division
TOTAL for Lost or renewal of OLD PVC ID		₱ 50.00	33 minutes	
TOTAL for renewal of Non-PVC ID		None	31 minutes	

5. Replacement of Senior Citizen's Basic Necessities and Prime Commodities (BNPC) booklet / Medicine booklet

Process for replacing lost or depleted Senior Citizens BNPC Booklet or Medicine Booklet

Office or Division:	Office for Senior Citizens Affairs – Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen in Muntinlupa requesting for replacement of BNPC/Medicine booklets (Fully utilized or Lost Booklets)			
Checklist of Requirements			Where to Secure	
A. For Seniors who can go to the OSCA Satellite office				
1. Fully accomplished Applicant’s Information Sheet			OSCA Center, OSCA Satellite office, City Government of Muntinlupa Web Page at Senior Citizen’s office in every barangay	
2. Senior Citizen PVC ID (Original and Photocopy)			OSCA Satellite Office	
B. For replacement:				
3. Full or damage Booklet/s				
C. For lost booklet:				
4. Notarized Affidavit of Loss (Original)			Notary Public / OSCA Satellite	
D. Additional documents for Authorized representatives of Senior Citizen :				
5. Authorization Letter with signature or thumbmark (Original)			Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC PCMO, Philippine Veterans Affairs Office, Government Agency	
6. Valid ID of the representative (1 Original and 1 Photocopy - front and back)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queue number and wait to be called.	1. Call the senior applicant for initial screening. Check record in database with OSCA staff and give applicants information sheet.	None	5 minutes	Information Desk PCMO
1.2. Surrender the Booklet to OSCA Satellite	1.2. Call the senior applicant for initial interview and review submitted documents		10 minutes	Public Services Foreman / Administrative Assistant I Operations Division

2. Surrender the Booklet to OSCA Satellite	2. Encode the information to Booklet	None	5 minutes	Public Services Foreman / Administrative Aide IV Operations Division
3. Claim the the Senior Citizen BNPC or Medicine Booklet and sign the receiving sheet	3. Release the booklet to Senior, record the transaction and provide basic orientation.	None	5 minutes	Public Services Foreman / Administrative Aide IV Operations Division
TOTAL:		None	25 minutes	



OSCA CENTER

Internal Services

1. Application for Centenarian Program (100 Years old)

The process of applying for Senior Citizens aged 100 years old - Centenarian

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	This program will be implemented within the City of Muntinlupa only and must meet the qualifications. Beneficiary must be a Filipino Citizen and a resident of Muntinlupa for at least three (3) years in a period of five (5) years before reaching the age of 100 years old; Must be a recipient of stipend under the Handog Kalinga Program for at least three (3) years; Must not be a recipient of the centenarian cash benefit in other local government units providing the same program.			
Checklist of Requirements		Where to Secure		
NOTE: The Centenarian Application form and requirements for the Centenarian Program may be submitted to the OSCA Office at least 2 months preceeding the senior citizen's centenarian birthday.				
1. Octogenarian / Handog Kalinga Application Form		OSCA Center, OSCA Satellite office		
2. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)		OSCA Satellite office		
3. PSA Birth Certificate or Marriage Contract / Birth Certificates of 2 children (1 Original and 1 Photocopy - front and back)		PSA		
4. Comelec Certification (Photocopy - One (1) year from the date of issue) / Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and 1 Photocopy)		COMELEC, PCMO		
5. Whole Body Picture of the applicant (1 print out)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Application form for Handog Kalinga Program and the necessary documents	1. Interview the applicant / representative, review the submitted documents and advise the applicant about home validation and next steps	None	15 minutes	<i>Public Services Foreman / Administrative Aide IV</i> Operations Division
Note: The centenarian applicant will await a home visit validation from an OSCA focal person, who will prepare the necessary documents, including the request for funds for the centenarian's allowance. Once the check is available, a schedule for the house-to-house distribution of the allowance will be set. The OSCA Head will oversee the issuance of the check to the beneficiary.				
TOTAL:		None	15 minutes	

2. Application for Octogenarian and Handog Kalinga Programs

The process for the application for Octogenarians (aged 80 to 89 years old) and Handog Kalinga (aged 90 years old and above).

Office or Division:	Operations Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Octogenarian Program: for aged 80 – 89 years old Handog Kalinga Program: for aged 90 years old above Qualifications: Must be a Filipino Citizen, a registered voter and a resident of Muntinlupa City for at least six (6) continuous months prior to application.		
Checklist of Requirements		Where to Secure	
1. Octogenarian / Handog Kalinga Application Form		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Website, Senior Citizen office in every barangay	
2. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)		OSCA Satellite Office	
3. Birth Certificate / Marriage Contact / 2 Birth Certificate of children (1 Original and 1 Photocopy - front and back)		PSA / LCR	
4. Comelec Certification (Photocopy - One (1) year from the date of issue) / Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and 1 Photocopy)		COMELEC, PCMO	
5. Whole Body Picture of the applicant (1 print out)			
A. Additional requirement/s for: Seniors living in Residential Home Care Facility, Person Deprived of Liberty and Transferee Note: Residential Home Care Facility must be within Muntinlupa City only and Authorized representative must be a Social Services Department (SSD) staff in Muntinlupa City only.			
6. Applicants staying in Residential Home Care Facility / Welfare Institution: <u>SOCIAL CASE STUDIES</u>		To be provided by Social Services Department (SSD) acting as authorized representative of the applicant.	
7. Applicants who are Persons Deprived of Liberty: <u>CERTIFICATE OF DETENTION</u> – (Original) Issued within 6 months prior to application.		Bureau of Corrections, Bureau of Jail Management and Penology, Muntinlupa City Police Station	
8. Applicants who transferred from another city, province, or location: PROOF OF RESIDENCY (6 months after OSCA Muntinlupa Senior PVC ID was issued) : Government ID with Muntinlupa Address		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC PCMO, Philippine Veterans Affairs Office, Government Agency	
REMINDER : For Handog Kalinga Program (aged 90 and above): Current Octogenarian Beneficiaries who receive allowance and/or reside in the City of Muntinlupa for at least six (6) consecutive months will automatically be included in the Handog Kalinga program.			

Cut-off Period for Submission of Applications for the Octogenarian Program per Quarter				
January to March (1 st Quarter)		Deadline - January 31		
April to June (2 nd Quarter)		Deadline - April 30		
July to September (3 rd Quarter)		Deadline - July 31		
October to December (4 th Quarter)		Deadline - October 31		
Cut-off Period for Submission of Applications for the Handog Kalinga Program				
January to February		December of the previous year		
March to April		February of the current year		
May to June		April of the current year		
July to August		June of the current year		
September to October		August of the current year		
November to December		October of the current year		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Application form for the Octogenarian and Handog Kalinga Program and the necessary documents	1.Interview the applicant and review the submitted documents and advise the applicant about home visit validation and next steps	None	10 minutes	Administrative Aide IV / Public Services Foreman Operations Division
Note: The senior applicant will await a home visit validation from an OSCA focal person and approval, Once approved, the applicant will be added to the payroll list and will receive the allowance during the scheduled payout distribution.				
TOTAL:		None	15 minutes	

3. Application for DSWD Social Pension Program for Indigent Senior Citizens (SPISC)

The process for applying to the DSWD Program for Indigent Senior Citizens in Muntinlupa

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Eligible recipients must be resident of Muntinlupa, 60 years old and above; frail and sickly, and without pensions from other government sources such as the Government Service Insurance System (GSIS), Philippine Veterans Affairs Office (PVAO), Social Security System (SSS), and private insurance companies; No source of income and No financial support from family.			
Checklist of Requirements			Where to Secure	
1. DSWD Social Pension Program for Indigent Senior Citizen Form			OSCA Center, OSCA Satellite Office, City Government of Muntinlupa Website at Senior Citizen's Office in each Barangay	
2. SC PVC ID (<i>1 photocopy front and back</i>)			OSCA Satellite Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DSWD SPISC Form and requirements to the OSCA Center Office	1. Review the submitted documents and educate the applicant of the DSWD SPISC program process	None	15 minutes	<i>Administrative Assistant I / Administrative Aide III</i> Operation's Division
Note: All DSWD SPISC applications submitted to the Office for Senior Citizens Affairs will be forwarded to the Department of Social Welfare and Development – NCR. They will review the applications, conduct home validations, and grant approval to eligible applicants.				
TOTAL:		None	15 minutes	

4. Issuance of Certificate

Process for issuing a Senior Citizen certificate and Certificate of Cancellation.

Office or Division:	Operations Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	A senior citizen is requesting a Senior Citizen Certificate or a Certificate of Cancellation from OSCA in Muntinlupa.			
Checklist of Requirements		Where to Secure		
A. For Seniors who can go to OSCA Center				
1. Certification Request Form		OSCA Center		
2. Senior Citizen ID in Muntinlupa (Original)		OSCA Satellite Office		
NOTE: For Certificate of Cancellation – Original ID must be surrendered to OSCA				
B. Additional documents for authorized representatives				
3. Authorization Letter with signature or thumbmark (1 Original)		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency		
4. Valid ID of the representative (1 Original and 1 Photocopy - front and back)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Certification Request form with required documents to the OSCA Staff at OSCA Center, Bayanan Baywalk	1. Review request form and interview the applicant.	None	5 minutes	Public Services Foreman / Admin Aide IV Operations Division
2. Review the information, sign the receiving sheet, and collect the certificate	2. Generate and print certificate	None	15 minutes	Public Services Foreman / Admin Aide IV Operations Division
	2.1. Issue the certificate and record it.		5 minutes	
TOTAL:		None	25 minutes	

5. Issuance of Certified True Copy of Senior Citizen Information Sheet

Process for issuing a Certified True Copy of the Senior Citizen Applicant's Information Sheet

Office or Division:	Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen of Muntinlupa requesting a Certified True Copy of application form.			
Checklist of Requirements		Where to Secure		
A. For Seniors who can go to OSCA Center				
1. Certification Request Form		OSCA Center		
2. Senior Citizen ID sa Muntinlupa (Original)		OSCA Satellite Office		
B. Additional requirements for authorized representatives				
3. Authorization Letter with signature and thumbmark (1 Original)		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency		
4. Valid ID of the representative (Original and 1 photocopy – front and back)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certification Request form and requirements to the OSCA Staff at the OSCA Center, Bayanan Baywalk	1. Review the request form and interview the applicant.	None	5 minutes	Admin Aide IV Operations Division
2. Review the information, sign the receiving sheet, and collect the Certified True Copy of the document	2. Retrieve the Applicant’s Information Sheet from the file cabinet, make a photocopy, apply a dry seal and CTC stamp and signature.	None	3 days	Admin Aide IV Operations Division
3. Visit OSCA Center to pick-up CTC (Review the information before signing the sign-off sheet)	3. Release Certified True Copy to Senior Citizen	None	5 minutes	Admin Aide IV Operations Division
TOTAL:		None	3 days and 10 minutes	

6. Renewal of Social Case Study Report

The process for issuing a Renewal of the Social Case Study Report

Office or Division:	Operations Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen of Muntinlupa who wants to renew SCSR			
Checklist of Requirements			Where to Secure	
For Seniors who can go to OSCA office				
1. Certification Request Form 2. Senior Citizen ID (Original and 1 photocopy front and back with 3 signatures) 3. OLD SCSR Report (Original)			OSCA Center OSCA Satellite Office	
Additional documents for authorized representatives				
4. Authorization Letter with signature of thumbmark (1 Original) 5. Valid ID of the representative (Original and 1 photocopy – front and back)			Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC PCMO, Philippine Veterans Affairs Office, Government Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the SC ID and old Social Case Study Report (SCSR) to the OSCA Focal Person at OSCA Center Bayanan	1. Screen the documents and interview the applicant.	None	5 minutes	Public Services Foreman / Admin Aide IV Operations Division
2. Review the information on the updated SCSR	2. Generate and print the Social Case Study Report (SCSR) for signature	None	15 minutes	Acting Head Mayor’s Office / Operations Head Office of the OIC – OSCA
2.1. Sign the receiving sheet, and collect the SCSR	2.1. Log and issue the SCSR		2 minutes	Public Services Foreman / Admin Aide IV Operations Division
TOTAL:		None	22 minutes	



**NEW BARANGAY HALL
AYALA ALABANG
External Services**

1. Application for Centenarian Program (100 Years old)

The process of applying for Senior Citizens aged 100 years old – Centenarian

Office or Division:	Operations Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	This program will be implemented within the City of Muntinlupa only. Beneficiary must be a Filipino Citizen and a resident of Muntinlupa for at least three (3) years in a period of five (5) years before reaching the age of 100 years old? Must be a recipient of stipend under the Handog Kalinga Program for at least three (3) years.

Checklist of Requirements	Where to Secure
NOTE: The Centenarian Application form and requirements for the Centenarian Program may be submitted to the OSCA Office at least 2 months preceeding the senior citizen's centenarian birthday.	
6. Octogenarian / Handog Kalinga Application Form	OSCA Center, OSCA Satellite office
7. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)	OSCA Satellite office
8. PSA Birth Certificate or Marriage Contract / Birth Certificates of 2 children (1 Original and 1 Photocopy - front and back)	PSA / LCR
9. Comelec Certification (Photocopy - One (1) year from the date of issue) / Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and 1 Photocopy)	COMELEC, PCMO
10. Whole Body Picture of the applicant (1 print out)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the filled out Application form for Handog Kalinga Program and the necessary documents	3. Interview the applicant / representative, review the submitted documents and advise the applicant about home validation and next steps	None	15 minutes	Focal Person Office for Senior Citizen's Affairs

Note: The centenarian applicant will await a home visit validation from an OSCA focal person, who will prepare the necessary documents, including the request for funds for the centenarian's allowance. Once the check is available, a schedule for the house-to-house distribution of the allowance will be set. The OSCA Head will oversee the issuance of the check to the beneficiary.

TOTAL:	None	15 minutes
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2. Application for Octogenarian and Handog Kalinga Programs

The process for the application for Octogenarians (aged 80 to 89 years old) and Handog Kalinga (aged 90 years old and above).

Office or Division:	Office for Senior Citizens Affairs – Operations Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Octogenarian Program – for aged 80 – 89 years old Handog Kalinga Program – for aged 90 years old above Qualifications: Must be a Filipino Citizen, a registered voter and a resident of Muntinlupa City for at least six (6) continuous months prior to application.		
Checklist of Requirements		Where to Secure	
1. Octogenarian / Handog Kalinga Application Form		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Website, Senior Citizen office in every barangay	
2. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)		OSCA Satellite Office	
3. Birth Certificate / Marriage Contact / 2 Birth Certificate of children (1 Original and 1 Photocopy - front and back)		PSA	
4. Comelec Certification (Photocopy - One (1) year from the date of issue) / Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and 1 Photocopy)		COMELEC, PCMO	
1. Whole Body Picture of the applicant (1 print out)			
A. Additional requirement/s for: Seniors living in Residential Home Care Facility, Person Deprived of Liberty and Transferee Note: Residential Home Care Facility must be within Muntinlupa City only and Authorized representative must be from any Social Services Department (SSD) staff in Muntinlupa City only.			
2. Applicants staying in Residential Home Care Facility / Welfare Institution: <u>SOCIAL CASE STUDIES</u>		To be provided by Social Services Department (SSD) acting as authorized representative of the applicant.	
3. Applicants who are Persons Deprived of Liberty: CERTIFICATE OF DETENTION – (Original) Issued within 6 months prior to application.		Bureau of Corrections, Bureau of Jail Management and Penology, Muntinlupa City Police Station	
4. Applicants who transferred from another city, province, or location: PROOF OF RESIDENCY (6 months after OSCA Muntinlupa Senior PVC ID was issued) – Government ID with Muntinlupa Address		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency	

REMINDER : For Handog Kalinga Program (aged 90 and above): Current Octogenarian Beneficiaries who receive allowance and/or reside in the City of Muntinlupa for at least six (6) consecutive months will automatically be included in the Handog Kalinga program.

Cut-off Period for Submission of Applications for the Octogenarian Program per Quarter

January to March (1 st Quarter)	Deadline - January 31
April to June (2 nd Quarter)	Deadline - April 30
July to September (3 rd Quarter)	Deadline - July 31
October to December (4 th Quarter)	Deadline - October 31

Cut-off Period for Submission of Applications for the Handog Kalinga Program

January to February	December of the previous year
March to April	February of the current year
May to June	April of the current year
July to August	June of the current year
September to October	August of the current year
November to December	October of the current year

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Application form for the Octogenarian and Handog Kalinga Program and the necessary documents	1. Interview the applicant and review the submitted documents and advise the applicant about home visit validation and next steps	None	20 minutes	Public Services Foreman / Administrative Aide VI Operations Division

Note: The senior applicant will await a home visit validation from an OSCA focal person, who will submit the validation report for approval. Once approved, the applicant will be added to the payroll list and will receive the allowance during the scheduled payout distribution.

TOTAL:	None	20 minutes
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3. Application of Senior Citizen ID and booklets

The process for the issuance of Senior Citizen (SC) ID and booklets (Medicine Booklet and Basic Commodities and Prime Necessities Booklet) for New Applicants and those transferring from other Cities.

Office or Division:	Operations Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Filipino Citizen or Dual Citizen living in the City of Muntinlupa aged 60 and above.		
Checklist of Requirements		Where to Secure	
Application for New Senior Citizens ID must be submitted on or after the 60th birthday of the applicant			
A. For Seniors who can go to the New Barangay Hall in Ayala Alabang			
1. Fully accomplished Applicant’s Information Sheet		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Website, Senior Citizen office in every barangay	
2. Any of the following document: (1 Original and 1 Photocopy)			
✓ Birth Certificate		LCR/PSA	
✓ Marriage Contract (with indicated date of birth)			
✓ Passport		DFA	
3. Valid ID with Muntinlupa City address, any of the following: (1 original and 1 Photocopy -front and back)			
✓ National ID PVC / Temporary Card		Philsys	
✓ Driver’s License		LTO	
✓ Philhealth ID		Philhealth	
✓ Postal ID		Postal	
✓ UMID ID (SSS/GSIS)		SSS, GSIS	
✓ PWD ID		PDAO	
✓ Comelec Certificate (1 year upon issue)		COMELEC	
✓ Muntinlupa Care Card		PCMO	
✓ Veterans ID		Philippine Veterans Affairs Office	
✓ Government Employee’s ID		Government Agency	
If the applicant is 61 years old or above, who resided in Muntinlupa upon reaching 60 years old, has never lived anywhere else, and is applying for a new senior citizen ID, any of the following documents below must be submitted:			
4. Original and 1 Photocopy			
✓ COMELEC Certificate (1 year upon issue)			
✓ Voter's Verification Stub			
✓ Muntinlupa Care Card			
Note: Home visit / verification by OSCA Focal Person is required if unable to present the requirements above.			

B. For Transferee from another city, municipality or province				
5. Certificate of Cancellation - 2 months upon date of issue 6. Certificate of No Record issued by OSCA from previous City / Municipality / Province - 2 months upon date of issue (1 Original)		OSCA of another Municipality, City or Province		
C. Additional documents for Dual Citizen				
7. Certificate of Oath of Allegiance 8. Philippine Passport with date of arrival stamp (1 Original and 1 Photocopy) (Must have at least six 6 months residency Muntinlupa City, Philippines - Based on RA 9994/Implementing Rules and Regulation (IRR))		Embassy or Consulate DFA		
D. Additional documents for employees who are residing and/or are using the address of their employer in Muntinlupa				
9. Certificate of Employment/Letter from the employer allowing the employee to use his/her address in Muntinlupa (Original with signature) 10. Valid ID of the employer with Muntinlupa City address (1 Photocopy)		Employer		
E. Additional documents for Authorized representatives of Senior Citizen				
11. Authorization Letter with signature or thumbmark 12. Proof that senior citizen cannot go to OSCA office due to medical condition/s such as but not limited to: bedridden, PWD, or confined in hospital or shelter, any of the following: ✓ Medical Certificate ✓ Certificate of Confinement ✓ Medical Abstract 13. 2x2 picture of the senior citizen with white background (Original) 14. Three (3) signatures or thumbmark of the applicant on a clean bond paper 15. Valid ID of the representative (1 Original and 1 Photocopy - front and back)		Hospital / Health Center Philsys, LTO, Philhealth, Postal, SSS, GSIS PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the New Barangay Hall Ayala Alabang and submit the applicant's information sheet and required documents.	1. Interview the applicant, review the submitted documents and advised senior of next steps	None	20 minutes	Administrative Assistant I / Administrative Aide III Operations Division
Noted: The Application form together with the attached documents will be forwarded to the OSCA Satellite Office for ID processing. This will be released to the Senior Citizen during the next weekly duty at the New Barangay Hall in Ayala Alabang				
TOTAL:		None	20 minutes	

4. Replacement of Senior Citizen's Basic Necessities and Prime Commodities (BNPC) booklet / Medicine booklet

Process for replacing lost or depleted Senior Citizens BNPC Booklet or Medicine Booklet

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen in Muntinlupa requesting for replacement of BNPC/Medicine booklets (Fully utilized or Lost Booklets)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished Applicant’s Information Sheet		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Web Page at Senior Citizen’s office in every barangay		
2. 1 valid ID with Muntinlupa Address (Original and 1 Photocopy)		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency		
A. For replacement:				
3. Full or damage Booklet				
B. For lost ID:				
4. Notarized Affidavit of Loss (1 Original)		Notary Public / OSCA Satellite Office		
C. Additional documents for Authorized Representatives				
5. Authorization Letter with signature or thumbmark (1 Original)				
6. Valid ID of the representative (1 Original and Photocopy - front and back)		Philsys, LTO, Philhealth, Postal, SSS, GSIS, PDAO, COMELEC, PCMO, Philippine Veterans Affairs Office, Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the New Barangay Hall Ayala Alabang and submit the required documents and surrender old booklet	1. Screen the documents and interview the applicant. Advise the senior citizen of next step	None	10 minutes	Administrative Aide III / Administrative Assistant I Operations Division
Note: The focal person(s) will forward the request to the OSCA Satellite Office for Processing of Booklet(s) and will issue to the senior citizen during the next weekly duty schedule at the NBarangay Hall, Ayala Alabang Village.				
TOTAL:		None	10 minutes	



**SENIOR CITIZEN'S OFFICE
PER BARANGAY
External Services**

1. Application for Centenarian Program (100 Years old)

The process of applying for Senior Citizens aged 100 years old – Centenarian

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	This program will be implemented within the City of Muntinlupa only. Beneficiary must be a Filipino Citizen and a resident of Muntinlupa for at least three (3) years in a period of five (5) years before reaching the age of 100 years old? Must be a recipient of stipend under the Handog Kalinga Program for at least three (3) years.			
Checklist of Requirements		Where to Secure		
NOTE: The Centenarian Application form and requirements for the Centenarian Program may be submitted to the OSCA Office at least 2 months preceeding the senior citizen's centenarian birthday.				
11. Octogenarian / Handog Kalinga Application Form		OSCA Center, OSCA Satellite office		
12. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)		OSCA Satellite office		
13. PSA Birth Certificate or Marriage Contract / Birth Certificates of 2 children (1 Original and 1 Photocopy - front and back)		PSA / LCR		
14. Comelec Certification (Photocopy - One (1) year from the date of issue) / Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and 1 Photocopy)		COMELEC, PCMO		
15. Whole Body Picture of the applicant (1 print out)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the filled out Application form for Handog Kalinga Program and the necessary documents	4. Interview the applicant / representative, review the submitted documents and advise the applicant about home validation and next steps	None	15 minutes	Focal Person Office for Senior Citizen's Affairs
Note: The centenarian applicant will await a home visit validation from an OSCA focal person, who will prepare the necessary documents, including the request for funds for the centenarian's allowance. Once the check is available, a schedule for the house-to-house distribution of the allowance will be set. The OSCA Head will oversee the issuance of the check to the beneficiary.				
TOTAL:		None	16 minutes	

2. Application for Octogenarian and Handog Kalinga Program

The process for the application for Octogenarians (aged 80 to 89 years old) and Handog Kalinga (aged 90 years old and above).

Office or Division:	Operations Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Octogenarian Program – for aged 80 – 89 years old Handog Kalinga Program – for aged 90 years old above Qualifications: Must be a Filipino Citizen, a registered voter and a resident of Muntinlupa City for at least six (6) continuous months prior to application.		
Checklist of Requirements		Where to Secure	
1. Octogenarian / Handog Kalinga Application Form		OSCA Center, OSCA Satellite office, City Government of Muntinlupa Website, Senior Citizen office in every barangay	
2. Senior Citizen PVC ID (1 Original and 1 Photocopy - front and back)		OSCA Satellite Office	
3. Birth Certificate (1 Original and 1 Photocopy - front and back)		PSA	
4. Comelec Certification (Photocopy - One (1) year from the date of issue) / Muntinlupa Care Card of the Applicant or nearest descendant in its absence. (Original and Photocopy)		COMELEC, PCMO	
5. Whole Body Picture of the applicant (1 print out)			
Note: For the Handog Kalinga Program (age 90 and above): Current Octogenarian Beneficiaries who receive allowance and/or reside in the City of Muntinlupa for at least six consecutive months will automatically be included in the Handog Kalinga program without the need to submit an application; otherwise, they are required to apply.			
Cut-off Period for Submission of Applications for the Octogenarian Program per Quarter			
January to March (1 st Quarter)		Deadline - January 31	
April to June (2 nd Quarter)		Deadline - April 30	
July to September (3 rd Quarter)		Deadline - July 31	
October to December (4 th Quarter)		Deadline - October 31	
Cut-off Period for Submission of Applications for the Handog Kalinga Program			
January to February		December of the previous year	
March to April		February of the current year	
May to June		April of the current year	
July to August		June of the current year	
September to October		August of the current year	
November to December		October of the current year	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled out Application form for the Octogenarian and Handog Kalinga Program and the necessary documents	1. Interview the applicant and review the submitted documents and advise the applicant about home visit validation and next steps	None	15 minutes	Focal Person Office for Senior Citizen's Affairs
Note: The senior applicant will await a home visit validation from an OSCA focal person, who will submit the validation report for approval. Once approved, the applicant will be added to the payroll list and will receive the allowance during the scheduled payout distribution.				
TOTAL:		None	15 minutes	

3. Application for DSWD Social Pension Program for Indigent Senior Citizens (SPISC)

The process for applying to the DSWD Program for Indigent Senior Citizens in Muntinlupa

Office or Division:	Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Eligible recipients must be a resident of Muntinlupa, 60 years old and above, frail and sickly, and without pensions from other government sources such as Government Service Insurance System (GSIS), Philippine Veterans Affairs Office (PVAO), Social Security System (SSS), no source of income and no regular financial support from family members or relatives.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. DSWD Social Pension Application form			OSCA Center, OSCA Satellite office, City Government of Muntinlupa Web Page at Senior Citizen's office in every barangay	
2. Senior Citizen PVC ID (1 Photocopy)			OSCA Satellite Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DSWD SPISC Form and requirements to the OSCA Staff	1. Review the submitted documents and educate the applicant of the DSWD SPISC program process	None	15 minutes	Focal Person Office for Senior Citizen's Affairs
Note: All DSWD SPISC applications submitted to the Office for Senior Citizens Affairs will be forwarded to the Department of Social Welfare and Development – NCR. They will review the applications, conduct home validations, and grant approval to eligible applicants.				
TOTAL:		None	15 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Fill out the Client Feedback form and drop it in the drop box in front of the OSCA Center or OSCA Satellite. Contact Info: 8511-0127 or OSCA Muntinlupa City
How feedback is processed	All feedback forms are collected every Friday. Feedback requiring responses will be promptly forwarded to the designated person or office, who will provide answers within three (3) working days upon receiving the feedback.
How to file a complaint	<p>Complaints can be submitted to the Office for Senior Citizens Affairs (OSCA) through the following channels:</p> <ol style="list-style-type: none"> 1. Walk-in: Senior citizens or their representatives can visit the OSCA Center office / OSCA Satellite in person to submit their complaints. 2. Over the Phone: Senior citizens can also lodge their complaints by calling the OSCA Center telephone numbers: 8511-0127 / 8478-1744. 3. Email or Formal Letter: Complaints can be submitted via: <ol style="list-style-type: none"> a. Email - osca@muntinlupacity.gov.ph b. Formal letter addressed to the OSCA office - OSCA Center, Bayanan Baywalk, Muntinlupa City 4. Pakay: Senior citizens can utilize the "Pakay" system 5. 8888: Complaints can also be lodged through the government's nationwide hotline, 8888. 6. Official Facebook Pages: <ol style="list-style-type: none"> a. City Government of Muntinlupa b. OSCA Muntinlupa City <p>INFORMATION REQUIRED</p> <ol style="list-style-type: none"> 1. Name and contact information of the complainant 2. Nature of the complaint 3. Relevant dates and details 4. Any supporting documents or evidence (receipt/s, photo/s, etc) <p>For questions, you can call 8511-0127.</p>
How complaints are processed	<p>Complaint Process:</p> <ol style="list-style-type: none"> 1. Upon receiving a complaint, the OSCA staff will review the details provided and conduct an initial assessment to determine the nature and scope of the complaint. 2. The Office for Senior Citizens Affairs will send a letter to the subject of the complaint, requesting them to review, take necessary action to resolve, or respond accordingly within the specified period of time provided to them by the office 3. If the subject of the complaint fails to acknowledge their legal obligations or denies their responsibility to adhere to the law, the Complaint Handling Team will arrange a mediation process between the complainant and the subject. 4. Based on the findings of the investigation, the COMPLAINT HANDLING TEAM will work to resolve the complaint in a fair, impartial, and timely manner. This may involve proposing solutions, recommending corrective actions, or advising on the next course of action. <p>For questions, you can call 8511-0127</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
OSCA Center	Baywalk, Bayanan, Muntinlupa City	Tel. No.: 8511-0127 / 8478-1744 E-mail: osca@muntinlupacity.gov.ph Facebook: OSCA Muntinlupa City
Satellite Office	Ground Floor, Ayala Malls South Park, Alabang, Muntinlupa City	



OFFICE OF THE VICE MAYOR





I. Mandate

There shall be a Vice-mayor who shall perform the duties of the Mayor in the event of the sickness, absence or other temporary incapacity of the mayor, or in the event of the definitive vacancy in the position of mayor, until said office shall be filled, in accordance with law.

II. Vision

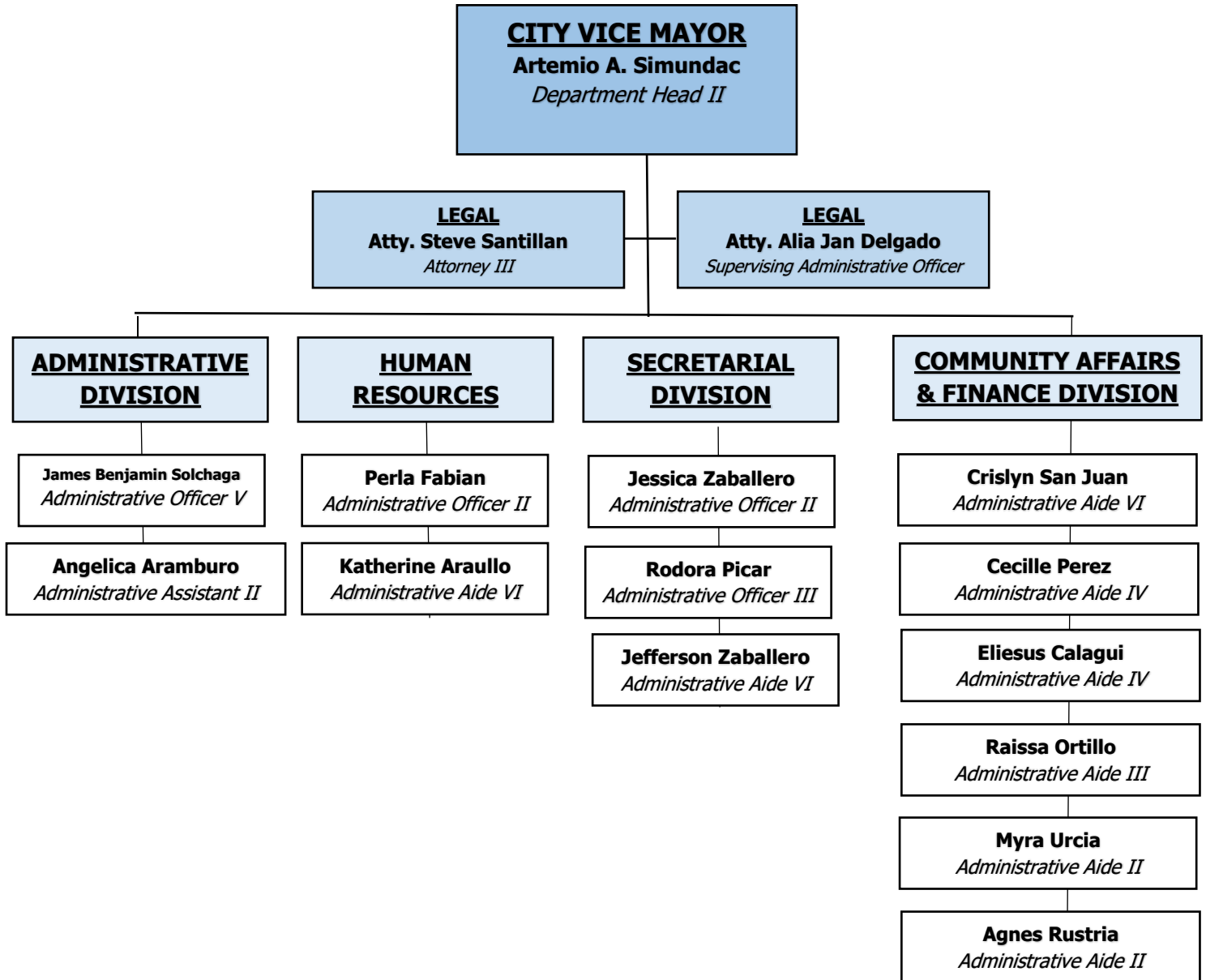
We envision the Office of the Vice-mayor to be able to implement various programs/projects conducted by this unit to improve and uplift the quality of life in adherence to the vision/mission and 7K agenda/program of the City Government of Muntinlupa.

III. Mission

This office commits to: (1) Be able to have an up-to-date information on prevailing local and national programs to be disseminated to all Muntinlupeños who has urgent need for basic services: (2) Be able to improve the quality of life of every Muntinlupeños through the passage of relevant and pro-active local ordinances and resolutions.

ORGANIZATIONAL CHART







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1. FINANCIAL ASSISTANCE

Office or Division:	Office of the Vice Mayor (Community Affairs & Finance)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Constituents			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Medical Assistance: Medical Certification/Abstract Photocopy of Govt. issued-ID Barangay Indigency or SSD Indigency			Information Desk – Community Affairs and Finance Division	
Guaranty Letter: Laboratory Request Hospital Bill Photocopy of Govt. issued-ID			Information Desk – Community Affairs and Finance Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Pakay Form and Sign in Petty cash voucher.	1.1 Accept the entire document. 1.2 Checking and recording of client's document.	None		Myra Urcia Cecilia Perez
	1.3 Certifying the entire Document. 1.4 Attach Request letter and Obligation request for sign of Vice Mayor.	None		Myra Urcia Cecilia Perez Raissa Ortillo





	<p>1.5 Processing the entire document (Financial assistance) to be transmit in the following offices:</p> <ul style="list-style-type: none"> * Mayor's Office (for Sign-Approval of process) * Budget Office (for charging and sign of Budget Office) * Accounting Office (for initial of assigned accounting clerk) 		30 Days	<p>Myra Urcia Cecilia Perez Raissa Ortillo</p>
2. Release of Financial Assistance and Proceed to SSD for encashment and or to Treasury for Check.	<p>Contact the recipient and inform about the status of his/her Financial Assistance.</p> <p>Client proceed to SSD office for encashment. (Amount Three thousand pesos and below)</p> <p>Petty cash voucher is applicable for Three thousand pesos and below. While amount above Three thousand is for Disbursement check.</p>			<p>Myra Urcia Cecilia Perez Raissa Ortillo</p>
TOTAL:			30 Days	





2. ISSUANCE OF CERTIFICATE FOR OATH-TAKING

Office or Division:	Office of the Vice Mayor (Secretariat Division)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter			Secretariat Division	
List of Officers			Secretariat Division	
Accreditation/Affiliation (Optional)			Secretariat Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Request Letter with List of Officers, Contact number, and other important details.	Receive request and required document, and Issue Request form.	None	20 Minutes	Secretary
Fill out and Submit the form.	Received the filled out form and process for scheduling.	None	30 Minutes	Secretary
Inform Organization/ Association regarding its schedule.	Conduct the oath-taking ceremony and award the certificate.	None	45 Minutes	Secretary Vice Mayor
TOTAL:			95 Minutes	





FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-out Feedback Form and drop it on the Suggestion Box or the concerned individual can write a formal.
How feedbacks are processed	<p>Every month, the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>All concerns will be forwarded to the responsible offices / individuals and will be addressed accordingly.</p>
How to file a complaint	<p>Concerned individuals can write a formal letter and drop it to OVM Drop Box.</p> <p>For inquiries and follow-up, clients may contact (2001)8862-2525.</p>
How complaints are processed	Formal letter of complaints will be endorsed to the OVM Record Custodian which will be forwarded to the responsible offices / individuals to be addressed accordingly.
Contact Information of CCB, PCC, ARTA	<p>Contact Information of:</p> <p>Legal and Public Assistance Office (LPAO) complaints@arta.gov.ph (02) 8478-5091</p> <p>Presidential Complaints Center (PCC) pcc@malacanang.gov.ph +63(2)-8736-8645</p> <p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph Call 1-6565* or (+63)908-8816-565</p>





CONTACT DETAILS

OFFICE OF THE VICE MAYOR

1ST Floor, People's Center Building, City Hall
National Road, Barangay Putatan
Muntinlupa City

Landline No.: (2001) 8862-2525

e-Mail Address: ***vmofficeartemiosimundac@gmail.com***





OSPITAL NG MUNTINLUPA

**CITIZEN'S CHARTER HANDBOOK
(APRIL 1, 2024)**

AGENCY PROFILE

I. **Mandate:**

The Ospital ng Muntinlupa was established primarily to provide medical / surgical services. Its legal mandate: *1987 Philippine Constitution(b) Article XIII, Section 11 "The State shall adopt an integrated and comprehensive approach to health development which shall endeavor to make essential goods, health and other social services available to all the people at affordable cost. There shall be priority for the needs of the under-privileged, sick, elderly, disabled, women, and children. The State shall endeavor to provide free medical care to paupers."*

II. **Vision:**

The Ospital ng Muntinlupa, ISO 9001 2015 certified, is one of the best LGU Hospital with excellent implementation Quality Management Systems and other innovative programs that facilitate the conduct of optimum patient care at the lowest possible cost.

The best local government hospital providing quality health services at the lowest possible cost.

III. **Mission:**

- To provide sustainable healthcare services with integrity and efficiency for every resident of Muntinlupa and it's surrounding communities.
- To work together with other sectors of the community in the prevention of diseases and the promotion of optimum healthcare services.
- To deliver quality health service through it's competent, compassionate health professionals and technologically advanced medical facilities.

IV. **Quality Policy Objective:**

The Ospital ng Muntinlupa is committed to continually improve quality healthcare services. To fulfill the vision/mission of Ospital ng Muntinlupa, we shall provide the most appropriate, comprehensive, effective healthcare services to exceed our clients' expectations. Our success will be achieve through full participation of our employees at all levels of the organization guided by our Quality Objectives.

LIST OF SERVICES

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ADMINISTRATIVE SERVICES
External Services

1. ADMITTING DEPARTMENT

Patient admission is the core responsibility of the Admitting Section. Upon the availability of room the patient could be admitted. The admitting clerk obtains general information about the patient from the relatives, explain the hospital policies and procedures and assign room to patient.

Office or Division:	ADMITTING DEPARTMENT
Classification:	Administrative Services
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Pasyente o Kamaganak ng Pasyente Kuwalipikadong Miyembro ng Philhealth at ang kanilang mga Dependents na asawa na walang Philhealth membership sa Philhealth at mga anak na 21 years old pababa
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Member’s Data Record (MDR) from Philhealth; 2. Valid ID 3. Admitting Orders ng doktor 4. Monitoring Sheet 5. Pangalan ng pasyente 6. Edad 7. Kasarian 8. Sakit 9. Contact number 10.Kaarawan 11.Tirahan	Philhealth Department Attending Physician Nurse

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang monitoring sheet (kung ER patient)	Pagsisiyasat ng mga Papeles na kailangan sa Admission	Walang bayad	10 minuto	Administrative Aide VI / Philhealth staff /Ssd Staff/Admitting staff
2	Ipakita ang admitting orders ng doctor (kung Out Patient)				
3	Sulatan ang admitting forms at magpainterview.				
	TOTAL:		Wala	10 minuto	

2. CASHIER DEPARTMENT

Cashier Department is responsible in collecting the payment of the clients coming from the OPD, OR-OPD, In-patient and Emergency Patients. Upon payment, discharge clearance is also given to the client.

Office or Division:	CASHIER DEPARTMENT
Classification:	Administrative Services
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Lahat ng mga taga Muntinlupa at hindi taga Muntinlupa
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Statement of Account (S. O. A.) 2. HMO – Letter of Approval 3. Senior Citizen/Person with Disability ID	Billing Department Industrial Department

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	I-presinta ang SOA (bill), HMO-LOA at GL	Pag-susuri ng SOA (bill), HMO-LOA at GL		5 minuto	Public Service Foreman Administrative Assistant II/III
2	Pagbayad sa halagang dapat pang bayaran	Pagbibilang at pagreresibo ng halagang binayaran sa Treasury Department.	Base sa nakasulat sa SOA (bill).	5 minuto	Public Service Foreman Administrative Assistant II/III
3	Pagsusuri kung tugma ang halagang ibinayad sa resibo.	Pagsusuri ng resibo (OR) bago ibigay sa pasyente.		3 minuto	Public Service Foreman Administrative Assistant II/III
4	Pagbibigay ng kopya ng Discharge Clearance.	Pag-isyu ng Discharge Clearance.		3 minuto	Public Service Foreman Administrative Assistant II/III
	TOTAL:		Base sa nakasulat sa SOA (bill).	16 minuto	

3. BILLING DEPARTMENT

It is the responsibility of the Billing Department to receive the report from the Nursing Department the total billings and charges for the patient. The statement account shall be provided to the relative of the patient. The statement is the bill for the procedure or procedures the patient received from the provider. Once the payer has agreed to pay the provider for a portion of the services on the claim, the remaining amount is passed to the patient.

Office or Division:		BILLING DEPARTMENT			
Classification:		Administrative Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng mga taga Muntinlupa at hindi taga Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Senior ID / PWD ID 2. Philhealth Requirements			Philhealth Department Attending Physician Nurse		
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magtungo sa Billing Section kasabay ng nurse/orderly na nagdala ng discharge notice.	Paggawa ng SOA o "Statement of Account na ibibigay sa pasyente.	Walang bayad	15 minuto	Administrative Assistant II / Administrative Officer II
2	Kung ang pasyente ay may Philhealth requirements , magtungo lamang sa Philhealth Claims na katabi lamang ng Billing	Babawasan ng benepisyo ng Philhealth Claims Staff ang SOA	Walang bayad		Ang Aplikante / Kliyente / Pasyente ay makikipag ugnayan sa Philhealth Claims Unit na katabi lamang ng Billing Department
TOTAL:			Wala	15 minuto	

Iskedyul ng Serbisyo: 6am-6pm Monday to Saturday. 8am-5pm Sunday and Holidays

Mga susunod na hakbang matapos makuha ang SOA sa billing:

- Kung ang pasyente ay empleyado, miyembro ng Philhealth tulad ng POS, NBB o kung magbabayad na magtungo sa Cashier para sa discharge clearance.
- Para naman sa pasyenteng kukuha pa ng tulong pinansyal tulad ng Subsidy, Guarantee Letters ng mga Konsehal, PCSO, Cong.Fresnedi at MAP magtungo sa SSD at Credit and Collection Section Room 101 & 103

BILLING DEPARTMENT (PHILHEALTH CLAIMS)

Billing Department (Philhealth Claims) is responsible for the PhilHealth Benefits / Deduction of PhilHealth members/ patients who complied with the requirements given from the verification process.

Office or Division:		BILLING DEPARTMENT (PHILHEALTH CLAIMS)			
Classification:		Administrative Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Pasyente o Kuwalipikadong Miyembro ng Philhealth at ang kanilang mga Dependents na asawa na walang Philhealth membership sa Philhealth at mga anak na 20 years old pababa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Kuwalipikadong Miyembro ng Philhealth at ang kanilang mga dependents (asawa na walang Philhealth membership at mga anak na 20 years old pababa) Mga Kailangang dalhin: 1. Claim Signature Form (CSF) –Tama at Kompletong pagsulat at pirmado ng Pasyente at Doctor 2. Updated na MDR para sa mga dependent- karagdagang dokumento 3. PMRF para sa mga Dependent 4. Philhealth Eligibility Form o Portal 5. Birth Certificate- karagdagang dokumento para sa beripikasyon 6. Philhealth ID para sa Portal at o/ anumang government - Issued ID- para sa pagtanggap ng bayarin sa Ospital. Dalhin ang mga dokumento habang naka admit pa o ipa check ang Eligibility para hindi maantala ang proseso ng pagbabawas ng benepisyo sa loob ng 24 hour			Billing Department (Philhealth Claims) 1. Nurse / Station 2. Online thru member portal (philhealth.gov.ph) gamit ang inyong telepono O Philhealth Express (matatagpuan sa Muntinlupa CityHall O Pinakamalapit na Opisina ng Philhealth 3. Social Service Department (SSD Philhealth Portal) 4. Social Service Department (SSD Philhealth Portal)		
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagbibigay ng pirmado at kumpletong detalye ng CSF, Portal/Pbef, PMRF, MDR at Philhealth ID sa tanggapan ng Billing Department (Philhealth Claims)	Pagsisiyasat ng mga Papeles na kailangan sa Philhealth tulad ng pirmadong CSF, Portal/Pbef, PMRF, MDR at Philhealth ID sa tanggapan ng Billing Department (Philhealth Claims)	Walang bayad	7 minutes	Administrative Assistant II / Philhealth staff
2	Pagpapabawas ng Philhealth Benefit mula sa kabuuang bayarin ng pasyente.	Pagbawas ng Philhealth Coverage sa kabuuang Bayarin ng Pasyente.base sa Philhealth All Case Rate Scheme.	Walang bayad	17 mins	Administrative Assistant II / Philhealth staff
TOTAL:			Wala	24 minuto	

Iskedyul ng Serbisyo: 8am-6pm Monday to Saturday. 8am-5pm Sunday and Holidays

4. SOCIAL SERVICES DEPARTMENT

Responsible for the assessment, interview and classification of patients according to their economic and other needs and as mandated by RA 747 s. 1952. An act to regulate fees in Government hospitals and charity clinics and its current rules and regulations. Implementing guidelines on classification of patients and on availment of Medical Social Services in Government Hospitals. Provides Social Work Case Management Services that optimize client functioning. Participates in health care teams and collaborate with other professional volunteers and groups in and outside of the health facility.

Office or Division:			SOCIAL SERVICE DEPARTMENT		
Classification:			Administrative Services		
Type of Transaction:			Government to Citizens (G2C)		
Who may avail:			Mga pasyente ng OPD. ER at in-patient		
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Mga kailangang dalhin para hindi maantala ang proseso: 1. Statement of Account (S.O.A.) 2. Siguraduhin na nabawasan na ang lahat ng pwedeng ibawas gaya ng mga sumusunod: <ul style="list-style-type: none">• Senior Citizen's Discount• PWD Discount• Philhealth• JRF Subsidy• Guarantee Letter (GL) galing sa mga politiko• Philippine Charity Sweepstakes Office (PCSO)• DSWD Medical Assistance Program• Department of Health (DOH) Medical Assistance Program• Malasakit Program• Office of the Vice President• Office of the President					Billing Department Philhealth Department
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ebalwasyon ng Pasyente para sa "room admission" Pumila at maghintay ng tawag para sa interview at ma assess /evaluate ng Medical Social Worker (MSW)	Ibalwayson para sa classification ng pasyente (DOH A.0 51) Pagpapaliwanag sa kamag-anak ng layunin ng "patient's classification"at mga serbisyong patatanggap	Walang bayad	10 minuto	Medical Social Worker /MSS staff
2	OPD ER PATIENTS Ipakita ang reseta / request na may pangalan at kaukulang presyo o charge slip mula sa HIS registration	Paghahanda ng Certificate of Eligibility HIS encoding para sa pagbabawas ng JRF subsidy paghahanda ng City Subsidy voucher	Walang bayad	10 minuto	Medical Social Worker /MSS staff/ MIS staff
3	IN-PATIENT (Naka-admit na pasyente) A.) Ibigay ang mga requirements ayon sa hiningi	Pagtatasa sa pang ekonomiyang kalagayan para sa Philhealth-ORE, "KKP Subsidy Program", at iba pang medical referral services kung kinakailangan	Walang bayad	10 minuto	Medical Social Worker /MSS staff/ MIS staff
4	(MAY GO HOME/ Pauwi na) B) Ipakita ang kopya ng Hospital Bill sa MSW kung ang pasyente ay pauwi	Pag-endorso ng "subsidy check" , tulong pinansiyal sa Credit & Collection/ Cashier	Walang bayad	10 minuto	Medical Social Worker
TOTAL			Wala	40 minuto	

5. CREDIT AND COLLECTION DEPARTMENT

Office or Division:		CREDIT AND COLLECTION DEPARTMENT			
Classification:		Administrative Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng taga Muntinlupa at hindi taga Muntinlupa			
Schedule of services		8:00 ng umaga – 6:00 ng gabi			
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Mga kailangang dalhin para hindi maantala ang proseso: 1. Statement of Account (S.O.A.) 2. Sigurihin na nabawasan na ang lahat ng pwedeng ibawas gaya ng mga sumusunod: a. Senior Citizen’s Discount b. PWD Discount c. Philhealth d. JRF Subsidy e. Guarantee Letter (GL) galing sa mga politiko • Philippine Charity Sweepstakes Office (PCSO) f. DSWD Medical Assistance Program g. Department of Health (DOH) Medical Assistance Program				Philhealth Department Attending Physician Nurse	
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Dalhin ang SOA at ibang dokumento na pwede ibawas sa bill o SOA.	Pagtanggap at pagsuri ng SOA. Pakikipanayam sa kamag-anak ng pasyente	Walang bayad	20 minuto	Staff
2		Pakikipanayam sa kamag-anak ng pasyente ukol sa paraan ng pagbabayad ng gastusin ng ospital at doctor	Walang bayad	5 minuto	OIC,Credit and Collection
TOTAL			Wala	25 minuto	

ANCILLARY SERVICES
External Services

6. PULMONARY DEPARTMENT (ARTERIAL BLOOD GAS/ABG)

The Pulmonary Department of Ospital ng Muntinlupa. Is responsible for providing Diagnostic and Therapeutic procedures related to general and specialized respiratory needs. For the Diagnostic procedure, we conduct Pulmonary Function test. To determine if there is an obstruction or restriction in air way passage. We collect arterial blood sample for analysis of the blood gases. For Therapeutic procedures we administer different respiratory modalities such as aerosol therapy and Incentive Spirometry. The Pulmonary Department is in charge of operating respirators for critically ill patients on continuous mechanical ventilation including transporting ventilated patient.

Office or Division:		PULMONARY DEPARTMENT			
Classification:		Ancillary Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng taga Muntinlupa at hindi taga Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Request form 2. Valid ID 3. Contact number			Pulmonary Department: Arterial Blood Gas (ABG)		
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa "Hospital Information System" batay sa Request Form" at magbigay ng "Transaction Slip"	P1300.00	15 minuto	Registration Area
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, magpapatala sa OPD/HMO para sa LOA bago pumunta sa cashier para sa clearance.	Susuriin ang Resibo at clearance	10 minuto	Kahera/OPD
3	Pagsasagawa ng procedure: Bumalik sa Pulmonary Department para sa pagpakuha ng dugo	Pagkatapos makunan ng dugo ang pasyente, lpasok ang "samples" sa Pulmo Lab upang masuri		10 minuto	Respiratory Therapist
PAGKUHA NG RESULTA					
4	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter" sa Administrative Aide VI o Respiratory Therapist I.	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 minuto	Respiratory Therapist
TOTAL			Kung anong nasa resibo at clearance	40 minuto	

PULMONARY DEPARTMENT (PULMONARY FUNCTION TEST/PFT)

The Pulmonary Department of Ospital ng Muntinlupa. Is responsible for providing Diagnostic and Therapeutic procedures related to general and specialized respiratory needs. For the Diagnostic procedure, we conduct Pulmonary Function test. To determine if there is an obstruction or restriction in air way passage. We collect arterial blood sample for analysis of the blood gases. For Therapeutic procedures we administer different respiratory modalities such as aerosol therapy and Incentive Spirometry. The Pulmonary Department is in charge of operating respirators for critically ill patients on continuous mechanical ventilation including transporting ventilated patient.

Office or Division:		PULMONARY DEPARTMENT			
Classification:		Ancillary Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng taga Muntinlupa at hindi taga Muntinlupa			
Schedule:		Paalala: Ang Pulmonary Function Test (PFT) ay ginagawa ayon sa iskedyul.			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Request form 2. Valid ID 3. Contact number 4. Vaccination card					Pulmonary Department: Pulmonary Function Test (PFT)
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa "Hospital Information System" batay sa Request Form" at magbigay ng "Transaction Slip"	P2,000.00	15 minuto	Registration Area
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, magpapatala sa OPD/HMO para sa LOA bago pumunta sa cashier para sa clearance.	Susuriin ang Resibo at clearance	10 minuto	Kahera/OPD
3	Pagsasagawa ng procedure: Bumalik sa Pulmonary Department para magawa ang Pulmonary Function Test o PFT.	Pagkatapos ma gawa ang eksaminasyon ipabasa ang kuhang eksaminasyon sa doctor.		45 minuto	Respiratory Therapist
PAGKUHA NG RESULTA					
4	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter" sa Administrative Aide VI o Respiratory Therapist I.	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 minuto	Respiratory Therapist
TOTAL			Kung anong nasa resibo at clearance	75 minuto	

Ang resulta ng Pulmonary Function Test (PFT) ay makukuha makalipas ng 1 hanggang 2 araw upang makita at mabasa ng Espesyalista sa Baga.

7. PHARMACY DEPARTMENT (PROSESO NG PAGBILI NG GAMOT

The Pharmacy Department provides comprehensive pharmacy services institution through efficient and effective acquisition, distribution and control of all pharmaceuticals needed/used by the hospital. The department shall be responsible for Continuing Pharmacy Education through training and staff development programs. It is possible for the undertaking/ support of /participation in pharmaceutical and medical researchers in the hospital. Pharmacy Department is also responsible in provision of drugs and medicines for the hospital and its clientele.

Office or Division:	PHARMACY DEPARTMENT	
Classification:	Ancillary Services	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangang dalhin para hindi maantala ang proseso: 1. Valid na Reseta (<i>Na issue ng doctor hindi lalampas sa loob ng tatlumpong araw</i>) 2. ID Card na pagkakakilanlan ng pasyente (Senior Citizen ID/PWD ID para sa mga hihingi ng diskwento)		Attending Physician

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ibigay sa parmasyutikang naka duty ang reseta ng gamot kasama ang mga detalye at impormasyon ng pasyente para sa HIS registration	Ire-rehistro ang pasyente at kukunin ang mga kaukulang detalye na kakailanganin ng HIS. Mag print ng "charge slip" at ibibigay sa pasyente bago magtungo sa cashier at magbayad.	Walang bayad	5 minuto	Pharmacist/Admin istrative Aide
2	Pagkabayad sa Cashier, Kunin ang Official Receipt pagkabigay ng kaukulang halaga.		(Depende sa presyo ng biniling gamot)	30 minuto	Pasyente o kamag-anak ng pasyente
3	Ibalik sa parmasyutika ang Resibo		Walang bayad	5 minuto	Pasyente o kamag-anak ng pasyente
4		Ibigay ang gamot sa pasyente at ipaliwanag ang kaukulang detalye sa tamang pag gamit ng gamot na nakalagay sa reseta.		2 minuto	Pharmacist
TOTAL			Wala	47 minuto	

8. CARDIOLOGY DEPARTMENT

Heart Station is a government facility of Ospital ng Muntinlupa that is responsible for providing the best and efficient quality of all Outpatient, Inpatient and Emergency non-invasive cardiac testing such as Electrocardiogram, 2D Echocardiogram with Doppler, Vascular Ultrasound and Treadmill Stress Test. The Department also provides competent staffs in coordination with our skilled Pediatric and Adult Cardiologists as readers for proper impression of results, as well as equipment needed to diagnose any Cardiovascular Diseases for both Pediatric and Adult patients.

Office or Division:	CARDIOLOGY DEPARTMENT	
Classification:	ANCILLARY SERVICES	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	LAHAT NG TIGA MUNTINLUPA AT HINDI TIGA MUNTINLUPA	
Telephone:	8771-0458 TO 61 LOCAL 122	
Schedule:	OPD: Monday to Saturday 8am hanggang 5pm (araw ay maari magbago) Paalala: Ang Adult/Pediatric 2D Echocardiogram with Doppler, Vascular Ultrasound at Treadmill Stress Test ay ginagawa ayon sa iskedyul. INPATIENT/ER: Monday to Saturday 6am hanggang 8pm (oras ay maaari magbago)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request form		Clinic area
Patient's identification card		Registration area
Settlement fee		

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request mula sa Doktor	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa "Hospital Information System" batay sa "Diagnostic Request" at magbigay ng "Transaction Slip"	WALANG BAYAD	15 minuto	Registration Staff (Registration Area)
2	GL/CARE CARD - magpunta at ipakita ito kasama ang cash slip at iba pang requirements sa SSD/Credit and Collection	Susuriin ang Resibo at clearance.	WALANG BAYAD	10 minuto	Social Service (SSD) Staff Credit and Collection (CCD) Staff
3	Magpunta sa Cashier para sa PAGBABAYAD at tumanggap ng opisyal na resibo	Magbigay ng opisyal na resibo	SEE PRICELIST	5 minuto	Cashier Staff
	ECG 2D-Echo (Adult) 2D-Echo (Pedia) Treadmill Exercise Test		Php 450.00 3,350.00 3,750.00 1,950.00		

	<u>VASCULAR PROCEDURES:</u> Carotid Duplex Scan <i>Upper Extremities:</i> Arterial Duplex Scan Upper Venous Duplex Scan Upper <i>Lower Extremities:</i> Arterial Duplex Scan Lower Venous Duplex Scan Lower Ankle Brachial Index		3,500.00 4,950.00 4,650.00 5,150.00 4,650.00 950.00		
4	Bumalik sa Cardiology Department para sa binayaran na eksamen	Suriin at kumpirmahin ang resibo	WALANG BAYAD	2 minuto	Cardiology staff
5	Paggawa ng Procedure 2D Echo Adult (Room 104) 2D Echo Pedia (Room 104) Vascular Ultrasound (Room 110) Treadmill Stress Test ECG (Room 104)		WALANG BAYAD	50 min 50 min 50 min 40 min 5 min	Cardiology staff

PAGKUHA NG RESULTA					
Ang resulta ng 2D Echo, Vascular Ultrasound at Treadmill Stress Test ay makukuha makalipas ng 2 araw upang makita at mabasa ng Espesyalista sa Puso, samantalang ang resulta ng ECG ay makukuha matapos ang 1 araw.					
7	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter"	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 min	Cardiology Staff

9. RADIOLOGY DEPARTMENT (X-RAY SECTION)

The Radiology Department of Ospital ng Muntinlupa provides a wide range of radiological operations using cutting-edge imaging equipment. To ensure procedure accuracy and safety, procedures are carried out by well-trained technologists and radiologists. The Department consists of different sections namely General Radiology, CT-MRI, Ultrasound, Mammogram and Interventional Radiology.

Using a little quantity of ionizing radiation, an X-ray is a quick and painless imaging method that can capture images of various body areas. It is the first stage of imaging that is used to examine the skeletal system and aid in the diagnosis of a wide range of disorders, including congenital abnormalities of the bones, infections, malignancies, and fractures brought on by traumatic injury.

Office or Division:	RADIOLOGY DEPARTMENT
Classification:	Ancillary Services
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Lahat ng taga Muntinlupa at hindi taga Muntinlupa

CHECKLIST OF REQUIREMENTS				WHERE TO SECURE	
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Request form 2. Valid ID 3. Contact number 4. Resibo o Guarantee letter				Radiology Department – X-ray Section	
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa “Hospital Information System” batay sa Request Form” at magbigay ng “Transaction Slip”	190.00	20 minuto	Registration Area
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, magpapatala sa OPD/HMO para sa LOA	Susuriin ang Resibo at clearance	10 minuto	Kahera/OPD
3	Pagsasagawa ng procedure: Bumalik sa Radiology Department para magawa ang eksaminasyon	Pagkatapos ma gawa ang eksaminasyon ipabasa ang kuhang imahe sa doctor.		5 minuto	Radiologic Technologist
PAGKUHA NG RESULTA					
4	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter" sa Administrative Assistant II	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 minuto	Administrative Assistant II
TOTAL				40 minuto	

RADIOLOGY DEPARTMENT (ULTRASOUND SECTION)

A portion of the body is exposed to high-frequency sound waves during ultrasound scanning, a diagnostic process that produces real-time images of internal organs, including blood vessels, and their movement throughout the body. It is a painless, non-invasive imaging technique that can aid in supplying pertinent data for the diagnosis of a number of disorders. Ultrasound is a recognized safe procedure that doesn't emit ionizing radiation and transmits high-frequency sound waves using a medical probe and water-based gel. Doppler Ultrasound is a special technique that can be part of an ultrasound examination. It evaluates the blood flow in arteries and veins in various regions of the body including the abdomen, brain, extremities, and neck.

Office or Division:		RADIOLOGY DEPARTMENT			
Classification:		Ancillary Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng taga Muntinlupa at hindi taga Muntinlupa			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Request form 2. Valid ID 3. Contact number 4. Resibo o Guarantee letter					Radiology Department – Ultrasound Section
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa “Hospital Information System” batay sa Request Form” at magbigay ng “Transaction Slip”	1,500.00	20 minuto	Registration Area
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, magpapatala sa OPD/HMO para sa LOA bago pumunta sa cashier para sa clearance.	Susuriin ang Resibo at clearance	10 minuto	Kahera/OPD
3	Pagsasagawa ng procedure: Bumalik sa Radiology Department para magawa ang eksaminasyon	Pagkatapos ma gawa ang eksaminasyon ipabasa ang kuhang imahe sa doctor.		20 minuto	Radiologic Technologist
PAGKUHA NG RESULTA					
4	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter" sa Administrative Assistant II	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 minuto	Administrative Assistant II
TOTAL				55 minuto	

RADIOLOGY DEPARTMENT (CT SCAN and MRI SECTION)

Advanced imaging techniques like magnetic resonance imaging (MRI) and computed tomography (CT) scan employ computers to create cross-sectional images (or slices) of various bodily locations. While MRI employs non-ionizing radiation in the form of magnetic fields and radio waves to produce the same images, CT scans use ionizing radiation in the form of multidirectional X-rays. Both methods offer a more thorough picture of the human anatomy, which is crucial for identifying and assessing the severity of a disease. During the imaging procedure, intravenous (IV) and/or intestinal contrasts may be administered to help further separate any aberrant masses or lesions from the surrounding healthy tissues.

Office or Division:		RADIOLOGY DEPARTMENT			
Classification:		Ancillary Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng taga Muntinlupa at hindi taga Muntinlupa			
CHECKLIST OF REQUIREMENTS					WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Request form 2. Valid ID 3. Contact number 4. Resibo o Guarantee letter					Radiology Department – CT scan and MRI Section
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa “Hospital Information System” batay sa Request Form” at magbigay ng “Transaction Slip”	12.000.00	20 minuto	Registration Area
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, magpapatala sa OPD/HMO para sa LOA bago pumunta sa cashier para sa clearance.	Susuriin ang Resibo at clearance	10 minuto	Kahera/OPD
3	Pagsasagawa ng procedure: Bumalik sa Radiology Department para magawa ang eksaminasyon	Pagkatapos ma gawa ang eksaminasyon ipabasa ang kuhang imahe sa doctor.		35 minuto	Radiologic Technologist
PAGKUHA NG RESULTA					
4	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter" sa Administrative Assistant II	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 minuto	Administrative Assistant II
TOTAL				1 oras 10 minuto	

RADIOLOGY DEPARTMENT (MAMMOGRAM SECTION)

The Radiology Department of Ospital ng Muntinlupa provides a wide range of radiological operations using cutting-edge imaging equipment. To ensure procedure accuracy and safety, procedures are carried out by well-trained technologists and radiologists. The Department consists of different sections namely General Radiology, CT-MRI, Ultrasound, Mammogram and Interventional Radiology.

Mammogram a Breast imaging dedicated detect early signs of breast cancer of woman aged 50 and above.

Office or Division:	RADIOLOGY DEPARTMENT
Classification:	Ancillary Services
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Lahat ng taga Muntinlupa at hindi taga Muntinlupa

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 5. Request form 6. Valid ID 7. Contact number 8. Resibo o Guarantee letter	Radiology Department – CT scan and MRI Section

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Tiyaking kumpleto at naaayon ang mga impormasyong itatala sa “Hospital Information System” batay sa Request Form” at magbigay ng “Transaction Slip”	1,200.00	20 minuto	Registration Area
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, magpapatala sa OPD/HMO para sa LOA bago pumunta sa cashier para sa clearance.	Susuriin ang Resibo at clearance	10 minuto	Kahera/OPD
3	Pagsasagawa ng procedure: Bumalik sa Radiology Department para magawa ang eksaminasyon	Pagkatapos magawa ang eksaminasyon ipabasa ang kuhang imahe sa doctor.		15 minuto	Radiologic Technologist
PAGKUHA NG RESULTA					
4	Ipakita ang OR / ID (Identification Card) / Claim Slip/ "Authorization Letter" sa Administrative Assistant II	Hanapin at ibigay ang resulta at papirmahin sa "Results Releasing Logbook."		5 minuto	Administrative Assistant II
TOTAL				50 minuto	

10. REHABILITATION MEDICINE DEPARTMENT

Office or Division:	REHABILITATION MEDICINE DEPARTMENT	
Classification:	Ancillary Services	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Lahat ng pasyente sa loob at labas ng Muntinlupa	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangan dalhin para hindi maantala ang proseso: Physical Therapy order galing sa inyong doctor/kumportableng kasuotan para sa ehersisyo		OPD Doctor

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Lahat ng Pasyente Ipakita ng Reseta ng Rehab Doctor Ipakita ang Senior Citizen ID o PWD ID Ipakita ang vaccination card	Suriin ang mga naipakitang ID at Reseta	Walang bayad	1 minuto	PT /OT
2	Para sa mga kliyenteng (Cash, Medical Assistance Program,Guarantee Letter) Magparehistro at kumuha ng charge slip Muntinlupa Government Employee – Kumuha ng requisition Slip sa rehab	Rehab- Isama ang discount sa PWD o Senior Citizen ID sa naiprint na charge slip Bigyan ng requisition slip ang pasyente	Walang bayad	2 minuto	PT/OT
3	PAYING PATIENT – (CASH) Pumunta sa cashier	CASHIER- KUHANIN ANG BAYAD	Physical Therapy – Php 350.00 Low Level Laser Therapy- Php 80.00 per area Shockwave Therapy- Php 500.00 per area	4 minuto	Cashier
4	Muntinlupa Government Employee- kumuha ng LOA sa industrial department at ipakita	Isyuhan ng LOA ng Industrial employee	Walang bayad	5 minuto	Industrial Personnel

	and PWD or Senior Citizen ID				
	Medical Assistance Program-Guarantee Letter/Subsidy/Care Card/– Pumunta sa Social Services Department	Itala sa HIS Bigyan subsidy at indigency certificate,bigyan ng instruction na pumunta sa credit and collection	Walang bayad	5 minuto	Social Worker personnel
	Medical Assistance Program-Guarantee Letter/Subsidy/Care Card/– Pumunta sa Credit and Collection	Itala sa HIS at magprint ng SOA. Bigyan ng instruction na pumunta sa cahier	Walang bayad	5 minuto	Credit and Collection personnel
5	Magbayad sa cashier	Itala sa HIS ang kaukulang bayad at bigyan ng clearance Bigyang instruction ang pasyente		4 minuto	Cashier
6	Pagtapos ng Therapy ulitin ang mga hakbang sa susunod na sesyon				
TOTAL				26 minuto	

11. LABORATORY DEPARTMENT

Laboratory Department provides Quality Medical Laboratory services in terms of generating reliable patient test reports, on time, using appropriate technology of international standards through committed and competent staff, who ensure to abide by the policies and procedures of the laboratory at all times with complete of the required documentations.

Office or Division:		LABORATORY DEPARTMENT			
Classification:		Ancillary Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Lahat ng tiga muntinlupa at hindi tiga muntinlupa			
Telephone:		8771-0457 LOCAL 216			
Schedule:		OPD: Monday to Saturday 8am hanggang 5pm (araw ay maaring magbago) INPATIENT/ER: Monday to Sunday 24/7			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Laboratory Request form Patient's identification card Settlement fee			Attending Physician		
STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1	Ipakita ang Laboratory request	Alamin ang tamang detalye at impormasyon ng pasyente at irehistro sa HIS (hospital information system)batay sa Laboratory request form at mag bigay ng transaction slip	Walang bayad	10 minuto	Registration Staff/Medical Technologist/Laboratory Technician
2	Magpunta sa Cashier para sa pagbabayad. Para sa mga MGED, Magpatala sa OPD/HMO para sa LOA bago pumunta sa cashier para sa clearance.	Pagbibigay ng kaukulang cash slip	May bayad	12 minuto	Registration Staff Cashier

CHEMISTRY		
	PRICE	LESS SENIOR 20%
ALKALINE PHOSPHATASE	280.00	224.00
AMYLASE	395.00	316.00
BILIRUBIN-Total/direct/indirect	700.00	560.00
BUN	200.00	160.00
CALCIUM	300.00	240.00
CBG-CAPILLARY BLOOD GLUCOSE	150.00	120.00
CHEM8 (I-STAT)	3,000.00	2,400.00
CHLORIDE	300.00	240.00
CHOLESTEROL	362.00	289.60
CK-MB	560.00	448.00
CK-MM	560.00	448.00
CK-TOTAL	560.00	448.00
CREATININE	200.00	160.00
CYSTATIN-C	800.00	640.00
D-DIMER	1,500.00	1,200.00
FBS/RBS/2HRS.-PPBS	200.00	160.00
HBA1C	700.00	560.00
IONIZED CALCIUM	500.00	400.00
CG8 (ISTAT)	2,500.00	2,000.00
INORG. PHOSPHORUS	300.00	240.00
LDH	440.00	352.00
LIPASE	560.00	448.00
LIPID PROFILE	1,200.00	960.00
MAGNESIUM	490.00	392.00
OGCT+GLUCOSE	647.00	517.60
OGTT+GLUCOSE	1,247.00	997.60
POTASSIUM-Urine/Serum	300.00	240.00

PROCALCITONIN	1,800.00	1,440.00
SERUM FERRITIN	2,220.00	1,776.00
SGOT/AST	280.00	224.00
SGPT/ALT	280.00	224.00
SODIUM (Urine/Serum)	300.00	240.00
TOTAL PROTEIN A/G	450.00	360.00
TRIGLYCERIDES	450.00	360.00
TROPONIN I	1,640.00	1,312.00
URIC ACID	240.00	192.00
<u>HEMATOLOGY</u>		
	PRICE	<u>LESS SENIOR 20%</u>
ISTAT ACT	1,800.00	1,440.00
APTT	550.00	440.00
BLEEDING TIME	80.00	64.00
BLOOD TYPING	190.00	152.00
CBC	250.00	200.00
CBC, APC	250.00	200.00
CLOTTING TIME	80.00	64.00
ESR	140.00	112.00
HEMOGLOBIN, HEMATOCRIT	250.00	200.00
MALARIAL SMEAR	120.00	96.00
PBS	130.00	104.00
PROTIME (PT)	293.00	234.40
RETICULOCYTE Ct.	200.00	160.00
WBC Ct./ DIFF. Ct.	250.00	200.00
<u>MICROSCOPY</u>		
FECALYSIS	80.00	64.00
MICRAL (URINE)	360.00	288.00
OCCULT BLOOD	150.00	120.00
PREGNANCY TEST	150.00	120.00
SEMENALYSIS	150.00	120.00
URINALYSIS	100.00	80.00
URINE KETONES	100.00	80.00
URINE PH	100.00	80.00
URINE SP. GRAVITY	100.00	80.00
<u>BACTERIOLOGY</u>		
ABSCCESS CS	1,800.00	1,440.00
AFB	264.00	211.20
BLOOD CS WITH ARD	2,000.00	1,600.00
DISCHARGE CS	1,800.00	1,440.00
EXUDATES CS	1,800.00	1,440.00
GRAM STAIN	264.00	211.20
KOH	75.00	60.00
STOOL CS	1,800.00	1,440.00
TISSUE CS	1,800.00	1,440.00
URINE CS	1,800.00	1,440.00
<u>IMMUNO/SERO</u>		
	PRICE	<u>LESS SENIOR 20%</u>
ANTI-HCV	780.00	624.00

ANTI-HBS TITER	472.00	377.60
CRP QUANTITATIVE	700.00	560.00
CRP QUALITATIVE	255.00	204.00
DENGUE IGG/IGM	1,000.00	800.00
DENGUE NS1	1,410.00	1,128.00
FT3	550.00	440.00
FT4	550.00	440.00
HBSAG	205.00	164.00
HAT	350.00	280.00
T3	550.00	440.00
T4	550.00	440.00
TSH	550.00	440.00
TPSA	1,300.00	1,040.00
TP/SYPHILIS	245.00	196.00
HISTOPATHOLOGY		
SIZE: SMALL	700.00	560.00
MEDIUM	1,000.00	800.00
LARGE	1,900.00	1,520.00
EXTRA LARGE	3,500.00	2,800.00
TABHSO	4,800.00	3,840.00
PAP SMEAR	150.00	120.00
FROZEN SECTION	9,200.00	7,360.00
CRYOSTAT FEE	4,200.00	3,360.00
FROZEN SECTION WAITING FEE PER HR	1,000.00	800.00
ER/PR/HER 2 NEU	5,800.00	4,640.00
ESTROGEN RECEPTOR/PROGESTERONE RECEPTOR	4,700.00	3,760.00
ESTROGEN RECEPTOR	3,400.00	2,720.00
PROGESTERONE RECEPTOR	3,400.00	2,720.00
Cell blk/Cytology (First 2 slides)	800.00	640.00
FNAB PACKAGE	3,800.00	3,040.00
EXTRA CYTOLOGY PER SLIDES	100.00	80.00
FINE NEEDLE ASPIRATION BIOPSY	800.00	640.00
ADEQUACY	3,000.00	2,400.00
	PRICE	LESS SENIOR 20%
ADEQUACY WAITING FEE	1,000.00	800.00
1-2 SLIDES REFERRAL SLIDES	600.00	480.00
3-4 SLIDES REFERRAL SLIDES	1,200.00	960.00
5 OR MORE SLIDES REFERRAL SLIDES	1,800.00	1,440.00
Miscellaneous		
EXTRACTION FEE	80.00	64.00
CROSSMATCHING FEE	420.00	336.00
TYPE SPECIFIC	420.00	336.00
COOMB'S TEST	220.00	176.00
DU TYPING	190.00	152.00
Bld. Screening Fee:		
Whole Blood	1,700.00	1,360.00
PRBC	1,400.00	1,120.00

Platelet Con/FFP	900.00	720.00
Bld.Transfusion Related Procedure	1,500.00	1,200.00

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Bumalik sa Laboratory at ibigay ang resibo o clearance sa Medical Technologist o sa Laboratory Technician	Susuriin ang resibo o clearance	Walang bayad	5 minuto	Registration Staff/Medical Technologist/Laboratory Technician
4	Antayin ang tawag matapos masuri ang resibo o clearance ng pasyene	1. Kuhanan ng dugo ang pasyente. Siguraduhing tumpak ang pag lalagay ng label/impormasyon ng pasyente sa bawat samples. 2. Tanggapin ang “samples” ng pasyente na ipapa laboratory at siguraduhing may label at tama ang bawat samples na ipapa laboratory. 3. Bigyan ng instruction ang pasyente kung Kaylan maaaring kuhanin ang resulta at ano ang dapat ipakita sa pagkuha nito.	Ipakita ang resibo	10 minuto	Registration Staff/Medical Technologist/Laboratory Technician
PAGKUHA NG RESULTA					
5		Ipakita ang OR / ID (Identification Card) /	Hanapin at ibigay ang resulta	10 minuto	Medical Technologist I/ Laboratory Technician
TOTAL				47 minuto	

PATIENT CARE SERVICES
External Services

12. EMERGENCY DEPARTMENT

Patient admission is the core responsibility of the Admitting Section. Upon the availability of room the patient could be admitted. The admitting clerk obtains general information about the patient from the relatives, explain the hospital policies and procedures and assign room to patient.

Office or Division:	EMERGENCY DEPARTMENT	
Classification:	Patient Care Services	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Lahat ng Kwalipikadong pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangan dalhin para hindi maantala ang proseso: 1. Order ng Doktor galing OPD kung agarang kailangan i-admit ang pasyente 2. Complete Identification Card ng pasyente para tama ang pagsulat ng pangalan 3. Mga nagawang examination 4. Vaccination Card o katunayan ng bakuna para sa Covid-19 5. RT-PCR Covid-19 Test (kung meron. Ang validity nito ay pitong araw simula ng araw ng swab test)		Attending Physician Pasyente

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Dalatin ang pasyente sa Triage Area. Isulat ang tama at kumpletong imporsyon o detalye ng pasyente sa Information Slip at ibigay sa Triage Nurse	Bibigyan ng Triage Nurse or Gwardya ang kasama ng pasyente ng Information Slip.	Walang Bayad	1 minuto	Gwardya o nars
2	Depende sa sakit o kaso ng pasyente siya ay ilalagay sa kategorya na: IMMEDIATE: Agarang pagsusuri ang kelangan. Mga pasyenteng nag-aagaw buhay at kelangan mabigyan ng agarang paunang lunas. EMERGENT: Agarang pagsusuri ang kelangan. Mga pasyenteng nag-aagaw buhay at kelangan mabigyan ng agarang paunang lunas. Mga pasyenteng kelangan makita agad sa loob ng 15 minutes. URGENT: Mga pasyenteng	Pupuntahan ng Triage Nars ang pasyente upang alamin ang kaso, sakit at kalalagyan ng pasyente. Susundin ang TRIAGE LEVEL (Immediate, Emergent, Urgent, Less Urgent and Non-Urgent) base sa datos patungkol sa sakit at kadahilanan kung bakit ito isunugod sa Emergency Room. Kukunin ng Triage Nars ang detalye at vital signs ng pasyente. Ito ang mga sumusunod: Blood Pressure, Bilang ng Pulso, Bilang ng Paghinga, Temperatura, Timbang at Pain Scale kung iniinda ng pasyente ay	Walang bayad	10 minuto	Nars/Triage Officer

	<p>nakakapaglakad at minor. Mga pasyenteng kayang mag-antay ng 30 minutes.</p> <p>LESS URGENT: Mga pasyenteng gising at hindi kailangan ng agarang lunas. Mga pasyenteng makakapag-antay ng 60 minutes</p> <p>NON-URGENT: “Stable” na pasyente. Maaring ipadala sa Out-Patient Department. Makakpaghintay ng 1 hanggang 2 Oras. Ang mga pasyenteng ito ay bibigyan ng “Out-Patient Referral Form” na dadalhin sa OPD.</p>	sakit sa parte ng katawan.			
3	Hintayin ang Doktor.	Susuriin ng Doktor ang pasyente depdende sa TRIAGE LEVEL.	Walang bayad	15 minuto	Doktor
4	Ipakita ang ID ng pasyente sa mag-eencode sa HIS	I-encode sa “Hospital Information System o HIS” ang impormasyon ng pasyente para magkaruon ng access sa lahat ng kailangan na departamento.	Walang Bayad	5 minuto	Nars/Clerk
5	Hintayin ang Nars	<p>I-endorse ng Triage Nurse ang pasyente sa:</p> <ul style="list-style-type: none"> • ER Main- Para sa mga pasyenteng Critical o IM patient • ER Main (Pediatric) – Para sa mga pasyenteng edad 18 pababa critical man o hindi <p>ER Extension- para sa mga OB-gyne at Surgery patient</p>	Walang Bayad	2 minuto	Nars
6	Bibigyan ng paunang lunas sa sakit. (EMERGENCY INTERVENTION)	<p>Base sa pagsusuri ng doctor, siya ay magbibigay ng paunang lunas sa sakit ng pasyente. Magpapagawa ng mga laboratory na kailangan ng pasyente.</p> <p>Susundin ng Nars ang Order ng Doktor para sa paingang lunas na gagawin sa pasyente,</p>	<p>ER Fee- 650 Pesos</p> <p>Ang ibang charges ng pasyente ay malalaman sa kabuan na bill kapag</p>	30 minuto	<p>Doktor</p> <p>Nars</p>

		ipapasilidad ang mga laboratory sa pamamagitan ng paglagay nito sa "HIS"	silay pauwi na.		
7	Malalaman ang disposisyon kung dapat ipa-admit o kung papauwiin ng doctor.	Susuriin ng doctor ang mga resulta ng laboratoryo (depende sa dami ng pasyente ang paglabas ng resulta sa laboratory) kung papauwiin o ipapa-admit at hintayin ang desisyon ng pasyente kung magpapaadmit o pauwiin.	Walang bayad	6 oras	Doktor (ER Consultant)
8	<p>Kung ang pasyente ay ipapaadmit, ang kamag-anak ay magtungo sa ADMITTING DEPARTMENT dala ang "Monitoring Sheet" at susunod sa proseso ng pag-admit.</p> <p>A. Kung nagkaroon ng kwarto ang pasyente, ipapakita ng kamag-anak ang kanilang ROOM NUMBER at ID.</p> <p>B. Kung wala pang bakanteng kwarto, babalik ang kamag-anak sa ER at sasabihin sa NARS.</p> <p>Kung ang pasyente o kamag-anak ay nagdesisyon na lumipat ng ibang ospital (THOC). Pipirma ang pasyente at kamag-anak ng kasulatan na sila ay lilipat ng ibang ospital.</p>	<p>Gagawa ng Monitoring Sheet ang Nars.</p> <p>Ipapareceive ng Clerk sa Admitting Section ang Monitoring Sheet kasama ang kamag-anak ng pasyente.</p> <p>Tatawagan at ipapaalam ng resident doctor sa Attending Physician na may pasyente siya na i-aadmit, sasabihin ang kaso at lagay ng pasyente pati ang numero ng kwarto. Tatawag din ang Nars sa nasasabing Nurse Station upang ipag-alam na mayroon naka-admit at mag-aantay ang ER Nurse sa tawag ng Nurse Station para sabihin na pwede na i-akyat ang pasyente.</p> <p>Ipapaliwanag ni Nars ang proseso sa pag-aantay ng bakanteng kwarto o CASE to CASE basis.</p> <p>Kapag walang koordinasyon sa ibang ospital ang gusto ng pasyente o kamag-anak nito, gagawan ng Doktor ng "Hospital Abstract" ang pasyente at ito ang kanilang ipapakita sa ospital na kanilang lilipatan.</p> <p>Kung ang pasyente at kamag-anak ay may gustong ospital na</p>	Walang bayad	30 minuto	Doktor/Nars

		lilipatan, tatawagan ng doctor ang ospital na paglilipatan ng pasyente at ito ay ililipat sa pamamagitan ng ambulansya ng ospital kasama ang nars at doktor depende sa kaso ng pasyente.			
9	Pupunta ang kamag-anak sa CLERK STATION ng ER upang kunin ang STATEMENT OF ACCOUNT.	<p>Ilagay sa HIS kung ang pasyente ay:</p> <ul style="list-style-type: none"> • MGH (May-Go-Home) • THOC (Transfer of Hospital of Choice) • HAMA (Home Against Medical Advise) <p>I-print ng klerk ang Statement of Account (SOA) at ibigay sa kamag-anak ng pasyente at pumunta sa cashier. Ang takbo ng oras na ikakatagal din ay nakadepende kung meron HMO/Philhealth/Subsidy ang pasyente.</p>	Medical Certificate /Discharge Summary-P80.00	<p>20 minuto</p> <p>45 minuto</p>	Clerk
10	Pupunta ang kamag-anak sa CLERK STATION ng ER upang kunin ang STATEMENT OF ACCOUNT.	<p>Ilagay sa HIS kung ang pasyente ay:</p> <ul style="list-style-type: none"> • MGH (May-Go-Home) • THOC (Transfer of Hospital of Choice) • HAMA (Home Against Medical Advise) <p>I-print ng klerk ang Statement of Account (SOA) at ibigay sa kamag-anak ng pasyente at pumunta sa cashier. Ang takbo ng oras na ikakatagal din ay nakadepende kung meron HMO/Philhealth/Subsidy ang pasyente.</p>	Medical Certificate /Discharge Summary-P80.00	<p>20 minuto</p> <p>45 minuto</p>	Clerk

13. OUT PATIENT DEPARTMENT (KONSULTASYON)

Office or Division:	OUT PATIENT DEPARTMENT	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
New OPD Patients: 1. Referral Letter ng duktor sa ibang espesyalista o mula sa ibang ahensya 2. Wastong ID Old OPD Patients: 1. OPD Record Number 2. Resulta ng mga Diagnostic test (Laboratory, Xray, Ct Scan, MRI, Ultrasound, etc.)		Attending Doctor Ahensyang nagbibigay ng ID Pasyente

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagsagot ng Health Declaration Form	Magbigay ng Health Declaration Sheet	Walang bayad	3 minuto	Pasyente/ Kamag-anak o tagapag-alaga ng pasyente
2	Hintayin na tawagin para makapanayam ng Nars upang malaman ang kalagayan ng pasyente	Kapanayamin at suriin ang pasyente upang malaman kung saang duktor kailangang ibigay	Walang bayad	5 minuto	Nars
3	Magpakuha ng Vital Signs ng Pasyente	Pagkuha ng Vital Signs ng Pasyente	Walang bayad	2 minuto	Nars/ Nursing Assistant
4	Antayin na mairehistro sa HIS ang datos	Irehistro sa HIS ang datos	Walang bayad	5 minuto	Ward Clerk
5	Ibigay ang OPD record number sa staff	Hanapin sa record section ang lumang record ng pasyente.	Walang bayad	2 minuto	Nars/ Nursing Assistant/ Clerk
6	Hintayin na tawagin para makapagbayad. Pupunta sa kahera upang bayaran and kaukulang bayad sa konsultasyon	Magbigay ng resibo para sa konsultasyon.		2 minuto	Cashier
7	Antayin matawag ng Doktor para sa konsultasyon	Ipila sa kwarto ang chart batay sa oras ng pagdating ng pasyente.	Walang bayad	13 minuto	Nars/ Nursing Assistant
8	• Magpakonsultasa Doktor	Pagsuri sa pasyente at pagbibigay ng nararapat na lunas, reseta o diagnostic request.	Walang bayad	10 minuto	Doktor
9	• Ang chart ay mananatili sa pangangalaga ng duktor hanggang matapos ang kanyang clinic schedule	Dalhin ng duktor sa kahera ang charts upang I-encode ng cashier ang diagnosis ng doctor at i-file ng OPD staff ang chart sa OPD records Section	Walang bayad	2 minuto	Doktor/Nars/Cashier
TOTAL				44 minuto	

14. OPERATING ROOM DEPARTMENT

Office or Division:	Operating Room Department
Classification:	Patient Care Services
Type of Transaction:	Government to Citizens
Who may avail:	Lahat ng taga Muntinlupa
Checklist of Requirements:	Where to Secure
AMBULATORY SURGERY PATIENTS 1. Patient Data Sheet 2. OPD monitoring sheet 3. Doctor's Order Sheet 4. Laboratories a. RT PCR b. Chest x-ray	Admitting Department OPD Department OPD Department Laboratory

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpapa-interview sa Nars upang malaman ang status ng pasyente.	Pagtanggap at pagsuri sa pakikipanayam sa kamag anak o sa pasyente.	Wala	10 minuto	Nars
2	Pag papasusuri ng mga kinakailangan.	Pag susuri ng bisa nga RT-PCR at mga resulta nang mga laboratory.	Wala	5 minuto	Nars
3	Pag pirma nang Consent Form.	Pag papaliwanag nang pamamaraan na gagawin at pag papa pirma nang pag payag sa operasyon.	Wala	5 minuto	Nars
4	Gawain bago ang Operasyon: 1. Pag palit ng gown at sapatos pang loob ng pasyente. 2. Pag suot ng OR cap at mask. 3. Pagtanggap ng alahas, pustiso, kyutiks atbp.	Pag bibigay nang gown, sapatos pang loob, cap, mask nang pasyente. Pag susuri ng mga nabanggit na kinakailangan tanggalin bago ang operasyon.	Wala	10 minuto	Nars
5	Mag papalagay nang swero kung ito ay hinangad ng doktor.	Pag lalagay ng swero sa pasyente gamit ang aseptikong pamamaraan.	Wala	15 minuto	Nars
6	Pag papadala sa OR theater.	Mga gagawin pag nasa loob ng OR theater: a. Pag kakabit sa mga kinakailangan na monitor. b. Pag bibigay ng nararapat	Wala	3.5 oras depende sa operasyon gagawin.	Nars Doktor

		<p>na Anesthesia.</p> <p>c. Pag lilinis nang parting ooperahan gamit ang aseptikong pamamaraan.</p> <p>d. Pag oopera sa pasyente ayon sa pinirmahan na Consent Form.</p>			
7	Pag papa dala sa Recovery Room	<p>Pag dala sa pasyente sa Recovery Room:</p> <p>a. pag bibigay nang mga gamot mula sa naitalang utos ng doctor.</p> <p>b. Pag subaybay nang dalawang oras o mahigit na naayon sa pagtatasa ng doctor.</p>	Wala	2.5 oras	Nars
8	Pag aayos nang papel para sa pag uwi.	<p>Pag papababa nang mga papeles na kailangan sap ag papawui:</p> <p>a. Discharge Notice</p> <p>b. Monitoring Sheet</p> <p>c. Philhealth - CSF</p> <p>d. OR technique</p> <p>e. Anesthesia Record</p>	Wala	12.5 minuto	Nars Clerk
9	Pag bibigay ng Discharge clearance sa Nars	Pipirmahan nang Nars nang clearance at pag sisigurado na mapapadaan eto sa laboratory kung may parte nang katawan na tinaggal na ipapa examine sa laboratory.	Wala	5 minuto	Nars
10	Pag pirma "May go home medication sheet"	Pag susulat sa "May go home medication sheet" naayon sa doctor's order. At pag papaliwanag nang nilalaman.	Wala	10 minuto	Nars

		Mga nilalaman: a. Gamot na iinumina pagkaiiwan sa bahay. b. Mga aktibidad na maari lamang gawin. c. Araw at oras nang pagbalik sa doktor.			
11	Pag-uwi nang pasyente.	Pag-hahatid nang pasyente sa ospital lobby gamit ang wheelchair at pag-sisiguro na ligtas na makalabas ang pasyente sa ospital.	Wala	10 minuto	Orderly

15. HEMODIALYSIS UNIT

Office or Division:	HEMODIALYSIS UNIT
Classification:	Patient Care Service
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Lahat ng Taga Muntinlupa
CHECKLIST OF REQUIREMENTS	
Mga kailangan para sa pagproseso ng pagpapauwi ng pasyente: NEW OPD PATIENTS 1. Reseta ng Doktor 2. Latest Laboratories (sa loob ng isang buwan) 3. Latest Medical Abstract 4. Latest Hepatitis Profile (sa loob ng 6 na buwan) 5. 3 Latest Dialysis Treatment sheets mula sa Dialysis Clinic 6. PDD (Philhealth Dialysis Database) mula sa Dialysis Clinic 7. MDR o Philhealth Identification Number (PIN)	
WHERE TO SECURE	
Pangunahing Nephro Doktor ng pasyente Nars ng HEMODIALYSIS UNIT	

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magpapa-interview sa Nars upang malaman ang status ng pasyente	Pagtanggap ng mga kaukulang dokumento at pagsuri sa pamamagitan ng pakikipanayam sa kamag-anak ng pasyente	Wala bayad	10 minuto	Nars
2	Magpa-interview sa Nars upang makuha ang mga pangunahing detalye ng pasyente	Paggawa ng bagong chart na nagtatala ng mga pangunahing impormasyon ukol sa pasyente, pagkuha ng pirma upang ipahintulot		20 minuto	Nars

	kabilang na ang pahintulot sa pagpapagawa ng dialysis kabilang na ang “Fall Risk Assessment” habang kasalukuyang nakaupo sa “Dialysis chair”	ang pagawa ng hemodialysis sa pasyente base sa reseta ng doctor at “Fall Risk Assessment Form”.			
3	Isasalang sa Dialysis machine sa kaukulang dialysis treatment	Isasalang sa dialysis machine ang pasyente pagkatapos ng maayos ang patient identification Magsasagawa ng Pre at Intra Dialysis Assessment pati ang timbang at iba pang vital signs habang nakasalang sa dialysis		5 na oras	Nars
3	Asikasuhin ang kaukulang bayad ng pasyente.	I-rehistro sa HIS ang data		20 minuto	Nars o Ward Clerk
4	Pupunta sa Kahera upang bayaran ang kaukulang bayad sa Dialysis.	Magbibigay ng Clearance o Resibo para sa Dialysis		20 minuto	Cashier
5	Ipapakita sa Dialysis Yunit ang Clearance at resibo.	Itatala sa Daily Census ang resibo at susuriin ang Clearance ng pasyente		10 minuto	Nars o Ward Clerk
6	Pagtatapos ng dialysis at pagkuha ng kaukulang iskedyul para sa susunod na pagsalang.	Magsasagawa ng Post Dialysis Assessment pati ang timbang at iba pang vital signs pagkatapos ng salang sa dialysis Ibigay ang resibo ng binayarang dialysis sa pasyente o kamag anak ng pasyente		10 minuto	Nars

16. SURGERY WARD (PAGPAPAUWI NG PASYENTE)

Office or Division:	SURGERY WARD	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor sa chart 2. Forms para sa Billing: <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSFMonitoring SheetOR Tech Form 3. Filter card ng Newborn Screening at Hearing Screening Test 4. Hospital Abstract 5. Discharge Slip		Pangunahing Doktor ng pasyente Nars ng Surgery ward

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagtanggap ng pasyente/kamag-anak ng impormasyong pinapauwi na ang pasyente.	1. Pagsulat sa chart ng Discharge Order. 1.1 Pagpapaalam sa kamag-anak na pinapauwi na ang pasyente. 1.2 Pagpapapirma sa pasyente/kamag-anak ng philhealth forms (CSF). 1.3 Pagkumpleto ng impormasyon ng kabuuang detalye ng pananatili ng pasyente sa ospital sa HIS. 1.4 Pagpaclearance sa HIS sa mga departamnetong gumamit ng serbisyo. 1.5 Pagprepara ng mga papeles ng pagpapauwi para ibaba sa Billing Seksyon. <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSF, CF2, CF3 FormMonitoring SheetOR Tech Form	Walang bayad	10 minuto 10 minuto 5 minuto 20 minuto	Pangunahing Doktor Nars Nars Doktor Nars Nars

		<ul style="list-style-type: none"> • DR Form • Filter card ng Newborn at Hearing Screening Test. <p>1.6 Pagdala ng mga papeles sa Billing Seksyon.</p> <p>1.7 Pagimporma sa pasyente/kamag-anak na naibaba na ang papeles sa billing at pagpapapunta sa kamag-anak sa Billing seksyon.</p>		<p>5 minuto</p> <p>5 minuto</p>	<p>Nars/Clerk</p> <p>Nars</p>
2	Makipagugnayan sa Billing Seksyon at kahera sa pagaayos at pagbayad ng kaukulang bill ng pasyente para makuha mabigyan ng Discharge Slip at maibigay sa Nars.	<p>Pirmahan and Discharge Slip.</p> <p>2.1 Magbigay ng instruksyon ng pagpapauwi sa kamag-anak/magulang ng pasyente. Ibigay ang sumusunod:</p> <ul style="list-style-type: none"> • Newborn Care Record • Instruksyon ng mga gagamiting gamot sa bahay. • Petsa ng pagbalik sa doctor. <p>2.2 Pagpapapirma magulang/kamag-anak sa Discharge Logbook .</p> <p>2.3 Samahan sa pagbaba ang magulang/kamag-anak ng pasyente gamit ang wheelchair/crib sa pintuan ng bulwagan papauwi.</p>		<p>20 minuto</p>	<p>Nars</p> <p>Nars/Orderly</p>
3	Sa mga nangagailangan ng pinansyal na tulong:	<p>Imungkahi sa kamag-anak na magpunta sa SSD para makuha ang listahan ng mga dokumentong kakailanganin.</p> <p>3.1 Iscan sa folder ng ospital ang sumusunod:</p> <ul style="list-style-type: none"> • Medical certificate • Discharge Summary • Hospital Abstract 		<p>10 minuto</p>	<p>Nars</p>

SURGERY WARD (PAG-AAYOS UPANG MAILABAS ANG PUMANAW NA PASYENTE)

Office or Division:	SURGERY WARD	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Kamag-anak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangang para hindi maantala ang proseso: 1. Order ng Doktor 2. Cadaver bag at tanda ng pagkakalinlan ng pasyente 3. Kinakailangang papel para sa Philhealth (CSF, CF2, CF4) 4. Kopya ng mga laboratoryong pang-suporta sa dahilan ng ikinamatay ng pasyente 5. Death and Medical Certificate Pag-apruba ng bawat departamento para sa pag-aayos ng bill.		Pangunahing Doktor ng Pasyente Nars

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Makipag-usap sa doctor	Pagpapaliwanag ng doktor sa kabuuang nangyari sa pasyente	Walang bayad	15 minuto	Doktor
2	Makipag-usap sa Nars	Pagpapaliwanag ng mga hakbang na dapat gawin para makakuha ng clearance o resibo		10 minuto	Nars
3	Maghihintay ng hudyat mula sa Nars o Ward Clerk	Paglilinis sa katawan ng pumanaw.		20 minuto	Nars
		Pagtatanggal sa mga kagamitang nakakabit sa pumanaw		5 minuto	
		Pagbabalik ng mga hindi nagamit na gamot. Pagpapa-clear sa lahat ng departamento		15 minuto	Ward Clerk o Nars
		Paggawa ng death certificate, medical certificate, at iba pang mga kinakailangan para sa Philhealth		5 minuto	Doktor
		Pagbaba ng katawan ng pasyente sa morgue		5 minuto	Orderly
4	Pag-asikaso sa bill ng pasyente	Pagbaba ng bill ng pasyente at bibigyan ng tagubilin ang kamag-anak ng pumanaw sa pag-aasikaso nito		5 minuto	Nars o Ward Clerk
TOTAL				1 oras 20 minuto	

17. ESSENTIAL INTRAPARTUM NEWBORN CARE (PAGPAPAUWI NG PASYENTE)

Essential Intrapartum and Newborn care (EINC) is a package of evidence-based practices recommended by the Department of Health (DOH), Philippine Health Insurance Corporation (PhilHealth), and the World Health Organization (WHO) as the standard of care in all births by skilled attendants in all government and private Discharging of patient is one of the responsibility of the Patient Care Service Department. With doctors order in the chart staff will facilitate discharge process

Office or Division:	ESSENTIAL INTRAPARTUM NEWBORN CARE	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor sa chart 2. Forms para sa Billing: <ul style="list-style-type: none">Discharge Notice FormPhilhealth forms) CSF(Philhealth forms) CF3Monitoring SheetDelivery Record 3. Filter card ng Newborn Screening at Hearing Screening Test 4. Hospital Abstract 5. Discharge Slip		Pangunahing Doktor ng pasyente Nars ng EINC

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagtanggap ng pasyente/kamag-anak ng impormasyong pinapauwi na ang pasyente.	Pagsulat sa chart ng Discharge Order. 1.1 Pagpapaalam sa kamag-anak na pinapauwi na ang pasyente. 1.2 Pagpapapirma sa pasyente/kamag-anak ng philhealth forms (CSF). 1.3 Pagkumpleto ng impormasyon ng kabuuang detalye ng pananatili ng pasyente sa ospital sa HIS. 1.4 Pagpaclearance sa HIS sa mga departamnetong gumamit ng serbisyo. 1.5 Pagprepara ng mga papeles ng pagpapauwi para ibaba sa Billing Seksyon. <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSF, CF2, CF3 FormMonitoring SheetOR Tech FormDR Form	Walang bayad	10 minuto 10 minuto 5 minuto 20 minuto	Pangunahing Doktor Nars Nars Doktor Nars Nars

		<ul style="list-style-type: none"> Filter card ng Newborn at Hearing Screening Test. <p>1.6 Pagdala ng mga papeles sa Billing Seksyon.</p> <p>1.7 Pagimporma sa pasyente/kamag-anak na naibaba na ang papeles sa billing at pagpapapunta sa kamag-anak sa Billing seksyon.</p>		<p>5 minuto</p> <p>5 minuto</p>	<p>Nars/Clerk</p> <p>Nars</p>
2	Makipagugnayan sa Billing Seksyon at kahera sa pagaayos at pagbayad ng kaukulang bill ng pasyente para makuha mabigyan ng Discharge Slip at maibigay sa Nars.	<p>Pirmahan and Discharge Slip.</p> <p>2.1 Magbigay ng instruksyon ng pagpapauwi sa kamag-anak/magulang ng pasyente. Ibigay ang sumusunod:</p> <ul style="list-style-type: none"> Newborn Care Record Instruksyon ng mga gagamiting gamot sa bahay. Petsa ng pagbalik sa doctor. <p>2.2 Pagpapapirma magulang/kamag-anak sa Discharge Logbook .</p> <p>2.3 Samahan sa pagbaba ang magulang/kamag-anak ng pasyente gamit ang wheelchair/crib sa pintuan ng bulwagan papauwi.</p>		20 minuto	<p>Nars</p> <p>Nars/Orderly</p>
3	Sa mga nangagailangan ng pinansyal na tulong:	<p>Imungkahi sa kamag-anak na magpunta sa SSD para makuha ang listahan ng mga dokumentong kakailanganin.</p> <p>3.1 Iscan sa folder ng ospital ang sumusunod:</p> <ul style="list-style-type: none"> Medical certificate Discharge Summary Hospital Abstract 		10 minuto	Nars
TOTAL				1 oras 25 minuto	

ESSENTIAL INRAPARTUM NEWBORN CARE (PAG-AAYOS UPANG MAILABAS ANG PUMANAW NA PASYENTE)

Office or Division:	ESSENTIAL INRAPARTUM NEWBORN CARE	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Kamag-anak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangang para hindi maantala ang proseso: 1. <i>Order</i> ng Doktor 2. <i>Cadaver bag</i> at tanda ng pagkakalinlan ng pasyente 3. Kinakailangang papel para sa <i>Philhealth</i> (CSF, CF2, CF4) 4. Kopya ng mga laboratoryong pang-suporta sa dahilan ng ikinamatay ng pasyente 5. <i>Death and Medical Certificate</i> 6. Pag-apruba ng bawat departamento para sa pag-aayos ng <i>bill</i> .		Pangunahing Doktor ng Pasyente Nars

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Makipag-usap sa doctor	Pagpapaliwanag ng doktor sa kabuuang nangyari sa pasyente	Walang bayad	15 minuto	Doktor
2	Makipag-usap sa Nars	Pagpapaliwanag ng mga hakbang na dapat gawin para makakuha ng <i>clearance</i> o resibo		10 minuto	Nars
3	Maghihintay ng hudyat mula sa Nars o Ward Clerk	Paglilinis sa katawan ng pumanaw.		20 minuto	Nars
		Pagtatanggal sa mga kagamitang nakakabit sa pumanaw		5 minuto	
		Pagbabalik ng mga hindi nagamit na gamot. Pagpapa- <i>clear</i> sa lahat ng departamento		15 minuto	Ward Clerk o Nars
		Paggawa ng <i>death certificate, medical certificate</i> , at iba pang mga kinakailangan para sa <i>Philhealth</i>		5 minuto	Doktor
		Pagbaba ng katawan ng pasyente sa morgue		5 minuto	Orderly
4	Pag-asikaso sa <i>bill</i> ng pasyente	Pagbaba ng <i>bill</i> ng pasyente at bibigyan ng tagubilin ang kamag-anak ng pumanaw sa pag-aasikaso nito		5 minuto	Nars o Ward Clerk
TOTAL				1 oras 20 minuto	

ESSENTIAL INTRAPARTUM NEWBORN CARE (HEARING SCREENING TEST)

Office or Division:	ESSENTIAL INTRAPARTUM NEWBORN CARE	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Lahat ng taga Muntinlupa	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Crib Tag 2. Newborn Record 3. HIS Charge Slip		EINC UNIT 2 ND FLOOR

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang Crib Tag, Newborn Record at HIS Charge Slip	Tiyakin kumpleto at tama ang mga impormasyong itala sa Otoacoustic Emission Machine at Logbook batay sa Newborn Record.	Philhealth Newborn Package	4 minuto	HST NURSE
2	Kalungin ng maayos ang sanggol tiyakin tahimik.	Sisimulan ang pagsusuri sa magkabilang tenga.		20 minuto	HST NURSE
3	Antayin ang resulta.	Lilipat ang resultang nakuha mula sa OAE machine patungo sa computer at iprinta. Pumirma sa Logbook		20 minuto	HST NURSE
TOTAL				44 minuto	

18. NEONATAL INTENSIVE CARE UNIT (PAG-AAYOS UPANG MAILABAS ANG PUMANAW NA PASYENTE)

Office or Division:	NEONATAL INTENSIVE CARE UNIT	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Kamag-anak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangang para hindi maantala ang proseso: 1. <i>Order</i> ng Doktor 2. <i>Cadaver bag</i> at tanda ng pagkakalinlan ng pasyente 3. Kinakailangang papel para sa <i>Philhealth (CSF, CF2, CF4)</i> 4. Kopya ng mga laboratoryong pang-suporta sa dahilan ng ikinamatay ng pasyente 5. <i>Death and Medical Certificate</i> Pag-apruba ng bawat departamento para sa pag-aayos ng <i>bill</i> .		Pangunahing Doktor ng Pasyente Nars

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Makipag-usap sa doctor	Pagpapaliwanag ng doktor sa kabuuang nangyari sa pasyente	Walang bayad	15 minuto	Doktor
2	Makipag-usap sa Nars	Pagpapaliwanag ng mga hakbang na dapat gawin para makakuha ng <i>clearance</i> o resibo		10 minuto	Nars
3	Maghihintay ng hudyat mula sa Nars o Ward Clerk	Paglilinis sa katawan ng pumanaw.		20 minuto	Nars
		Pagtatanggal sa mga kagamitang nakakabit sa pumanaw		5 minuto	
		Pagbabalik ng mga hindi nagamit na gamot. Pagpapa-clear sa lahat ng departamento		15 minuto	Ward Clerk o Nars
		Paggawa ng <i>death certificate</i> , <i>medical certificate</i> , at iba pang mga kinakailangan para sa <i>Philhealth</i>		5 minuto	Doktor
		Pagbaba ng katawan ng pasyente sa morgue		5 minuto	Orderly
4	Pag-asikaso sa <i>bill</i> ng pasyente	Pagbaba ng <i>bill</i> ng pasyente at bibigyan ng tagubilin ang kamag-anak ng pumanaw sa pag-aasikaso nito		5 minuto	Nars o Ward Clerk
TOTAL				1 oras 20 minuto	

NEONATAL INTENSIVE CARE UNIT (PAGPAPAUWI NG PASYENTE)

Discharging of patient is one of the responsibility of the Patient Care Service Department. With doctors order in the chart staff will facilitate discharge process

Office or Division:	NEONATAL INTENSIVE CARE UNIT	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor sa chart 2. Forms para sa Billing: <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSFMonitoring SheetOR Tech Form 3. Filter card ng Newborn Screening at Hearing Screening Test 4. Hospital Abstract 5. Discharge Slip		Pangunahing Doktor ng pasyente Nars ng NICU-OR

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagtanggap ng pasyente/kamag-anak ng impormasyong pinapauwi na ang pasyente.	1.Pagsulat sa chart ng Discharge Order.	Walang bayad	10 minuto	Pangunahing Doktor
		1.1 Pagpapaalam sa kamag-anak na pinapauwi na ang pasyente.			Nars
		1.2 Pagpapapirma sa pasyente/kamag-anak ng philhealth forns (CSF).		10 minuto	Nars
		1.3 Pagkumpleto ng impormasyon ng kabuuang detalye ng pananatili ng pasyente sa ospital sa HIS.		5 minuto	Doktor
		1.4 Pagpaclearance sa HIS sa mga departamnetong gumamit ng serbisyo.			
		1.5 Pagprepara ng mga papeles ng pagpapauwi para ibaba sa Billing Seksyon. <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSF, CF2, CF3 FormMonitoring SheetOR Tech FormDR Form		20 minuto	Nars
					Nars

		<ul style="list-style-type: none"> Filter card ng Newborn at Hearing Screening Test. <p>1.6 Pagdala ng mga papeles sa Billing Seksyon.</p> <p>1.7 Pagimporma sa pasyente/kamag-anak na naibaba na ang papeles sa billing at pagpapapunta sa kamag-anak sa Billing seksyon.</p>		<p>5 minuto</p> <p>5 minuto</p>	<p>Nars/Clerk</p> <p>Nars</p>
2	Makipagugnayan sa Billing Seksyon at kahera sa pagaayos at pagbayad ng kaukulang bill ng pasyente para makuha mabigyan ng Discharge Slip at maibigay sa Nars.	<p>Pirmahan and Discharge Slip.</p> <p>2.1 Magbigay ng instruksyon ng pagpapauwi sa kamag-anak/magulang ng pasyente. Ibigay ang sumusunod:</p> <ul style="list-style-type: none"> Newborn Care Record Instruksyon ng mga gagamiting gamot sa bahay. Petsa ng pagbalik sa doctor. <p>2.2 Pagpapapirma magulang/kamag-anak sa Discharge Logbook .</p> <p>2.3 Samahan sa pagbaba ang magulang/kamag-anak ng pasyente gamit ang wheelchair/crib sa pintuan ng bulwagan papauwi.</p>		20 minuto	<p>Nars</p> <p>Nars/Orderly</p>
3	Sa mga nangagailangan ng pinansyal na tulong:	<p>Imungkahi sa kamag-anak na magpunta sa SSD para makuha ang listahan ng mga dokumentong kakailanganin.</p> <p>3.1 Iscan sa folder ng ospital ang sumusunod:</p> <ul style="list-style-type: none"> Medical certificate Discharge Summary Hospital Abstract 		10 minuto	Nars

NEONATAL INTENSIVE CARE UNIT (PAGPAPAUWI NG PASYENTE)

Discharging of patient is one of the responsibility of the Patient Care Service Department. With doctors order in the chart staff will facilitate discharge process

Office or Division:	NEONATAL INTENSIVE CARE UNIT	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor sa chart 2. Forms para sa Billing: <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSFMonitoring SheetOR Tech Form 3. Filter card ng Newborn Screening at Hearing Screening Test 4. Hospital Abstract 5. Discharge Slip		Pangunahing Doktor ng pasyente Nars ng NICU-OR

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagtanggap ng pasyente/kamag-anak ng impormasyong pinapauwi na ang pasyente.	Pagsulat sa chart ng Discharge Order. 1.1 Pagpapaalam sa kamaganak na pinapauwi na ang pasyente. 1.2 Pagpapapirma sa pasyente/kamaganak ng philhealth forms (CSF). 1.3 Pagkumpleto ng impormasyon ng kabuuang detalye ng pananatili ng pasyente sa ospital sa HIS. 1.4 Pagpaclearance sa HIS sa mga departamnetong gumamit ng serbisyo. 1.5 Pagprepara ng mga papeles ng pagpapauwi para ibaba sa Billing Seksyon. <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSF, CF2, CF3 FormMonitoring SheetOR Tech FormDR Form	Walang bayad	10 minuto 10 minuto 5 minuto 20 minuto	Pangunahing Doktor Nars Nars Doktor Nars Nars

		<ul style="list-style-type: none"> Filter card ng Newborn at Hearing Screening Test. <p>1.6 Pagdala ng mga papeles sa Billing Seksyon.</p> <p>1.7 Pagimporma sa pasyente/kamag-anak na naibaba na ang papeles sa billing at pagpapapunta sa kamag-anak sa Billing seksyon.</p>		<p>5 minuto</p> <p>5 minuto</p>	<p>Nars/Clerk</p> <p>Nars</p>
2	Makipagugnayan sa Billing Seksyon at kahera sa pagaayos at pagbayad ng kaukulang bill ng pasyente para makuha mabigyan ng Discharge Slip at maibigay sa Nars.	<p>Pirmahan and Discharge Slip.</p> <p>2.1 Magbigay ng instruksyon ng pagpapauwi sa kamag-anak/magulang ng pasyente. Ibigay ang sumusunod:</p> <ul style="list-style-type: none"> Newborn Care Record Instruksyon ng mga gagamiting gamot sa bahay. Petsa ng pagbalik sa doctor. <p>2.2 Pagpapapirma magulang/kamag-anak sa Discharge Logbook .</p> <p>2.3 Samahan sa pagbaba ang magulang/kamag-anak ng pasyente gamit ang wheelchair/crib sa pintuan ng bulwagan papauwi.</p>		<p>20 minuto</p>	<p>Nars</p> <p>Nars/Orderly</p>
3	Sa mga nangagailangan ng pinansyal na tulong:	<p>Imungkahi sa kamag-anak na magpunta sa SSD para makuha ang listahan ng mga dokumentong kakailanganin.</p> <p>3.1 Iscan sa folder ng ospital ang sumusunod:</p> <ul style="list-style-type: none"> Medical certificate Discharge Summary Hospital Abstract 		<p>10 minuto</p>	<p>Nars</p>

19. PEDIATRIC DEPARTMENT (PAGPAPAUWI NG PASYENTE)

Office or Division:	PEDIATRIC DEPARTMENT	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor sa chart 2. Forms para sa Billing: <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSFMonitoring SheetOR Tech Form 3. Filter card ng Newborn Screening at Hearing Screening Test 4. Hospital Abstract 5. Discharge Slip		Pangunahing Doktor ng pasyente Nars ng Pediatric

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagtanggap ng pasyente/kamag-anak ng impormasyong pinapauwi na ang pasyente.	Pagsulat sa chart ng Discharge Order. 1.1 Pagpapaalam sa kamag-anak na pinapauwi na ang pasyente. 1.2 Pagpapapirma sa pasyente/kamag-anak ng philhealth forms (CSF). 1.3 Pagkumpleto ng impormasyon ng kabuuang detalye ng pananatili ng pasyente sa ospital sa HIS. 1.4 Pagpaclearance sa HIS sa mga departamnetong gumamit ng serbisyo. 1.5 Pagprepara ng mga papeles ng pagpapauwi para ibaba sa Billing Seksyon. <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSF, CF2, CF3 FormMonitoring SheetOR Tech FormDR FormFilter card ng Newborn at Hearing Screening Test.	Walang bayad	10 minuto 10 minuto 5 minuto 20 minuto	Pangunahing Doktor Nars Nars Doktor Nars Nars

		<p>1.6 Pagdala ng mga papeles sa Billing Seksyon.</p> <p>1.7 Pagimporma sa pasyente/kamag-anak na naibaba na ang papeles sa billing at pagpapapunta sa kamag-anak sa Billing seksyon.</p>		<p>5 minuto</p> <p>5 minuto</p>	<p>Nars/Clerk</p> <p>Nars</p>
2	<p>Makipagugnayan sa Billing Seksyon at kahera sa pagaayos at pagbayad ng kaukulang bill ng pasyente para makuha mabigyan ng Discharge Slip at maibigay sa Nars.</p>	<p>Pirmahan and Discharge Slip.</p> <p>2.1 Magbigay ng instruksyon ng pagpapauwi sa kamag-anak/magulang ng pasyente. Ibigay ang sumusunod:</p> <ul style="list-style-type: none"> • Newborn Care Record • Instruksyon ng mga gagamiting gamot sa bahay. • Petsa ng pagbalik sa doctor. <p>2.2 Pagpapapirma magulang/kamag-anak sa Discharge Logbook .</p> <p>2.3 Samahan sa pagbaba ang magulang/kamag-anak ng pasyente gamit ang wheelchair/crib sa pintuan ng bulwagan papauwi.</p>		20 minuto	<p>Nars</p> <p>Nars/Orderly</p>
3	<p>Sa mga nangagailangan ng pinansyal na tulong:</p>	<p>Imungkahi sa kamag-anak na magpunta sa SSD para makuha ang listahan ng mga dokumentong kakailanganin.</p> <p>3.1 Iscan sa folder ng ospital ang sumusunod:</p> <ul style="list-style-type: none"> • Medical certificate • Discharge Summary • Hospital Abstract 		10 minuto	Nars

20. INTENSIVE CARE UNIT (PAG-AAYOS UPANG MAILABAS ANG PASYENTENG PUMANAW)

Office or Division:	INTENSIVE CARE UNIT	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Kamag-anak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor 2. Cadaver bag at tanda ng pagkakalinlan ng pasyente 3. Kinakailangang papel para sa Philhealth (CSF, CF2, CF4) 4. Kopya ng mga laboratoryong pang-suporta sa dahilan ng ikinamatay ng pasyente 5. Death and Medical Certificate Pag-apruba ng bawat departamento para sa pag-aayos ng bill .		Pangunahing Doktor ng Pasyente Nars

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Makipag-usap sa doctor	Pagpapaliwanag ng doktor sa kabuuang nangyari sa pasyente	Walang bayad	15 minuto	Doktor
2	Makipag-usap sa Nars	Pagpapaliwanag ng mga hakbang na dapat gawin para makakuha ng <i>clearance</i> o resibo		10 minuto	Nars
3	Maghihintay ng hudyat mula sa Nars o Ward Clerk	Paglilinis sa katawan ng pumanaw.		20 minuto	Nars
		Pagtatanggal sa mga kagamitang nakakabit sa pumanaw		5 minuto	
		Pagbabalik ng mga hindi nagamit na gamot. Pagpapa- <i>clear</i> sa lahat ng departamento		15 minuto	Ward Clerk o Nars
		Paggawa ng <i>death certificate, medical certificate</i> , at iba pang mga kinakailangan para sa <i>Philhealth</i>		5 minuto	Doktor
		Pagbaba ng katawan ng pasyente sa morgue		5 minuto	Orderly
4	Pag-asikaso sa <i>bill</i> ng pasyente	Pagbaba ng <i>bill</i> ng pasyente at bibigyan ng tagubilin ang kamag-anak ng pumanaw sa pag-aasikaso nito		5 minuto	Nars o Ward Clerk
TOTAL				1 oras 20 minuto	

INTENSIVE CARE UNIT (PAGPAPALABAS NG PASYENTE)

Office or Division:	INTENSIVE CARE UNIT 16662	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Order ng Doktor sa chart 2. Forms para sa Billing: <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSFMonitoring SheetOR Tech Form 3. Filter card ng Newborn Screening at Hearing Screening Test 4. Hospital Abstract 5. Discharge Slip		Pangunahing Doktor ng pasyente Nars ng ICU

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pagtanggap ng pasyente/kamag-anak ng impormasyong pinapauwi na ang pasyente.	Pagsulat sa chart ng Discharge Order.	Walang bayad	10 minuto	Pangunahing Doktor
		1.1 Pagpapaalam sa kamag-anak na pinapauwi na ang pasyente.			Nars
		1.2 Pagpapapirma sa pasyente/kamag-anak ng philhealth forms (CSF).		10 minuto	Nars
		1.3 Pagkumpleto ng impormasyon ng kabuuang detalye ng pananatili ng pasyente sa ospital sa HIS.		5 minuto	Doktor
		1.4 Pagpaclearance sa HIS sa mga departamnetong gumamit ng serbisyo.			Nars
		1.5 Pagprepara ng mga papeles ng pagpapauwi para ibaba sa Billing Seksyon. <ul style="list-style-type: none">Discharge Notice FormMedical CertificateDischarge SummaryResulta ng Laboratory(Philhealth forms) CSF, CF2, CF3 FormMonitoring SheetOR Tech Form		20 minuto	Nars

		<ul style="list-style-type: none"> • DR Form • Filter card ng Newborn at Hearing Screening Test. <p>1.6 Pagdala ng mga papeles sa Billing Seksyon.</p> <p>1.7 Pagimporma sa pasyente/kamag-anak na naibaba na ang papeles sa billing at pagpapapunta sa kamag-anak sa Billing seksyon.</p>		<p>5 minuto</p> <p>5 minuto</p>	<p>Nars/Clerk</p> <p>Nars</p>
2	Makipagugnayan sa Billing Seksyon at kahera sa pagaayos at pagbayad ng kaukulang bill ng pasyente para makuha mabigyan ng Discharge Slip at maibigay sa Nars.	<p>Pirmahan and Discharge Slip.</p> <p>2.1 Magbigay ng instruksyon ng pagpapauwi sa kamag-anak/magulang ng pasyente. Ibigay ang sumusunod:</p> <ul style="list-style-type: none"> • Newborn Care Record • Instruksyon ng mga gagamiting gamot sa bahay. • Petsa ng pagbalik sa doctor. <p>2.2 Pagpapapirma magulang/kamag-anak sa Discharge Logbook .</p> <p>2.3 Samahan sa pagbaba ang magulang/kamag-anak ng pasyente gamit ang wheelchair/crib sa pintuan ng bulwagan papauwi.</p>		<p>20 minuto</p>	<p>Nars</p> <p>Nars/Orderly</p>
3	Sa mga nangagailangan ng pinansyal na tulong:	<p>Imungkahi sa kamag-anak na magpunta sa SSD para makuha ang listahan ng mga dokumentong kakailanganin.</p> <p>3.1 Iscan sa folder ng ospital ang sumusunod:</p> <ul style="list-style-type: none"> • Medical certificate • Discharge Summary • Hospital Abstract 		<p>10 minuto</p>	<p>Nars</p>
TOTAL				<p>1 oras 25 minuto</p>	

21. TB DOTS CLINIC

Office or Division:	TB DOTS CLINIC	
Classification:	Patient Care Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente o Kamaganak ng Pasyente Kuwalipikadong Miyembro ng Philhealth at ang kanilang mga Dependents na asawa na walang Philhealth membership sa Philhealth at mga anak na 21 years old pababa	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Laboratory results (Gene Xpert, DSSM results), Chest X-ray		Mula sa accredited laboratories (Rapid TB Diagnostic Laboratories or Microscopy Laboratories) mula sa Health Center o TB DOTS unit
2. Treatment card/s ng TB patient na para sa registration		OPD Health Center o TBDOTS Units

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Referral mula sa Doctor	Suriin ang referral form kung may request ng Gene Xpert, DSSM o enrollment para sa gamutan ng TB	Walang bayad	2 minuto	Doctor/Nurse
2	Magpa-interview sa Nars upang malaman ang status ng pasyente.	Pagtanggap at pagsuri sa pakikipanayam sa kamag-anak at sa pasyente	Walang bayad	5 minuto	Nurse
3	Ibigay ang resulta ng Chest Xray at Gene Xpert o DSSM	Pagkuha ng Vital Signs ng Pasyente	Walang bayad	2 minuto	Nurse
4	Pag sasagawa ng processo	Health teaching/ tanungin ang pasyente sa mga kailangang informasyon sa pag register sa TB DOTS clinic para sa libreng gamot	Walang bayad	10 minuto	Nurse
5	Pag sasagawa ng prcesso	Iregister ang pasyente to Directly observed treatment with Short Course.		10 minuto	Nurse
6	Makakatanggap ng treatment card at schedule sa pag balik sa tbdots clinic	Ipaliwanag sa pasyente ang tamang pag inom ng gamut at bigyan ng schedule sa pagkuha ng gamot		10 minuto	Nurse
TOTAL				39 minuto	

CLINICAL SERVICES
External Services

22. DIETARY DEPARTMENT (PAGBILI NG OSTEORIZED FEEDING)

Office or Division:	DIETARY DEPARTMENT	
Classification:	Clinical Services	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: 1. Request form galing sa doktor 2. Sariling bote para sa paglalagyan ng osteorized feeding		Doktor Dietary Department

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ipakita ang request	Ipasa sa dietitian and request slip na galing sa doctor at ibigay ang malinis na bote na paglalagyan ng osteorized feeding	None	2 minuto	Nutritionist – Dietitian on duty
2	Pagbabayad sa cashier	Magpunta sa Cashier para sa pagbabayad	3000kcal – 900 pesos 2400kcal – 800 pesos 2200kcal -770 pesos 2100 kcal – 760 pesos 2000kcal – 700 pesos 1900 kcal – 665 pesos 1800kcal – 630 pesos 1750kcal – 610 pesos 1700kcal – 595 pesos 1600 kcal – 560 pesos 1500kcal – 595 pesos 1400 kcal – 495 pesos 1350 kcal – 455 pesos 1300 kcal – 420 pesos 1200 kcal – 355 pesos	3 minuto	Kahera
3	Pagsasagawa ng osteorized feeding	And dietary aide ay magsasagawa ng osteorized feeding - Linisan at isanitze and boteng pag lalagyan	Wala	5 minuto	Dietary Aide

		<ul style="list-style-type: none"> - Lutuín at sukatin and mga sangkap na gagamitin - Isalin sa malinis na bote ang nagawang blenderized feeding 		5 minuto 5 minuto	
4	Pag kuha ng binili na osteorized feeding	Kuhain sa counter and nagawang osteorized feeding	Wala	3 minuto	Counter girl/Kahera
TOTAL				23 minuto	

DIETERY DEPARTMENT (KONSULTA PARA SA NUTRISYON)

Office or Division:	DIETARY DEPARTMENT
Classification:	Clinical Services
Type of Transaction:	Government to Citizens (G2C)
Who may avail:	Pasyente
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Mga kailangang dalhin sa loob ng 24 oras para hindi maantala ang proseso: <ol style="list-style-type: none"> 1. Request slip galing sa doktor 2. Laboratory result 	
Dietary Department	

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magtungo sa Canteen at ibigay ang request slip na galing sa doctor at laboratory result	Pagtanggap at Pagsusuri sa pakikipagpanayam sa kamag anak o sa pasyente	Wala	10 minuto	Nutritionist - Dietitian
2		Pagbibigay ng impormasyon at sa naibigay na diet leaflets na tungkol sa nutrisyon at tamang dyeta na naaayon sa pangangailangan ng pasyente	Wala	13 minuto	Nutritionist – Dietitian
3		Pag papapirma sa Nutrition Counseling log book	Wala	3 minuto	Nutritionist - Dietitian
TOTAL				26 minuto	

23. MEDICAL RECORDS DEPARTMENT (PAGKUHA NG MEDICAL RECORDS)

Office or Division:		Medical Records Department (MRD), Brown House			
Classification:		Clinical Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Mismong pasyente o pinakamalapit na kamag-anak ng pasyente			
Schedule of Services		8:00 ng umaga hanggang 6:00 ng gabi, Lunes hanggang Biyernes at 8:00 ng umaga hanggang 5:00 ng hapon kapag Sabado.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Consent To Release Patient Medical Information na pirmado ng pasyente Patient's identification card			Pasyente		
STEPS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
KASALUKUYANG NAKA-ADMIT					
1	Ipaalam sa Nurse ang dokumentong kailangan upang maihanda ito at/o mai-scan ng Nurse o Ward Clerk	Alamin kung nai-scan na ang dokumentong kailangan	Walang bayad	15 minuto	MRD Staff
2	Magtungo sa MRD kapag sinabi ng Nurse na nai-scan na ang dokumento, dalhin ang Consent Form na pirmado ng pasyente	I-print ang kinakailangang dokumento	Walang bayad	10 minuto	MRD Staff
3	Pumirma sa Releasing logbook	Lagyan ng kinakailangang Certified True Copy ang mga dokumento	Walang bayad	5 minuto	MRD Staff
NA-DISCHARGED O NAKALABAS NA NG OSPITAL					
4	Humingi at mag-fill-up ng Request Form. Ibigay sa MRD Staff	Alamin kung maaari ng maibigay ang dokumentong hinihingi	Walang bayad	15 minuto	MRD Staff
5	<u>Kung handa na ang dokumento</u> Pumirma sa Releasing Logbook	Lagyan ng kinakailangang Certified True Copy ang mga dokumento	Walang bayad	5 minuto	MRD Staff
6	<u>Kung di pa handa ang dokumento</u> Bumalik sa itinakdang araw ng pag-release ng dokumentong hinihingi	Bigyan ng takdang araw ng pagbalik ang pasyente upang maihanda ang dokumento	Walang bayad	1 day-1week (>3 days to pick-up), 1week-1mos. (>1week to pick-up), 1mos.- year (>20 days pick-up)	MRD Staff

MEDICAL RECORDS DEPARTMENT (PAGPROSESΟ NG BIRTH CERTIFICATE)

Office or Division:		Medical Records Department (MRD), Brown House			
Classification:		Clinical Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Mismong pasyente o pinakamalapit na kamag-anak ng pasyente			
Schedule of Services		8:00 ng umaga hanggang 6:00 ng gabi, Lunes hanggang Biyernes at 8:00 ng umaga hanggang 5:00 ng hapon kapag Sabado.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Consent To Release Patient Medical Information na pirmado ng pasyente		Patient's identification card			
STEPS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1	Ibigay sa MRD Staff ang may fill-up na Birth Certificate Draft Form. Ibigay sa MRD Staff.	I-edit ang pangalan ng bata na naka-encode sa Hospital Information System	Walang bayad	5 minuto	MRD Staff
2	Bumalik sa itinakdang araw ng pagproseso ng birth certificate (BC)	Bigyan ng takdang araw o oras ang kliyente ayon sa availability ng Official Birthcertificate ng bata.	Walang bayad	24hrs.	MRD Staff
3	<u>Sa araw ng prosesο</u> I-tsek ang sample print-out	I-type at mag-print ng sample copy mg Birth Certificate	Walang bayad	15minuto	MRD Staff
4	Pirmahan ang opisyal na kopya ng BC (4 kopya)	Mag-print ng opisyal na kopya ng BC	Walang bayad	2 minuto	MRD Staff
5	Iparehistro ang Birthcertificate ng bata. At magbalik sa Medical Records (OSMUN) ng isang orihinal na kopya.	Ibigay ang 4 na kopya ng Birth Certificate at bigyan ng instruksyon sa pagpaparehistro nito	Walang bayad	3minuto	MRD Staff

MEDICAL RECORDS DEPARTMENT (PAGPROSESO NG DEATH CERTIFICATE)

Office or Division:		Medical Records Department (MRD), Brown House			
Classification:		Clinical Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Mismong pasyente o pinakamalapit na kamag-anak ng pasyente			
Schedule of Services		8:00 ng umaga hanggang 6:00 ng gabi, Lunes hanggang Biyernes at 8:00 ng umaga hanggang 5:00 ng hapon kapag Sabado.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Consent To Release Patient Medical Information na pirmado ng pasyente					
Patient's identification card					
STEPS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pumunta sa Medical Records Department para sa pagkuha ng Death Certificate ibigay sa MRD Staff ang pangalan, petsa ng pagkamatay.	Icheck ang logbook para makita kung available na ba ang Deathcertificate	Walang bayad	24hrs.(with in expiration of the client)	MRD Staff
2	Mag-painterview patungkol sa personal data ng namatay na pasyente.	Verification ng data na nakatala sa Death Certificate Draft Form	Walang bayad	10 minuto	MRD Staff
3	Dalhin ang Clearance Slip sa Credit and Colllection Dept. upang mapirmahan ito. Ibalik sa MRD ang pirmadong clearance slip.	Bigyan ang kamag-anak ng Clearance Slip	Walang bayad	15 minuto	Credit and Collection Dept.
4	I-tsek ang sample print-out	I-type at magprint ng sample copy ng Death Certificate	Walang bayad	15 minuto	MRD Staff
5	Pirmahan ang opisyal na kopya ng Death Certificate (4 kopya)	Magprint ng opisyal na kopya ng Death Certificate	Walang bayad	3 minuto	MRD Staff
6	Iparehistro ang Death Certificate	Bigyan ng instruksyon ang kamag-anak kung paano magparehistro ng Death Certificate		10 minuto	MRD Staff

MEDICAL RECORDS DEPARTMENT (PAGPROSESO NG REQUEST DOCUMENTS)

Office or Division:		Medical Records Department (MRD), Brown House			
Classification:		Clinical Services			
Type of Transaction:		Government to Citizens (G2C)			
Who may avail:		Mismong pasyente o pinakamalapit na kamag-anak ng pasyente			
Schedule of Services		8:00 ng umaga hanggang 6:00 ng gabi, Lunes hanggang Biyernes at 8:00 ng umaga hanggang 5:00 ng hapon kapag Sabado.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Consent To Release Patient Medical Information na pirmado ng pasyente					
Patient's identification card					
STEPS	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Magfill-up ng consent form	Ilista sa logbook ang request ng kliyente.	Walang bayad	5 minuto	MRD Staff
2	Magdala ng katibayan na ang pasyente ay na-admit sa ospital.	Verification ang data na nakatala sa Consent Form at Interbiyuhin.	Walang bayad	10 minuto	MRD Staff
3	Valid ID.	Hingan ng valid ID.	Walang bayad	2 minuto	MRD Staff
4	Authorization letter galling sa pasyente	Iva- validate ang authorization letter.	Walang bayad	2 minuto	MRD Staff
5	Pick up ng kailangan dokumento.	Bibigyan ng instruction ang kliyente kung panu kukuhain ang dukomento.	Walang bayad	1 day-1week (>3 days to pick-up), 1week-1mos. (>1week to pick-up), 1mos.- year (>20 days pick-up)	MRD Staff

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Isang Minuto Pagsusuri feedback form and drop it at the suggestion box located at the counter of each department</p> <p>Contact information: Telephone no.: 8 7710457 Email address: ospital.ng muntinlupa@yahoo.com Facebook Page: Ospital ng Muntinlupa</p> <p>Patient Satisfaction Survery distributed to the admitted patients every quarter was compiled for in-patients comments and evaluation for monitoring.</p>
How feedbacks are processed	<p>Every month, the assigned staff opens the suggestion box and compiles and records all feedbacks submitted. On the other hand, the feedbacks received via the call center hotline are also recorded.</p> <p>Feedback requiring answers are endorsed to the concerned offices and they are required to answer within three (3) days from the receipt of the feedback</p> <p>Answer to the feedback are communicated to the client.</p> <p>For inquiries and follow-ups, clients may contact the following numbers: 8771-04-57</p> <p>Answer to the feedback are communicated to the Management Committee</p>
How to file a complaint	<p>Submit the complaint form and conduct an initial interview. Complaint form can also be filed via e-mail. For inquiries and follow-ups, complainant may contact the following numbers: 8771-04-57</p>
How complaints are processed	<p>Validate the complaint through a preliminary investigation and consultation.</p> <p>After the validation, with all the adequate information and other documentary facts and pieces of evidence that will support the complaint, resolution is made.</p> <p>A recommendation is issued and approved by the Hospital Director.</p>

FEED BACK SYSTEM

INFORMATION SERVICES

PROCEDURE IN FILING COMPLAINTS SERVICE INFORMATION: ITINALAGANG LUGAR O
HELP DESK PARA SA MGA KATANUNGAN, SUHESTIYON AT PAGHATID NG
REKLAMO/SUMBONG.

Office or Division:	ADMITTING /INFORMATION SERVICES	
Classification:	Administrative Service	
Type of Transaction:	Government to Citizens (G2C)	
Who may avail:	Lahat ng Pasyente o Kamaganak ng Pasyente	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Isang Minutong Pagsusuri 2. Suggestion Box Form 3. Client Experience Survey Form		Lobby

STEP	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Lumapit sa nakatalagang kawani ng Information and Communication Desk Unit (matatagpuan sa Lobby/Reception Area)	1.1 Tanungin kung anong dahilan ng paglapit. 1.2 Kung may reklamong inihayag, bigyan ng form	Wala bayad	5 minuto	Information and Communication Desk (ICDU) Personnel
2	Isulat ang reklamo o hinihinging aksyon sa form	Ipaliwanag kung ano ang kailangang isulat	Wala bayad	5 minuto	Information and Communication Desk (ICDU) Personnel
		Tawagin ang Division Head o ang kanyang representative upang ibigay ang complaint form	Wala bayad	5 minuto	Information and Communication Desk (ICDU) Personnel
3	Maayos at mahinahong makipagpanayam para sa	Talakayin ang reklamo kasama ang kliyente maayos na pagresolba ng hinaing	Wala bayad	5 minuto	Information and Communication Desk (ICDU) Personnel
4	Makakuha ng naaayong sagot o resolusyon ukol sa reklamo	Ifile o itabi ang kopya ng complaint form na may kasamang aksyon o resolusyong ginawa	Wala bayad	5 minuto	Information and Communication Desk (ICDU) Personnel
TOTAL				25 minuto	

LIST OF OFFICES

OFFICES	LOCAL	ROOM NO.
OPERATOR/ PAGING/ INFORMATION (MS. ELEA PARAYNO)	0	-
ACCOUNTING DEPT. (MS. CAROLYN ERESE) 7710128	140	
ADMITTING (MS. ELEA PARAYNO)	109	GR.FLR
ANCILLARY (DR. JIMMY EVANGELISTA/ MS. MENCHU DE JESUS)	116	111
BILLING (MS. ROGELIO NAVARRO)	102	104
BIOMED (MR. RUSSEL DELA CRUZ)	105	107
CANTEEN (MS. CLARITA INES)	130	
CASHIER (MR.PHIL CHRISTIAN SANTOS)	107	
CHIEF NURSE OFFICE (MS. ESTHER ROMANO/MS. LOREAN AQUINO)	410	424
CLINICAL SERVICE OFFICE (DR. DIOMAMPO/MS. ANGEL SUAREZ)	111	116
CREDIT AND COLLETION (MS. VANESSA BOMBASE)	104	103
CENTRAL SUPPLY ROOM (MS. MARITES AQUINO)	134	102
DIALYSIS (RN. SHARINA MAE AMA)	207	
DIRECTORS OFFICE (DR. DIMATATAC/ MS. NOEMI JOCSON)	114	115
EINC (RN. MARICRIS DENILA)	206	
EMERGENCY ROOM MAIN (RN. ANGELLUS SACRAMENTO) 7710129	319	
EMERGENCY ROOM EXTENSION (RN. ANGELLUS SACRAMENTO) 7710129	416	
ENGINEERING (MR. RUSSEL DELA CRUZ)	120	
FEMALE SURGICAL WARD (RN. JOAN ZAMUCO)	204	204
GLOBE STATION 2 & 3	306	
GLOBE STATION 5 & 8	404	
GLOBE/ SMART STATION 1 & 4	305	
GUARD-ER (MR. RONALD POPERA)	223	
GUARD-LOBBY (MR. RONALD POPERA)	210	LOBBY AREA
HEART STATION (MS. GELYN ORTIZ)	122	
HMO/ LOA (MS. ALMA RAYMUNDO)	129	OPD TENT
HUMAN RESOURCE DEPARTMENT (DR. ALFREDO DE OCAMPO)	113	
HOUSEKEEPING (MS. RESTITUTA MATIENZO)	401	
INDUSTRIAL (MS. DOLORES ALMA RAYMUNDO)	129	OPD TENT
INFECTION CONTROL COMMITTEE (MS. MAY CHOZAS)	217	
INTENSIVE CARE UNIT (RN. ANGELYNE DE PAZ) 7710466	208	
INTERNAL MEDICINE OFFICE	-	117
IT (JOHN PAUL REMOTO)	105	105
LABOR ROOM (RN. MARICRIS DENILA)	229	
LABOR ROOM (RN. MARICRIS DENILA)	230	
LABORATORY OFFICE (MS. CLAIRE BERSAMINA) OFFICE	135	121
LABORATORY(MS. CLAIRE BERSAMINA) RECEPTION	137	122
LABORATORY OFFICE (MS. CLAIRE BERSAMINA) HISTOPATH	218	123
LABORATORY(MS. CLAIRE BERSAMINA) CHEMISTRY/ HEMATOLOGY	219	124
LABORATORY OFFICE (MS. CLAIRE BERSAMINA) BLOODBANK	220	125
LABORATORY(MS. CLAIRE BERSAMINA) BACTERIOLOGY	221	125
LINEN (MS.MARLYN FORTIN)	417	4TH FLOOR
MALE SURGERY WARD (RN. JOAN ZAMUCO)	204	202
MAINTENANCE (MR. RUSSEL DELA CRUZ)	105	105

OFFICES	LOCAL	ROOM NO.
MEDICAL RECORD (MS. SIERRA SEDEÑO)	125	OPD TENT
MEDICINE CALL ROOM (IM RESIDENTS)	412	412
MOLECULAR BIO (FRANCES GENEVIEVE RAMOS)	225/226	
MRI (MR. ROWWIE MENDOZA)	224	
NICU OR (MS. JAMAYCA BATION)	203	206
NICU PEDIA (RN. NESCELYN SORIANO)	212	
NURSING SUPERVISOR (MS. ESTHER ROMANO)	411	424
OB-GYNE OFFICE (DR. RAMON EMILIO DANIEL ROCES)	227	
OPD REGISTRATION (MS. RAYMUNDO ALMA)	129	
OPERATING ROOM/RECOVERY ROOM (RN. JANNA ARCEO)	202/215	8 7710465
OPERATING ROOM (RN. JANNA ARCEO) SMART 7710465	230	
OUTPATIENT DEPT. (MS. MYLA ROSAS)	211	OPD TENT
ORDERLY (ALLEN GOMEZ)	415	
OSH (MR. PHILIP VILLANUEVA)	117	QMS OFFICE
PEDIA WARD (RN. NESCELYN SORIANO)	201	
PEDIA INTENSIVE CARE UNIT (RN. NESCELYN SORIANO)	213	204
PEDIATRIC OFFICE (DR. ANALIZA TATAD)	228	
PHARMACY (MARIA MELODY CARITOS)	121	
PHILHEALTH (MS. JEANWIN LANDICHO)	106	
PROPERTY MANAGEMENT OFFICE (MR.ULYSSES NAVARRO)	402	
PULMONARY DEPT (MS. JUVELL PASILIAO)	124	
PURCHASING (MS. ETHEL ARIAS)	108	
QUALITY MANAGEMENT OFFICE (JAMIE GALIZ)	117	
REHAB (MR. MODESTO FAJANILAG JR.)	103	108
RADIOLOGY (MR. ROWWIE MENDOZA)	320	
SENTRONG ARUGA (DR. ELSIE DANCEL)	308	OPD TENT
SMART STATION 6 & 7	403	
SOCIAL SERVICE DEPT. (ADMITTING AREA)	131	
SOCIAL SERVICE OFFICE (MS. MARIE EUGENIE ARCILLA)	136	RM 101
STATION 1 (RN. ROBERT SISON, JR.)	301	RM 301-315
STATION 2 (RN. ROBERT SISON, JR.)	302	RM 316-326
STATION 3 (MS. LEOF ROSAS)	303	RM 327-335
STATION 4(MS. LEOF ROSAS)	304	RM 337-346
STATION 5 (RN. JERICO GUTIERREZ)	405	RM 427-435
STATION 6 (RN. JERICO GUTIERREZ)	419	RM 437-446
STATION 7 (RN. CATHELYN SANTOS)	407	RM 401-415
STATION 8 (RN. CATHELYN SANTOS)	408	RM 416-426
SURGERY CALL ROOM (SURGERY RESIDENTS)	413	
SURGICAL WARD (RN. JOAN ZAMUCO)	204	
TB DOTS (RN. KYOMI ALON/ MAY ANN CHOZAS)	126	
TRAINING & HEALTH OFFICE (DR. DE OCAMPO/MS. LOURDES PINEDA)	113	HRD OFFICE
ULTRASOUND EXTENSION (OPD)	309	
ULTRASOUND (MR. ROWWIE MENDOZA)	128	
WOMEN CHILD PROTECTION UNIT (DR. FRANCES ANNE TUANQUI)	209	SAGIP AREA



PAMANTASAN NG LUNGSOD NG MUNTINLUPA

CITIZEN'S CHARTER 2024 (1st Edition)



PAMANTASAN NG LUNGSOD NG MUNTINLUPA

CITIZEN'S CHARTER 2024 (1st Edition)

I. Mandate

The primary purpose of the Pamantasan shall be to help promote the interest and welfare of the people of Muntinlupa by providing them with meaningful opportunities, geared towards the demand of an emerging industrial society at a minimal cost.

The Pamantasan ng Lungsod ng Muntinlupa shall provide higher vocational, technical and provisional instruction and training in the liberal and technical arts and sciences. It shall also promote applied research, advance studies and progressive leadership.

II. Vision

A dynamic and highly competitive Higher Education Institution committed to people empowerment towards building a humane society.

III. Mission

To provide quality, affordable and relevant education responsive to the changing needs of the local and global communities through effective and efficient integration of instruction, research and extension; to develop productive and God-loving individuals in society.

IV. Service Pledge

We, at the Pamantasan ng Lungsod ng Muntinlupa, commit to meet and even exceed our clients' need and expectations, by adhering to good governance, productivity and continually improving the effectiveness of the quality management system in compliance to ethical standards and applicable statutory and regulatory requirements.

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OFFICE OF THE UNIVERSITY PRESIDENT
Internal Services

VI. Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from Internal and External Offices/Agencies

The Office of the University President is the nerve center of the institution, orchestrating various functions essential for its smooth operation. Communication with stakeholders—faculty, staff, students, alumni, and the wider community—is constant, ensuring transparency and collaboration. In terms of receiving correspondences on a day-to-day basis, the Office of the University President typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the University Vice President.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	Sittie Johaira Alawi OUP Staff
	Identify document whether for signature of the University President or for other admin actions	n/a	2 minutes	Sittie Johaira Alawi OUP Staff
	Forward communications or documents to the desk of the University President.	n/a	1 minute	Sittie Johaira Alawi OUP Staff
		Total	0 days 0 hours 5 minutes	

2. Requesting Signature of the University President

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the University President			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the VP for Admin the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	Sittie Johaira Alawi OUP Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	Sittie Johaira Alawi OUP Staff
	Forward the document/s to the desk of the VP for Admin. .	n/a	2 minutes	Sittie Johaira Alawi OUP Staff
	After final review, the VP for Admin affix his/her signature.	n/a	2 minutes	Dr. Raymundo P. Arcega, C.E.S.E. University President
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	Sittie Johaira Alawi OUP Staff
		Total	0 day 0 hour 10 minutes	

OFFICE OF THE EXECUTIVE VICE PRESIDENT
Internal Services

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Executive Vice President provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office of the Executive Vice President typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the Executive Vice President			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Executive Vice President	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OEVP Staff
	Identify document whether for signature of the VP for Admin or for other admin actions	n/a	2 minutes	OEVP Staff
	Forward communications or documents to the desk of the VP Admin for proper action.	n/a	1 minute	OEVP Staff
		Total	0 days 0 hours 5 minutes	

2. Issuing Memoranda and Office Orders

The Office of the Executive Vice President can effectively issue Memoranda or Office Orders on behalf of the university president, ensuring clear communication and implementation of directives across the university.

Office/Division:	Office of the Executive Vice President			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Direction or instruction (written or verbal) 		<ul style="list-style-type: none"> University President 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The University President orders a Memorandum or Office Order to be issued.	Receive the instruction to issue a Memorandum or Office Order.	n/a	1 minute	VP for Administration
	Draft a Memorandum or Office Order based on the instruction of the University President.	n/a	15 minutes	VP for Administration
	Obtain the President's approval by affixing his signature.	n/a	15 minutes	VP for Administration
	Distribute copies of the memorandum or Office Order to concerned offices, officials, and employees.	n/a	20 minutes	Staff of VP for Admin
	Retain a copy of the document for records keeping purposes to ensure proper documentation.	n/a	2 minutes	Staff of VP for Admin
		Total	0 day 0 hour 53 minutes	

3. Requesting Signature of the Executive Vice President

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Executive Vice President for			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the EVP the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	Edgie A. Sayosa OEVF Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	Edgie A. Sayosa OEVF Staff
	Forward the document/s to the desk of the VP for Admin. .	n/a	2 minutes	Edgie A. Sayosa OEVF Staff
	After final review, the VP for Admin affix his/her signature.	n/a	2 minutes	VP for Administration
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	Edgie A. Sayosa OEVF Staff
		Total	0 day 0 hour 10 minutes	

**OFFICE OF THE ASSISTANT VICE PRESIDENT
FOR TECHNOLOGY INTEGRATION**
Internal Services

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Internal and External Offices/Agencies

The Office of the Asst. Vice President for Technology Integration typically provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office of the AVP for Technology Integration typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the Asst. Vice President for Technology Integration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Asst. Vice President for Technology Integration	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	AVPTI Staff
	Identify document whether for signature of the VP for TI or for other admin actions	n/a	2 minutes	AVPTI Staff
	Forward communications or documents to the desk of the AVPTI for proper action.	n/a	1 minute	AVPTI Staff
		Total	0 days 0 hours 5 minutes	

2. Requesting Signature of the AVP for Technology Integration

The process of requesting the Asst. Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the AVP for Technology Integration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the AVP for Technology Integration documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	AVPTI Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	AVPTI Staff
	Forward the document/s to the desk of the VPTI.	n/a	2 minutes	AVPTI Staff
	After final review, the VPTI affix his/her signature.	n/a	2 minutes	AVPTI Staff
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	AVPTI Staff
		Total	1 day 0 hour 10 minutes	

**INFORMATION & COMMUNICATION
TECHNOLOGY OFFICE (ICTO)**
External Services

Service Specifications

1. Billing/Charging of UniFAST Beneficiaries Fees to the Commission on Higher Education (CHED)

As recipient of the Free Higher Tertiary Education Program through the Unified Financial Assistance System for Tertiary Education (UniFAST), PLMun students enjoy the free tuition fee and other miscellaneous fees. Instead of students paying their tuition fees and other miscellaneous fees, CHED pays in behalf of them. The Institution sends CHED the Billing Report for their payment.

Office/Division:	Information & Communication Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	All students enrolling or are continuing their undergraduate course in PLMun.			
Checklist of Requirements		Where to Secure		
• Billing Reports		• MIS Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Generate Billing Report after the closing of enrollment.	n/a	7 days	IT Officer
	Submit Billing Report to CHED for charging.	n/a	1 day	IT Officer
	Pick-up and claim the check from CHED Office.	n/a	2 hours	IT Officer
		Total	8 days, 2 hours 0 minutes	

**INFORMATION & COMMUNICATION
TECHNOLOGY OFFICE (ICTO)**
Internal Services

Service Specifications

1. Issuance of Student Identification Card (ID)

The student identification card verifies the student's status in the Pamantasan ng Lungsod ng Muntinlupa and therefore, they are required to wear at all times inside the campus. The MIS Office is responsible for the printing and issuance of the students' ID.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students enrolling or are continuing their undergraduate course in PLMun.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Certificate of Matriculation (COM) 		<ul style="list-style-type: none"> Office of the University Registrar 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the ICT Office to secure an ID.	Verify student by asking proof of his enrollment in the current semester.	n/a	3 minutes	IT Support Staff
Fill-out form for the necessary information.	Encode the written information into the database.	n/a	3 minutes	IT Support Staff
Affix signature in a signature capture device	Import the digital image of signature into the card template.	n/a	5 seconds	IT Support Staff
Pose for a picture	Upload photo to the card template	n/a	3 minutes	IT Support Staff
	Process the student's ID card	n/a	4 hours	IT Support Staff
Return to ICT to claim ID card	Release ID card to student	n/a	3 minutes	IT Support Staff
		Total	21 minutes	

2. Creating Accounts and Assigning of Privileges

It is the process of setting-up user accounts within a system or application and granting specific permissions or access rights to those accounts. Effective management of accounts and privileges is crucial for ensuring security, data integrity, and regulatory compliance within an organization's ICT infrastructure. It helps control access to sensitive information and prevent unauthorized actions or data breaches.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Any PLMun student or employee.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> IT Service Request Form 		<ul style="list-style-type: none"> Front Desk at ICT Office (for Onsite) Student / Employee Portal (for Online) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get an IT Service Request Form or Download the Form on the Students / Employees' Portal.	Give the IT Service Request Form or the link to download the form to the client	n/a	3 minutes	Eileen Vargas IT Support Section Staff
Give the filled-out form to the IT Support Section Staff. For online, email it to ictoffice@plmun.edu.ph	Get the IT Service Request Form from the client or download from the email	None.	3 minutes	Eileen Vargas IT Support Section Staff
Wait for the IT Support Section Staff to perform the request	Create the account and/or assign the necessary privileges. The client will be notified when the task is finished	None.	5 minutes	Eileen Vargas IT Support Section Staff
		Total	0 day 0 hour 21 minutes	

3. Providing Google Workspace for Education Account Assistance

The ICT Office provides students and faculty the use of Google Workspace (formerly known as G Suite for Education). It aims to support effectively leveraging Google Workspace tools and services to enhance teaching, learning, and administrative processes while ensuring security, privacy, and compliance.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All PLMun students or employees.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> IT Service Request Form 		<ul style="list-style-type: none"> Front Desk at ICT Office (for Onsite) Student / Employee Portal (for Online) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get an IT Service Request Form or Download the Form on the Students / Employees' Portal and fill it out properly	Give the IT Service Request Form or the link to download the form to the client	n/a	3 minutes	Eileen Vargas IT Support Section Staff ICT Office
Give the filled-out form to the IT Support Section Staff or email it to ictoffice@plmun.edu.ph	The Google Workspace for Education Account Assistance concern will be processed by the IT Support Section Staff	n/a	5 minutes	Eileen Vargas IT Support Section Staff ICT Office
Wait for the IT Support Section Staff to perform the request	Provide the credentials/ solution to the user. If the request is done online, the credentials will be given via email.	n/a	3 minutes	Eileen Vargas IT Support Section Staff ICT Office
		Total	0 day 0 hour 11 minutes	

4. Blocking and Unblocking of RFID Cards

The service provided by the Office refers to the capability to remotely deactivate or reactivate RFID (Radio-Frequency Identification) cards used for various purposes within the University. It helps in mitigating security risks associated with lost or stolen cards and enables efficient management of access control systems.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students and employees who are RFID card holders in PLMun.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> IT Service Request Form 		<ul style="list-style-type: none"> Front Desk at ICT Office (for Onsite) Student / Employee Portal (for Online) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request an IT Service Request Form.	Give the IT Service Request Form to the client.	n/a	3 minutes	Eileen Vargas IT Support Section Staff ICT Office
Fill-out the form and submit to the IT Support Section Staff.	Accept the filled-out form from the client	n/a	3 minutes	Eileen Vargas IT Support Section Staff ICT Office
Wait for the IT Support Section Staff to block or unblock the RFID.	Notify the client if RFID has been blocked or unblocked	n/a	10 minutes	Eileen Vargas IT Support Section Staff ICT Office
		Total	0 day 0 hour 16 minutes	

5. Creating and/or Updating PLMun Website/Webpage

The ICT department plays a crucial role in creating, updating, and maintaining the university website, ensuring that it serves as an effective communication and information dissemination platform for the university community and external stakeholders.

Office/Division:	Information and Communications Technology (ICT) Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who May Avail:	Authorized PLMun personnel who shall post content to the webpage and website of the University.			
Software Development Section Request Form	Front Desk at ICT Office Online thru PLMun institutional email			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for an IT Service Request Form from the Front Desk of ICT Office or download the Form on the Employees' Portal.	Give the form or the link to be downloaded to the client.	n/a	3 minutes	Eileen Vargas IT Support Section Staff ICT Office
Fill-out the form and submit to the IT Support Section Staff or email it to ictoffice@plmun.edu.ph	Accept the client's completed form and give it to the web developer.	n/a	3 minutes	Eileen Vargas IT Support Section Staff ICT Office
Wait for the request to be implemented on the website or webpage	Notify the client if website/webpage has been updated/created.	n/a	5 days	Eileen Vargas IT Support Section Staff ICT Office
		Total	5 days 0 hour 6 minutes	

6. Developing / Enhancing System Module

Developing or enhancing module systems is a core service provided by the ICT office to improve the functionality, flexibility, and performance of software systems used within an organization. The service allows clients to request a new/enhanced Information System/Module to aid in the ease of doing business, to be developed in-house by the Software Development Section.

Office/Division:	Information and Communications Technology (ICT) Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Authorized personnel in the Center for
Checklist of Requirements	Where to Secure
Software Development Section Request Form	Front Desk at ICT Office Online thru PLMun institutional email

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for the System/Program Maintenance and Development Form.	Receive the Client's request for the development or enhancement of a system.	n/a	3 minutes	Manolo A. Bilog Systems Programmer ICT Office
Provide additional clarifications or answer questions from the ICT team regarding the request.	Assess the feasibility of the requested development or enhancement of a system.	n/a	3 minutes	Manolo A. Bilog Systems Programmer ICT Office
	Develop a proposal outlining the recommended approach, timeline, costs, and potential risks associated with the development or enhancement of system/project.	n/a	5 days	Manolo A. Bilog Systems Programmer ICT Office
	Present proposal to client.	n/a	2 hours	Manolo A. Bilog Systems Programmer ICT Office
Review the proposal presented by the Developer.	Once proposal is approved by the Client, proceed to the development or enhancement thru iterative process.	n/a		Manolo A. Bilog Systems Programmer ICT Office
	Collaborate with the Client to gather feedback, address concerns, and ensure that the proposal meets the expectation of the Client.	n/a		Manolo A. Bilog Systems Programmer ICT Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Upon completion, deploy the solution to production and provide support, maintenance and monitoring.			
	Offer training and documentation to help users/clients to utilize the new or improved system.			
		Total	0 days 0 hour 0 minutes	

7. Repairing ICT Equipment

This process of identifying and fixing issues with information and communication technology (ICT) devices and systems allows the ICT Office to involves diagnosing problems, conducting necessary repairs, and implementing solutions to ensure that ICT equipment functions properly.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees who are issued computer units, printers, and the like.			
Checklist of Requirements		Where to Secure		
IT Service Request Form Client Satisfaction Monitoring Form		Front Desk at ICT Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a service request to the ICT office, typically through a designated helpdesk system, online portal, email, or phone call.	Receive the client's service request for repairing or troubleshooting ICT equipment. Log the request in their helpdesk or ticketing system and assign it to an appropriate technician or support staff member for further action.	n/a	10 minutes	ICT Hardware Technician ICT Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Diagnose the reported issue by analyzing the symptoms, conducting tests, and examining the affected equipment.	n/a	20 minutes	ICT Hardware Technician ICT Office
	Proceed with repairing or troubleshooting the ICT equipment.	n/a	10 working hours *time may vary depending on the assessment of the technician	ICT Hardware Technician ICT Office
	Communicate the progress of the repair or troubleshooting efforts.	n/a	20 minutes	ICT Hardware Technician ICT Office
	Once the issue has been addressed, verify that the problem has been resolved to the client's satisfaction.	n/a	5 minutes	ICT Hardware Technician ICT Office
	Document the resolution of the service request by updating with details of the actions taken and solutions implemented for future reference.	n/a	15 minutes	ICT Hardware Technician ICT Office
	Follow up with the client to ensure that the equipment continues to function properly.	n/a	10 minutes	ICT Hardware Technician ICT Office
		TOTAL	0 days 11 hours 20 minutes	

8. Installing Software Applications

The ICT Office conducts professional installations and delivers a reliable and tailored software installation enhancing organizational capabilities and productivity.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees who are issued computer units, printers, and the like.			
Checklist of Requirements		Where to Secure		
IT Service Request Form Client Satisfaction Monitoring Form		Front Desk at ICT Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit an IT Service Request Form detailing the need for installing the software system.	Acknowledge receipt of the client's request and assign it a unique identifier for tracking purposes.	n/a	3 minutes	IT Support Staff
Await review and approval of the request by the ICT office.	Evaluate the client's request to determine feasibility and potential impacts on existing systems or operations.	n/a	3 minutes	ICT Hardware Technician ICT Office
	Perform the installation of the software system adhering to best practices and security protocols.	n/a	30 minutes	ICT Hardware Technician ICT Office
	Provide feedback survey to know the quality of service provided.	n/a	3 minutes	IT Support Staff
Fill-out CSM and submit to the frontline personnel.	Collect filled out CSM form.	n/a	3 minutes	IT Support Staff
		Total	0 days 0 hours 42 minutes	

9. Inspecting ICT Equipment/Device for Disposal

The ICT Office conducts professional installations and delivers a reliable and tailored software installation enhancing organizational capabilities and productivity.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees who are issued computer units, printers, and the like.			
Checklist of Requirements		Where to Secure		
Pre-Repair / Inspection Form		Front Desk at ICT Office		
Property Acknowledgement Receipt		Front Desk at Supply and Property Management Office		
Inventory and Inspection Report of Unserviceable Property Form		Front Desk at Supply and Property Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Call ICT Office to request for an inspection of the ICT device or equipment for condemn or disposal.	Coordinate with the client to schedule an inspection of the equipment. Assign qualified personnel to conduct the inspection in accordance with established protocols.	n/a	15 minutes	Clerk Inspection Officer ICT Office
Sign the following: Request for Pre-Repair / Pre-inspection Form	Present the Pre-inspection Form to the client to be signed by the accountable personnel.	n/a	5 minutes	Inspection Officer ICT Office
Present the Pre-Repair/ Inspection form to the Supply & Property Management Unit (SPMO) to prepare the Inventory and Inspection Report	Prepare the Inventory and Inspection Report of Unserviceable Property.	n/a	5 minutes	SPMO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Give the inventory and Inspection Form to the inspection officer in charge.	n/a	5 minutes	SPMO Staff
	Conduct a thorough physical inspection of the ICT equipment in the presence of the client or their designated representative.	n/a	15 minutes	SPMO Staff
	Recommend regarding the most appropriate course of action for disposal or condemnation of the equipment.	n/a	3 minutes	ICT Hardware Technician ICT Office
	Provide feedback survey to know the quality of service provided.	n/a	3 minutes	IT Support Staff
Fill up the CSM and submit to the frontline personnel.	Collect filled out CSM form.	n/a	3 minutes	IT Support Staff
		Total	0 days 0 hours 54 minutes	

**PLANNING AND DEVELOPMENT SERVICES
OFFICE**
Internal Services

Service Specifications

1. Processing for the Approval of the Annual Investment Program (AIP)

The AIP is the work and financial plan of the University for the period of one year. It is significant to prepare and have it approved by the Sangguniang Panlungsod because this will guide the institution on how to achieve goals and targets through its programs, projects and activities.

Office/Division:	Planning, Quality Assurance, & Communications Office/Planning Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Qualified foreign students.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Accomplishment Reports Annual Budget 		<ul style="list-style-type: none"> PQACO Finance Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare and Submit Annual plans and programs aligned to PLMun's vision, mission, goals and thrusts.	Receive submitted AIP and check for correctness.	n/a	5 minutes	Planning Staff
	Review submitted AIPs of colleges and departments	n/a	2 days	Planning Officer
	Coordinate with the Budget Officer for the allocation of resources	n/a	1 day	Planning Officer
	Allocate budget for the prioritized programs	n/a	2 days	Budget Officer
	Consolidate programs with allocated budget for the approval of the University President.	n/a	2 days	Budget Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit PLMun AIP to City Government for internal budget hearing	n/a	30 minutes	Liaison Personnel
	Wait for the approval of the City Council	n/a	5 days	Budget Officer
	Receive signed and approved AIP by the City Mayor and Sangguniang Panlungsod (SP)	n/a	30 minutes	Budget Officer
		Total	12 days, 1 hour, 5 minutes	

**OFFICE OF THE VICE PRESIDENT FOR
ACADEMIC AFFAIRS
Internal Services**

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Vice President provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Executive Vice President	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPAAs Staff
	Identify document whether for signature of the VP for Admin or for other admin actions	n/a	2 minutes	OVPAAs Staff
	Forward communications or documents to the desk of the VP Admin for proper action.	n/a	1 minute	OVPAAs Staff
		Total	0 days 0 hours 5 minutes	

2. Issuing Memoranda

The Office of the Vice President for Academic Affairs can effectively issue Memoranda on behalf of the university president, ensuring clear communication and implementation of directives across the university.

Office/Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Direction or instruction (written or verbal) 		<ul style="list-style-type: none"> University President 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The VPAA orders a Memorandum or Office Order to be issued.	Receive the instruction to issue a Memorandum or Office Order.	n/a	1 minute	VP for Academic Affairs
	Draft a Memorandum or Office Order based on the instruction of the University President.	n/a	15 minutes	VP for Academic Affairs
	Obtain the President's approval by affixing his signature.	n/a	15 minutes	VP for Academic Affairs
	Distribute copies of the memorandum or Office Order to concerned offices, officials, and employees.	n/a	20 minutes	Staff of VP for Academic Affairs
	Retain a copy of the document for records keeping purposes to ensure proper documentation.	n/a	2 minutes	Staff of VP for Academic Affairs
		Total	1 day 0 hour 53 minutes	

3. Requesting Signature of the Vice President for Academic Affairs

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the VPAA the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPAA Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	OVPAA Staff
	Forward the document/s to the desk of the VP for Admin. .	n/a	2 minutes	OVPAA Staff
	After final review, the VP for Admin affix his/her signature.	n/a	2 minutes	VP for Administration
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	OVPAA Staff
		Total	2 day 0 hour 10 minutes	

4. Designing and Developing New Course/Program

The designing and developing of new course requires considered design and collaboration of academic departments and core services. This service highlights the key stages in the developing of relevant courses as demanded by industries.

Office/Division:	Office of the Vice President for Academic Affairs			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Deans of Colleges			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • CHED Memo • Industry Survey • Approved Feasibility Study • Executive Summary of FS 		<ul style="list-style-type: none"> • CHED website (downloadable) • OVPAA • OVPAA • OVPAA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare Feasibility Study for the new programs to be offered	n/a	44 days	Research and Development Team
	Present the Feasibility Study to the President (University Council)	n/a	30 minutes	VP for Academic Affairs
	Present the Feasibility Study and consolidated documents for approval by the Board of Regents (BOR)	n/a	30 minutes	VP for Academic Affairs

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit the approved Feasibility Study to CHED for approval.	n/a	1 day	Office of the Vice President for Academic Affairs
	Obtain CMO granted by CHED to offer new programs	n/a	22 days	Registrar/Vice President for Academic Affairs
		Total	72 days, 1 hour	

**OFFICE OF THE VICE PRESIDENT FOR
ADMINISTRATION
Internal Services**

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Vice President for Administration typically provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office of the Vice President for Administration typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Vice President for Administration	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPA Staff
	Identify document whether for signature of the VP for Admin or for other admin actions	n/a	2 minutes	OVPA Staff
	Forward communications or documents to the desk of the VP Admin for proper action.	n/a	1 minute	OVPA Staff
		Total	0 days 0 hours 5 minutes	

2. Issuing Memoranda and Office Orders

The Office of the Vice President can effectively issue Memoranda or Office Orders on behalf of the university president, ensuring clear communication and implementation of directives across the university.

Office/Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Direction or instruction (written or verbal) 		<ul style="list-style-type: none"> University President 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The University President orders a Memorandum or Office Order to be issued.	Receive the instruction to issue a Memorandum or Office Order.	n/a	1 minute	VP for Administration
	Draft a Memorandum or Office Order based on the instruction of the University President.	n/a	15 minutes	VP for Administration
	Obtain the President's approval by affixing his signature.	n/a	15 minutes	VP for Administration
	Distribute copies of the memorandum or Office Order to concerned offices, officials, and employees.	n/a	20 minutes	Staff of VP for Admin
	Retain a copy of the document for records keeping purposes to ensure proper documentation.	n/a	2 minutes	Staff of VP for Admin
		Total	2 day 0 hour 53 minutes	

3. Requesting Signature of the Vice President for Administration

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the VPAA the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPA Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	OVPA Staff
	Forward the document/s to the desk of the Vice President.	n/a	2 minutes	OVPA Staff
	After final review, the VP for Admin affix his/her signature.	n/a	2 minutes	VP for Administration
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	OVPA Staff
		Total	1 day 0 hour 10 minutes	

**OFFICE OF THE ASSISTANT VICE PRESIDENT
FOR ADMINISTRATION
Internal Services**

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Asst. Vice President for Administration typically provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office of the Asst. Vice President for Administration typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the Asst. Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Vice President for Administration	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OAVPA Staff
	Identify document whether for signature of the VP for Admin or for other admin actions	n/a	2 minutes	OAVPA Staff
	Forward communications or documents to the desk of the Asst. Vice President for proper action.	n/a	1 minute	OAVPA Staff
		Total	0 days 0 hours 5 minutes	

2. Requesting Signature of the Asst. Vice President for Administration

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Asst. Vice President for Administration			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the VPAA the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OAVPA Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	OAVPA Staff
	Forward the document/s to the desk of the Vice President.	n/a	2 minutes	OAVPA Staff
	After final review, the Asst. VP for Admin affix his/her signature.	n/a	2 minutes	AVP for Administration
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	OAVPA Staff
		Total	1 day 0 hour 10 minutes	

**HUMAN RESOURCE DEVELOPMENT AND
MANAGEMENT OFFICE**
External Services

Service Specifications

1. Conducting Recruitment and Selection Process

The HRDMO is responsible for the recruitment and selection process based on the needs requirement for faculty or teaching personnel.

Office/Division:	Human Resource Development and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Interested applicants for Higher Education Institution (HEI) teaching personnel.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Letter of Application • Curriculum Vitae/Resume • Academic Credentials • Voter's ID • Barangay Clearance (1 original copy) • Police/NBI Clearance (1 original copy) • Permit to Teach (1 original copy) • Teaching Contract • Onboarding Journal 		<ul style="list-style-type: none"> • Applicant • Applicant • Applicant • COMELEC • Barangay Hall • Local PNP/NBI • Applicant's affiliated Government Agency • HRDMO – Recruitment Section • HRDMO – Recruitment Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for faculty (from Colleges)	Accept request of required/lacking teaching personnel from College Deans.	n/a	1 minute	Recruitment and Selection Officer (HRDMO)
	Post faculty requirements to PLMun Website and official Facebook page.	n/a	7 days (validity of posting)	Recruitment and Selection Officer (HRDMO)
Interested applicant submit Curriculum Vitae or Resume	Perform preliminary review on the applicant's Resume/ Curriculum Vitae/ Personal Data Sheet.	n/a	30 minutes	Recruitment and Selection Officer
	Administer Psychological Tests.	n/a	4 hours	Psychometrician (In-House)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Executes initial interview with the applicant	n/a	30 minutes	HRDM Officer
Applicant attends scheduled teaching demonstration with HRDM Officer, Dean or Program Chair, and two (2) other Deans or Program Chairs from other Colleges.*	Facilitates teaching demonstration.	n/a	30 minutes	Recruitment and Selection Officer (HRDMO)
	Conducts background checking.	n/a	2 days	HRDM Officer
Applicant returns to HRDMO for final interview with the Personnel Selection Board (PSB).	Conducts final interview with the applicant.	n/a	30 minutes	HRDM Officer
	Endorses the applicant to the City Government for the Mayor's approval.	n/a	3 days	City HRDM Officer
	Process requirements for appointment papers.	n/a	5 days	City HRDM Officer
Newly-hired teaching personnel submits copies of Appointment Papers and requirements to HRDMO.	Present the Onboarding Journal to newly-hired teaching personnel along with the teaching contract.	n/a	30 minutes	Recruitment Officer (HRMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Newly-hired teaching personnel signs teaching contract and monitor onboarding journal.	Files submitted appointment papers and requirements to 201 File records.	n/a	10 minutes	Recruitment Officer (HRMO)
	Files teaching contract to 201 File record upon notarization	n/a	10 minutes	Recruitment Officer (HRMO)
		Total	17 days 6 hours 51 minutes	

*At least 3 evaluators must be present during the teaching demonstration.

2. Processing and Releasing of Certificate of Engagement (COE), Individual Performance Commitment & Review, and Organization Performance Commitment & Review Forms (IPCRC/OPCR) Summary for Inactive and Active Employees

The HRDMO is responsible to process and release document requests from inactive/active personnel for the purposes of promotion, separation and and other personal use.

Office/Division:	Human Resource Development and Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Active and inactive teaching and non-teaching employees.
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • QF/HR/024-2 Request Form • Employee Database • Email Request • Authorization Letter (if applicable) 1 original copy • 2 Valid IDs (1 – Requestor, 1 - Representative) 	<ul style="list-style-type: none"> • HRDMO – Front Desk • HRDMO • Employee/Requestor • Employee/Requestor • Requestor/Representative

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Onsite: Fill out and submit QF/HR/024-2 Request Form to HRDMO.	Receive filled-out QF/HR/024-2 Request Form and nature of the request. If COE, verify the start and end date of employment from the employee database. If IPCR/OPCR, check actual IPCR/OPCR records.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
For Offsite: Send an email to request for the needed document. hrdmo@plmun.edu.ph	Send a soft copy of the QF/HR/024-2 Request Form to the requestor.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
Send the filled-out soft copy of QF/HR/024-2 Request Form to HRDMO via email. hrdmo@plmun.edu.ph	Acknowledge email and verify QF/HR/024-2 Request Form and the nature of request.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
	Print the document requested.	n/a	15 minutes	Records and Documents Custodian (HRDMO)
	If a Certified True Copy of COE is requested, seal the printout document. If Certified IPCR/OPCR is requested, the actual documents are to be sealed, instead of the Summary.	n/a	30 minutes	Records and Documents Custodian (HRDMO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Notify the requestor if document is ready for release.	n/a	15 minutes	Records and Documents Custodian (HRDMO)
Pick-up requested documents and receive both Request Forms and HRDMO Receiving copy.	File to records the received Request Form and receiving copies of document requested. Release the requested document.	n/a	10 minutes	Records and Documents Custodian (HRDMO)
If through a representative, submit an Authorization Letter along with 1 valid ID from the requestor and 1 valid ID from the representative.	Verify representative "Authority to Pick Up" and release requested document.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
Book courier to pick up requested documents.	Verify courier information and release requested document.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
		TOTAL	0 day 1 hour 40 minutes	

**HUMAN RESOURCE DEVELOPMENT AND
MANAGEMENT OFFICE**
Internal Services

Service Specifications

1. Preparing DTRs of Regular and Casual Employees for Payroll

The HRDMO deals with the preparation of payroll for all Colleges and Offices and is responsible for the timely and accurate payment of all salaries and wages.

Office/Division:	Human Resource Development and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Regular and Casual employees (teaching and non-teaching personnel) of the Pamantasan ng Lungsod ng Muntinlupa.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • DTR • DTR Transmittal • Land Bank Payroll System & Excel Report • DTR and database • Microsoft Office and Excel Report 		<ul style="list-style-type: none"> • HRDMO • HRDMO • HRDMO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Verify DTR based on the filed leave and/or locator slips, if applicable.	Inquire from ICT if Biometric system is updated for DTR preparation of Regular and Casual employees.	n/a	2 minutes	Records and Documents Custodian
	Input DTR details (Time-In/Time-Out) in the Monitoring Folder Excel Report – Leave Tab of employee with leave, locator slip.	n/a	1 day	Records and Documents Custodian
Sign printed DTR in the HRDMO	Create the Summary of Attendance based on the signed DTRs of Regular and Casual employees.	n/a	3 hours	Records and Documents Custodian

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit the Summary of Attendance based on the signed DTR of Regular and Casual employees.	n/a	3 minutes	Records and Documents Custodian (HRDMO)
	Forward the Summary of Attendance to the Office of the University President for approval.	n/a	1 hour**	Records and Documents Custodian (HRDMO)
	Photocopy employee's DTR and Summary of Attendance for records purposes.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
	Forward the original and receiving copy of DTRs to the City HRMD.	n/a	1 hour	Records and Documents Custodian (HRDMO)
	File Summary of Attendance and receiving copy to record.	n/a	5 minutes	Records and Documents Custodian (HRDMO)
		Total	1 day 5 hours 15 minutes	

2. Applying for Leave of Absence

The HRDMO is in charge of administering application for leave of absence of employees. Leave benefits are granted to reward employees for continuous services rendered in government.

A Vacation Leave of absence is usually taken for personal reasons and granted depending on the contingency and needs of the service. VL must be filed 5 days prior to date of leave.

Sick Leave of absence is taken on account of the employee's personal sickness or illness, or that of any member of immediate family which prevents the employee from reporting to work. Application for sick leave in excess of 5 days is accompanied by a proper medical certificate.

Maternity Leave shall be extended to every female in the government service, regarded of civil status, employment status, length of service, and legitimacy of the child, in addition to her VL and SL credits.

Paternity Leave are granted to married male employees in the private and public sector. Married male employees can avail of this leave for the first four deliveries of his legitimate spouse.

Special Leave Privileges such as: funeral/mourning leave, graduation leave, enrollment, wedding/anniversary leave, government transaction leave, and/or calamity leave are provided to employees. These may be filed one week prior to its availment except on emergency cases.

Office/Division:	Human Resource Development and Management Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who May Avail:	All permanent, temporary and casual employees are entitled to vacation and sick leave with full pay. .	
Checklist of Requirements		Where to Secure
For Vacation Leave, Sick Leave, and Special Leave: <ul style="list-style-type: none">Accomplished Leave CSC Form 62 Original copies For Sick Leave filed in advance or exceeding 5 days: <ul style="list-style-type: none">Medical Certificate For Maternity Leave: <ul style="list-style-type: none">Proof of Pregnancy (e.g. Ultrasound, Doctor's Certificate)Accomplished Notice of Allocation of Maternity Leave Credits (CSC Form 6a, 3 Original copies)		<ul style="list-style-type: none">HRDMOAttending PhysicianAttending PhysicianHRDMO

Checklist of Requirements			Where to Secure	
For Paternity Leave: <ul style="list-style-type: none"> • Proof of Child's delivery (Birth Certificate, Medical Certificate, 1 original copy) For Solo Parent: <ul style="list-style-type: none"> • Updated Parent ID (photocopy) 			<ul style="list-style-type: none"> • Philippine Statistics Office, Attending Physician • Social Services Department 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure CS Form No. 6 Application for Leave Form, and fill out details.	Provide CS Form No. 6 Application for Leave.	n/a	2 minutes	Records & Document Custodian (HRDMO)
Return accomplished and signed Leave Form to the HRDMO in 2 copies.	Accept the fully accomplished Leave Form from the employee with the necessary attachments depending on the nature of Leave. Sign the receiving copy	n/a	3 minutes	Records & Document Custodian (HRDMO)
		Total	0 day 0 hour 5 minutes	

3. Providing Learning and Development Training

To sufficiently satisfy the workforce requirement of the Pamantasan ng Lungsod ng Muntinlupa, the HRDMO facilitates the development of capabilities of employees through the conduct of trainings to explore and maintain creative, competent and dynamic human resources.

Office/Division:	Human Resource Development and Management Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All bonafide employees (teaching and non-teaching personnel) of the Pamantasan ng Lungsod ng Muntinlupa.
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none">• Performance Evaluation Reports (IPCR/OPCR)• Training Needs Analysis• Workshop Evaluation	<ul style="list-style-type: none">• HRDMO files• Participants’ evaluation

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct the Employees Performance Evaluation	n/a	5 days	Performance Management Officer
	Review the Employees Performance through the Strategic Performance Management System – OPCR/IPCR	n/a	3 days	Concerned Department Heads/Deans Performance Management Officer
	Prepare the Annual Training Plan (with allocation of budget)	n/a	2 days	Head, HRDMO
	Implement the Training Plan	n/a	2 days	Performance Management Officer
		Total	12 days 0 hour 0 minutes	

RECORDS MANAGEMENT OFFICE
Internal Services

Service Specifications

1. Issuing Requested Documents

The Records Management Office plays a critical role in ensuring the efficient organization, maintenance, and accessibility of an organization's records. The office oversees the implementation of recordkeeping systems.

Office/Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees who may need to secure documents for reference.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Documents Request Form 		<ul style="list-style-type: none"> Records Management Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a formal request through a Document Request Form	Receive the request form and verify the client's identity and authorization (if required). Log the request into the records tracking system.	n/a	3 minutes	Records Custodian
Wait for confirmation of the request and the estimated timeline for record retrieval.	Initiate the process of retrieval and locate the requested document.	n/a	15 minutes	Records Custodian
	Provide the Client with the requested document.	n/a	3 minutes	Records Custodian
Review the requested document received.	Provide feedback survey for the quality of service provided.	n/a	3 minutes	Records Custodian
Respond and submit the feedback survey to the frontline employee	Receive Client's feedback survey.	n/a	3 minutes	Records Custodian
		TOTAL	0 days 0 hours 27 minutes	

ENGINEERING AND GENERAL SERVICES
Internal Services

1. Maintaining Operations of PLMun Facilities

The University purchase goods and services to support academic, research and other service programs. It is also to support activities such as operations and maintenance. Items purchased include scientific equipment, classroom and office supplies, IT equipment, building construction and repair, and other maintenance services.

Office/Division:	Office of the Building Administrator			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Deans of Colleges			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Request Form Inventory Records 		<ul style="list-style-type: none"> Supply and Procurement Division OVPA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for supply of materials and equipment	Receive request and check for the inventory records.	n/a	5 minutes	Supply and Purchasing Management Staff
	Purchase Materials	n/a	5 days	Supply and Purchasing Management Staff
	Install purchased materials and equipment for the operation of facilities	n/a	1 day	Building Maintenance Staff
	Develop Monitoring Tool for the monitoring and assessment of equipment and facilities	n/a	1 day	Building Maintenance Staff
		Total	7 days, 5 minutes	

**OFFICE OF THE VICE PRESIDENT FOR
FINANCE**
Internal Services

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Vice President provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office typically handles a variety of communications aimed at addressing financial matters and supporting the needs of the university community.

Office/Division:	Office of the Vice President for Finance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Vice President for Finance	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPF Staff
	Identify document whether for signature of the VP for Admin or for other admin actions	n/a	2 minutes	OVPF Staff
	Forward communications or documents to the desk of the VP Admin for proper action.	n/a	1 minute	OVPF Staff
		Total	0 days 0 hours 5 minutes	

2. Issuing Memoranda

The Office of the Vice President can effectively issue Memoranda on behalf of the University President, ensuring clear communication and implementation of directives across the university.

Office/Division:	Office of the Vice President for Finance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Direction or instruction (written or verbal) 		<ul style="list-style-type: none"> University President 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The University President orders a Memorandum or Office Order to be issued.	Receive the instruction to issue a Memorandum or Office Order.	n/a	1 minute	VP for Finance
	Draft a Memorandum or Office Order based on the instruction of the University President.	n/a	15 minutes	VP for Finance
	Obtain the President's approval by affixing his signature.	n/a	15 minutes	VP for Finance
	Distribute copies of the memorandum or Office Order to concerned offices, officials, and employees.	n/a	20 minutes	OVPF Staff
	Retain a copy of the document for records keeping purposes to ensure proper documentation.	n/a	2 minutes	OVPF Staff
		Total	0 days 0 hours 53 minutes	

3. Requesting Signature of the Vice President for Finance

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Vice President for Finance			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the Vice President the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPF Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	OVPF Staff
	Forward the document/s to the desk of the VP for Finance	n/a	2 minutes	OVPF Staff
	After final review, the VP affix his/her signature.	n/a	2 minutes	OVPF Staff
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	OVPF Staff
		Total	0 days 0 hours 10 minutes	

FINANCE OFFICE
Internal Services

Service Specifications

1. Processing of Petty Cash Fund

The purpose of processing a petty cash fund is to provide offices of PLMun with sufficient cash to cover minor expenditures. Petty Cash disbursing officer is responsible for safeguarding petty cash funds and maintaining receipts and detailed records to support all transactions. Request for Petty Cash Fund will be approved by the City Government of Muntinlupa.

Office/Division:	Finance Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Deans of Colleges and Heads of Offices			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Letter of Request • Official Receipt • Summary of Petty Cash Expense • Petty Cash Voucher • Obligation Request • Disbursement Voucher 		<ul style="list-style-type: none"> • Finance Officer • Source/s of Payments • Finance Staff • Finance Staff • Finance Staff • Finance Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare request for establishment of Petty Cash	n/a	30 minutes	Finance Officer
	Transmit and submit request for fund establishment to City Government.	n/a	30 minutes	Finance Officer Liaison Officer
	Wait for the approval of Fund Request and issuance of check from the City Government	n/a	1 to 2 days	Finance Officer
	Accept approved petty cash fund from the City Government.	n/a	30 minutes	Finance Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Pay expenses from approved Petty Cash Fund voucher and maintain receipts.	n/a	1 hour	Finance Officer
	Pre-audit the petty cash voucher (PCV) and the supporting documents for completeness.	n/a	30 minutes	Finance Officer
	Summarize all the PCVs to replenish the PCF upon reaching 25% of the fund.	n/a	1 hour	Finance Officer
		Total	2 days 4 hours 0 minutes	

2. Processing of Cash Advance Liquidation

The Finance Office shall take charge of the processing of cash advances expenditures incurred from programs, projects, activities implemented by the University.

Office/Division:	Finance Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Finance Officer or Disbursing Officer of PLMun
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Summary of Expenses • Official Receipts • Documents with photos of activities • Request Letter • Obligation Request • Disbursement Voucher • Purchase Request 	<ul style="list-style-type: none"> • Finance Officer • Source/s of Payments • Program/Project Implementer • Finance Staff • Finance Staff • Finance Staff • Finance Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Implementer submits documents based from the implemented program/Project/activity	Check the document/s for completeness. Receive when documents are complete, otherwise documents will not be accepted.	n/a	5 minutes	Finance Officer
	Perform final review of documents and sign the liquidation.	n/a	4 hours	Finance Officer
	Transmit documents to the City Procurement Office for inspection.	n/a	30 minutes	Finance Officer
		Total	0 days 4 hours 35 minutes	

3. Processing of Reimbursements

The University employees incur various types of expenses as they perform tasks and duties that support the programs, projects and activities of the institution and further its missions. Personnel who incur valid expenses are reimbursed, provided it shall not exceed the prescribed amount. .

Office/Division:	Finance Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who May Avail:	Finance Officer or Disbursing Officer of PLMun
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Letter of Request for Reimbursement • Official Receipts • Obligation Request • Disbursement Voucher • Purchase Request 	<ul style="list-style-type: none"> • Finance Officer • Source/s of Payments • Finance Staff • Finance Staff • Finance Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Program Implementer submits request for reimbursement	Check the document/s for completeness. Receive when documents are complete, otherwise documents will not be accepted.	n/a	3 minutes	Finance Staff
	Perform preliminary review of attached Official Receipts. Amount of expense must not exceed P50,000.	n/a	10 minutes	Finance Staff
	Endorse Request Letter to the University President	n/a	10 minutes	Administrative Officer
	Transmit Request Letter to the City Government	n/a	30 minutes	Liaison Personnel
		Total	0 days 0 hour 53 minutes	

4. Processing of Request for Procurement

The University has programs to be implemented which needs to be supported by allocation of budget. Accomplishing a Procurement Requisition Form (PRF) is a document requisite to process the procurement.

Office/Division:	Finance Office	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who May Avail:	Program implementer/s	
Checklist of Requirements		Where to Secure
<ul style="list-style-type: none"> Accomplished Procurement Requisition Form (PRF) Obligation Request (OBR) Purchase Request Disbursement Voucher 		<ul style="list-style-type: none"> Finance Officer Source/s of Payments Finance Staff Finance Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Program Implementer submits request for procurement.	Receive from requesting Office the accomplished PRF and check for completeness	n/a	15 minutes	Budget Staff
	Check specific approved budget and Annual Investment Program (AIP) Number for the request	n/a	15 minutes	Budget Staff
	Evaluate the PRF to ascertain the mode of payment and procurement, whether Cash Advance (CA) or Procurement Request (PR).	n/a	10 minutes	Budget Staff
	If CA, prepare Obligation Request (OBR) and assign an OBR No. for monitoring. If PR, prepare Procurement Request with canvass form.	n/a	10 minutes	Budget Officer Procurement Officer
	Forward Procurement Request to the City Government.	n/a	30 minutes	Liaison Personnel
	Wait for delivery.	n/a	10 days	
	Check delivery based on procurement requirement or specifications.	n/a	8 hours	Budget Officer
	Issue OBR based on delivered goods.	n/a	20 minutes	Budget Officer
		Total	10 days 1 hour 60 minutes	

BUDGET AND INTERNAL AUDIT OFFICE
Internal Services

Service Specifications

1. Conducting Internal Audit

The University has programs to be implemented which needs to be supported by allocation of budget. Accomplishing a Procurement Requisition Form (PRF) is a document requisite to process the procurement.

Office/Division:	Budget and Internal Audit Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who May Avail:	Program implementer/s			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Request for Audit 		<ul style="list-style-type: none"> Budget and Internal 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit formal request to conduct internal audit.	Acknowledge receipt of the client's audit request,	n/a	3 minutes	BIAO Staff
	Gather relevant data, documents, and information necessary for the audit process.	n/a	30 minutes	BIAO Staff
	Conduct the audit in accordance with the agreed-upon plan and methodologies.	n/a	1 day (time vary depending on the areas to be audited)	Internal Audit Officer
	Prepare audit findings and reports detailing observations and recommendations based on the audit findings	n/a	1 day	Internal Audit Officer
	Work with the client to develop action plans to address audit findings and recommendations.	n/a	1 hour	Internal Audit Officer
		TOTAL	2 days 1 hour 33 minutes	

**SUPPLY AND PROCUREMENT MANAGEMET
OFFICE
Internal Services**

Service Specifications

1. Conducting Inventory

The Supply and Procurement Management Office oversees the meticulous management of inventory processes within an organization. Tasked with maintaining accurate records of equipment, supplies, and materials, the office ensures optimal resource utilization and operational efficiency.

Office/Division:	Supply and Procurement Management Inventory			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who May Avail:	Program implementer/s			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Accomplished Procurement Requisition Form (PRF) Obligation Request (OBR) Purchase Request Disbursement Voucher 		<ul style="list-style-type: none"> Finance Officer Source/s of Payments Finance Staff Finance Staff 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct a thorough inventory of equipment, supplies, and other materials.	n/a	5 days	Supply Officer
	Document items accurately, noting quantities, conditions, and any relevant details.	n/a	1 day	Supply Officer
	Verify the accuracy of the inventory list and compile documentation, including lists, reports, and supporting information.	n/a	30 minutes	Supply Officer
	Generate report and submit to the management.	n/a	1 day4 hours	Supply Officer
	Work with the client to develop action plans to address audit findings and recommendations.	n/a	1 hour	Internal Audit Officer
		TOTAL	2 days 1 hour 33 minutes	

**OFFICE OF THE VICE PRESIDENT FOR
STUDENT LIFE AND DEVELOPMENT**
Internal Services

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Vice President provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office typically handles a variety of communications aimed at addressing financial matters and supporting the needs of the university community.

Office/Division:	Office of the Vice President for Student Life and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Vice President for SLD	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPSLD Staff
	Identify document whether for signature of the VP for SLD or for other admin actions	n/a	2 minutes	OVPSLD Staff
	Forward communications or documents to the desk of the VP for proper action.	n/a	1 minute	OVPSLD Staff
		Total	0 days 0 hours 5 minutes	

2. Issuing Memoranda

The Office of the Vice President can effectively issue Memoranda on behalf of the University President, ensuring clear communication and implementation of directives across the university.

Office/Division:	Office of the Vice President for Student Life and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Direction or instruction (written or verbal) 		<ul style="list-style-type: none"> University President 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The University President orders a Memorandum or Office Order to be issued.	Receive the instruction to issue a Memorandum or Office Order.	n/a	1 minute	VP for SLD
	Draft a Memorandum or Office Order based on the instruction of the University President.	n/a	15 minutes	VP for SLD
	Obtain the President's approval by affixing his signature.	n/a	15 minutes	VP for SLD
	Distribute copies of the memorandum or Office Order to concerned offices, officials, and employees.	n/a	20 minutes	OVPSLD Staff
	Retain a copy of the document for records keeping purposes to ensure proper documentation.	n/a	2 minutes	OVPSLD Staff
		Total	0 days 0 hours 53 minutes	

3. Requesting Signature of the Vice President for Student Life and Development

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Vice President for Student Life and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the Vice President the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPSLD Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	OVPSLD Staff
	Forward the document/s to the desk of the VP for SLD	n/a	2 minutes	OVPSLD Staff
	After final review, the VP affix his/her signature.	n/a	2 minutes	OVPSLD Staff
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	OVPSLD Staff
		Total	0 days 0 hours 10 minutes	

UNIVERSITY ADMISSION CENTER
External Services

Service Specifications

1. Administering Onsite College Admission Test

The PLMun College Admission Test (PCAT) is administered to all interested high school and K-12 graduates who wish to get qualified and be enrolled in this local institution. The Online Admission Test is conducted to conform to the safety protocols of social distancing due to the COVID-19 pandemic.

Office/Division:	Office of Student Affairs/Guidance and Counseling Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All incoming college applicants and K to 12 graduates; Muntinlupa residents and non-residents.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Scanned copy of 2x2 ID picture with white background Scanned copy of Form 138 of Grade 12 for Freshmen applicants or Transcript of Records (TOR) /Certificate of Grades (COG) for transferees Scanned valid ID PSA Birth Certificate Voter's ID (if Muntinlupa resident) 		<ul style="list-style-type: none"> Student applicant School graduated (for freshmen applicants) or Office of the University Registrar (for transferees) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log on to the PLMun	Show the Online Admission System portal.	n/a	3 minutes	Guidance Counselor / Psychometrician
2. Log-in to the Online Admission System.	Show the online form to be filled-out by the student-applicant.	n/a	5 minutes	Guidance Counselor/ Psychometrician
3. Provide the necessary information needed in the online admission form.	Require to submit scanned copies of documents needed. If student complied: provide specific time of taking the admission test.	n/a	5 minutes	Guidance Counselor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Validate submitted documents. Issue Test Permit.	n/a	7 working days	Guidance Officer
4. Take the PLMun College Admission Test (PCAT).	Administer the Test	n/a	1.5 hours	Test Proctor
5. Attend panel interview.	Interview students who took the PCAT.	n/a		VPAA Dean Program Chair
6. Wait for the result.	Release final list of successful applicants.	n/a		Admission Officer
7. Check Admission Portal for the final results.		n/a		
		Total	14 days, 43 minutes	

OFFICE OF THE UNIVERSITY REGISTRAR
External Services

Service Specifications

1. Admitting and Enrolling New and Old Students

The Office of the University Registrar (OUR) receives undergraduate applications for admission and collects all required documents in support of applications. Evaluates undergraduate applications for admission and communicates admission or readmission decisions to applicants in conjunction with the faculties.

Office/Division:	Office of the University Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students who completed their secondary education, K-12. (Muntinlupa and non-Muntinlupa).			
Checklist of Requirements		Where to Secure		
For Freshmen <ul style="list-style-type: none"> • Scanned SHS Form • 2x2 Recent picture with white backdrop For Transferees: <ul style="list-style-type: none"> • Scanned Official Transcript of Records (TOR) • 2x2 Recent picture with white backdrop Final Requirements: <ul style="list-style-type: none"> • Original and photocopy of Form 138 • Certificate of Good Moral Character • Barangay Clearance • Authenticated PSA Birth Certificate • Voter's ID or Certificate • 2x2 Recent picture with white backdrop • Transcript of Record (for Transferees) • Expanded Long Brown Envelope 		<ul style="list-style-type: none"> • School where graduated • School where graduated • Photo Studio • School where graduated • School where graduated • Barangay Hall • Local Civil Registry or PSA • COMELEC • School where graduated 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Students 1. Apply an online admission in PLMun website. www.plmun.edu.ph	Open or activate the online admission system linked in the PLMun website.	n/a	5 minutes	Admission Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for the confirmation through email and wait for schedule for examination.	Send confirmation and provide schedule for examination.	n/a	10 minutes	Guidance Counselor
Log-in to Student Portal and take the Online Admission Test.		n/a	25 minutes	Psychometician
If qualified: Proceed to Guidance Office for interview. Secure and fill-out Student's Cumulative Record.	Perform an interview to the client. Provide the Student's Cumulative Record for filling-out.	n/a	10 minutes	Guidance Counselor assigned per College
Proceed to Office of the University Registrar and submit final requirements.	Accept final requirements submitted and check for completeness.	n/a	10 minutes	Admission Officer
Proceed to the University Clinic for interview and secure referral form for drug test in Ospital ng Muntinlupa.	Perform an interview with the client and give referral form for Drug Test.	n/a	10 minutes	University Nurse
Proceed to respective College for Interview and evaluation for successful examinees	Perform an interview with the client and give referral form for Drug Test.	n/a	10 minutes	Program Chair and Subject Coordinator
Proceed to Evaluation and Processing Section.	Provide student number.	n/a	5 minutes	Admission Office and Degree Auditor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure COM at the Registrar's Office	Release Certificate of Matriculation.	n/a	5 minutes	Admission Office and Degree Auditor
		Total	0 days 1 hour 30 minutes	
Old Students: Proceed to the College for pre advising and encoding of subjects	Pre-advise client and encode subjects. Give pre-enrolment slip to client.	n/a	20 minutes	Program Chair / Subject Coordinator and College Secretary
Present the pre-enrolment slip to the Office of the University Registrar.	Accept the pre-enrolment slip and release the Certificate of Matriculation (COM) to the client.	n/a	3 minutes	Registrar's Frontline Officer
		Total	0 days 0 hours 23 minutes	
Returnees: Go to Office of the University Registrar for Student No. activation.	Activate Student Number.	n/a	2 minutes	Admission Officer / Records Officer
Request for Certificate of Grades (COG)	Give Payment of Order for COG.	n/a	15 minutes	Registrar's Frontline Officer
Pay to Treasury for the COG.	Give Official Receipt.	P30.00	3 minutes	Cashier
Go to respective College for advising and encoding of grades.	Give pre-enrolment slip to client.	n/a	3 minutes	Program Chair / Subject Coordinator and College Secretary
Present pre-enrolment slip to Registrar.	Release Certificate of Matriculation.	n/a	3 minutes	Registrar's Frontline Officer
		Total	0 days 0 hours 26 minutes	

2. Issuing Transcript of Records, Diploma, Certifications, and other Documents

Maintains an accurate and complete record of each student's academic progress and provides official transcripts and certification of these records, and university's student records consistent with the confidentiality policy of the institution.

Office/Division:	Office of the University Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All alumni, returning students, and active students of PLMun.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Duly accomplished Clearance (for newly graduates) • Order of Payment • Official Receipt • Claiming Stub 		<ul style="list-style-type: none"> • Office of the University Registrar • Office of the University Registrar • PLMun Treasury Office • Office of the University Registrar 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the University Registrar for the Clearance Form, Request Form and Order of Payment.	Provide a Request Form and an Order of Payment to the client	n/a	3 minutes	Admission Officer
2. Pay the required fee/s at the Treasury Office by showing the Order of Payment. 2.1 Secure the Official Receipt	Accept the payment based on the Order of Payment. Issue the Official Receipt.	<ul style="list-style-type: none"> • Transcript of Record (TOR) P100.00/page • Certificate of Grades/ Enrollment /Graduation, etc. P30.00 • Honorable Dismissal with COG P60 • Dropping, Adding, Authorized Withdrawal of Subject/s P30.00 	3 minutes	Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<ul style="list-style-type: none"> • Subject Credit Form P30.00 • Diploma P100.00 Reprint of COM, P100.00 • Course Description @ P30 		
3. Return to the Office of the University Registrar to show the duly accomplished Clearance form, Request Form and Official Receipt for the processing of the requested document/s.	Process the requested documents needed by the student/ Client.	n/a	<ul style="list-style-type: none"> • 10 working days for TOR (2005 to present year) 	Degree Auditor/Evaluator CBA & CoA CAS & IPPG CCJ, ACT, & CS: IT, MIT, EMIT, MD: CTP & CTE:
4. Claim document/s requested as specified in the Request Form.	Release the requested document/s.	Claiming Stub	3 minutes	Frontline Officers
		TOTAL	2 days 0 hours 9 minutes	

OFFICE OF THE UNIVERSITY REGISTRAR
Internal Services

1. Processing of Faculty Loading

The distribution or assigning of teaching loads to faculty members across colleges signifies their acceptance of instructional and non-instructional assignments.

Office/Division:	Information and Communications Technology (ICT) Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Faculty members assigned with teaching loads.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Summary of Faculty Loading 		<ul style="list-style-type: none"> Different Colleges (CAS, CBA, CCJ, CITCS, CTE, CoA, GS) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved class schedule with assigned faculty.	Receive and acknowledge the approved class schedule.	n/a	5 minutes	Office of the University Registrar Staff
	Print all teaching load of each faculty	n/a		Office of the University Registrar Staff
	Sign the printed faculty teaching loads..	n/a		ICT Staff
	Transmit the signed and printed faculty teaching loads to the OVPAA for review and signature.	n/a	3 minutes	ICT Staff
	Transmit the signed and printed faculty teaching loads to the HRDMO for signature.	n/a	3 minutes	ICT Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Consolidate all faculty teaching load.	n/a	5 minutes	Office of the University Registrar Staff
	Endorse to the University President for signature and final approval.	n/a	5 minutes	Office of the University Registrar Staff
		TOTAL	0 days 5 hours 11 minutes	

OFFICE OF STUDENT AFFAIRS
Internal Services

Service Specifications

1. Processing of Local Scholarships

The City Government of Muntinlupa, through the Pamantasan ng Lungsod ng Muntinlupa, grants Educational Financial Assistance to qualified students. The Office of Student Affairs (OSA) provides support programs for students in need of financial assistance.

Office/Division:	Office of Student Affairs/Scholarship and Financial Assistance Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All qualified enrolled students of PLMun, 1 st year (2 nd Sem) and onwards			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Duly Filled-Out Application Form with 2x2 photo • Letter of Intent • Photocopy of Certificate of Matriculation(COM) • Original Certificate of Grades (COG) with previous GPA • Original Voter's Certificate • Original Certification of Good Moral Character • Photocopy of School ID • Photocopy of Parent's ID 		<ul style="list-style-type: none"> • Scholarship and Financial Assistance Division • Student • Office of the University Registrar • Office of the University Registrar • COMELEC • Guidance & Counselling Division • MIS Office / Student • Parents 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Application 1. Submit the required documents to the Scholarship and Financial Assistance Division of OSA.	Receive and assess the completeness of the documents submitted. If qualified: Stamp the Original COM and issue Scholar's ID.	n/a	3 minutes	SFAD Head
2. Receive Scholar ID and log-in on the New Applicant's logbook.	Encode qualified applicant's details to the database.	n/a	1 minute	Scholarship Coordinator
		Total	4 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Renewal/Re-application 1. Submit the photocopy of COM, the original copy of COG, and original Good Moral Certificate (if no violation clearance)	Receive and assess the completeness of the documents submitted. If qualified: Stamp the Original COM and sign Scholar's ID.	n/a	2 minutes	Scholarship Coordinator
2. Receive Scholar ID and fill-out Renew Log Sheet.	Encode qualified applicant's details to the database. Prepare and submit list of names (payroll in excel form) to the Finance Office for processing.	n/a n/a	1 minute	Scholarship Coordinator SFAD Head
		Total	3 minutes	

2. Processing of Private Scholarships

The Office of Student Affairs (OSA) have establish partnerships and linkages with private entities which also provides financial support for students in need of financial assistance.

Office/Division:	Office of Student Affairs/Scholarship and Financial Assistance Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All qualified enrolled students of PLMun, 1 st year (2 nd Sem) and onwards

Checklist of Requirements		Where to Secure		
Initial Requirements <ul style="list-style-type: none"> • Original and Photocopy of Certificate of Matriculation (COM) • Original Certificate of Grade (COG)/SHS Card • Photocopy of School ID • Original Certificate of Good Moral Character • Printed copies of house (inside & outside) • Sketch of home address (from house to PLMun) Final Requirements <ul style="list-style-type: none"> • Filled-out Application Form • Original Voter's Certificate • Parent's Income Tax Return 		<ul style="list-style-type: none"> • Scholarship and Financial Assistance Division • Office of the University Registrar • Office of the University Registrar • Student • Guidance & Counselling Division • Student • Student • COMELEC • BIR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Application Submit the required documents to the Scholarship and Financial Assistance Division of OSA.	Receive and assess the completeness of the documents submitted.	n/a	2 minutes	Scholarship Coordinator
	Administer Written Examination to student applicant.	n/a	1 hour	Scholarship Coordinator
Undergo an initial and final interview.	Conduct and initial interview with the student-applicant.	n/a	10 minutes	Scholarship Coordinator
	Conduct a final interview with the student-applicant.	n/a	15 minutes	SFAD Head
Submit Final Requirements	Stamp original Certificate of Matriculation (COM).	n/a	5 minutes	SFAD Head
		Total	1 hour, 32 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Renewal/Re-application Submit the required documents.	Receive and assess the completeness of the documents submitted.	n/a	5 minutes	SFAD Head
	Stamp original Certificate of Matriculation (COM)	n/a	1 minute	SFAD Head
		Total	6 minutes	

3. Processing of Student Assistantship

The Student Assistantship program is another way for qualified student-grantees to avail financial assistance through allowance. A student-grantee must render 30 hours/week or 60 hours/2 weeks to receive an assistance equivalent to P30/hr. Student-grantees must maintain a Grade Point Average of 2.5, without failing marks, no Incomplete (INC), and no Unauthorized Withdrawal (UW) to qualify for renewal for the next semester.

Office/Division:	Office of Student Affairs/Scholarship and Financial Assistance Division		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who May Avail:	All qualified enrolled students of PLMun, 1 st year (2 nd Sem) and onwards		
Checklist of Requirements		Where to Secure	
Initial Requirements <ul style="list-style-type: none"> • Application Letter with updated resume • Recommendation Letter • Photocopy of recent COM • Photocopy of recent COG • Photocopy of School ID • Original Certificate of Good Moral Character 		<ul style="list-style-type: none"> • Student • Df • Office of the University Registrar • Office of the University Registrar • Student • Guidance and Counselling Division, OSA 	

Checklist of Requirements		Where to Secure		
Final Requirements <ul style="list-style-type: none"> • Duly filled-out Application Form with 2x2 photo • Authenticated PSA Birth Certificate • Original Barangay Clearance • Original Police Clearance • Photocopy of Income Tax Return or Tax Exemption Certificate for non-working parents 		<ul style="list-style-type: none"> • Student • Local Civil Registrar of PSA • Barangay Hall • Local or City PNP • BIR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Application Attend Student Assistants' Orientation.	Conduct a Student Assistants' Orientation.	n/a	1 hour	Scholarship and Financial Assistance Division (SFAD) Head
Submit initial requirements.	Receive and assess the completeness of the documents submitted.	n/a	1 hour	Scholarship and Financial Assistance Division (SFAD) Head
Undergo a written examination and an interview in the Guidance and Counselling Office.	Administer a written examination and interview to the student-applicant.	n/a	10 minutes	(SFAD) Head/ Head of Guidance Division
For qualified applicants: Submit final requirements.	Receive and assess the completeness of the documents submitted.	n/a	5 minutes	(SFAD) Head
		Total	0 days 2 hours, 15 minutes	
For Renewal/Re-application Submit the required documents.	Receive and assess the completeness of the documents submitted.	n/a	5 minutes	(SFAD) Head
		Total	0 days 0 hours 5 minutes	

4. Providing Students' Health Services

The Medical Services of PLMun deals with the medical and dental treatment, care, consultation, and health information of all students. Emergency responses such as First Aid and transfer to hospital (as needed) are also among the services it caters to the PLMun community.

Office/Division:	Office of Student Affairs/Medical and Dental Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students and employees of PLMun.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Student's ID Student's/Employees' Medical Record 		<ul style="list-style-type: none"> Student Medical and Dental Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in the Student's or Employee's Medical Record for the information needed.	Ask for client's health complaint and perform vital signs taking, as needed.	n/a	5 minutes	University Nurse
Tell Nurse about his/her health complaints.	Perform initial assessment and relay pertinent findings of client to the medical consultant.	n/a	10 minutes	University Nurse
Proceed to the medical consultant	Do physical examination, history taking, and give laboratory referrals as needed.	n/a	10 minutes	Medical Consultant
	If medical assessments are necessary, will refer the client for lab testing and to other medical specialist.	n/a	10 minutes	Medical Consultant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	If medical treatment is needed, will perform giving of medicine, wound cleansing, dressing and other patient care.	n/a	15 minutes	University Nurse
		Total	50 minutes	
FIRST AID TREATMENT AND TRANSFER TO HOSPITAL				
1. Log-in the Student's or Employee's Medical Record for the information needed.	Ask for client's health complaint and perform vital signs taking, as needed.	n/a	5 minutes	University Nurse
2. Tell Nurse about his/her health complaints.	Perform initial assessment and relay pertinent findings of client to the medical consultant.	n/a	10 minutes	University Nurse
3. Proceed to the medical consultant	Make a thorough physical examination and history-taking.	n/a	12 minutes	Medical Consultant
	Give immediate medical treatment and care.	n/a	20 minutes	University Nurse
	If client/patient has a severe case and cannot be given the necessary treatment in the clinic, arrange for a medical transfer.	n/a	2 minutes	Medical Consultant
		Total	0 days 0 hours 49 minutes	

5. Providing Dental Care and Treatment Services

The Dental health services of PLMun aims to improve the oral health of students and employees through access to PLMun dental care. Dental services are as follows: tooth extraction, oral prophylaxis, gum treatment and permanent filling, giving of antibiotics and pain relievers, and dental health teaching per consultation.

Office/Division:	Office of Student Affairs/Medical and Dental Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students and employees of PLMun.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Student's ID • Student's/Employees' Dental Record 		<ul style="list-style-type: none"> • Student • Medical and Dental Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in the Student's or Employee's Medical Record for the information needed.	Ask for client's dental complaint.	n/a	5 minutes	Dental Assistant
Tell Dentist about his/her dental complaint.	Perform a thorough oral examination.	n/a	10 minutes	University Dentist
	After assessment, perform the appropriate dental treatment.	n/a	10 minutes	University Dentist
	If client needs another dental procedure, schedule for his/her appointment.	n/a	10 minutes	University Dentist
		Total	0 days 0 hours 35 minutes	

6. Providing Guidance and Counseling Services

The University's guidance and counseling services aims to assist students and teachers in making available and desirable attributes, values and skills, as well as being trusted for mutual sharing of thoughts and interests.

Office/Division:	Office of Student Affairs/Guidance and Counseling Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All students and employees of PLMun.			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none">• Student’s ID• Certificate of Matriculation (COM)• Student’s Individual Inventory Record• Counselling Referral Form• Referral Acknowledgment Form		<ul style="list-style-type: none">• Student• Office of the University Registrar• Office of Student Affairs • Office of Student Affairs• Office of Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-In Clients				
Proceed to the Guidance Office	Interviews the student.	n/a	5 minutes	Guidance Counselor/ Guidance Associate
Meet the Guidance Counselor	Conduct and individual counseling session	n/a	50 minutes	Guidance Counselor
	Write a Counseling Report	n/a	20 minutes	Guidance Counselor
		Total	0 day 1 hour, 15 minutes	
For ‘Reached Out’ Clients				
	Review the Student’s Individual Inventory Record	n/a	5 minutes	Guidance Counselor
	Check the availability of the student for an Individual Counseling Session.			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meet the Guidance Counselor	Conduct and individual counseling session	n/a	50 minutes	Guidance Counselor
	Makes a Counseling Report	n/a	20 minutes	Guidance Counselor
		Total	0 day 1 hour, 15 minutes	
For Referred Clients				
Secure a Counseling Referral Form	Give Counseling Referral Form	n/a	3 minutes	Guidance Counselor
	Review the Student's Individual Inventory Record	n/a	5 minutes	Guidance Counselor
Confirm the availability for a counseling session	Schedule the availability of client.	n/a	3 minutes	Guidance Counselor
Return to Guidance Counselor for the scheduled counselling session	Conduct an Individual Counseling session with the client.	n/a	50 minutes	Guidance Counselor
	Write a Counseling Report.	n/a	20 minutes	Guidance Counselor
Wait for an Acknowledgement Form	Issue a Referral Acknowledgement Form to be given to the referral source.	n/a	5 minutes	Guidance Counselor
		Total	0 days 1 hour 26 minutes	

**OFFICE OF THE VICE PRESIDENT FOR
RESEARCH, EXTENSION, QUALITY
ASSURANCE, LINKAGES, AND
INTERNATIONAL AFFAIRS
(REQALIA)
Internal Services**

Service Specifications

1. Receiving of Incoming Communication and/or Endorsement from the Office of the University President

The Office of the Vice President for REQALIA typically provides a range of essential services to ensure the smooth functioning of the university. This office oversees a spectrum of internal services that are vital for the university's seamless operation. In terms of receiving correspondences on a day-to-day basis, the Office of the Vice President typically handles a variety of communications aimed at addressing administrative matters and supporting the needs of the university community.

Office/Division:	Office of the Vice President for REQALIA			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, documents, endorsements 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forward letter to the Office of the Vice President for REQALIA	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPREQLIA Staff
	Identify document whether for signature of the VP or for other admin actions	n/a	2 minutes	OVPREQLIA Staff
	Forward communications or documents to the desk of the VICE President for proper action.	n/a	1 minute	OVPREQLIA Staff
		Total	0 days 0 hours 5 minutes	

2. Issuing Memoranda

The Office of the Executive Vice President can effectively issue Memoranda or Office Orders on behalf of the university president, ensuring clear communication and implementation of directives across the university.

Office/Division:	Office of the Vice President for REQALIA			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Direction or instruction (written or verbal) 		<ul style="list-style-type: none"> University President 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The University President orders a Memorandum or Office Order to be issued.	Receive the instruction to issue a Memorandum or Office Order.	n/a	1 minute	VP for REQALIA
	Draft a Memorandum or Office Order based on the instruction of the University President.	n/a	15 minutes	VP for REQALIA
	Obtain the President's approval by affixing his signature.	n/a	15 minutes	VP for REQALIA
	Distribute copies of the memorandum or Office Order to concerned offices, officials, and employees.	n/a	20 minutes	OVPREQALIA Staff
	Retain a copy of the document for records keeping purposes to ensure proper documentation.	n/a	2 minutes	OVPREQALIA Staff
		Total	3 day 0 hour 53 minutes	

3. Requesting Signature of the Vice President for REQALIA

The process of requesting the Vice President's signature on documents or letters can be efficiently managed, ensuring proper review, approval, and documentation.

Office/Division:	Office of the Vice President for REQALIA			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All employees and faculty members of the University			
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Letter, communications, endorsements and other documents that need the signature of the VP for Administration 		<ul style="list-style-type: none"> Internal or External clients 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit and forward to the Office of the VPAA the documents that need to be signed.	Receive and log the letter or communication in the Record Book.	n/a	2 minutes	OVPREQALIA Staff
	Review the documents for completeness and accuracy.	n/a	2 minutes	OVPREQALIA Staff
	Forward the document/s to the desk of the Vice President.	n/a	2 minutes	OVPREQALIA Staff
	After final review, the VP for REQALIA affix his/her signature.	n/a	2 minutes	VP for REQALIA
	Record the signed document for release and return to the office or individual.	n/a	2 minutes	OVPREQALIA Staff
		Total	2 day 0 hour 10 minutes	

VII. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Fill-out Harmonized Client Satisfaction Monitoring forms which are placed in every office. Contact Info: plmuncomm@gmail.com
How feedback is processed?	Every month, feedbacks shall be consolidated by each office and shall submit the Summary of Feedbacks to the Office of the University President, copy furnish the Center for Quality Assurance and Development.
How to file complaints?	Make a written complaint and send to email address: plmuncomm@gmail.com
How complaints are processed?	Complaints emailed shall be forwarded to the University President and endorsed to concerned office/college to accord proper actions.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

VIII. List of Offices

Office	Address	Contact Information
Office of the University President	1 st Flr. Del Pilar Building PLMun, University Road, Poblacion, Muntinlupa City	raymundoarcega@plmun.edu.ph
Office of the Executive Vice President	1 st Flr. Del Pilar Building PLMun, University Road, Poblacion, Muntinlupa City	cynthia_meneses@plmun.edu.ph

Office	Address	Contact Information
Office of the Asst. Vice President for Technology Integration	2 nd Flr. Bonifacio Bldg. PLMun, University Road, Poblacion, Muntinlupa City	alainanuevo@plmun.edu.ph
Planning and Development Services Office	1 st Flr. Admin. Bldg. PLMun, University Road, Poblacion, Muntinlupa City	neptaligonzales@plmun.edu.ph
Office of the Vice President for Academic Affairs	1 st Flr. Del Pilar Building PLMun, University Road, Poblacion, Muntinlupa City	maritestagulao@plmun.edu.ph
Office of the Vice President for Administration	1 st Flr. Del Pilar Building PLMun, University Road, Poblacion, Muntinlupa City	AntonioFloresJr@plmun.edu.ph
Office of the Asst. Vice President for Administration	1 st Flr. Del Pilar Building PLMun, University Road, Poblacion, Muntinlupa City	alnigavjaymincasacop@plmun.edu.ph
HRDMO	2 nd Flr. Rizal Building PLMun, University Road, Poblacion, Muntinlupa City	emilyacero@plmun.edu.ph
Records Management Office	1 st Flr. Bonifacio Bldg. PLMun, University Road, Poblacion, Muntinlupa City	irmacalderon@plmun.edu.ph
Engineering and General Services	1 st Flr. Bonifacio Building PLMun, University Road, Poblacion, Muntinlupa City	edwardhernandez@plmun.edu.ph
Office of the Vice President for Finance	1 st Flr. Del Pilar Bldg. PLMun, University Road, Poblacion, Muntinlupa City	melissauntalan@plmun.edu.ph

Office	Address	Contact Information
Finance Office	1 st Flr. Del Pilar Bldg. PLMun, University Road, Poblacion, Muntinlupa City	lurleenlacuna@plmun.edu.ph
Budget and Internal Audit Office	1 st Flr. Del Pilar Bldg. PLMun, University Road, Poblacion, Muntinlupa City	lurleenlacuna@plmun.edu.ph
Supply & Procurement Management Office	1 st Flr. Del Pilar Bldg. PLMun, University Road, Poblacion, Muntinlupa City	eulogioantonio@plmun.edu.ph
Office of the Vice President for Student Life and Development	1 st Flr. Admin. Bldg. PLMun, University Road, Poblacion, Muntinlupa City	danilosolayao@plmun.edu.ph
Office of the University Registrar	1 st Flr. Mabini Building PLMun, University Road, Poblacion, Muntinlupa City	rickydimaapi@plmun.edu.ph
Office of Student Affairs	2 nd Flr. Mabini Building PLMun, University Road, Poblacion, Muntinlupa City	lilyjarata@plmun.edu.ph
Office of the Vice President for Research, Extension, Quality Assurance, Linkages, & International Linkages	2 nd Flr. Rizal Building, PLMun, University Road, Poblacion, Muntinlupa City	edselumali@plmun.edu.ph



CITY GOVERNMENT OF MUNTINLUPA



PEOPLE'S COORDINATING AND MONITORING
OFFICE

CITIZEN'S CHARTER 2024 (1ST Edition)

I. Mandate

E.O. #17 Series of 2022-B Section 2, states that PCMO shall perform the following functions, namely:

- a) Assist the City Mayor in the exercise of general supervision and control over all programs, projects, services and activities of the City Government;
- b) Coordinate with other City Government Offices, National Government Agencies, civil society organizations, communities and other stakeholders in the
 - i. Provision of social welfare services, which include, without limitation, programs and projects on child and youth welfare, family and community welfare, women's welfare, welfare of the elderly and disabled persons; community-based rehabilitation; livelihood and other pro-poor projects; nutrition services; family planning services, and
 - ii. Information dissemination and educational campaigns related to the plans, programs and projects of the City Government of Muntinlupa;
- c) Conduct information and educational campaigns regarding the programs, activities, and projects of the City Government;
- d) Conduct data gathering, research and development for purposes of identifying, promoting and improving delivery basic services to the communities;
- e) Assist the Office of the Mayor and the Sangguniang Panlulusod in promoting and disseminating to the general public its advocacies, priority policies and legislative agenda;
- f) Assist in the implementation of programs, projects and activities that deliver basic services and benefits to the constituents of the City Government, especially those programs which have been expressly assigned to the erstwhile People's Coordinating Office as lead through local legislation;
- g) Conduct regular monitoring and evaluation of programs, activities and projects that may be assigned by the City Mayor and propose evidence-based policies and local laws based on the results of its assessments;
- h) Provide updated reports to the City Mayor regarding the status of programs, projects, and activities of the City Government of Muntinlupa;
- i) Provide operational and administrative support to the executive functions of the City Mayor;
- j) Perform other functions as may be necessary to achieve the foregoing, or as may be directed by competent authority.

II. Mission

To assist in providing comprehensive and compassionate social welfare services that empower children, youth, families, women, the elderly, and individuals with disabilities. Through community-based rehabilitation, livelihood programs, and pro-poor initiatives, we strive to foster inclusive growth, resilience, and self-sufficiency. Our commitment extends to conducting rigorous data gathering, research, and development to continuously enhance the quality and reach of our services, ensuring no community is left behind.



III. Vision

We envision a society where every individual, regardless of age, gender, or ability, has access to the resources and opportunities necessary for a dignified and fulfilling life. Through collaborative efforts and a commitment to excellence, we aim to build resilient, inclusive, and thriving communities for generations to come. To be a leading local government office recognized for transforming lives and communities through innovative and effective social welfare programs.

IV. Service of Pledge

We commit to provide operational and administrative support to the executive functions of the City Mayor in Implementation, monitoring and evaluation of programs, projects, and activities of the City Government for the purpose of:

- a) Identifying, promoting and improving delivery of basic services to the communities;
- b) Propose evidence-based policies and local laws based on the results of its assessments.

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PEOPLE' S COORDINATING AND MONITORING OFFICE

Internal Services



1.1 Communication/Request letters

Receive the incoming documents/communications for action and compliance.

Office or Division :	People's Coordinating and Monitoring Office - Administrative Division			
Classification :	SIMPLE			
Type of Transaction :	G2G - GOVERNMENT TO CITIZEN G2C - GOVERNMENT TO GOVERNMENT			
Who may avail:	Citizens and Department/Offices under City Government of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication or Request Letter		Client, Government Office/Agencies concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book in the Information Desk.	1. Give the Logbook to the client.	NONE	1 minute	Delito Bermoy Job Order
2. Submit the communication/ request letter to the assigned personnel in the Information Desk.	2. Check and stamp receive the communication / request letter or documents. 2.1. Return the receiving copy to the client.	NONE	2 minutes	Delito Bermoy Job Order
	3. Record the submitted letter in the logbook. 3.1. Forward the letter to the Central Admin.	NONE	2 minutes	Delito Bermoy Job Order
	4. Check the endorsed document. 4.1 Endorse to the concerned Division Head and/or Officer-In-Charge for annotation.	NONE	2 minutes	Gerrovi H. Argana (Admin Division)

	5. Head of the concerned division shall prepare a response letter and endorse to Officer-In-Charge for final instructions.	NONE	1 day	Gerrovi H. Argana (Admin Division) or Loida Millama (Community Development Division) or Franklin Dela Cruz (Research & Database Division) Or Suzanne Malaca (Monitoring Division)
	6. Record the signed letter/endorsement and forward to the concerned person/office.	NONE	10 minutes	Olivia U. Falle Admin Aide III
TOTAL		None	1 day and 17 minutes	

1.2. Assistance on Frontline & Logistical Support Services of other Office/s and PPAs

Other Department and offices may request manpower and logistical assistance on implementing City Programs, Projects, and Activities (PPAs) especially in handling verification of data as well as transportation and handling of equipment. Current Frontline services implementations of City Programs, Projects, and Activities that involves the assistance of People's Coordinating and Monitoring Office are Office of the Senior Citizen's (Registration), Department of Social Welfare and Development (DSWD) / Social Services Department (SSD) Disbursement of Assistance to Individuals in Crisis Situation (Verification). Other PPA's supported by PCMO:

- Mayor's Office - Womb-to-work Program, Pamaskong Handog
- Muntinlupa Scholarship Division - Tapping of beneficiaries' MCC during disbursement;
- Social Services Department (SSD)- Nutrition Program;
- Public Employment Service Office (PESO) - TUPAD verification;
- Office of the Senior Citizen Association (OSCA) / City Health Office (CHO) - Free Medicines.

Office or Division :	People's Coordinating and Monitoring Office - Divisions
Classification :	HIGHLY TECHNICAL
Type of Transaction :	GOVERNMENT TO GOVERNMENT (G2G)
Who may avail:	Departments/Offices under City Government of Muntinlupa (Project Head) as directed by the Local Chief Executive (LCE)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Program Scope and Plan		Department/Offices under City Government of Muntinlupa		
A. Coordination of Program, Projects, and Activities (PPAs). Endorsement & Orientation of Task				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Department/Offices under City Government of Muntinlupa shall set a meeting to coordinate and endorse their PPAs. 1.1. Set scope, requirement and implementation plan.	1. Attend meeting for Planning and Implementation of PPAs.	NONE	3 Hours	Gerrovi H. Argana (Admin Division)
	2. Discuss the plan of implementation, scope and requirements with other Division Heads. 2.1. As signed Division which shall assist on the PPAs.	NONE	Project Dependent	Gerrovi H. Argana Admin Division Loida Millama (Community Development Division) Franklin Dela Cruz (Research & Database Division) Suzanne Malaca (Monitoring Division)
	3. Division Head/s shall assigned and orient personnel/staff for the PPA implementation	NONE	Project Dependent	Gerrovi H. Argana Admin Division Loida Millama (Community Development Division) Franklin Dela Cruz (Research & Database Division) Suzanne Malaca (Monitoring Division)
B. Implementation of City Programs, Projects, and Activities (PPAs)				



2. Orient assigned staff of the task process.	4. Follow procedures, document tasks, and report encountered difficulties for improvement and adjustment.	NONE	Project Dependent	Gerrovi H. Argana Admin Division Loida Millama (Community Development Division) Franklin Dela Cruz (Research & Database Division) Suzanne Malaca (Monitoring Division)
	TOTAL	NONE	Not Applicable	

2.1. Surveys and Profiling

Surveys and Profiling are conducted for the purpose of gathering data concerning the implementation and effectiveness of City Programs, Projects, and Activities and the creation of other PPAs that may cater to the improvement of City's constituents.

Office or Division :	People’s Coordinating and Monitoring Office - Research & Database, and Monitoring Division			
Classification :	HIGHLY TECHNICAL			
Type of Transaction :	G2G - GOVERNMENT TO GOVERNMENT G2C - GOVERNMENT TO CITIZEN			
Who may avail:	Citizens and Departments/Offices under City Government of Muntinlupa (Project Head) as directed by the Local Chief Executive (LCE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Survey / Profiling Form/s		People’s Coordinating and Monitoring Office - Research Division		
A. Planning of Survey / Profiling				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Project Head shall identify the scope and expected output of the project.	1. Prepare and Design Survey/Profiling Forms based on the requirements of the output. 2. Set target dates, area of focus and sample size.	NONE	Project Dependent	Franklin M. Dela Cruz <i>Administrative Officer II</i>

	3. Assign Staff/team for ground work. 4. Endorse the approved Survey/Profiling Form to staffs involve and Orient on DPA.			
B. Conducting of Survey / Profiling				
2. Muntinlupa Residents shall answer interview questions stated in the survey/profiling form. 2.1. Signed the survey form.	2. Explain the purpose of the survey 2.1. Conduct Survey / Profiling on set areas. 2.2. Check if all questions are answered. 2.3. Sign the survey form	NONE	30 Minutes	<i>Enumerators (Survey Staff)</i>
	3. Submit Survey/Profiling forms to Data Center Operations.	NONE	Project Dependent	<i>Enumerators</i>
3. Muntinlupa Resident shall confirm survey/profiling interview answers.	4. Validate Survey/Profiling Forms by randomly calling interviewed residents.	NONE	Project Dependent	<i>Enumerators</i>
	5. Return the incomplete/invalid forms to the enumerator for correction	NONE	Project Dependent	<i>Ariel N. Cendaña Admin. Assistant 1</i>

	and completion.			
	4. Forward and endorse forms to encoding team for consolidation and summary.	NONE	Project Dependent	Ariel N. Cendaña Admin. Assistant 1
TOTAL		NONE	Not Applicable	

2.2. Consolidation and Summary of Gathered Data

City Government Office/s and Division/s may ask for assistance in consolidation and summary of the forms/data gathered through City Programs, Projects, and Activities. (PPAs: Pamaskong Handog, Womb-to-Work Program: Nutrition Program, DSWD/SSD Financial AID)

Office or Division :	People's Coordinating and Monitoring Office - Research & Database Division			
Classification :	HIGHLY TECHNICAL			
Type of Transaction :	GOVERNMENT TO GOVERNMENT (G2G)			
Who may avail:	Departments/Offices under City Government of Muntinlupa (<i>Project Head</i>) as directed by the Local Chief Executive (LCE)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Forms to be encoded		To be provided by the Office/s and/or Division/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit forms for encoding.	1. Received Forms and stamp received date. 1.1. Endorsed forms/documents to Data Center Operations.	NONE	Project Dependent	Arlene S. Inducil Administrative Officer II
	2. Create encoding format / google sheet. 2.1. Assigned team/staff for the encoding of forms. 2.2. Instruct the encoders on the process and format of encoding. 2.3. Set a target date for the completion of the task	NONE	10-20 MINUTES	Jolive D. Grana Public Service Foreman
	3. Consolidate encoded forms. 3.1. Prepare a weekly report and update of the encoded forms.	NONE	Project Dependent	Jolive D. Grana Public Service Foreman
	4. Continue task depending on the volume/count of forms.	NONE	Project Dependent	Jolive D. Grana Public Service Foreman

	TOTAL	NONE	Not Applicable	
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People's Coordinating and Monitoring Office

External Services



3.1. Voter's Verification

To provide Voter's Verification to requesting constituents in whatever purpose it may serve.

Office or Division :	People's Coordinating and Monitoring Office - Research & Database Division			
Classification :	SIMPLE			
Type of Transaction :	GOVERNMENT TO CITIZEN (G2C)			
Who may avail:	ACTIVE VOTERS/REGISTRANTS IN MUNTINLUPA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VALID ID OF CLIENT (1 Original with Muntinlupa Address)		Any Government agency issuing a Primary Valid ID (i.e. UMID, Driver's License, Professional License, etc.)		
Voter's Verification Form		Kalingang Munti Action Center - Muntinlupa Care Card Window		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Clients' Log sheet.	1. Provide Client Log Sheet.	NONE	2 MINUTES	Lilibeth B. Reanzares Job Order
2. Present Original Valid ID with	2. Receive & Check Valid ID presented if it meets the validity requirement.	NONE	5 MINUTES	Lilibeth B. Reanzares Job Order

Muntinlupa Address.	2.1. If Valid, check voter status 2.1.1. Provide Client with Voter's Verification Form 2.2. If not Valid, advised Client to Update their Record in COMELEC			
3. Fill-out Voter's Verification Form (Client's Section) 3.1. Submit filled up form.	3. Check the completeness and correctness of the Filled-out form. 3.1. Fill-out the purpose and voter status of the client. 3.2. Provide the client the fully accomplished Voter's Verification Form. 3.3. Encode client's info and request to the online transaction monitoring.	NONE	10 MINUTES	Lilibeth B. Reanzares Job Order
TOTAL		NONE	17 MINUTES	

3.2. Muntinlupa Care Card

Muntinlupa Care Card (MCC) is card-based system, exclusive for Muntinlupa residents that can be used to access the services and programs of City Government of Muntinlupa.

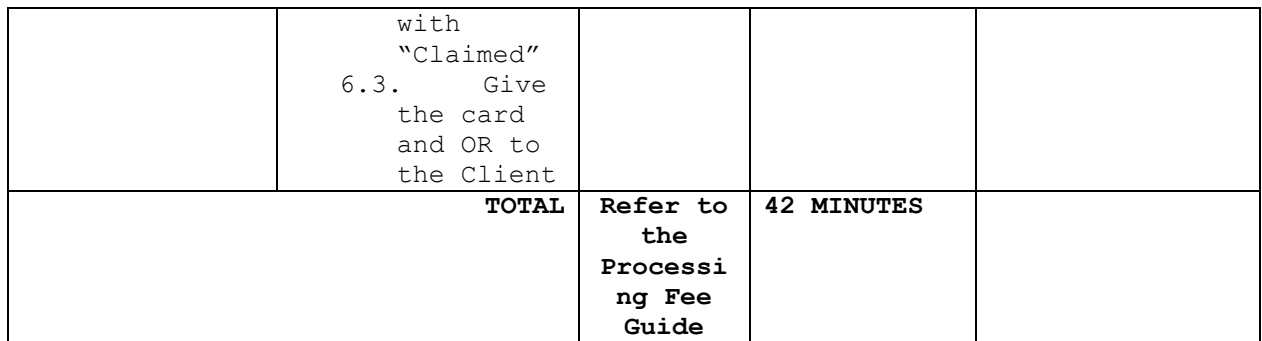
Office or Division :	People's Coordinating and Monitoring Office - Muntinlupa Care Card		
Classification :	SIMPLE		
Type of Transaction :	GOVERNMENT TO CITIZEN (G2C)		
Who may avail:	ACTIVE VOTERS/REGISTRANTS IN MUNTINLUPA and their dependents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
*for adults: Valid ID of client (with Muntinlupa Address 1Copy) *for minors: Birth Certificate (1 Photocopy) Valid ID / MCC of Parent/Guardian (1 Photocopy) *for minors with guardians:		Any Government agency issuing a Primary Valid ID (i.e. UMID, Driver's License, Professional License, etc.) Philippine Statistics Authority (PSA) or Online	

<p>Notarized Affidavit of Guardianship (1 original)</p> <p>Deceased Parent/s: Death Certificate of Parent/s (1 Photocopy) Birth Certificate of Guardian showing biological relationship of the Parent and Guardian. (1 Photocopy)</p> <p>For OFW Parents: Passport of Parent (1 Photocopy) Employment Contract of Parent Abroad (1 Photocopy) and/or Remittance History of Parent to the guardian (1 Photocopy)</p> <p><i>Note: we may require additional documents depending on case/situation of the minor applicant.</i></p>	<p>Legal Office 3rd Floor Annex Bldg. or from any Legal/law Firm.</p> <p>Philippine Statistics Authority (PSA) Office or Online</p> <p>To be provided by the Client</p>
2x2 Picture of client white background. (1 pc.)	To be provided by the Client
Application Form / Updating Form	Muntinlupa Care Card - People's Center

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Verification				
1. Submit requirements to the listing verifier.	<p>1. Received and verify submitted requirements.</p> <p>1.1. Identify type of Transaction: New Application, Renewal and/or Replacement.</p> <p>1.2. If client is Adult/Senior, check if the client is an active voter:</p> <p>1.3. If yes, provide applicant with application form attached with the submitted</p>	NONE	10 MINUTES	Suzette Bulos Job Order

	<p>requirements</p> <p>1.4. If not, advised client to register / reactive / transfer their record to COMELEC-Muntinlupa.</p> <p>1.5. If the client is minor, check if the parent/guardian is an active voter.</p> <p>1.6. Forward application form to the cashier.</p>			
B. Filling-out of Application / Updating Form/s				
<p>3. Fill-out MCC Application /Updating Form.</p> <p>3.1. Submit application/Updating Form to the form verifier.</p>	<p>2. Check the completeness and correctness of filled-up form.</p> <p>2.1. Forward Form to the Encoding area.</p> <p>2.2. Advise Client to wait for their name/s to be called once the card is ready to claim.</p>	NONE	10 MINUTES	<p>John Jhoimel Rongavilla Job Order</p> <p>Client</p>
C. Encoding of Form/s				
	<p>3. Encode / Update form into the MCC System</p> <p>3.1. Forward Form to</p>	NONE	5 MINUTES	<p>Gwyneth Hundana Job Order</p> <p>Michelle Alidio Job Order</p>

	the Printing Area			
D. Printing of Card				
	4. Double-check client's system info versus the clients form. 4.1. Print client's details into the card. 4.2. Activate card 4.3. Forward printed card and form to the Picture/Photo printing.	NONE	5 MINUTES	Adriane N. Cendaña <i>Job Order</i>
	5. Scan / download / save the client's photo to the daily transaction folder. 5.1. Print client's photo into the card. 5.2. Forward printed card and OR to the releasing area.	NONE	5 MINUTES	Arnold Cruz <i>Job Order</i>
E. Releasing and Claiming				
	6. Call client from the waiting area. 6.1. Tap card to the android tapping system to update card status to "Claimed" 6.2. stamp receipt	NONE	2 MINUTES	Helen F. Sinoy <i>Public Service Foreman</i>



MYCP is a volunteerism program which encourages residents and non-residents of Muntinlupa to participate in City Programs and Activities such as Blood Donation, Clean-up Drive, Seminars, among others. By joining these activities, participants may earn points and redeem rewards from partner merchants.

2. Participate in any City Activities. 2.1. Present MCC or MYCP Booklet to MCYP Staff.	2. Validate activity 2.1. Tap MCC or Record activity/Points in the MYCP Booklet	NONE	5 Minutes	Mark Anthony Nogales Job Order
3. Base on earn points, select reward/s to claim.	3. Validate earned points 3.1. Tap MCC or Record transaction in the MYCP Booklet 3.2. Issue reward/s	NONE	5 Minutes	Mark Anthony Nogales Job Order
	TOTAL	NONE	2 days & 10 Minutes	

5.1. Home Visitation

Most cases, Home Visitation is conducted when an MCC client or applicant has a severe medical condition or bedridden or physically unable to actively vote or register to COMELEC Field Office - Muntinlupa; During the home visit, the team may verify if the client is an actual resident of the City, and check If the submitted requirements are valid and true.

Office or Division :		People's Coordinating and Monitoring Office - Monitoring Division, Research & Database Division, Admin Division		
Classification :		COMPLEX		
Type of Transaction :		GOVERNMENT TO CITIZEN (G2G) GOVERNMENT TO CITIZEN (G2C)		
Who may avail:		INACTIVE VOTERS/REGISTRANTS resident in Muntinlupa, whose living with an immediate family with an Active voting status and/or active MCC.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VALID ID OF CLIENT (with Muntinlupa Address - 1 Photo copy)		Any Government agency issuing a Primary Valid ID (i.e. UMID, Driver's License, Professional License, etc.)		
Active MCC of immediate family / representative / guardian (1 Photo Copy)		Muntinlupa Care Card - People's Center		
Medical Certificate		Applicant's Medical Doctor		
Home Visitation Form		Muntinlupa Care Card - People's Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to MCC Office.	1. Check the submitted requirements. 1.1. Advised client to wait for a call/text for the scheduled home visit	NONE	20 MINUTES	Kristel Carpena Job Order

	1.2. Record transaction. 1.3. Contact to Admin/HR Team for pick-up of documents.			
	2. Admin/HR Team will transmit the forms to the Admin Division.	NONE	2 HOURS	Arlene S. Inducil Admin Officer II
	3. Admin Division will forward the documents to the Monitoring Division.	NONE	2 HOURS	Serysolle Mae F. Dizon Admin Assistant II
2. Confirm Home Visit Schedule and address.	4. Monitoring Division (Home Visitation Team) will locate and schedule a home visit. 4.1. Conduct the home visitation and interview the client and the immediate family to verify the submitted requirements. 4.2. Once verified, inform client to wait for approval call & text.	NONE	3 DAYS	Sheila Navarrosa Job Order
	5. Forward approved Home Visitation Form.		1 DAY	Sheila Navarrosa Job Order
	6. Inform the Client or its representative of the approval of their request, and visit the MCC office to proceed with the application.		3 MINUTES	Kristel Carpena Job Order
TOTAL		NONE	4 Days, 4 Hours & 23 Minutes	

5.2. Cascading of Information

Conduct of Community Orientations on City Programs, Projects and Activities.

Office or Division :	Monitoring Division, Research Division (MCC) , CITIZENS			
Classification :	HIGHLY TECHNICAL TECHNICAL			
Type of Transaction :	GOVERNMENT TO CITIZEN (G2G) GOVERNMENT TO CITIZEN (G2C)			
Who may avail:	Departments/Offices under City Government of Muntinlupa (<i>Project Head</i>) as directed by the Local Chief Executive (LCE), Muntinlupa Residents and Non-residents , Adult Muntinlupa Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 VALID MUNTINLUPA ID		Any Government agency issuing a Primary Valid ID (i.e. UMID, Driver's License, Professional License, etc.)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Coordinate with Brgy. Coordinators for the list of participants. 1.1. Submit list to Research Division For Verification	NONE	Project Dependent	Suzane S. Malaca <i>Public Service Foreman</i>
	2. Receive List for Verification. 2.1. Endorse list to Data Operations.	NONE	20 Mins	Arlene S. Inducil <i>Admin Officer II</i>
	3. Encode and Verify list. 3.1. Submit Verified List to Monitoring division	NONE	Project Dependent	Jolive D. Grana <i>Public Service Foreman</i>
	4. Schedule verified list of Participants for the Orientation per Barangay	NONE	Project Dependent	Suzane S. Malaca <i>Public Service Foreman</i>
	5. Conduct Community Orientation.	NONE	2 HRS.	Barangay Coordinators
1. Attend Community Orientation, sign in the attendance sheet	6. Provide attendance sheet.	NONE	3-5 Mins.	Alicia C. Hundana <i>Job Order (District 1)</i> Shiela S. Navarro <i>Job Order (District 2)</i>
	TOTAL	NONE	Not Applicable	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Fill-out Customer Survey Monitoring (CSM) Questionnaire and drop in the Suggestion Box located inside the office or the concerned individual may write a formal letter and submit it to the Department of Internal Audit or they may send it through our office email pcmo@muntinlupacity.gov.ph.</p> <p>For inquiries and follow-up of concerns, clients may contact Trunk line # (02) 862-6571 to 79 local 149</p>
How feedbacks are processed?	<p>Every month, questionnaires will be retrieved from the Suggestion Box, and then concerns will be encoded and summarized.</p> <p>Formal letters will be endorsed to the Head of Internal Audit.</p>
How to file a complaint?	<p>Concerned individuals may write a formal letter addressed to the Local Chief Executive.</p> <p>For inquiries and follow-up of concerns, clients may contact Trunk line # (02) 862-6571 to 79 local 149</p>
How are complaints processed?	<p>Formal letter of complaints will be endorsed by the Local Chief Executive to the People's Coordinating and Monitoring Office, which will be forwarded to the responsible individuals to be addressed accordingly.</p>
Contact Information of: <ul style="list-style-type: none"> Contact Center ng Bayan (CCB) Presidential Complaint Center (PCC) Anti-Red Tape Authority (ARTA) 	<p>CCB : (+63)908-8816-565 (SMS)</p> <p>PCC : 8888</p> <p>ARTA : <i>complaints@arta.gov.ph</i> : 1-ARTA (2782)</p>

List of Office/s

Office	Address	Contact Information
PCMO	4 th Floor Annex Bldg. Muntinlupa City Hall, Putatan Muntinlupa City	Office e-mail: pcmo@muntinlupacity.gov.ph Trunk line # (02) 862-6571 to 79 local 149



CITY GOVERNMENT OF MUNTINLUPA



PUBLIC EMPLOYMENT SERVICE OFFICE

CITIZEN'S CHARTER

2024 *(1ST Edition)*





**PUBLIC EMPLOYMENT SERVICE OFFICE
(PESO)**

CITIZEN'S CHARTER

2024 1st Edition



I. Mandates:

The Public Employment Service Office or PESO is a multi-service facility established to provide employment information and assistance to the Department of Labor and Employment (DOLE) clients and constituents of Local Government Units (LGU). It makes available in one roof the various employment promotion, manpower programs, and services of the DOLE and other government agencies to enable all types of clienteles to know more about them and seek specific assistance they require.

II. Functions:

1. Facilitate the exchange of labor market information between job seekers and employers by providing employment information services to job seekers for local employment and recruitment assistance to employers.
2. Establish a national manpower registry of skills to facilitate the provision and packaging of employment assistance to PESO clients and the setting-up of intra and inter-regional job clearance system as part of the overall employment network.
3. Develop and administer testing and evaluation instruments for effective selection and training and counselling.
4. Undertake employability enhancement training/seminars for the job seekers, as well as those who would like to change career to enhance their employability.
5. Provide occupational counselling and mass motivation and values development activities.
6. Conduct pre-employment counselling and orientation to prospective local and overseas workers.
7. Provide reintegration assistance services to returning Filipino migrant workers.
8. Perform other ad-hoc functions that are necessary for the development of the City of Muntinlupa.

III. Vision:

PESO Muntinlupa City envision that each family (household) in the city, to have at least ONE JOB.

IV. Mission:

1. To provide Labor Market Information to the clients (Job Seekers, Employers, OFW, Students, Displaced Workers, Unemployed, Seeking change in career, etc.)
2. To maintain a fresh, up to date, skills registry system of all households in the City.
3. To provide employment facilitation services where people can explore various employment options.

I. Service Pledge:

1. Ensure the prompt, timely and efficient delivery of employment service and provision of information on the other DOLE programs;
2. Provide a venue where people could explore simultaneously various employment options and actually seek assistance they prefer;
3. Serve as referral and information center for the various services and programs of DOLE and other government agencies present in the area;
4. Provide clients with adequate information on employment and labor market situation in the area; and
5. Network with other PESOs within the region on employment for job exchange purposes.

II. Overview:

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

The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs.

Core Services:

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

III. Scope:

PESO aims to fill job vacancies through referral and placement, career counselling, trainings, and seminars. PESO accommodates various individuals including job seekers, employers, students, out-of-school youth, migratory workers, and persons with disabilities.

List of Services:

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Government Internship Program (GIP)	Page 13 - 16
In-house Job Fair	Page 17 - 19
Labor Education for Graduating Students (LEGS)	
Program for Grade 12 students	Page 20 - 24
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Muntinlupa City Emergency Employment Program (MCEEP)	Page 31 - 34
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Online Life Skills Training – Pamantasan ng Lungsod ng Muntinlupa	Page 38 - 40
Online Life Skills Training for SPES and GIP	Page 41 - 43
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Regular Referral Program	Page 46 - 47
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Special Program for Employment of Students (SPES - Government)	Page 50 - 53

1. Barangay Job Fair

The Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers 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. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

Office/Division:	Public Employment Service Office Employment Promotion Division			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • NSRP Form 1 Rev. 3 • DOLE Registration Form • Terminal Forms • Attendance Sheet • List of Job Openings • Feedback form 		<ul style="list-style-type: none"> • Employment Promotion Division 		
<ul style="list-style-type: none"> • Bio-data / Resume with Picture 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation				
1. Barangay send request letter of intent for Job Fair schedule	1. Receive Barangay request letters	None	1 Minute	<i>Chandie Patawaran Admin Assistant I Public Employment Service Office</i>
2. Sending of Job Vacancies Solicited	2. Assess and Disseminate Job Vacancies and Job Fair Information	None	30 Minutes	<i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>

3. Clients receive text and email blast	3. Text and Email blast the applicants prior to the scheduled job fair	None	30 Minutes	<i>Chandie Patawaran Admin Assistant / Public Employment Service Office</i>
B. Job Fair Proper				
1. Jobseekers Registration	1. Register and give the NSRP Form 1 Rev. 3 to the Jobseekers	None	2 minutes	<i>Chandie Patawaran Admin Assistant / Public Employment Service Office</i>
2. Attend PELSOS-OA (Pre-Employment and Life Skills Orientation Seminar - Occupational Assessment) & Filling-out of NSRP	2. Conduct PELSOS-OA (Pre-Employment and Life Skills Orientation Seminar - Occupational Assessment)	None	45 minutes	<i>Jaycell Del Monte & Raphael Bryan Vanguardia Admin Assistant / Public Employment Service Office</i>
3. Wait for the name to be called and registration to the Companies' Representatives	3. Register to the Companies' Attendance	None	1 minute	<i>Company Representatives</i>
4. Actual interview of the jobseekers	4. Interview the jobseekers and advise if Hired on the spot, Qualified, Near Hired and Not Qualified by the company representative	None	10 minutes	<i>Company Representatives</i>
5. Commenting on Feedback Form	5. Preparing of reports for Barangay Job Fair	None	30 Minutes	<i>Jan Cyr P. Chandie Patawaran Admin Assistant / Public</i>

				Employment Service Office
	5.1. Monitoring of Jobseekers status and company placement report	None	1 Hour	<i>Jan Cyr P. Barcelona Labor and Employment Officer II</i> <i>Alan Roy R. Sabellano Senior Admin Officer II</i> Public Employment Service Office
	5.2. Encoding of NSRP forms on the PESO Employment Information System (PEIS)	None	5 days	<i>Chandie Patawaran Admin Assistant I</i> Public Employment Service Office
TOTAL		None	5 days, 3 hours and 29 minutes	

2. Career Development Support Program (CDSP)

The Career Development Support Program (CDSP) is part of its mandate as per Republic Act 8759 also known as the PESO ACT that states that the office should give Career Guidance and Counselling to the future workforce of the city. This program provides the students make educated decisions and exposed them to labor market information. Moreover, it seeks to make encourage the youth choose career that suits their interest and skills. The program encourages the Grade 10 students to continue their education so that they can become productive members of society.

Office/Division:	Public Employment Service Office Career Guidance and Counselling			
Classification:	Complex			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Grade 10 Students			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Invitation Letter 		<ul style="list-style-type: none"> • Schools, Guest Speakers 		
<ul style="list-style-type: none"> • Proposal Letter • Attendance Sheet • Certificate of Participation • Certificate of Attendance • Feedback Form 		<ul style="list-style-type: none"> • Career Guidance and Counselling Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation				
1. Approves proposal letter.	1. Prepares Proposal letter to the Mayor for approval.	None	4 Hours	<i>Glenda Z. Aniñon</i> PESO Manager Public Employment Service Office <i>Ma. Rosario M. Magboo, RPM</i> Labor and Employment Officer III Public Employment Service Office
2. Receives the request letter.	2. Once approved, PESO prepares request of endorsement letter to	None	10 Minutes	<i>Glenda Z. Aniñon</i> PESO Manager Public Employment Service Office

	the DepEd in the conduct of the seminar.			<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> Public Employment Service Office
3. Client submits a certificate to PESO for the conduct seminar.	3. PESO writes a letter of request for a Certificate of Target with dry seal to DepEd.	None	10 minutes	<i>Glenda Z. Aniñon</i> <i>PESO Manager</i> Public Employment Service Office <i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> Public Employment Service Office
4. Receives letter and prepares Memo to the students for the conduct of the seminar.	4. Provide an invitation letter to Participating Schools with attached Endorsement Letter from DepEd.	None	7 Days	<i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
5. Confirm the date and provide number of students to participate in the seminar.	5. Coordinate with participating Schools regarding the Date of implementation and number of Attendees.	None	7 days	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> Public Employment Service Office <i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
	5.1. Finalize the schedule of the seminar per School.	None	1 day	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> Public Employment Service Office <i>Jaycell D. Del Monte</i>

				<i>Admin Assistant I</i> Public Employment Service Office
6. Receives Letter of Invitation.	6. Prepares letter of invitation to the Guest Speakers in the conduct of the seminar.	None	15 Minutes	<i>Ma. Rosario M. Magboo, Rpm</i> <i>Labor and Employment Officer III</i> Public Employment Service Office
	6.1.Receives name of Resource Speaker.	None	5 minutes	<i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
7. Client receives the link and disseminate to the participants.	7. PESO provides the QR Code of Pre-registration Attendance to the School/ Focal Person for the conduct of the seminar.	None	1 Hour	<i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
	7.1.Prepares the Materials to be used for the Seminar.	None	1 Day	<i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
B. Implementation				
1. Participates in the seminar.	1. Conducts the seminar together with the Resource Speaker.	None	4 Hours	<i>Ma. Rosario M. Magboo, Rpm</i> <i>Labor and Employment Officer III</i> <i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> <i>Raphael Bryan Vanguardia</i> <i>Admin Assistant I</i> <i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i>

				Public Employment Service Office
2. Receives snacks from the approved budget request to the Mayor.	2. PESO take pictures for liquidation purposes.	None	10 minutes	<i>Baby Jane P. Mercado</i> Labor and Employment Office I <i>Raphael Bryan Vanguardia</i> Admin Assistant I <i>Jaycell D. Del Monte</i> Admin Assistant I Public Employment Service Office
3. Answers the post-evaluation test.	3. PESO conducts the post-evaluation (QR Code) to the students.	None	2 minutes	<i>Baby Jane P. Mercado</i> Labor and Employment Office I <i>Raphael Bryan Vanguardia</i> Admin Assistant I <i>Jaycell D. Del Monte</i> Admin Assistant I Public Employment Service Office
4. Students receives the Certificate of Attendance.	4. Releasing of Certificate of Attendance to the students.	None	5 minutes	<i>Ma. Rosario M. Magboo, Rpm</i> Labor and Employment Officer III Public Employment Service Office
	4.1.Prepare the Liquidation	None	5 days	<i>Baby Jane P. Mercado</i> Labor and Employment Office I <i>Raphael Bryan Vanguardia</i> Admin Assistant I <i>Jaycell D. Del Monte</i>

				Admin Assistant I Public Employment Service Office
5. Client receives the report.	5. PESO prepares the Terminal Report for review and approval of the PESO Manager.	None	1 hour	<i>Glenda Z. Aniñon</i> <i>PESO Manager</i> <i>Ma. Rosario M. Magboo, Rpm</i> Labor and Employment Officer III <i>Jaycell D. Del Monte</i> Admin Assistant I Public Employment Service Office
6. Client receives the document and file.	6. PESO submits the Terminal Report/ Accomplishment Report to the DepEd.	None	10 Minutes	<i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
	Total	None	1 month, 3 hours and 37 minutes	

3. Government Internship Program (GIP)

The GIP is a program under KABATAAN 2000 (Executive Order No. 139 s. 1993), which aims to provide opportunities and engage young workers to serve the general public in government agencies/ entities projects and programs at the national and local level. The PESO provides young workers, particularly the poor/ indigent young workers an opportunity to demonstrate their talents and skills in the field of public service with the ultimate objective of attracting the best and the brightest who want to pursue a career in government service, particularly in the fields and disciplines related to labor and employment.

Office/Division:	Public Employment Service Office / Career Guidance and Counselling			
Classification:	Complex			
Types of Transaction:	G2C – Government to Client			
Who may avail:	1 st Time Jobseekers			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • RIASEC/ Mental Ability Test/ MDQ • Turn Over/ Evaluation Form 		<ul style="list-style-type: none"> • Career Guidance and Counselling Division 		
<ul style="list-style-type: none"> • Prepare GIP Application Form • NSRP Form 1 Rev. 3 		<ul style="list-style-type: none"> • Internal Management System Division 		
<ul style="list-style-type: none"> • Certification of Indigency • Certification of Residency 		<ul style="list-style-type: none"> • Respective Barangay Hall 		
<ul style="list-style-type: none"> • TOR certificate of Graduation • Diploma 		<ul style="list-style-type: none"> • Respective Schools/ Universities/ Colleges 		
<ul style="list-style-type: none"> • Voters ID 		<ul style="list-style-type: none"> • COMELEC 		
<ul style="list-style-type: none"> • Care Card 		<ul style="list-style-type: none"> • Peoples Coordinating Office (PCO) 		
<ul style="list-style-type: none"> • Biodata/Resume • 2 pcs. of 1x1 picture 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation				
1. Client receives the letter	1. PESO prepares letter to the Mayor for the approval of the proposal.	None	4 Hours	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>

2. Client check or PESO page for Advertisement/ Announcement	2. Posting of announcements through social media (Facebook).	None	10 Days	<i>John Edward E. Guntan Administrative Officer I Public Employment Service Office</i>
3. Client receives Call/ Text Blast	3. Prepare applicants master list and database.	None	4 Hours	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
4. Undergo Occupational Assessment (OA)	4. Administer Test <ul style="list-style-type: none"> • RIASEC • Mental Ability Test • Management Developmental Questionnaire and checks the exam and encode to Career Data Base	None	35 Minutes	<i>Ma. Rosario M. Magboo Labor and Employment Officer III Public Employment Service Office</i>
5. Undergo Initial Interview	5. Evaluates the Applicants	None	15 Minutes	<i>Ma. Rosario M. Magboo Labor and Employment Officer III Public Employment Service Office</i>
6. Undergo Final Interview	6. Submits application documents to Internal Management System Division and prepares letter of request for background investigation to PCO.	None	30 Minutes	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
B. Implementation				

1. Submission of Requirements	1. Check Requirements GIP	None	2 Days	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
2. Job Offer	2. Prepare contract	None	5 Minutes	<i>Emelyn F. Misa Admin. Officer V Public Employment Service Office</i>
3. Undergo orientation to new hire GIP/s.	3. Conduct orientation to the newly hired GIP/s	None	30 Minutes	<i>Larry D. Ticman Assistant Department Head II and Emelyn F. Misa Admin. Officer V Public Employment Service Office</i>
4. Contract Signing and Deployment	4. Create Master List	None	10 Minutes	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
5. Payroll Generation	5. Prepare <ul style="list-style-type: none"> • Attendance Sheet • DTR • Accomplishment Report 	None	1 Hour	<i>Emelyn F. Misa Admin. Officer V and Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>

6. Exit Interview and Commenting on Feedback Forms	6. Conduct exit interview and generate report	None	30 minutes	Ma. Rosario M. Magboo Labor and Employment Officer III Public Employment Service Office
	6.1 Encoding of NSRP forms on the PESO Employment Information System (PEIS)	None	5 Days	<i>Lyser C. Solante Admin. Assistant V</i> Public Employment Service Office
TOTAL		None	8 days, 3 hours and 45 minutes	

4. In-House Jobs Fair

The Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers 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. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

Office/Division:	Public Employment Service Office Employment Promotion Division			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • NSRP Form 1 Rev. 3 • DOLE Registration Form • Terminal Forms • Attendance Sheet • List of Job Openings • Feedback form 		<ul style="list-style-type: none"> • Employment Promotion Division 		
<ul style="list-style-type: none"> • Test Materials • Endorsement Slip 		<ul style="list-style-type: none"> • Career Guidance and Counselling Division 		
<ul style="list-style-type: none"> • Biodata / Resume with Picture 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation				
1. Company sends request letter of intent for Job Fair schedule	1. Company sends request letter of intent for Job Fair schedule	None	5 Minutes	<i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>
2. Sending of Job Vacancies Solicited	2. Sending of Job Vacancies Solicited	None	20 Minutes	<i>Jan Cyr P. Barcelona Labor and Employment</i>

				<i>Officer II Public Employment Service Office</i>
3. Clients receive text and email blast	3. Text and Email blast the applicants for the prior to the scheduled Job Fair	None	30 Minutes	<i>Chandie Patawaran Admin Assistant I Public Employment Service Office</i>
B. Job Fair Proper				
1. Jobseekers Registration	1. Evaluates the applicants	None	2 minutes	<i>Chandie Patawaran Admin Assistant I Public Employment Service Office</i>
2. Attend PELSOS-OA (Pre-Employment and Life Skills Orientation Seminar - Occupational Assessment) & Filling-out of NSRP	2. Conduct Occupational Assessment (OA) and checks the exam and encode to career database	None	45 minutes	<i>Jaycell Del Monte & Raphael Bryan Vanguardia Admin Assistant I Public Employment Service Office</i>
3. Wait for the name to be called and registration to the Companies' Representatives	3. Check Applicants Requirements	None	1 minute	<i>Company Representatives</i>
4. Actual interview of the jobseekers	4. Jobseekers Registration	None	10 minutes	<i>Company Representatives</i>
5. Commenting on Feedback Form	5. Attendance sheet & Prepare Terminal Report	None	1 hour	<i>Chandie Patawaran Admin Assistant I Public Employment Service Office</i>
	5.1. Give feedback form to applicants and companies	None	1 Hour	<i>Chandie Patawaran Admin Assistant</i>

				<i>I Public Employment Service Office</i>
	5.2 . Encoding of NSRP forms on the PESO Employment Information System (PEIS)	None	2 Hours	<i>Chandie Patawaran Admin Assistant I Public Employment Service Office</i>
TOTAL		None	5 hours, 53 minutes	

5. Labor Education for Graduating Students (LEGS)

The Labor Education for Graduating Students (LEGS) Seminar is included in the PESO mandate as per Republic Act 8759 also known as the PESO ACT that states that the office should give pre-employment and occupational counselling, career guidance, mass motivation and values development skills. Moreover, this program gives the graduating students knowledge about labor standards and the mandated benefits before applying for a job. Representatives from Department of Labor and Employment (DOLE), Social Security System (SSS) and Philippine Health Insurance Corporation (PHILHEALTH) delivers orientation on social protection programs to graduating senior high school, TVET, TVL and college students in the City.

Office/Division:	Public Employment Service Office / Career Guidance and Counselling			
Classification:	Complex			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Graduating Senior High Students, TVET, TVL, College Graduating Students			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Invitation Letter 		<ul style="list-style-type: none"> • Schools, Guest Speakers 		
<ul style="list-style-type: none"> • Proposal Letter • Attendance Sheet • Certificate of Attendance • Certificate of Appearance • Terminal Report 		<ul style="list-style-type: none"> • Career Guidance and Counselling Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. School				
1. Approves proposal letter.	1. Prepares Proposal letter to the Mayor for approval.	None	4 Hours	<i>Glenda Z. Aniñon</i> <i>City Government</i> <i>Department Head III</i> <i>Ma. Rosario M. Magboo, RPM</i> <i>Labor and</i> <i>Employment Officer III</i> <i>Public Employment</i> <i>Service Office</i>
2. Receives the request letter.	2. Once approved, PESO prepares request of endorsement letter to the	None	10 Minutes	<i>Glenda Z. Aniñon</i> <i>City Government</i> <i>Department Head III</i>

	DepEd in the conduct of the seminar.			<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> <i>Public Employment Service Office</i>
3. Client submits a certificate to PESO for the conduct seminar.	3. PESO writes a letter of request for a Certificate of Target with dry seal to DepEd.	None	10 Minutes	<i>Glenda Z. Aniñon</i> <i>City Government</i> <i>Department Head III</i> <i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> <i>Public Employment Service Office</i>
4. Receives letter and prepares Memo to the students for the conduct of the seminar.	4. Provide an invitation letter to Participating Schools with attached Endorsement Letter from DepEd.	None	7 Days	<i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> <i>Public Employment Service Office</i>
5. Confirm the date and provide number of students to participate in the seminar.	5. Coordinate with participating Schools regarding the Date of implementation and number of Attendees.	None	7 Days	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> <i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> <i>Public Employment Service Office</i>
	5.1. Finalize the schedule of the seminar per School.	None	1 Day	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> <i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> <i>Public Employment Service Office</i>

6. Receives Letter of Invitation.	6. Prepares letter of invitation to the Guest Speakers from National Government Agencies in the conduct of the seminar. - DOLE - SSS - Pag ibig - Philhealth	None	15 Minutes	<i>Glenda Z. Aniñon</i> <i>City Government</i> <i>Department Head III</i> <i>Baby Jane P. Mercado</i> <i>Labor and</i> <i>Employment Officer I</i> <i>Public Employment</i> <i>Service Office</i>
	6.1. Receives name of Resource Speaker.	None	5 minutes	<i>Baby Jane P. Mercado</i> <i>Labor and</i> <i>Employment Officer I</i> <i>Public Employment</i> <i>Service Office</i>
7. Client receives the link and disseminate to the participants.	7. PESO provides the QR Code of Pre-registration Attendance to the School/ Focal Person for the conduct of the seminar.	None	1 Hour	<i>Baby Jane P. Mercado</i> <i>Labor and</i> <i>Employment Officer I</i> <i>Public Employment</i> <i>Service Office</i>
	7.1. Prepares the Materials to be used for the Seminar.		1 Day	<i>Baby Jane P. Mercado</i> <i>Labor and</i> <i>Employment Officer I</i> <i>Public Employment</i> <i>Service Office</i>
B. Implementation				
1. Fill out the Attendance Sheet.	1. PESO monitors the registration activity.	None	30 Minutes	<i>Baby Jane P. Mercado</i> <i>Labor and</i> <i>Employment Officer I</i> <i>Raphael Bryan Vanguardia</i> <i>Admin Assistant I</i> <i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> <i>Public Employment</i> <i>Service Office</i>

2. Participates in the seminar.	2. Conduct LEGS Orientation/ Seminar on: Social Protection <ul style="list-style-type: none"> • DOLE • SSS • Phil Health • Paglbig 	None	4 Hours	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> <i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> <i>Raphael Bryan Vanguardia</i> <i>Admin Assistant I</i> <i>Jaycell D. Del Monte</i> <i>Admin Assistant I</i> Public Employment Service Office
8. Answers the post-evaluation.	3. PESO conducts the post-evaluation (QR Code) to the students.	None	2 Minutes	<i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> Public Employment Service Office
9. Receiving of Certificates	4. Releasing of Certificate of Attendance to the students	None	2 Minutes	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> Public Employment Service Office
10. Client receives the document and file.	5. PESO prepares the Terminal Report for review and approval of the PESO Manager	None	4 Hours	<i>Ma. Rosario M. Magboo, RPm</i> <i>Labor and Employment Officer III</i> <i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i> Public Employment Service Office
11. Client receives the document and file.	6. PESO submits the Terminal Report/ Accomplishment Report to the DepEd.	None	4 Hours	<i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer I</i>

				Public Employment Service Office
Total		None	18 days, 2 hours and 14 minutes	

6. Mayor's Clearance

Under Chapter II of Miscellaneous Fees of the City Ordinance No. 93-35, the City Government of Muntinlupa through PESO facilitates the issuance of Mayor's Clearance and Certification to individuals residing in Muntinlupa City in support for foreign or local employment, firearms licensing, PNP / AFP requirements, and other legal purpose.

Office/Division:	Public Employment Service Office Employment Promotion Division			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Police/ NBI Clearance 		<ul style="list-style-type: none"> Police Department Satellite Office/ National Bureau of Investigation Satellite Office 		
<ul style="list-style-type: none"> Barangay Clearance 		<ul style="list-style-type: none"> Respective Barangay Hall Muntinlupa 		
<ul style="list-style-type: none"> Court Clearance (METC & RTC) 		<ul style="list-style-type: none"> City Hall of Justice 		
<ul style="list-style-type: none"> Community Tax Certificate 		<ul style="list-style-type: none"> Barangay Hall/Business Permit & Licensing Office (BPLO) 		
<ul style="list-style-type: none"> Bio-data/ Resume with picture 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requirements Inquiry	1. Give a copy of the list of requirements	None	1 Minute	<i>Chandie G. Patawaran Admin. Asst. 1 Employment and Promotion Division</i>
2. Submit Requirements	2. Check the requirements	None	2 Minutes	<i>Chandie G. Patawaran Admin. Asst. 1 Employment and Promotion Division</i>
3. Payment	3. Check the official receipt & ask where the clearance will be used. For Local Employment	Mayor's Clearance = P20.00 Certified True Copy = P15.00 City Ordinance	5 Minutes	<i>Chandie G. Patawaran Admin. Asst. 1 Employment and Promotion Division</i>

	<ul style="list-style-type: none"> • Travel Abroad • Military/ PNP Enlistment • Marriage Abroad • Securing permit to carry firearms • For Legal Purpose • Work Immersion 	93-35		
4. Wait for the name to be called	4. Encode the details on the Mayor's Clearance	None	5 Minutes	<i>Chandie G. Patawaran Admin. Asst. 1 Employment and Promotion Division</i>
5. Signing & Affixation of Thumb mark and Validation	5. Check if the clearance is properly signed and has the client's thumb print and signed by the authorized signatories.	None	2 Minutes	<i>PESO Manager Public Employment Service Office</i> <i>Sup. Admin Officer Internal Management System Division</i> <i>Admin Officer II Employment and Promotion Division</i>
6. Submission of Documents Photocopy	6. Compile the Document's Photocopy	None	5 Minutes	<i>Chandie G. Patawaran Admin. Asst. 1 Employment and Promotion Division</i>
7. Logbook registration and Clearance releasing	7. Ask the client to sign in the logbook before releasing of	None	2 Minutes	<i>Chandie G. Patawaran Admin. Asst. 1 Employment</i>

	Mayors Clearance			and Promotion Division
TOTAL		P35.00	22 minute s	

7.Mega Jobs Fair

The Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers 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. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

Office/Division:	Public Employment Service Office Employment Promotion Division			
Classification:	Highly Technical			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • NSRP Form 1 Rev. 3 • DOLE Registration Form • Terminal Forms • Attendance Sheet • List of Job Openings • Feedback form 		<ul style="list-style-type: none"> • Employment Promotion Division 		
<ul style="list-style-type: none"> • Biodata / Resume with Picture 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation				
1. Advertisement/ Announcement	1. Request letter to Mayor for the implementation of MEGA JOBS FAIR	None	10 Minutes	<i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>
2. Receives invitation	2. Advertisement/ Announcement - Posting of announcements through social media (Facebook), Tarpaulin	None	30 Minutes	<i>Glenda Z. Aniñon PESO Manager Public Employment Service Office</i>

				<i>Arthur G. Quiamco Admin Assistant I Public Employment Service Office</i>
3. Company confirmation and sending of updated Job Vacancies	3. Receives invitation	None	1 Hour	<i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>
	3.1 Company confirmation and sending of updated job vacancies			<i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>
B. Job Fair Proper				
1. Attend PELSOS (Pre-Employment and Life Skills Orientation Seminar)	1. Conduct Life Skills Training and orientation	None	15 Minutes	<i>Jaycell Del Monte & Raphael Bryan Vanguardia Admin Assistant I Public Employment Service Office</i>
2. Filing-up of NSRP Form 1 Rev.3	2. Filing-out of NSRP Form 1 Rev.3 (Via Google Forms)	None	2 Minutes	<i>Chandie G. Patawaran Admin. Asst. 1 Employment and Promotion Division</i>
3. Jobseekers Registration to the Companies' Representatives	3. Jobseekers Registration to the Companies' Representatives	None	1 Minute	<i>Company Representatives</i>
4. Actual interview of the jobseekers	4. Actual interview of the jobseekers	None	10 Minutes	<i>Company Representatives</i>

5. Commenting on Feedback Form	5. Submit documents and forms to DOLE and terminal reports	None	1 Day	<i>Chandie G. Patawaran</i> <i>Admin. Asst. 1</i> Employment and Promotion Division
	5.1. Monitoring of Jobseekers status	None	10 Days	<i>Chandie G. Patawaran</i> <i>Admin. Asst. 1</i> Employment and Promotion Division
	5.2. Encoding of NSRP forms on the PESO Employment Information System (PEIS)	None	10 Days	<i>Chandie G. Patawaran</i> <i>Admin. Asst. 1</i> Employment and Promotion Division
TOTAL		None	21 days, 2 hours and 8 minutes	

8. Muntinlupa Emergency Employment Program (MCEEP)

MCEEP or Muntinlupa Emergency Employment Program which is a component of the DOLE Integrated Livelihood and Emergency Employment Program (DILEEP), which has been localized by the City to focus on providing emergency employment for underemployed/ disadvantaged workers. As part of the City Government of Muntinlupa's supports on the Writ Mandamus issued by the Supreme Court in maintaining the quality of waterways in the City suitable for fish propagation and growth of other aquatic resources and preservation of our natural resources. The Public Employment Service Office (PESO) in cooperation with the Muntinlupa City Disaster Risk Reduction Management Office (MCDRRMO) and Lake Management Office (LMO) initiated the Muntinlupa Emergency Employment Program (MCEEP) - Disaster Mitigation "Cleaning waterways, Restoring the Rivers" program for the continuous and proper management of Rivers and Waterways.

The MCEEP - DISASTER MITIGATION "Cleaning of Waterways, Restoring the Rivers" Workers has provided the opportunity to augment an extra means of living thru this program, as it aims to enable the unemployed poor and seasonal workers of our city to engage in short-term community works to provide them with temporary wage employment in time of calamity (Typhoon and special needs) for a period of 10 days. They performed dredging and de-clogging of canals, river clean-up, cleaning and clearing along the riverbanks and hauling of garbage with proper garbage disposals.

Office/Division:	Public Employment Service Office			
Classification:	Highly Technical			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Muntinlupa Residents (18 – 60 yrs. old)			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • NSRP Form 1 Rev. 3 • Beneficiary Profile • (PM-NCR-03.07-F.03-R.01) • Certificate of Indigency • Photocopy of Cedula • Care Card/Valid ID 		<ul style="list-style-type: none"> • Internal Management System Division - PESO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1. PESO prepares letter to the Mayor for the approval of the proposal.	None	4 Hours	<i>Rizamie G. Platil</i>

				<i>Labor and Employment Officer II Public Employment Service Office</i>
2.	2. Coordinating with other department offices and institutions	None	5 Days	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
3. Fill-out forms	3. Filling of beneficiary profile and NSRP form 1 Rev. 3	None	5 Minutes	<i>Joan R. Villaluz Admin. Asst. I Public Employment Service Office Coordinators Barangay</i>
4. Submission of Requirements	4. Checking and assessment of requirements <ul style="list-style-type: none"> • Encoding of Master List • Attendance • Contract • Printing of IDs 	None	5 Days	<i>Joan R. Villaluz & Judiel Revaño Admin. Asst. I Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
5. Receives call/text for the orientation	5. Inform the MCEEP beneficiaries for the Orientation through text blast and call	None	30 minutes	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
6. Undergo Orientation	6. Conduct orientation and Life Skills Seminar	None	4 Hours	<i>Glenda Z. Aniñon City Government</i>

				<i>Department Head III and Ma. Rosario M. Magboo Labor and Employment Officer III Public Employment Service Office</i>
7. Deployment of MCEEP Beneficiaries	7. Deploy the beneficiaries to their respective area of work	None	20 Minutes	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
8. MCEEP Beneficiaries will be monitored	8. Monitor the work of the MCEEP beneficiaries	None	2 Days	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office and Division Head Lake Management Office</i>
9. Submitting of Reports and Attendance	9. Receives the attendance and the soft copy of pictures taken before and after the clean-up.	None	5 Days	<i>Rizamie G. Platil Labor and Employment Officer II Public Employment Service Office</i>
10. Submitting of Daily Time Record and	10. Receives Daily Time Record and Accomplishment Report	None	3 Days	<i>Joan R. Villaluz & Judiel Revaño Admin. Asst. I</i>

Accomplishment Report	<ul style="list-style-type: none"> Finalize the submitted attendance and check the daily time record (DTR) attached with the accomplishment report 			<i>Rizamie G. Platil</i> <i>Labor and Employment Officer II</i> <i>Public Employment Service Office</i> <i>Coordinator</i> <i>Barangays</i>
	11. Submit terminal reports and generate the payroll	None	2 days	<i>Rizamie G. Platil</i> <i>Labor and Employment Officer II</i> <i>Public Employment Service Office</i>
	12. Encoding of NSRP forms on the PESO Employment Information System (PEIS)	None	5 Days	<i>Lyser C. Solante</i> <i>Admin. Asst. V</i> <i>Public Employment Service Office</i>
TOTAL		None	1 month, 6 days and 55 minutes	

9. Muntinlupa City Tripartite Industrial Peace Council (MCTIPC)

By virtue of City Ordinance No. 17-071, the MCTIPC was institutionalized in the City of Muntinlupa. Last 2015 the MCTIPC was constituted through a Memorandum of Understanding on May 22 between the City Government of Muntinlupa, DOLE with representatives from the management and labor sector of the city's business community. The MCTIPC aims to maintain harmony, mutual trust, and respect for the interest and welfare of the employers and employees within the territorial jurisdiction of the Muntinlupa City.

Office/Division:	Public Employment Service Office / Employment Promotion Division			
Classification:	Highly Technical			
Types of Transaction:	G2B – Government to Business Entity			
Who may avail:	Companies Located in the City			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Company Invitation Letter with Confirmation 		<ul style="list-style-type: none"> Different Companies located in Muntinlupa 		
<ul style="list-style-type: none"> Attendance Sheet Certificate of Appreciation for Speakers Certificate of Participation Certificate of Attendance Evaluation Form via Google Forms 		<ul style="list-style-type: none"> Employment Promotion Division (EPD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Preparation				
1. Receiving an invitation for MCTIPC Seminar/ Orientation	1. Preparation and signing of Company Invitations & Registration Form	None	1 Hour	<i>Glenda Z. Aniñon</i> PESO Manager Public Employment Service Office <i>Jan Cyr P. Barcelona</i> Labor and Employment Officer II Public Employment Service Office

2. Company Confirmation	2. Create a list of confirmed companies and prepare materials	None	1 Hour	<i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>
3. Program Flow	3. Preparation and signing of Certificate of Appreciation for Speakers, Certificate of Participation/ Appearance for the representatives and event paraphernalia	None	2 Hours	<i>Glenda Z. Aniñon PESO Manager Public Employment Service Office</i> <i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i>
B. Implementation				
1. Registration	1. Attendance of Management and Labor representatives of different companies on the attendance sheet	None	2 minutes	<i>Company representatives from both management and labor sector</i> <i>Jenn Ann B. Rocha & Chandie G. Patawaran Admin Assistant I Public Employment Service Office</i>
2. Participating in the: • Seminar/ Orientation • Meeting	2. Conduct of: • Seminar/ Orientation • Meeting • Learning	None	6 Hours	<i>Glenda Z. Aniñon PESO Manager Public Employment Service Office</i>

<ul style="list-style-type: none"> • Learning 	<ul style="list-style-type: none"> • Training 			<p><i>Laurito D. Ticman Assistant Dept. Head Public Employment Service Office</i></p> <p><i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i></p> <p><i>Department of Labor and Employment</i></p>
3. Receiving of Certificates	3. Releasing of Certificates of Appreciation, Participation, and Appearance to the guest speakers and participants	None	10 minutes	<p><i>Laurito D. Ticman Assistant Dept. Head Public Employment Service Office</i></p>
4. Commenting on the Feedback Form/ Evaluation Form (via Google Forms)	4. Preparation of Terminal Reports	None	2 Hours	<p><i>Jan Cyr P. Barcelona Labor and Employment Officer II Public Employment Service Office</i></p>
TOTAL		None	1 day, 4 hours and 12 minutes	

10. Online Life Skills Training – Pamantasan ng Lungsod ng Muntinlupa

The Online LST program aims to target Graduating 2nd Year and 4th Year College students of the Pamantasan ng Lungsod ng Muntinlupa (PLMUN). The program is an adaptation of the Life Skills Training component of RA 10869, or the Jobstart Philippines Act of the Department of Labor and Employment (DOLE), it is designed to holistically develop behavior, attitudes, and values of the student, to enable them to plan their career path and cope effectively with the demands and challenges of everyday life and work.

Office/Division:	Public Employment Service Office Career Guidance and Counselling			
Classification:	Complex			
Types of Transaction:	G2C – Government to Client			
Who may avail:	2 nd Year and 4 th Year Graduating College Students			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Invitation Letter 		<ul style="list-style-type: none"> • Schools, Guest Speakers 		
<ul style="list-style-type: none"> • Proposal Letter • Attendance Sheet • PLMUN Student portal • LST Modules • Feedback Form 		<ul style="list-style-type: none"> • Career Guidance and Counselling Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. School				
1. Client submits a letter to PESO to conduct seminar.	1. PESO prepares schedule of implementation.	None	4 Hours	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i> Public Employment Services Office
2. Client prepares the Memo to the students for the conduct of the seminar	2. PESO prepares the modules for the conduct of the activity.	None	15 minutes	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i>

				Public Employment Services Office
3. Client prepares the venue/ student portal for the conduct of the seminar.	3. PESO conducts the activity.		3 months	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i> Public Employment Services Office
4. Client records and documents the activity.	4. PESO monitors the accomplishments of the beneficiaries based on the target schedule.	None	1 hour	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i> Public Employment Services Office
5. Client receives the Terminal Report and file	5. PESO provide the Terminal Report and file		1 day	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i> Public Employment Services Office
B. Students				
1. Visits PLMun Student Portal/ LST	1. Monitors the registration activity.	None	2 minutes	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i> Public Employment Services Office
2. Student answers the LST modules	2. Monitors the student's performance per module. PESO take pictures for	None	15 minutes	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i>

	documentation purposes.			Public Employment Services Office
3. Evaluates the seminar	3. Analyzes the Feedback Form (google link) and provide Feedback Report to the PESO Manager and generate report.	None	1 hour	<i>Ma. Rosario M. Magboo, RPm Labor and Employment Officer III</i> Public Employment Services Office
TOTAL		None	3 months, 2 days, 5 hours and 32 minutes	

11. Online Life Skills Training – SPES and GIP

The Online LST program aims to target the SPES and GIP Beneficiaries. The program is an adaptation of the Life Skills Training component of RA 10869, or the Jobstart Philippines Act of the Department of Labor and Employment (DOLE), it is designed to holistically develop behavior, attitudes, and values of the student, to enable them to plan their career path and cope effectively with the demands and challenges of everyday life and work.

Office/Division:	Public Employment Service Office Career Guidance and Counselling			
Classification:	Complex			
Types of Transaction:	G2C – Government to Client			
Who may avail:	SPES and GIP beneficiaries			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Invitation Letter 		<ul style="list-style-type: none"> • Schools, Guest Speakers 		
<ul style="list-style-type: none"> • Proposal Letter • Attendance Sheet • K-hub portal • LST Modules • Feedback Form 		<ul style="list-style-type: none"> • Career Guidance and Counselling Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. School				
1. Client submits a letter to PESO to conduct seminar.	1. PESO prepares schedule of implementation.	None	4 Hours	<i>Lyser C. Solante</i> <i>Admin Assistant V</i> <i>Rizamie Platil</i> <i>Labor and Employment Officer II</i> <i>Ma. Rosario M. Magboo, RPm</i> <i>Labor Employment Officer III and Public Employment Services</i>

2. Client prepares the Memo to the students for the conduct of the seminar.	2. PESO prepares the modules for the conduct of the activity.	None	15 minutes	<i>Ma. Rosario M. Magboo, RPm Labor Employment Officer III and Public Employment Services Office</i>
3.	3. PESO conducts the activity.		3 hours	<i>Ma. Rosario M. Magboo, RPm Labor Employment Officer III</i> <i>Baby Jane P. Mercado Labor and Employment Officer II</i> <i>Raphael C. Vanguardia Admin Assistant I</i> <i>Jaycell D. Del Monte Admin Assistant I</i> Public Employment Services Office
4. Client record and documents the activity.	4. PESO monitors the accomplishments of the beneficiaries based on the target schedule.	None	1 hour	<i>Lyser C. Solante Admin Assistant V</i> Rizamie Platil Labor and Employment Officer II
5. Client receives the Terminal Report and file	5. PESO provides the Terminal Report and file.		4 hours	<i>Lyser C. Solante Admin Assistant V</i>

				Rizamie Platil Labor and Employment Officer II Public Employment Services Office
B. Students				
1. Visit K-hub Portal/LST	1. Monitors the registration activity.	None	2 minutes	<i>Lyser C. Solante</i> Admin Assistant V Public Employment Services Office
2. Beneficiaries answers the LST modules	2. Monitors the student's performance per module. PESO take pictures for documentation purposes.	None	15 minutes	<i>Lyser C. Solante</i> Admin Assistant V Public Employment Services Office
3. Evaluates the seminar	3. Analyzes the Feedback Form (google link) and provide Feedback Report to the PESO Manager and generate report.	None	1 hour	<i>Lyser C. Solante</i> Admin Assistant V Public Employment Services Office Guidance and Counselling
TOTAL		None	1 day, 5 hours and 32 minutes	

12. Pre-Employment and Life Skills Orientation Seminar (PELSOS)

The PELSOS-OA main purpose is to prepare applicants in the interview/ screening of the employer during the In-house Jobs Fair or any employment activity. Furthermore, this activity helps the applicant to gain confidence during exam and interview with the employer. The activity is apportioned in the following manner: (1) Occupational Assessment - to help the applicant choose the right job based on their aptitude, (2) Pre-employment Orientation and Life Skills Orientation is an activity of PESO that discuss job Interview tips and job openings related to their educational back ground, interest and skills.

Office/Division:	Public Employment Service Office / Career Guidance and Counselling			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Attendance Sheet Terminal Report 			<ul style="list-style-type: none"> Career Guidance and Counselling Division and Employers Promotion Division 	
<ul style="list-style-type: none"> Test Materials Feedback Form Endorsement Slip 			<ul style="list-style-type: none"> Career Guidance and Counselling Division 	
<ul style="list-style-type: none"> Tablets Projector Laptop 			<ul style="list-style-type: none"> Internal Management System Division 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/ Applicants receives a call/ text blast Advertisement/ Announcement	1. PESO sends a text blast or posts an announcement through our Facebook page for an In-House Job Fair schedule	None	5 days before Job Fair Activity	Raphael Vanguardia Admin Assistant I Public Employment Services Office
2. Client completes the QR Code pre-	2. PESO prepares the	None	5 Minutes	Raphael Vanguardia

registration sheet.	QR Code pre-registration sheet.			Admin Assistant I Public Employment Services Office
3. Client undergoes PELSOS-OA in person (Pre-Employment and Life Skills Orientation Seminar-Occupational Assessment)	3. Conduct the Pre-Employment seminar as per schedule.	None	10 Minutes	<i>Baby Jane P. Mercado</i> <i>Labor and Employment Officer II</i> Raphael Vanguardia Admin Assistant I Jaycell D. Del Monte Admin Assistant I Public Employment Services Office
4. Client/ Applicant accomplishes the feedback form.	4. PESO conducts the post-evaluation assessment via Google link.	None	5 Minutes	Raphael C. Vanguardia <i>Admin Assistant I</i> Public Employment Services Office
5. Terminal Report generation	5. PESO generates a report for approval of the PESO Manager.	None	4 Hours	<i>Glenda Z. Aniñon</i> <i>City Government Department Head III</i> Raphael C. Vanguardia Admin Assistant I Public Employment Services Office
TOTAL		None	5 days, 4 hours and 20 minutes	

13. Regular Referral Program

Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualifications, while placement is the result of a successful referral.

Office/Division:	Public Employment Service Office Employment Promotion Division			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	Residents only			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Logbook QR Online Registration 		<ul style="list-style-type: none"> Employment Promotion Division 		
<ul style="list-style-type: none"> Endorsement Slip 		<ul style="list-style-type: none"> Career Guidance & Counselling Division 		
<ul style="list-style-type: none"> Biodata / Resume 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Jobseekers Registration	1. Register using the QR Code (Google Forms)	None	5 minutes	Chandie Patawaran Admin Assistant / Public Employment Service Office
2. Job Matching	2. PESO System / Google Sheet Database	None	5 minutes	Chandie Patawaran Admin Assistant / Public Employment Service Office
3. Wait for the name to be called	3. Encoding, Printing and Signing of job referral letter	None	2 minutes	Chandie Patawaran Admin Assistant / Public Employment Service Office
4. Releasing of Job referral letter	4. Ask the client to sign on the	None	2 minutes	Chandie Patawaran

	logbook and release the Job Referral Letter			<i>Admin Assistant I Public Employment Service Office</i>
5. Commenting on Feedback Form	5. Monitor the placement report of the company and Generate report	None	1 month	<i>Jan Cyr P. Barcelona Labor and Employment Officer II</i> <i>Alan Roy R. Sabellano Senior Admin Officer II Public Employment Service Office</i>
	6. Encoding of Registered Data on the PESO Employment Information System (PEIS)	None	5 days	<i>Chandie Patawaran Admin Assistant I Public Employment Service Office</i>
TOTAL		None	1 month, 5 days and 14 minutes	

14. Single Entry Approach (SENA) Labor Help Desk

Single Entry Approach (SEnA) is an administrative approach to provide a speedy, impartial, inexpensive, and accessible settlement procedure of all labor issues or conflicts to prevent them from ripening into full-blown disputes or actual labor cases. It was first introduced through Department Order 107-10 and later institutionalized through the enactment of Republic Act 10396 in 2013 providing for a 30-day mandatory conciliation-mediation for issues arising from labor and employment (i.e., governed by employee-employer relations). As a form of conciliation-mediation intervention, the main objective is to effect amicable settlement of the dispute among the differing parties wherein a neutral party, the SEnA Desk Officer (SEADO), assists the parties by giving advice, or offering solutions and alternatives to the problems.

Office/Division:	Public Employment Service Office/ Employment Promotion Division			
Classification:	Highly Technical			
Types of Transaction:	G2B – Government to Business Entity G2C – Government to Client			
Who may avail:	All			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request for Assistance Form (Per Department Order No. 107, Series of 2010) 		<ul style="list-style-type: none"> Employment Promotion Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request for Assistance	1. Registration to Logbook	None	5 minutes	<i>Arthur Quiamco</i> Admin. Asst. 1 Public Employment Service Office
2. Assessment of Labor Issues and Concerns by hearing both employer and employee concerns	2. Conduct Assessment of: <ul style="list-style-type: none"> Request for Assistance Form Initiates pre-conference assessment, counselling. Identify issues; narrow down the disagreements; 	None	5 days	<i>Arthur Quiamco</i> Admin. Asst. 1 Public Employment Service Office

	<p>exert efforts for parties to arrive at voluntary settlement</p> <ul style="list-style-type: none"> • Monitor the existing and for further assessment pending cases 			
3. Commenting on Feedback Form	3. Report to Mayors Office for the status of the complaints (Monthly Report) signed by PESO Manager	None	1 day	<p><i>Glenda Z. Aniñon</i> PESO Manager Public Employment Service Office</p> <p>and</p> <p><i>Arthur Quiamco</i> Admin. Asst. 1 Public Employment Service Office</p>
TOTAL		None	6 hours and 5 minutes	

15. Special Program for Employment of Students (SPES – Government)

SPES or the Special Program for the Employment of Student (RA 7323/9571) is an employment bridging program during summer or Christmas vacation that aims to augment the family's income of poor but deserving students, OSY, or dependents of displaced workers who intend to finish their education. The beneficiary must be at least 15 to 24 years old. The SPES beneficiaries will receive a total of P503.00 per day for a period of 20 days. The salary of the beneficiary is divided into two: 60% from the LGU and 40% from the DOLE. The beneficiaries likewise are insured with GSIS for a period of one year.

Office/Division:		Public Employment Service Office		
Classification:		Complex		
Types of Transaction:		G2C – Government to Client		
Who may avail:		Junior and Senior High School; Out of School Youth (15-24 yrs. old)		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> NSRP Form 1 Rev. 3 (1 Original) SPES Form (1 Original, 1 photocopy) Employment Contract (1 Original, 1 photocopy) Oath of Undertaking (1 Original, 1 photocopy) Feedback Form (1 Original) 		<ul style="list-style-type: none"> Internal Management System Division - PESO 		
<ul style="list-style-type: none"> Certificate of Indigency - if parents have no work (1 Original, 1 photocopy) 		<ul style="list-style-type: none"> Respective Barangay Hall 		
<ul style="list-style-type: none"> Income Tax Return - if parents have work (2 photocopy) 		<ul style="list-style-type: none"> Bureau of Internal Revenue 		
<ul style="list-style-type: none"> Birth Certificate (2 photocopy) 		<ul style="list-style-type: none"> Philippine Statistics Authority 		
<ul style="list-style-type: none"> Copy of Final Grades (2 photocopy) 		<ul style="list-style-type: none"> Respective Schools 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Pre-employment				
1.	1. PESO prepares letter to the Mayor for the approval of the proposal.	None	2 Hours	Lyser C. Solante Administrative Assistant V Public Employment Service Office
B. Online Registration				

1. Client checks PESO page for Advertisement/ Announcement	1. Posting of announcements through social media (Facebook)	None	5 Days	Lyser C. Solante Administrative Assistant V Public Employment Service Office
2. Client registered online	2. Register and Appointment Schedule to PESO Google Forms	None	3 Days	Lyser C. Solante Administrative Assistant V Public Employment Service Office
3. Submission of Requirements/ Initial Interview of Applicants based on schedule	3. Review necessary requirements and conduct an initial interview	None	20 Minutes	PESO Staff Public Employment Service Office
4. Documentation, Requirements Process and Encoding	4. Encoding of SPES profile to database and submit necessary requirements and forms to DOLE	None	5 Days	Lyser C. Solante Administrative Assistant V Public Employment Service Office
C. On the day Registration				
1. Client checks our PESO page, Barangay for Advertisement/ Announcement	1. Posting of accouchements through social media (Facebook), Tarpaulin	None	10 Days	Lyser C. Solante Administrative Assistant V Public Employment Service Office
2. Submission of Requirements/ Initial Interview of Applicants	2. Review necessary requirements and conduct an initial interview	None	20 Minutes	PESO Staff Public Employment Service Office
3. Documentation, Requirements Process and Encoding	3. Encoding of SPES profile to database and Submit necessary requirements and forms to DOLE	None	5 Days	Lyser C. Solante Administrative Assistant V Public Employment Service Office
D. Implementation				

1. Attend Life Skills Training/ Orientation and Commenting on Feedback Form	1. Conduct Life Skills Training and orientation	None	4 Hours	<i>Glenda Z. Aniñon</i> <i>City Government</i> <i>Department Head III</i> Public Employment Service Office <i>Larry D. Ticman</i> <i>City Government</i> <i>Assistant Head II</i> and <i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office
2. Deployment	2. Deployment to various offices in the City Government of Muntinlupa	None	1 Hour	<i>Larry D. Ticman</i> <i>City Government</i> and <i>Assistant Head II</i> <i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office
3. Monitoring of Attendance	3. Checking of daily attendance	None	20 Minutes	<i>Larry D. Ticman</i> <i>City Government</i> and <i>Assistant Head II</i> <i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office
4. Submission of DTR with Accomplishment Report	4. Submission of daily time record (DTR) attached with Accomplishment Report	None	1 Day	<i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office
	5. Check the attendance and prepare daily time record (DTR) attached	None	2 Days	<i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office

	with Accomplishment Reports and generate the payroll			
	6. Submit documents and forms to DOLE and terminal reports.	None	2 Days	<i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office
	7. Encoding of NSRP forms on the PESO Employment Information System (PEIS)	None	5 Days	<i>Lyser C. Solante</i> <i>Administrative</i> <i>Assistant V</i> Public Employment Service Office
TOTAL		None	1 month and 17 days	

IV. Feedback Mechanism

FEEDBACK MECHANISM	
How to send feedback	<p>Answer the client feedback form and drop it at the designated comments and suggestion box in front of the Public Employment Service Office (PESO)</p> <p>Contact info: 840-2445/861-4133 or peso.muntinlupa@live.com</p>
How feedback is processed	<p>Weekly, the Public Employment Service Office (PESO) opens the comments and suggestion box and records all feedback submitted.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 840-2445/861-4133</p>
Contact information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

V. List of Offices

Office	Address	Contract Information
Public Employment Service Office (PESO)	Ground Floor, City Hall Annex Bldg., National Road, Putatan 1772 Muntinlupa City	840-2445/861-4133



PUBLIC ORDER AND SAFETY OFFICE

CITIZEN'S CHARTER

2024 1st (Edition)





I. Duties and Functions

Establish and maintain a system to monitor peace, order and public safety in Muntinlupa City and report the status thereof and all matters affecting the same to the City Mayor; Coordinate with, and assist, national and local law enforcement agencies, including related offices of the City Government and Barangay Government, on the proper implementation of laws and ordinances, including giving assistance as auxiliary unit in the detection and apprehension of criminals and offenders, or undertaking citizen's arrest only in cases and under such circumstances as maybe allowed by existing laws, rules and regulations;

Be in the frontline of the delivery of administrative support services, particularly those related to situations during and in the aftermath of man-made and natural disaster and calamities; and coordinate the mobilization of manpower and resources in the implementation of contingency plans to limit effects of disasters and other calamities.

II. Vision

"The POSO envisioned the provision of a just and orderly community living in an atmosphere of peace and tranquility, free from threats of lawless elements and to immediately respond in times of calamity and disaster."

III. Mission

"The **P**ublic **O**rders and **S**afety **O**ffice exist in order to ensure the security and safety of the community of the City of Muntinlupa against lawlessness and disaster by assisting the City Government in the promotion and maintenance of peace and order towards the attainment of a just and orderly society".

IV. Service Pledge

It is the paramount goal of POSO to provide quality service to the constituents of Muntinlupa City, in line with the city's 7K Agenda – **KAPAYAPAAN at KAAYUSAN**, conforming w/ it's held rules, its regulations and committed to fulfill these requirements.





LIST OF SERVICES

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Main Office External Services





1. Information Helpdesk

The Information or Helpdesk is for every walk-in client, requesting assistance necessitating immediate appropriate action

Office or Division:		Administrative Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the front Desk for appropriate assistance	1. Log all the details provided by the client and provide assistance needed	None	1 hour	Security Officer III Administrative Division
TOTAL:		None	1 Hour	





2. Blotter 24/7

All details that need to be recorded/ documented officially for further disposition reference. This is available to the Public 24/7.

Office or Division:		Operation Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
valid ID		LTO,SSS,BIR, BRGY, PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to front Desk, present ID and give personal information.	1. Register the client in the Visitor's Logbook.	None	1 hour	Security Officer III Administrative Division
2. Present the story and details of the subject incident/s or subject person/s of concern for documentation	2. Log all details presented by the client	None	1 hour	Security Officer II Operation Division
3. Answer question from desk officer.	3. Ask the client who, what, when, where, why and how the reported incident happen.	None	1 hour	Security Officer II Operation Division
4. Write your name and affix your signature at the bottom of the blotter document	4 Present the written report to the client to verify the accuracy of all details	None	30 seconds	Security Officer II Operation Division
Total:		None	3 Hours, 30 sec	





3. Community Assistance 24/7

This is a services rendered to the client / clientele notably during accidents and fire occurrences, this service is available 24/7.

Office or Division:		Operation Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed / Contact to the nearest POSO Office	1. Interview the client for quick and accurate action	None	1 hour	Security Officer II Operation Division
2. Give full details of information for recording and action by desk officer on duty	2.1 Log all gathered information and endorse to the officer on duty	None	1 hour	Security Officer II Operation Division
	2.2 Upon receipt of the information, the POSO Operations will assign one (1) or more personnel to render the necessary assistance	None	1 hour	Security Officer II Operation Division
	2.3 After responding, record the full details or assistance rendered.	None	30 minutes	Security Officer II Operation Division





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Officers on duty will give full feedback with action taken	None	5 minutes	Security Officer II Operation Division
3. Will stand as witness or arresting officer if needed	3. Have the arrested person, if any, undergo medical examination and/or endorsed to concerned agency	None	24 hours	Security Officer II Operation Division
Total:		None	1 day, 3 Hours 35mins.	





4. Burial, Security and Public Assist

This service is rendered to the requesting client for security to maintain Peace and Order of the event/activity.

Office or Division:		Admin Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with a contact no. to the POSO Office, Interment, Security and Public safety 3 days before the date of activity.	1. Received the letter request and then Informed Officer in charge, POSO for the approval	None	5 minutes	Security Officer III Administrative Division
1. Confirmation by POSO Personnel in one (1) to Two (2) days after the filling and availability of Personnel	2. Once approved Operation head designate personnel for the requested activity	None	48 hours	Security Officer II Operation Division
Total:		None	2 days, 5mins	





5. Complain against POSO Employee

This service is for the client complaining of malfeasance or other misbehavior will be investigated and validated within five (5) working days, this complaint will be turn over to BOD (Board of Discipline) for depository action by POSO personnel, filling of complain is five (5) working days, this complain was turn over to BOD (Board of Discipline) for legal action.

Office or Division:		Admin Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		LTO,SSS,BIR, BRGY, PSA		
Fully accomplished complaint sheet form		Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the POSO Office, talk to the duty desk officer, and present a valid ID	1. The Desk Officer will record the complaint and other personal information of the complainant	None	1 hour	Security Officer III Administrative Division
2. Get form and answer the question. Give Full details of your complaint.	2. Desk Officer log all information and relay to administrative division for necessary assistance	None	1 hour	Security Officer III Administrative Division
3. Return the complaint sheet form to the Desk Officer for appropriate action.	3. Head POSO designate POSO personnel for appropriate action	None	1 hour	Security Officer IV Acting Head Security Officer III Administrative Division
Total:		None	3 Hours	





FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Fill-out Feedback Form and drop on the Suggestion Box or the concerned individual can write a formal letter to the Office of the public Order and Safety Office</p> <p>For inquires and follow-up, clients may contact <u>Email:</u>posomuntinlupa2013@gmail.com</p>
How feedbacks are processed?	<p>Every month the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>All Concerns will be forwarded to the responsible offices/individuals and will be addressed accordingly.</p>
How to file a complaint?	<p>Concerned individuals can write a formal letter and submit it to the Public Order and Safety Office</p> <p>For inquires and follow-up, clients may contact <u>Email:</u>posomuntinlupa2013@gmail.com</p>
How complaints are processed?	<p>Formal letter of complaints will be endorsed to the Head Officer which will be forwarded to the responsible offices / individuals to be addressed accordingly.</p>
Contact Information of: <ul style="list-style-type: none"> • Contact Center ng Bayan (CCB) • Presidential complaint Center (PCC) • Anti-Red Tape Authority (ARTA) 	<p>ARTA: complaints@arta.gov.ph :1-ARTA (2782) PCC:8888 CCB:(+63)908-8816-565 (SMS)</p>





LIST OF OFFICES

OFFICE	ADDRESS	Contact Information
Main Office	3 rd Floor Plaza Central Building, Poblacion, Muntinlupa City	Email: posomuntinlupa2013@gmail.com
Sucat Sub-Station	Meralco St. Sucat MC	Team Leader: Gerald Lutrania CP No. 0912-6810175





OFFICE OF THE MUNTINLUPA PUBLIC INFORMATION OFFICE

VISION

We envision Muntinlupa Public Information Office to be a reliable source of information and a committed City Government office in serving the people from the grassroots and up.

MISSION

Power to inform and organize action

LOCATION

Unit 202 Annex Building Muntinlupa City Hall National Road Putatan, Muntinlupa City

AVAILABILITY OF SERVICE

Monday – Friday (8AM – 5PM)

CLIENTS

Citizens of Muntinlupa; Students, Private Sectors, Business Community, Media

FEEDBACK AND REDRESS MECHANISM

- Please let us know how we have served you by doing any of the following:
1. Accomplish our Feedback Form available near the receiving area beside the suggestion box
 2. Send your feedback through our E-Muntinlupa Suggestion Box via website address www.muntinlupacity.gov.ph or at lingkodbayan.muntinlupa@gmail.com
 3. For other concerns, talk to the personnel in-charge at the Information or the Head of the office

OBJECTIVES

- Project the commitment and availability of the City Government to serve the people regardless of political affiliation (Serbisyong Walang Kulay)
 - Emphasis the values of trust, unity, and self-reliance among Muntinlupeños
- Restore confidence in the City Government to deliver basic services and to give equal opportunities for growth in all aspects
- Restore confidence of the business community to spur much-needed economic growth and put Muntinlupa at par with Taguig and its bustling Bonifacio Global City central business district (it should be noted that experts have recently pointed to BGC as the country's prime growth area and not Makati)
 - Restore the prime importance and emphasize the long-term value of education
- Encourage Muntinlupeños to be self-reliant and not depend on the Government for their everyday needs. This cycle of dependency has to stop in order to achieve long-lasting and significant success by encouraging Muntinlupeños to aspire and to achieve instead of depending and decaying in complacency.



SAGIP NG MUNTINLUPA

**Citizen's Charter
2024**



I. MANDATE

ORDINANCE NO. 17-134

“An Ordinance Establishing Saklolo at Gabay ng Pamilya (SAGIP) Program of the City ng Muntinlupa.”

SAGIP is tasked to provide services for the protection and recovery of women and children from all forms of abuse and violence as defined under the existing international instruments, local laws, rules and regulations within the territorial jurisdiction of the City of Muntinlupa.

II. VISION

“A premier center, managed by a professional team actively working for a city where women and children are empowered, living in a caring community environment.”

III. MISSION

1. To empower women and children through provision of a diversified continuum of services focused on social protection, safety, life skills, development and self-sufficiency.
2. To strengthen the family for sustained ability to protect and promote safety and welfare of each family member.
3. To increase community awareness, responsiveness and anticipation through prevention work, education, outreach and advocacy.

IV. CORE VALUES

Safety for all

Advance growth and learning

Generate empowering relationship

Inspire new beginnings

Professionally work as a team



V. SERVICE PLEDGE

We, the SAGIP NG MUNTINLUPA, commit ourselves to do everything in our effort to protect women's and children's rights to a life free from harassment and other forms of abuse.

1. We believe in the importance of providing a safe and nurturing environment to empower survivors to seek help and begin their journey towards healing and justice.
2. We offered counseling services and legal support to ensure that victims had access to comprehensive care.
3. Providing physical, emotional, medical, legal, and after-care services while utilizing a holistic and whole family approach in the case management.
4. Through our advocacy and programs, we aim to empower individuals to break the cycle of abuse and create a future free from violence.
5. We are also committed to collaborate with local law enforcement and social service agencies to ensure that survivors received the necessary support and protection. By working together with various stakeholders, we aimed to create a network of resources to address the complex needs of survivors and prevent further instances of abuse.

All these we pledge for the best interest of the clients we serve.

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UPDATED CITIZEN'S CHARTER

SAGIP NG MUNTINLUPA (SAGIP)

Paglalarawan sa mga Serbisyon Ibinibigay: Ang SAGIP ay programa ng Lokal na Pamahalaan ng Lungsod ng Muntinlupa sa ilalim ng paggabay at pamamahala ng *City Social Services Department* (SSD) – Lokal na Opisina ng Kagalingang Panlipunan at Paglilingkod. Ang mga serbisyo ng SAGIP ay nakatuon sa mga programa, proyekto at mga aktibidad na naglalayong protektahan ang mga bata at kababaihan na nakaranas ng pang aabuso. Layunin din ng SAGIP na mabigyan ng naaangkop na serbisyo ang mga kliyente nito.

Mula sa mga karanasan ng opisina sa aktwal na mga kaso, ang SAGIP ay masikap na nagsasagawa ng mga *advocacy programs* upang masigurado ang pagpapalaganap ng edukasyon, impormasyon at komunikasyon patungkol sa mga kaugnay na gabay, ordinansa at batas upang hindi man tuluyang mawala ay kagyat na mabawasan ang mga katulad na mga kaso ng pang aabuso at karahasan sa komunidad ng Muntinlupa.

MGA SERBISYONG MAAARING MATANGGAP

MGA URI NG SERBISYO	DETALYE NG SERBISYO
24/7 Hotline Landline: 02-8862-0061 and 63 Cellphone: 0933-264-1357 0947-977-7581 FB Page: Sagip Center	Mga contact information na maaaring tawagan sa pagrereport ng pang-aabuso
Reach-out/Rescue	Coordinated response sa pagitan ng Barangay, SAGIP at Police para makuha ang isang babae o bata na nakakaranas ng pang-aabuso.
Temporary Shelter	Pansamantalang pananatili para masiguro ang kaligtasan ng biktima.
Medical Services	Pag-refer sa mga medical facilities para kinakailangang medical na pagsusuri at laboratoryo Pagbibigay ng mga kinakailangang gamot.
Legal Assistance	Pagtulong sa pagsasampa ng kaso, pagsubaybay at pagtayo bilang “guardian, in the absence of supportive parents”
Transportation Assistance	Pagkakaloob ng halaga para sa pamasahang kliyente (if bata, at magulang) para makaaccess ng ibang serbisyon kailangan sa ibang opisina.
Personal Support	Ito ay tumutukoy sa “food pack”, meal provision para sa mga kliyente.
Counseling	Ibinibigay ito para sa walk-in na biktima at kanyang pamilya. Ang mga follow-up counseling sessions ay

	itinatakda base sa “availability” ng Psychologist at Biktima ang ng kanyang pamilya.
Medico-legal	Ito ay referral na tumutukoy sa medical na examination para sa pagsasampa ng kaso.
Psychiatric Assessment and Treatment	Ito ay referral sa mga institusyon na makakatugon sa problemang sikolohikal ng biktima tulad ng: Child Protection Unit-PGH, National Center for Mental Health, Community-Based Health and Wellness Program-Poblacion
Awareness Campaign	Ito ay tumutukoy sa mga project and activitie ukol sa pagmumulat ng karahasan at pang-aabuso sa kababaihan at bata, mga batas patungkol dito, epektibong pagmamagulang, Personal Safety Lessons sa pamamagitan ng mga oryentasyon, seminar at pagbibigay ng mga IEC materials
Technical assistance	Ito ay pagtulong para sa magkaroon ng kakayahan at kaalaman sa tamang pagtugon sa kaso ng pang-aabuso sa 9 Barangay, 28 Public Elementary and High School at mga pribadong paaralan at kompanya.

OPISINA O DIBISYON	Center-Based Program/ Social Services
KLASIPIKASYON	Complex
URI ng TRANSAKSYON	Government to Citizen
Sino ang maaaring makatanggap?	Kababaihan at mga Bata na <i>victim/survivors</i> ng kaharasan
	Kanilang mga Pamilya

TALAN NG KINAKAILANGANG DOKUMENTO

URI NG MGA KLIYENTE	MGA DOKUMENTO NA KINAKAILANGANG ISUMITE	SAAN ITO MAKUKUHA
<i>Walk In</i> (Kusang Nagtungo sa Opisina)	*Care Card *Barangay ID	People's Coordinating Office Barangay Hall
<i>Referred</i> (Isinalin mula sa isang Opisina patungo sa isa pang Opisina)	*Care Card *Barangay ID *Referral letter *Barangay Blotter *Case Initial report	People's Coordinating Office Barangay Hall Referring party Barangay Hall Referring party
<i>Rescued</i> (Nailigtas na kliyente mula sa anyo ng pang aabuso)	*Care Card *Barangay ID *Referral letter *Barangay Blotter *Medical report	People's Coordinating Office Barangay Hall Referring party Barangay Hall Health Center o Hospital
Tandaan:		

HAKBANG NA GAGAWIN NG KLIYENTE	AKSYON NA GAGAWIN NG AHENSYA	HALAGA NA KAILANGANG BAYARAN	ITINAKDANG ORAS SA PAGSASAPROSESO	RESPONSIBLE NG TAO O OPISINA
<p>Sa mga sumusunod na kliyente:</p> <p><i>Walk In</i> (Kusang Nagtungo sa Opisina) at</p> <p><i>Referred</i> (Isinalin mula sa isang Opisina patungo sa isa pang Opisina)</p> <p>*Ang kliyente ay inaasahang maging bukas at handa sa pakikipagpapanayam</p>	<p>Itatala sa logbook ng <i>Guard On Duty</i> ang pangalan, tirahan at ilan pang mahahalagang impormasyon ukol sa kliyente at itatawag sa telepono sa loob ng opisina na may kliyente;</p>	WALA	3 minuto	<i>Guard On Duty</i>
	<p>Isasagawa ng <i>Case Manager</i> sa front desk ng opisina ang Intake gamit ang <i>Intake Form</i> (bahagi ito ng proseso upang makuha ang kaugnay na mga detalye sa kaso/problema na idinudulog)</p> <p>Paglagda ng kliyente at Social Worker sa <i>Intake Form</i></p>	WALA	30 minuto	<i>Case Manager</i>
	<p>Ibibigay ng <i>Case Manager</i> ang nasagutan o <i>filled-out Intake Form</i> sa hahawak na Social</p>			

	Worker (handling Social Worker) at siya ay inaasahang magbibigay ng paunang impormasyon patungkol sa idinulog na problema/kaso	WALA	3 hanggang 5 minuto	Case Manager at Handling Social Worker
	Kakausapin ng Social Worker ang kliyente (paglalapat ng Case Management (CM) process)	WALA	45 minuto	Kliyente at Handling Social Worker
	Pagsasagawa ng mga susunod na hakbang kasama ang kliyente (<i>Intervention Plan</i>)	WALA	5 minuto	Kliyente at Handling Social Worker
	Pagbibigay ng mga kinakailangan g serbisyo base sa assessment nt Social Worker	WALA	1 minuto	Kliyente at Handling Social Worker
	<p>Mga PAALALA:</p> <p>Ang kliyente ay sasailalim sa <i>psychiatric help</i> base sa <i>assessment</i> ng Social Worker kung kinakailangan na gagawain ng Center Psychologist; gayundin, kung nangangailangan ng mas mataas na <i>psychiatric help</i> isasagawa naman ang <i>referral</i></p> <p>Kung ang pangangailangan ng kliyente ay hindi SAKOP ng programa ng SAGIP, sya ay pagpapaunawaang tungkol ditto at <i>ire-refer</i> sa angkop na ahensiya</p> <p>Kung ang kaso ay referral ng paaralan, dagdag na dokumentong kailangan ay ang endorsement at initial abuse disclosure report mula sa Guidance Counselor.</p>			
			1.5	

			(isa at kalahating oras)	
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OPISINA O DIBISYON	Center-Based Program/ Emergency Shelter
KLASIPIKASYON	Complex
URI ng TRANSAKSYON	Government to Citizen
Sino ang maaaring makatanggap?	Kababaihan at mga Bata na <i>victim/survivors</i> ng kaharasan na mayroong isyu para sa kanilang pansariling kaligtasan (safety issue) Kanilang mga Pamilya

MGA SERBISYONG MAAARING MATANGGAP KAPAG ANG KLIYENTE AY PANSAMANTALANG NAKALAGAK SA EMERGENCY SHELTER

MGA URI NG SERBISYO	DETALYE NG SERBISYO
Pagbibigay ng mga kinakailangang personal na gamit ng kliyente 4 sets of clothing Toiletries Bath Towel/face towel Slipper Set of Beddings	Upon admission (as per requirement of DSWD)
Meals	3 major meals and 2 snacks
Medical service	Referral for medical services and gamot (as per prescription)
Therapeutic Activities	Mga gawain ng kliyente na ang layunin ay ang kanyang paghihilom mula sa abusong naranasan
Gardening Activity	Para sa dagdag na therapeutic activity
Teaching of Life skills activity	Mga kasanayan na kailangan nilang matutunan para pang-araw-araw nilang gawin
Assistance to school assignment	Pagtulong para sa mga gawain na may kinalaman sa patuloy na pag-aaral ng kliyente (online and offline)
Daily Physical Health activity	Mga gawain para sa pisikal na kalusugan ng kliyente.

TALAAAN NG KINAKAILANGANG DOKUMENTO

URI NG MGA KLIYENTE	MGA DOKUMENTO NA KINAKAILANGANG ISUMITE	SAAN ITO MAKUKUHA
Mga naabusong kababaihan at kabataan na may isyu sa pansariling kaligtasan at pamilyang apektado nito	<p>Rescue Report/ blotter report about the rescue from the barangay or police</p> <p>Medical Certificate of the rescued client issued by city health office</p> <p>*medical clearance in time of health pandemic</p> <p><i>*Note: sa panahon na wala ng available medical facility, sa kinabukasan ay agad na maipasuri ang kliyente</i></p>	<p>Barangay or Police</p> <p>City Health Office</p>

HAKBANG NA GAGAWIN NG KLIYENTE	AKSYON NA GAGAWIN NG AHENSYA	HALAGA NA KAILANGANG BAYARAN	ITINAKDANG ORAS SA PAGSASAPROSES O	RESPON SIBLENG TAO O OPISINA
Ihanda ang sarili para sa pakikipanayam	Maghanda para sa intake interview, gawing komportable ang kliyente; offer food, drink, clothes or a space to relax	Wala	10 minuto	Case Manager
Ihanda ang sarili para sa interview	Ihanda ang Intake Interview Form at Lugar ng Interview Isagawa ang intake interview	Wala	30 minuto	Case Manager
	Ipapasa sa Social Worker and Intake Sheet	Wala	1 minuto	Case Manager at Social Worker
	Kakapanayamin ng Social	Wala	45 minuto	Social Worker

	<p>Worker ang Kliyente</p> <p>Inisyal na pagsusuri sa kasong idinulog lalo na ang safety</p> <p>Pagbibigay ng mga payo o impormasyon patungkol sa kanyang kalagayan</p> <p>Ipaunawa sa kliyente at pamilya ang pangangailangan para sa agarang pananatili sa emergency shelter</p> <p>Ipaunawa sa pamilya ang mga patakaran sa loob ng emergency shelter gaya ng mga sumusunod;</p> <p>*No access policy muna para makapagpahin nga ang kliyente</p> <p>*Hintayin ang tawag ng social worker para sa follow-up meeting at iba pang concerns</p>			
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	<p>*Ang mga personal na gamit ay hindi pinapayagang dalhin ng kliyente sa loob ng shelter lalo na ang cellphone o anumang gadget, at matutulis na bagay.</p> <p>*Ipaunawa sa pamilya na hindi ibabahagi sa iba ang kasalukuyang kinaroroonan ng kliyente</p>			
Makinig at unawain ang mga paliwanag ng Social Worker tungkol sa kanyang admission sa shelter	<p>Ipaliwanag ang mahalagang bagay tungkol sa kanyang admission sa shelter</p> <p>Indorse sa Caregiver on duty sa emergency shelter</p>	wala	5 minuto	Social Worker at Caregiver on Duty
<p><i>Paunawa: ang mga susunod proseso ay pawing confidential para masiguro ang kaligtasan ng bawat kliyente na tinatanggap ng SAGIP Emergency Shelter</i></p>				

OPISINA O DIBISYON	Advocacy Program and Services
KLASIPIKASYON	Simple
URI ng TRANSAKSYON	Government to Citizen
Sino ang maaaring makatanggap?	BARANGAY/ KOMUNIDAD

TALAAAN NG KINAKAILANGANG DOKUMENTO

URI NG MGA KLIYENTE	MGA DOKUMENTO NA KINAKAILANGANG ISUMITE	SAAN ITO MAKUKUHA
BARANGAY	Liham mula sa barangay patungkol sa serbisyo na kinakailangan	Barangay
KOMUNIDAD	Liham din mula sa grupo patungkol sa nais na serbisyo	Lider ng grupo o barangay

HAKBANG NA GAGAWIN NG KLIYENTE	AKSYON NA GAGAWIN NG AHENSYA	HALAGA NA KAILANGANG BAYARAN	ITINAKDANG ORAS SA PAGSASAPROSES O	RESPON SIBLENG TAO O OPISINA
<i>REQUEST FOR ORIENTATION AND SEMINARS</i> Barangay Staff ay magsumite ng liham sa SAGIP	Tatanggapin ng SAGIP ang liham	Wala	3 minuto	SAGIP staff na nakatalaga sa “reception area”
Hihintayin ang approval or disapproval ng sulat	Dadalhin ng SAGIP staff sa reception area sa Program Director <i>Kung wala ang Program Director, tinatanggap pa rin sulat at itatawag sa kliyente ang resulta</i>	Wala	2 minuto	Program Director
Kapag pinahintulutan ang request, mag-uusap ang kliyente at ang Program Director para sa detalye	Ipaliwanag ang detalye ng approval at proseso at mga kainakailangan na mga logistic	Wala	5 minuto	Barangay Staff at Program Direktor kasama ang Advocacy staff
	TOTAL		10 minuto	

TALAN NG KINAKAILANGANG DOKUMENTO

URI NG MGA KLIYENTE	MGA DOKUMENTO NA KINAKAILANGANG ISUMITE	SAAN ITO MAKUKUHA
GURO AT ESTUDYANTE	Liham mula sa Punong Guro tungkol sa serbisyong kinakailangan	Paaralan

HAKBANG NA GAGAWIN NG KLIYENTE	AKSYON NA GAGAWIN NG AHENSYA	HALAGA NA KAILANGANG BAYARAN	ITINAKDANG ORAS SA PAGSASAPROSES O	RESPON SIBLENG TAO O OPISINA
<p><i>REQUEST FOR ORIENTATION AND SEMINARS</i></p> <p>School Staff ay magsumite ng liham sa SAGIP</p>	Tatanggapin ng SAGIP ang liham	Wala	3 minuto	SAGIP staff na nakatalaga sa “reception area”
<p>Hihintayin ang approval or disapproval ng sulat</p>	<p>Dadalhin ng SAGIP staff sa reception area sa Program Director</p> <p><i>Kung wala ang Program Director, tinatanggap pa rin sulat at itatawag sa kliyente ang resulta</i></p>	Wala	2 minuto	Program Director
<p>Kapag pinahintulutan ang request, mag-uusap ang kliyente at ang Program Director para sa detalye</p>	<p>Ipaliwanag ang detalye ng approval at proseso at mga kainakailangan na mga logistic</p>	Wala	5 minuto	School Staff at Program Direktor kasama ang Advocacy staff
	TOTAL		10 minuto	

OPISINA O DIBISYON	Advocacy Program and Services
KLASIPIKASYON	Simple
URI ng TRANSAKSYON	Government to Business Entity
Sino ang maaaring makatanggap?	Pribadong Organisasyon o Kompanya

TALAAAN NG KINAKAILANGANG DOKUMENTO

URI NG MGA KLIYENTE	MGA DOKUMENTO NA KINAKAILANGANG ISUMITE	SAAN ITO MAKUKUHA
MGA MIYEMBRO NG Management Group at MANGGAGAWA NG KOMPANYA/ORGANISASYON	Liham mula sa Tumatayong Pinuno ng kompanya/organisasyon tungkol sa serbisyong kinakailangan	Kompanya/ Organisasyon

HAKBANG NA GAGAWIN NG KLIYENTE	AKSYON NA GAGAWIN NG AHENSYA	HALAGA NA KAILANGANG BAYARAN	ITINAKDANG ORAS SA PAGSASAPROSES O	RESPON SIBLENG TAO O OPISINA
<i>REQUEST FOR ORIENTATION AND SEMINARS</i> Inquiry tungkol sa kinakailangang serbisyo	Magbigay ng mga impormasyon tungkol sa programa at serbisyo ng SAGIP Payuhan na sumulat sa Tanggapan ng Punong-Lungsod para sa pormal na paghingi ng serbisyong kinakailangan	Wala	45 minuto	Advocacy Staff
Magpadala ng sulat tungo sa Tanggapan ng Punong-Lungsod para sa request na serbisyo at copy furnished ang SAGIP	I-follow-up sa Tanggapan ng Punong-Lungsod ang sulat	Wala	3 minuto	Advocacy Staff
Kung aprubado, makipag-ugnayan sa SAGIP	Tutugon sa instruction ng Tanggapan ng Punong-Lungsod	Wala	2 minuto	Advocacy Staff
Makipag-ugnayan sa SAGIP para sa	Magtakda ng pulong upang mapag-	Wala	45 minuto	Advocacy staff, Program

detalye ng serbisyong kinakailangan	usapan ang detalye ng hinihinging serbisyo			Director at representative ng pribadong kompanya
Paggawa ng mga inaatang na gawain sa panahon ng pagsasakatuparan ng serbisyong hiningi	Paghahanda ng mga logistic na kailangan at aktwal na pagbibigay ng mga serbisyong kinakailangan	Wala	2.5 oras	Advocacy Staff, Program Director, Counterpart mula sa pribadong kompanya at mga target participants
	TOTAL		4 oras	

FEEDBACK AND COMPLAINS MECHANISM

How to send a feedback	<p>A suggestion Box is in placed at the reception area, paper and pen are provided.</p> <p>SAGIP FB page also accepts feedback</p>
How feedback are processed	<p>Information is forwarded to the head of concerned section/ program</p> <p>Information is discussed within the concerned team and identify courses of action to address the feedback</p> <p>If person who gave feedback is identified, a response is immediately given</p> <p>If the one who gives the feedback is NOT identified, immediate policy reminder or verbal warning is given to concerned staff.</p>
How to file a complaint	<p>Complaints could be sent</p> <p>Directly to SAGIP addressed to the Program Director, or to the Office of the Head of the Social Services Department of to the Office of the City Mayor</p>
How complaint are processed	<p>Once the complaint is received, the Program Director shall conduct meeting with concerned section/staff to gather information relative to the complaints.</p>

	<p>The Program Director will prepare and submit reply report to the Office of the City Mayor, copy furnished the Head of the Social Services Department</p> <p>Disciplinary measures shall be applied based on the instructions given from the Head of SSD and the office of the City Mayor.</p>
Contact Information	<p>SAGIP NG MUNTINLUPA Office Address: Carnation St., Lakeview, Putatan, Muntinlupa City</p> <p>Hotline numbers: 028862-0061/63 Email address: sagipcenter@yahoo.com FB Page: SAGIP Center</p>



SANGGUNIANG PANLUNGSOD SECRETARIAT OFFICE





CITIZEN'S CHARTER

I. **Mandate**

To provide secretarial (administrative and technical) support in the formulation and approval of Ordinances and Resolutions necessary for an efficient and effective City Government and issuance of certified true copies to the internal and external stakeholders.

II. **Vision**

We envision the Sangguniang Panlungsod Secretariat as a dynamic, reliable and credible repository of documents legislative in nature, which are passed and approved by the people of Muntinlupa through their mandated representatives in the City Council.

III. **Mission**

To assist and support the Sangguniang Panlungsod in providing responsive local legislations through the facilitation of technical and logistical requirements in accordance with the mandate of the law and developmental goals of the City Government.

IV. **Service Pledge**

We commit to:

1. To extend technical as well as logistical support to the Members of the City Council to facilitate the passage of needed legislative measures;
2. In the spirit of transparency and access to information, it shall endeavor to make available documents to the public; and
3. Properly safe keep, records, and files of all approved Ordinances, Resolutions, and Minutes of the Sessions.





LIST OF INTERNAL SERVICE

Issuance of Certified True Copy of Ordinances and Resolutions

Page

4





1. CERTIFIED TRUE COPY OF ORDINANCES OR RESOLUTIONS

The Certified True Copy of Ordinances and Resolutions is issued to individuals needing this document as legal basis to its implementation or as proof of its existence in the records of the Sangguniang Panlungsod.

Office or Division:	SP Secretariat (Records Management Division)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request (Written/Verbal) (1 original)			SP Secretariat – Records Management Division	
Order of Payment (1 original)			SP Secretariat – Records Management Division	
Official Receipt of Payment (1 original)			City Treasurer's Office – Cashier	
Scan Copy of Ordinance and Resolutions (1 printed copy)			Records Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and present required documents for assessment and verification.	1. Receive request and required documents. 1.1. Issue Order of Payment if all required documents were given. 1.2. Start processing the request.	None	5 Minutes	<i>Records Officer</i> SP Secretariat Office





2. Pay the required fees at the City Treasurer's Office by showing Order of Payment.	2. Accept the payment based on the Order of Payment. 2.1. Issue the Official Receipt.	PhP15/page	15 Minutes	Cashier City Treasurer's Office
3. Return to the SP Secretariat Office for the processing and release of the Certified True Copy of Document. <i>*Make sure to return the Order of Payment Slip to the Records Officer (SP Secretariat Office)</i>	3. Check Official Receipt. 3.1. Release/ Issue the Certified True Copy of Approved Ordinance or Resolution	None	3 Minutes	Records Officer SP Secretariat Office
TOTAL:		PhP15/page	23 Minutes	





FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out Feedback Form and drop it on the Suggestion Box or the concerned individual can write a formal letter and submit it to the SP Secretary.
How feedbacks are processed	<p>Every month, the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>All concerns will be forwarded to the responsible offices / individuals and will be addressed accordingly.</p>
How to file a complaint	<p>Concerned individuals can write a formal letter and submit it to the SP Secretary.</p> <p>For inquiries and follow-up, clients may contact (02)8861-0181.</p>
How complaints are processed	Formal letter of complaints will be endorsed to the SP Secretary which will be forwarded to the responsible offices / individuals to be addressed accordingly.
Contact Information of CCB, PCC, ARTA	<p>Contact Information of:</p> <p>Legal and Public Assistance Office (LPAO) <i>complaints@arta.gov.ph</i> (02) 8478-5091</p> <p>Presidential Complaints Center (PCC) <i>pcc@malacanang.gov.ph</i> +63(2)-8736-8645</p> <p>Contact Center ng Bayan (CCB) <i>email@contactcenterngbayan.gov.ph</i> Call 1-6565* or (+63)908-8816-565</p>





CONTACT DETAILS

SANGGUNIANG PANLUNGSOD SECRETARIAT OFFICE

1ST Floor, People's Center Building, City Hall
National Road, Barangay Putatan
Muntinlupa City

Landline No.: (02) 8862-2525 local 2004

e-Mail Address: sangguniangpanlungsod2k19@gmail.com





CITY GOVERNMENT OF MUNTINLUPA



SOCIAL SERVICES DEPARTMENT

CITIZEN'S CHARTER

2024

(1ST Edition)





SOCIAL SERVICES DEPARTMENT (SSD)

CITIZEN'S CHARTER

2024 1st Edition



I. Mandates

The promotion of basic social services is one of the policies of the state and is part of the functions devolved to the local government units through Republic Act 7160 or the Local Government Code of 1991.

Section 17 of the Local Government Code provides for the performance of social welfare services which includes programs and project on child and youth welfare, family and community welfare, women's welfare, welfare of the elderly and disabled persons; community-based rehabilitation programs for vagrants, beggars, street children, scavengers, juvenile delinquents, and victims of drug abuse; livelihood and other pro-poor projects; nutrition services and family planning services.

Functions:

1. Adheres to the mandate of good governance by its citizens;
2. Promotes the general welfare of the people;
3. Leading the country in raising the quality life and the pursuit of happiness through ensuring resilient communities;
4. Caring for the families that live within the borders.

II. Vision:

The Social Services Department works for a community where the vulnerable and disadvantaged restored their social functioning, empowered and self-reliant toward an improved, socially protected, quality of life.

III. Mission:

To implement, deliver, sustain and develop poverty reduction programs through coordinative and collaborative partnership with all stakeholders.

IV. Service Pledge:

We, the Social Service Department are committed to provide quality service in a prompt and courteous manner to all citizens of Muntinlupa and other people who will need our service.

We shall ensure to complete all transactions within the day and provide updates or actions taken in case should it take longer for us to complete or deliver the services you need for transparency and commitment to our job and services we provide.



We shall ensure availability of personnel to attend to your concern/s and we will provide good customer experience by making sure that we will be able to address your inquiries.

We shall appreciate all the feedback and comments that you will give us in order to improve our services, facilities, personnel and customers experience.



<p>B.1 Family Issues/ Marital/ Child Support and Custody</p> <p>B.2 Provision of After Care Services for Recovered Persons who used Drugs (RPWUDS)</p> <p>B.3.Provision of After Care Services for Recovered Children Who Used Drugs (RCWUDS) and Person Deprived of Liberty (PDL)</p> <p>C. Operation of Special Drug Education Center</p> <p> C.1 Basic Services</p> <p> C.2 Vocational Services</p> <p> C.3 Tutoring services</p> <p> C.4 Counseling services</p> <p> C.5 Group and family sessions</p> <p>D. Reach out of Children and Family on the Street</p> <p> D.1 Intake/Interview</p> <p> D.2 Referral (Blotter, Medical, Temporary Shelter)</p> <p>E. Co - Lecturer In the Pre-Marriage Counseling Orientation (PMOC) for couples and Pre-Marriage Counseling for Couples below 25 years old</p> <p>F. Pantawid ng Pamilyang Pilipino (4Ps)</p> <p>G. Phil Health Group Enrollment Program</p> <p>H. Issuance of Solo Parent ID</p> <p>I. Issuance of Solo Parent Certification</p> <p>J. DSWD Mandated Programs for the Youth</p> <p> J.1 Pag-asa Youth Association of the Philippines (PYAP) Muntinlupa Chapter</p> <p> K. Bahay Kanlungan Elderly Home Care</p> <p> K.1 Admission Phase</p> <p> K.2 Residential Phase</p> <p> K.3 Discharged Phase</p>	<p>26-27</p> <p>27-28</p> <p>28-29</p> <p>29-30</p> <p>30-32</p> <p>32-33</p> <p>33-25</p> <p>35-37</p> <p>37-38</p> <p>38</p> <p>38-40</p> <p>40-42</p> <p>42-43</p>
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<p>Publication of general circulation (1 time)</p> <p>C.3.3 Facilitation of Blotter Entry and Securing of Certification before PNP/Barangay Police</p> <p>C.3.4 Sending of Registered Mail to last known Address of Family</p> <p>C.3.5 <i>Case Management for Surrendered Cases</i></p> <p>C.3.2.a Conduct Counselling Session (at least 3 session)</p> <p>C.3.2.b Facilitate Signing of the Deed of Voluntary Commitment (DVC) and assist in the Notarial</p> <p>C.3.2.c Securing of Certificate of Authority for a Notarial Act (CANA)</p> <p>C.4 Packaging of the Child's Case Folder</p> <p>C.5 Submittal Child's Case Folder at RACCO-NCR</p> <p>D. Issuance of Certificate of Posting</p> <p>E. Management of Reported and Referred Case of Children in Need of Special Protection (CNSP)</p> <p>E.1 Conducts Interview and Gathering of Collateral Information</p> <p>E.2 Provision of Access Auxiliary Service</p> <p>E.3 Facilitates Parental Capability Report (PCAR) Assessment and provides appropriate recommendation based on the PCAR</p> <p>E.4 Registration of Birth of Foundling Cases or Cases of Children with no known parents in compliance with Republic Act No. 11767 or Foundling Recognition and Protection Act</p> <p>F. Foster Care Program</p> <p>F. 1 Orientation and Recruitment on Foster Care Program</p> <p>F. 2 Endorsement of Application for Foster Care License and Preparation of Home Study Report</p> <p>F. 3 Monitoring of Foster Family and Foster Children</p> <p>F.4 Sustaining the Foster Care Support Group</p> <p>G. Issuance of Certification of Minors Travelling Locally</p> <p>H. Issuance of Certification of Care and Custody</p>	<p>67-68</p> <p>68-71</p> <p>71-73</p> <p>73-74</p>
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I. CRISIS INTERVENTION DIVISION

To provide immediate and temporary assistance to individuals and families who are in crisis situations. Assistance may be in the form of direct financial or material aid, referrals or endorsements for immediate medical, psychosocial, legal, and other social welfare services.

Issuance of the following documents:

- A. Social Case Study Report**
- B. Referral/Endorsement Letter**
- C. Certification of Indigency (Medical/ Educational/ Rehabilitation/ Local Civil Registrar/ Burial/ Utilities/ PhilHealth/ Other Purpose)**

Office/Division:	Crisis Intervention Section
Classification:	Simple
Types of Transaction:	G2C- Government to Citizen
Who may avail:	All qualified and eligible clients
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
1. Filled-up Intake Form 2. Valid Government Identification with Muntinlupa address 3. Barangay Certificate of Indigency 4. Cedula 5. Medical Abstract/ Medical Certificate/ Certificate of Confinement 6. Laboratory/Diagnostic Request 7. Prescription 8. Hospital Bill 9. Quotation of Assistive Device/ Implant/ Surgery Package etc. 10. Death Certificate 11. Statement of Account from Funeral Parlor 12. Referral Letter from other offices, agencies or organization 13. School Registration/ Certificate of Enrollment or Matriculation 14. Birth Certificate 15. Income Tax Return/ BIR Tax Exemption Certificate/ Affidavit of No Income 16. Meralco and Maynilad Billing/Statement of Account	1. Social Services Department 2. Government Agencies 3. Barangay Hall 4. Barangay Hall/ City Treasury Office 5. Hospital/ Clinic/ Health Center 6. Hospital/ Clinic/ Health Center 7. Hospital/ Clinic/ Health Center 8. Hospital 9. Service Provider/ Hospital/ Clinic 10. Local Civil Registrar 11. Funeral Parlor 12. Government Agencies and Non-Government Organizations 13. School 14. Local Civil Registrar 15. Bureau of Internal Revenue/ Legal Office/ Notary Public 16. Meralco/ Maynilad



* Requirements may vary depending on the need/s or situation of the client. The social worker may request other documents when necessary.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign or Log in the Client's Log Book and fill out intake form and attach requirements	1. Provide logbook to the client	None	5 minutes	<i>Social Welfare Officer I</i>
2. Undergo Interview and Assessment	2.1 Conduct an intake interview to get the necessary information from the client 2.2 Review and assess the filled-out intake form and attached requirements 2.3 Prepare the document requested by the client	None	30 minutes 2 working days	<i>Social Welfare Officer I</i>
3. Claim the document	Issue the document requested by the client	None	5 minutes	<i>Social Welfare Officer I</i>
		TOTAL NO. OF HOURS/DAYS:		2 working days and 40 minutes

D. Certificate of Indigency for Public Attorney's Office/ For Lowering of Bail or Bond/ For Lowering of Filing Fee

Office/Division:	Crisis Intervention Section		
Classification:	Simple		
Types of Transaction:	G2C- Government to Citizen		
Who may avail:	All qualified and eligible clients		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE	
1. Filled-up Intake Form		1. Social Services Department	



<div> <div> 2. Valid Government Identification with Muntinlupa address 3. Barangay Certificate of Indigency 4. Cedula 5. Medical Abstract/ Medical Certificate/ Certificate of Confinement 6. Laboratory/Diagnostic Request 7. Prescription 8. Hospital Bill 9. Quotation of Assistive Device/ Implant/ Surgery Package etc. 10. Death Certificate 11. Statement of Account from Funeral Parlor 12. Referral Letter from other offices, agencies or organization 13. School Registration/ Certificate of Enrollment or Matriculation 14. Birth Certificate 15. Income Tax Return/ BIR Tax Exemption Certificate/ Affidavit of No Income 16. Meralco and Maynilad Billing/Statement of Account </div> <div> 2. Government Agencies 3. Barangay Hall 4. Barangay Hall/ City Treasury Office 5. Hospital/ Clinic/ Health Center 6. Hospital/ Clinic/ Health Center 7. Hospital/ Clinic/ Health Center 8. Hospital 9. Service Provider/ Hospital/ Clinic 10. Local Civil Registrar 11. Funeral Parlor 12. Government Agencies and Non-Government Organizations 13. School 14. Local Civil Registrar 15. Bureau of Internal Revenue/ Legal Office/ Notary Public 16. Meralco/ Maynilad </div> </div> <p>* Requirements may vary depending on the need/s or situation of the client. The social worker may request other documents when necessary.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign or Log in the Client's Log Book and fill out intake form and attach requirements	1. Provide logbook to the client	None	5 minutes	<i>Social Welfare Officer I</i>
2. Undergo interview and assessment	2.1 Conduct an intake interview to get the necessary information from the client 2.2 Conduct collateral investigation 2.3 Review and assess the filled-out intake form and		30 minutes 2 days 30 minutes	<i>Social Welfare Officer I</i>



	documents provided by the client including the findings of the collateral investigation 2.4 Prepare the document requested by the client			
1. 3. Claim the document	Issue the document requested by the client	None	5 minutes	<i>Social Welfare Officer /</i>
Total No. of Hours / Days			2 working days and 1 hour	

E. Transportation Assistance Program

This program aims to alleviate the burden of transportation expenses of individuals and families who are facing crisis situations. This is provided in the form of cash assistance.

Office/Division:	Crisis Intervention Section		
Classification:	Highly Technical		
Types of Transaction:	G2C- Government to Citizen		
Who may avail:	All qualified and eligible clients		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE	
1. Filled-up Intake Form 2. Valid Government Identification with Muntinlupa address 3. Barangay Certificate of Indigency 4. Cedula 5. Medical Abstract/ Medical Certificate/ Certificate of Confinement 6. Laboratory/Diagnostic Request 7. Prescription 8. Hospital Bill 9. Quotation of Assistive Device/ Implant/ Surgery Package etc. 10. Death Certificate 11. Statement of Account from Funeral Parlor 12. Referral Letter from other offices, agencies or organization		1. Social Services Department 2. Government Agencies 3. Barangay Hall 4. Barangay Hall/ City Treasury Office 5. Hospital/ Clinic/ Health Center 6. Hospital/ Clinic/ Health Center 7. Hospital/ Clinic/ Health Center 8. Hospital 9. Service Provider/ Hospital/ Clinic 10. Local Civil Registrar 11. Funeral Parlor 12. Government Agencies and Non-Government Organizations	



13. School Registration/ Certificate of Enrollment or Matriculation 14. Birth Certificate * Requirements may vary depending on the need/s or situation of the client. The social worker may request other documents when necessary.			13. School 14. Local Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign or Log in the Client's Log Book and fill out intake form and attach requirements	1. Provide logbook to the client	None	5 minutes	<i>Social Welfare Officer I</i>
2. Undergo interview and assessment	2.1 Conduct an intake interview to get the necessary information from the client 2.2 Conduct collateral investigation 2.3 Review and assess the filled-out intake form and documents provided by the client including the findings of the collateral investigation 2.4 Prepare the document needed (letter of recommendation and breakdown expenses) by the client and forward the same to designated offices for approval and processing of financial assistance. 2.3 Inform client once the check is ready for release.		30 minutes 2 days 12 working days	<i>Social Welfare Officer I</i>



3. Claim the check at the City Treasurer's Office.	3. Assist the client in claiming the check.	None	15 minutes	<i>Social Welfare Officer I</i>
Total No. of Hours/Days			14 working days and 50 minutes	

F. Food Assistance Program (Provision of Food Pack)

Provision of food packs containing food items (rice, canned goods, etc.) to individuals and families in crisis situations.

Office/Division:	Crisis Intervention Section
Classification:	Simple
Types of Transaction:	G2C- Government to Citizen
Who may avail:	All qualified and eligible clients
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
1. Filled-up Intake Form 2. Valid Government Identification with Muntinlupa address 3. Barangay Certificate of Indigency 4. Cedula 5. Medical Abstract/ Medical Certificate/ Certificate of Confinement 6. Laboratory/Diagnostic Request 7. Prescription 8. Hospital Bill 9. Quotation of Assistive Device/ Implant/ Surgery Package etc. 10. Death Certificate 11. Statement of Account from Funeral Parlor 12. Referral Letter from other offices, agencies or organization 13. School Registration/ Certificate of Enrollment or Matriculation 14. Birth Certificate	1. Social Services Department 2. Government Agencies 3. Barangay Hall 4. Barangay Hall/ City Treasury Office 5. Hospital/ Clinic/ Health Center 6. Hospital/ Clinic/ Health Center 7. Hospital/ Clinic/ Health Center 8. Hospital 9. Service Provider/ Hospital/ Clinic 10. Local Civil Registrar 11. Funeral Parlor 12. Government Agencies and Non-Government Organizations 13. School 14. Local Civil Registrar



* Requirements may vary depending on the need/s or situation of the client. The social worker may request other documents when necessary.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign or Log in the Client's Log Book and fill out intake form and attach requirements	1. Provide logbook to the client	None	5 minutes	<i>Social Welfare Officer I</i>
2. Undergo interview and assessment	2.1 Conduct an intake interview to get the necessary information from the client 2.1 Review and assess the filled-out intake form and attached requirements 2.3 Prepare the food pack	None	30 minutes 1 day	<i>Social Welfare Officer I</i>
3. Claim the food pack	3. Release the food pack	None	5 minutes	<i>Social Welfare Officer I</i>
Total No. of Hours/Days			1 working day and 40 minutes	

II. Ospital ng Muntinlupa – SSD Medical Social Service Section

A. Request for Medical Assistance Program

Provides support to individuals and families who need financial help with healthcare expenses.

Office/Division:	SSD-OSPITAL NG MUNTINLUPA DIVISION
Classification:	Simple
Types of Transaction:	G2C- Government to Citizen
Who may avail:	Registered Voter /or Care Card Holder
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE



PRIMARY REQUIREMENT	
MUNTINLUPA CARE CARD	MCC OFFICE BRANCH
REQUIREMENTS	
<ul style="list-style-type: none"> UPDATED CLINICAL ABSTRACT/MEDICAL CERTIFICATE (ORIGINAL AND/OR CERTIFIED TRUE COPY FOR XEROXED COPIES) 	WARD NURSE/DOCTOR-INCHARGE; MEDICAL RECORDS SECTION
<ul style="list-style-type: none"> FINAL AND UPDATED STATEMENT OF 	BILLING DEPARTMENT
<ul style="list-style-type: none"> CHARGE SLIP 	REGISTRATION AREA
<ul style="list-style-type: none"> PRESCRIPTION 	PHARMACY DEPT
<ul style="list-style-type: none"> Laboratory/Diagnostic Request 	ANXILLARY DEPARTMENT
<ul style="list-style-type: none"> VALID ID'S 	GOVERNMENT ISSUED ID
<ul style="list-style-type: none"> BARARANGAY INDIGENCY 	BARANGAY OF RESIDENCE
<ul style="list-style-type: none"> PMRF (PHILHEALTH MEMBERSHIP REGISTRATION FORM) 	SSD ADMITTING SECTION
<ul style="list-style-type: none"> BIRTH CERTIFICATE 	PHILIPPINE STATISTICS AUTHORITY
<ul style="list-style-type: none"> MARRIAGE CONTRACT 	PHILIPPINE STATISTICS AUTHORITY
<ul style="list-style-type: none"> POLICE REPORT 	PNP
Others as deemed necessary by the social worker	

A.1 MEDICAL ASSISTANCE PROGRAM

Patients who have been assessed by the Social Welfare Officer and who are qualified for the program shall have the grant of Medical Assistance.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book	1. Give the log book to the client	None	3 minutes	<i>Social Welfare Aide</i>
2. Proceeds to the designated Social Service Staff and submits/presents	2.1 Checks and reviews the presented necessary documents	None	30 minutes	Social Welfare Aide



his/her needed assistance to the Medical Social Worker	2.2 Endorse eligible patients 2.3 Approve Medical Assistance 2.4 Issuance of "Tulong Pinansyal" Voucher and Certificate of Indigency 2.5. Log to service logbooks and assign control number			Social Welfare Officer IV Social Welfare Officer IV Public Service Foreman (MIS Personnel) Social Welfare Aide
Total No. of Hours/Days			33 minutes	

A.2 ASSISTANCE PROGRAM TO IN PATIENT, ER AND OPD

Financial / Medical Assistance to all kinds of illness, access to essential services such as medicines, diagnostics and procedures by enhancing the patient's well being and ensuring that they can receive necessary medical treatment regardless of financial limitations.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provide Social Work Interventions, if needed or inform available program in hospital	2.1 Interview and asses walk-in, referred and reached out patient/ representative	None	1 hour	Social Welfare Aide



	2.2 Refers patients to PCSO, OVP, OFFICE OF THE PRESIDENT, DSWD, DOH Medical Assistance Indigent Program and other institutions for outsourcing of Funds.			Social Worker IV
	2.3 Direct Patient/ representative to the next service provider			Social Worker IV
Total No. of Hours/Days			1 hour	

III. EMERGENCY AND DISASTER RESPONSE DIVISION

Provision of assistance to disaster affected individuals/ families

Response and assistance to disaster affected individuals/ families after the event of any disaster/ calamity towards the restoration of their social functioning.

Issuance of the following documents:

A. Fire Certification

Fire certification is being issued to victims of fire for the purpose of availing financial assistance from City Government of Muntinlupa.

Office/Division:	Emergency & Disaster Response Division
Classification:	Simple
Types of Transaction:	G2C- Government to Citizen
Who may avail:	All qualified and eligible clients



CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> MDAC Barangay ID / Brgy. Certification 			<ul style="list-style-type: none"> Social Services Department (SSD) <ul style="list-style-type: none"> Barangay 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign or Log in the Client's Log Book	1.1 Provide logbook to the client and assist to log in. 1.2 Received the requirements from client	None	5 minutes	SSD Staff
2. Undergo intake interview	Conduct intake interview to get necessary information from the client.	None	10 minutes	Intake Interviewer/ Frontline Staff
3. Present pertinent requirements	Check requirements presented by the client.	None	3 minutes	Intake Interviewer/ Frontline Staff
4. Fill up intake form and attach requirements then submit to staff assigned	Receive documents, encode/log to service logbooks, assign control number and forward to social worker	None	5 minutes	Frontline Staff/ Social Worker
5. Undergo Assessment	Assess requirements and data provided in the intake form	None	5 minutes	Social Worker
6. Wait while document is being prepared	Prepare the document needed by the client	None	10 minutes	Social Worker
7. Claim the document	Issue the document requested by the client	None	2 minutes	Frontline Staff
8. Provide feedback on the service availed	Provide feedback form to the client	None	3 minutes	Frontline Staff
Total No. of Hours/Days			41 minutes	



B. Issuance of Referral Letter/ Case study

Office/Division:	Emergency & Disaster Response Division			
Classification:	Simple			
Types of Transaction:	G2G- Government to Government			
Who may avail:	All qualified and eligible clients			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Intake Form • Disaster Assistance Family Access Card (DAFAC) • Voter's ID and/or any Valid Government Identification with Muntinlupa address • Pakay Form/ Letter of Appeal • Community Investigation Form • Distribution List <p>*Requirements may vary depending on the need/s or situation of the client.</p>			<ul style="list-style-type: none"> • Social Services Department (SSD) 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign or Log in the Client's Log Book	Provide logbook to the client and assist to log in.	None	3 minutes	Frontline Staff
2. Undergo intake interview	Conduct intake interview to get necessary information from the client.	None	10 minutes	Intake Interviewer/ Frontline Staff
3. Present pertinent requirements	Check requirements presented by the client.	None	3 minutes	Intake Interviewer/ Frontline Staff
4. Fill up intake form and attach requirements then submit to staff assigned	Receive documents, encode/log to service logbooks, assign control number and forward to social worker	None	5 minutes	Frontline Staff/ Social Worker
5. Undergo Assessment	Assess requirements and data provided in the intake form	None	5 minutes	Social Worker
6. Wait while document is being prepared	Prepare the document needed by the client	None	10 minutes	Social Worker



7. Claim the document	Issue the document requested by the client	None	2 minutes	Frontline Staff
8. Provide feedback on the service availed	Provide feedback form to the client	None	3 minutes	Frontline Staff
Total No. of Hours/Days			41 minutes	

C. Fire Response Assistance

Office/Division:	Social Services Department - Emergency and Disaster Response Division			
Classification:	Highly Technical			
Types of Transaction:	G2C- Government to Client			
Who may avail:	Internally Displaced Individuals (IDPs) / Families			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Disaster Assistance Family Access Card (DAFAC) SSD Fire Certification Barangay Certification with Dry Seal (Fire or Residency) Bureau of Fire Protection Certification with Dry Seal (for Fire Affected) Voter's ID and/or any Valid Government Identification with Muntinlupa address Others as deemed necessary by the social worker <p>*Requirements may vary depending on the need/s or situation of the client.</p>			<ul style="list-style-type: none"> Social Services Department (SSD) Barangay Hall Bureau of Fire Protection (BFP) 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Look for barangay personnel or SSD personnel assisting in the area	Prepare and provide immediate/ basic assistance deemed necessary per initial/ rapid assessment	None	3 hours	SSD Personnel
2. Undergo intake interview and assessment	Conduct intake interview to get necessary information from the client and for	None	10 minutes	SSD Personnel/ Social Worker



	assessment and issuance of DAFAC			
	Prepare referral letter and recommendation letter and forward to the City Mayor's Office	None	1 hour	Social Worker
3. Wait for the release immediate relief assistance	Preparation and distribution of relief to qualified / affected IDPs	None	3 days	Social Worker/ SSD Personnel
4. Wait for approval and release of requested financial assistance	Processing and follow-up of approved assistance	None	10 working days	Social Worker/ SSD Personnel
	Distribution of assistance	None	1 day	Social Worker/ SSD Personnel
5. Provide feedback on the service availed	Provide feedback form to clients	None	3 minutes	SSD Personnel
Total No. of Hours/Days			14 days, 4 hours and 13 minutes	

D. Typhoon Assistance

Office/Division:	Social Services Department - Emergency and Disaster Response Division			
Classification:	Highly Technical			
Types of Transaction:	G2C- Government to Client			
Who may avail:	Internally Displaced Individuals (IDPs) / Families			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Disaster Assistance Family Access Card (DAFAC) Voter's ID and/or any Valid Government Identification with Muntinlupa address Others as deemed necessary by the social worker <p>*Requirements may vary depending on the need/s or situation of the client.</p>			<ul style="list-style-type: none"> Social Services Department (SSD) 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Coordinate with barangay personnel for the designated evacuation center/ camp	Coordinate with barangay captain/ representative for the preparation of the designated evacuation center and preparation and provision of assistance (food and non-food) needed by the IDPs	None	1 day	Social Worker/ SSD Personnel
	Standby personnel for the management of the evacuation camp in coordination with the barangay and IDPs representative and designated camp manager	None		
2. Undergo intake interview	Conduct intake interview to get necessary information from the client and for assessment and issue of DAFAC	None	7 minutes	SSD Personnel/ Social Worker
3. Wait for the release immediate relief assistance	Preparation and distribution of relief to qualified / affected IDPs	None	3 days	Social Worker/ SSD Personnel
*Clients staying at the evacuation center for more than 7 days proceed to Step 4. *Once flood waters subside, clients may return home.				
4. Undergo second assessment, wait for schedule of home visit and result of assessment	Conduct home visit/ collateral investigation and assessment of client's housing condition	None	1 day	SSD Personnel/ Social Worker
*If the result of the assessment shows that client's housing condition is not liveable, proceed to Step 5. *If the result of the assessment shows that client's housing condition is liveable, solicit feedback from client for service availed and assist to return home.				



5. Wait for release of financial assistance	Prepare recommendation letter or referral letter for the disbursement of financial assistance and forward to the City Mayor's Office and Sangguniang Panlungsod for approval	None	1 day	Social Worker
	Processing of approved financial assistance	None	12 working days	Social Worker/ SSD Personnel
	Distribution of financial assistance	None	1 day	Social Worker/ SSD Personnel
6. Provide feedback on the service availed	Provide feedback form to client	None	3 minutes	SSD Personnel/ Social Worker
Total No. of Hours/Days			19 days and 10 minutes	

E. Demolition/ Summary Eviction/ Relocation Assistance

Office/Division:	Social Services Department - Emergency and Disaster Response Division			
Classification:	Highly Technical			
Types of Transaction:	G2C- Government to Client			
Who may avail:	Internally Displaced Individuals (IDPs) / Families			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Disaster Assistance Family Access Card (DAFAC) Voter's ID and/or any Valid Government Identification with Muntinlupa address Others as deemed necessary by the social worker <p>*Requirements may vary depending on the need/s or situation of the client.</p>		<ul style="list-style-type: none"> Social Services Department (SSD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-Demolition Conference (PDC)	Provide overview of assistance to affected families	None	2 days	SSD Personnel/ Social Worker



2. Undergo intake interview and assessment	Conduct intake interview to get necessary information from the client and for assessment	None	7 minutes	SSD Personnel/ Social Worker
3. Wait for release of relief assistance	Prepare and distribute relief assistance *Affected families who did not leave the area of demolition after 2 days proceed to Step 4	None	2 minutes	SSD Personnel/ Social Worker
*Affected families who did not leave the area of demolition after 2 days proceed to Step 4.				
4. Undergo second assessment	Explore option for the families to decide where to reside.	None	1 day	SSD Personnel/ Social Worker
*If the result of the assessment shows that the affected families have no nearest relatives proceed to Step 5.				
5. Wait for release of financial assistance	Prepare recommendation letter or referral letter for the disbursement of financial assistance 5.2 forward to the City Mayor's Office and Sangguniang Panlungsod for approval	None	1 day	Social Worker
	Processing of approved financial assistance	None	12 working days	Social Worker/ SSD Personnel Sanggunian Panglungsod/ Office of the City Mayor/ City Treasurer's Office, City Budget and Management Department
	Distribution of financial assistance	None	1 day	Social Worker/ SSD Personnel

Office/Division



7. Claim financial assistance				
6. Provide feedback on the service availed	Processing of approved financial assistance	None	3 minutes	Social Worker/ SSD Personnel
Total No. of Hours/Days			17 days, 12 minutes	

IV. FAMILY LIFE ENRICHMENT DIVISION (FLED)

- A. **Conduct of Assessment** to All individuals, women and families in need
- B. Provide appropriate assistance as needed to families and individuals.

It is division responsible for promoting and supporting healthy family relationship, well-being and resilience in challenges. The goal is to empower the families to thrive and overcome challenges.

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION			
Classification:	Simple			
Types of Transaction:	G2C- Government to Citizen			
Who may avail:	All individuals and Families			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Initial Requirement: Personal Identification of client/s 1.Marriage certificate (if applicable) 2.Birth Certificate of Child/Children		1. Local Civil Registrar 2. Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Family /Marriage/Child Custody/Support (Assessment and Case Management)				
1. Sign in the FLED Client Log Book in the reception area	1. Give the log book to the client	None	3 minutes	<i>Social Welfare Officer</i>
2. Filled up Intake Form	2.1 Conduct interview to get the information of the client 2.2 Assessment counseling and intervention	None	30 minutes	<i>Social Welfare Officer</i>



Total No. of Hours/Days	33 minutes
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C. After Care Services for Recovered Persons Who Used Drugs (PWUDS), Persons Deprived of Liberty (PDL) and Children Who Used Drugs (CWUDS)

Office/Division:		FAMILY LIFE ENRICHMENT DIVISION		
Classification:		Simple		
Types of Transaction:		G2C- Government to Citizen		
Who may avail:		All individuals and Families		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1. Copy of Court's Order from Appropriate Branch of Court for After Care Services 2. Person/s Identification/ID or Certification from Barangay (if applicable)		1. Appropriate Branch of Court 2. Appropriate agency or Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the FLED Client Log Book in the reception area	1. Give the log book to the client 2. Checks/Validate the presented necessary documents 3. Conduct interview to get update on the situation of the client 4. Provide appropriate intervention	None	30 minutes	Social Welfare Officer
Total No. of Hours/Days		30 minutes		



D. Reach out of Children and Family on the Street

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION
Types of Transaction:	Highly Technical
Who may avail:	G2C- Government to Citizen
	All individuals and Families
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Intake Form • Medical Certification • Barangay / Police blotter 	<ul style="list-style-type: none"> • Social Services Department (SSD) • Ospital ng Muntinlupa • Barangay / PNP

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. CISS and Out of School Youth Children, families, individuals living on the street situations Submits themselves in the identification and assessment. This involves outreach efforts, surveys, and assessments to understand the demographics, living conditions, and specific needs of the target beneficiaries.	Identify/Interview, Assess Children, families, individuals living in street situations. Does outreach efforts, surveys, and assessments to understand the demographics, living conditions, and specific needs of the target beneficiaries.	None	Time depends on the reach out activities done in a day	Street Facilitator Barangay VAWC Staff SSD Personnel and Social Worker
2.Children, families, individuals living in street situations submits themselves for Barangay Blotter, Physical Checkup	Referral for Barangay Blotter, Physical Checkup	None	1 day	Street Facilitator Barangay VAWC Staff SSD Personnel
3.Children, families, individuals living in street situations submits themselves for Shelter and temporary placement	Referral for Shelter and Temporary placement, Basic Needs Provision, Healthcare and psycho-social	None	1 hour	Barangay VAWC Staff SSD Personnel and Social Worker



	Support, Education and Skills Training /Self Help Skills			
4.Availed the services in the referred Shelter. Follow Rules and Regulations during his temporary placement in the referred institution Waits for the Feedback on his progress	Coordinates and receives communication from the referred institution on the temporary placement of the child/children for Parental Capability Assessment	None	1 hour	Barangay VAWC Staff SSD Personnel and Social Worker
5.Waits for the Feedback on the Parental Capability Assessment Parental Capability Assessment	Prepares and Submit of the Parental Capability Assessment	None	6 months	Social Worker
6.Submit himself for Family Reintegration	Family Reintegration and Support	None		SSD Personnel and Social Worker
Submits himself be re-integrate in the community	Community Engagement and Advocacy	None		Barangay/SSD Personnel and Social Worker
Submits himself for monitoring and evaluation	Monitoring and Evaluation	None		Barangay VAWC , SSD Personnel and Social Worker
Total Period of Time and No. of Hours/Days			6 moths, 1 day and 2 hours	

E. Co – Lecturer In the Pre-Marriage Counseling Orientation (PMOC) for couples and Pre-Marriage Counseling for Couples below 25 years old

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION
Classification:	Simple
Types of Transaction:	G2C- Government to Client
Who may avail:	Couples who plan to secure Marriage Liscence
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
Register via online	City Population Development Office (POPDEV)



Commitment to attend the assign schedule and venue for Pre-Marriage Orientation and/or the Pre-Marriage Counseling			Via online link c/o POPDEV	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire via online	Refer to POPDEV	None	3 minutes	SSD / Frontline Staff
2. Attend the assigned date/ time and venue	Conduct the 2 nd topics (Marriage Relationships and Responsible Parenthood) to the attendee approximate 10 – 30 couples	None	45 minutes/ topic	Accredited Counselor – Registered Social Workers
3. Secure the Certificate to the following: c/o POPDEV	Provides by POPDEV signed by the Mayor and POPDEV Head	None	45 minutes/ topic	Accredited Counselor – Registered Social Workers
4. Pre-Marriage Orientation – morning				
5. Pre-Marriage Counseling - afternoon (for couples below 25 yrs. old)				
	Total No. of Hours/Days		1 hour and 33 minutes	

F. Pantawid Pamilyang Pilipino (4Ps)

Institutionalization support and provision of Strategies/Interventions to beneficiaries as part of social services and development initiatives for the beneficiaries.

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION
Classification:	Simple
Types of Transaction:	G2C- Government to Citizen
Who may avail:	Indigent children and their families who are Pantawid Pamilyang beneficiaries(4Ps)
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE



6. Pantawid Member ID		7. DSWD City Link/ per appropriate barangay in consultation with the Focal Social Worker of Social Services Department (SSD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present himself to the Focal social worker for inquiry	Facilitation and Coordination of Endorsed Clientele, Group/Individuals of Pantawid Pamilya Pilipino. Endorsed to appropriate agencies for appropriate interventions.	None	30 minutes	Frontline Staff
2. Conscientious Attendance to identified agencies, lecturers and session. Directly responsible to report to Citylink-DSWD Personnel	Case Management for referred Pantawid beneficiaries needing assistance such as: 8. Assessment/Recommends change grantee 9. Prepares social case study 10. Refer to City Link Coordinator	None	30 minutes	Interviewer/ Frontline Staff and Focal of Pantawid Program
4. Maintain their good standing and abide by the terms of the agreement or rules as directed in order to receive support from the programs and services.	Focal Person: Discuss all aspects of the development that will benefit the Pantawid with the Department Head during the City Advisory Committee meeting.	None	1 hr	Head of the Department and Focal of the Pantawid/SSD
	Acts as the Over All Coordinator to CAC members(Focal Head)	None	1 hr	Focal of the Pantawid/SSD
	As the central LGU Focal Person responsible in the Referral system	None	15 mins/referral to City Link- Area Coordinator- Grievance Officer-DSWD Director	Pantawid Focal/ SSD
	Monitors and co-recommends in the termination of the case from the violation of the terms of the agreement or rules. A Member/Secretariat and Technical Working Group	None		Pantawid Focal/SSD



	(TWG) to strengthen the inter-agency collaboration for the benefits on the multi-services of the different inter-agency to the beneficiaries.	None	30 minutes /monitoring 1 hr	Pantawid Focal/SSD
Total No. of Hours/Days			4 hours and 45 minutes	

G. “Philhealth ng Masa” Enrollment

Facilitate enrollment of indigent families and non-PhilHealth members to Group Enrollment Program previously known as “Philhealth ng Masa”.

Office/Division:		FAMILY LIFE ENRICHMENT DIVISION		
Classification:		Complex		
Types of Transaction:		G2C- Government to Citizen		
Who may avail:		Indigent families and individuals who are non-PhilHealth Member		
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
1.Filled-up Philhealth Member Registration Form (PMRF) 11. Photocopy of Care Card or Voter's ID/ Verification 12. Photocopy of Birth Certificate of minor child/children			1.Social Services Department (SSD) 2. Peoples Coordinating and Management Office (PCMO) 3. Local Civil Registry	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form and attach requirements then submit to assigned staff	1.1 Provide Philhealth Member Registration Form	None	10 minutes	Philhealth Focal Person
2.Submit application form and requirements	2.1 Receive documents with pertinent requirements and validate data 2.2 Check the requirements presented by the client	None	10 minutes	Philhealth Focal Person



	2.3 Conduct initial interview to get necessary information and give necessary instructions to the client			
3. Undergo assessment and wait information on the result and release of the MDR as per registered in the national Philhealth agency	3.1 Assess documents provided by the clients and 3.2 Inform them that it needs to submit the application to Philhealth Office	None	7 days	Philhealth Focal Person
4. Receive Philhealth Member's Data Record	Release Philhealth Member's Data Record to the client	None	3 minutes	Philhealth Focal Person
Total No. of Hours/Days			7 days and 27 minutes	

H. Issuance of Solo Parent ID

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION	
Classification:	Highly Technical	
Types of Transaction:	G2C- Government to Citizen	
Who may avail:	Solo Parent	
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE



For New Applicants: 1. Filled-up Application Form 2. Photocopy of Care Card or Voter's ID/Verification 3. Barangay Certificate 4. Certificate of Employment (if employed) 5. Affidavit of Being a Solo Parent 6. Photocopy of Birth Certificate of minor child/children 7. For PWD, photocopy of PWD ID 8. Photocopy of Death Certificate (if widow/widower) 9. Latest 1x1 picture Renewal of Solo Parent ID: 1. Filled-up Application Form 2. Photocopy of Care Card or Voter's ID/Verification 3. Surrender the old/expired Solo Parent ID 4. Affidavit of Being a Solo Parent				
1. Social Services Department (SSD) 2. People's Coordination and Management Office (PCMO) 3. Barangay 4. Employer / Company 5. City Legal Office 6. Local Civil Registry 7. Persons with Disability Affairs Office (PDAO) 8. Local Civil Registry 9. Client 1. Social Services Department (SSD) 2. People's Coordination and Management Office (PCMO) 3. Client 4. City Legal Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application	1. Provide logbook to the client.	None	3 minutes	Frontline Staff
2. Fill-up application form and attach requirements then submit to assigned staff	Conduct initial interview to get necessary information and give necessary instructions to the client	None	10 minutes	Interviewer/ Frontline Staff
3. Present pertinent requirements	Check the requirements presented by the client	None	5 minutes	Interviewer/ Frontline Staff
4. Submit application form and requirements	-Receive documents, log to service logbook then schedule for collateral investigation	None	Within 7 days	Frontline Staff



5. Wait for the visit of field investigator	Validate data provided by the client and gather collateral information	None		Field Investigator
6. Undergo assessment and wait information on the result and release	-Assess documents provided by the client including the findings of the collateral investigation and inform the client of the result, in accordance to what is stipulated in	None		Social Worker
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	SEC. 10 of the Implementing Rules & Regulations of Republic Act No. 11861 (Procedure in Accessing Services for Solo Parents).			
7. Return to the Social Services Department Claim Solo Parent ID	Release Solo Parent ID to the client	None	3 minutes	Frontline Staff
8. Provide feedback on the service availed	Provide feedback form to	None	3 minutes	Frontline Staff
Total No. of Hours/Days			7 days and 24 minutes	

I. Issuance of Solo Parent Certification

Office/Division:	Women, Family and Community Welfare Division		
Classification:	Complex		
Types of Transaction:	G2C- Government to Citizen		
Who may avail:	Solo Parent		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE	



1. Present Solo Parent ID (not expired) 2. Photocopy of Solo Parent ID (not expired) 3. Certificate of Employment (if employed) 4. Letter of intent/purpose			1. Social Services Department (SSD) 2. Client 3. Employer / Company 4. Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application	Provide logbook to the client.	None	3 minutes	Frontline Staff
2. Fill-up application form and attach requirements then submit to assigned staff	Conduct initial interview to get necessary information and give necessary instructions to the client	None	10 minutes	Interviewer/ Frontline Staff
3. Present pertinent requirements	Check the requirements presented by the client	None	10 minutes	Interviewer/ Frontline Staff
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit application form and requirements	-Receive documents, log to service logbook then schedule for collateral investigation	None	Within 3 days	Frontline Staff
5. Wait for the visit of field investigator	Validate data provided by the client and gather collateral information	None		Field Investigator
6. Undergo assessment and wait information on the result and release	-Assess documents provided by the client including the findings of the collateral investigation and inform the client of the result, in	None		Social Worker



	accordance to what is stipulated in SEC. 10 of the Implementing Rules & Regulations of Republic Act No. 11861 (Procedure in Accessing Services for Solo Parents).			
7. Return to the Social Services Department Claim Solo Parent ID	Release Solo Parent ID to the client	None	3 minutes	Frontline Staff
8. Provide feedback on the service availed	Provide feedback form to	None	3 minutes	Frontline Staff
Total No. of Hours/Days			3 days and 29 minutes	

J. DSWD Mandated Programs for the Youth

The Pag-Asa Youth Association of the Philippines (PYAP) Muntinlupa Chapter is a youth organization mandated from DSWD – NCR under the supervision of Social Services Department.

Office/Division:		FAMILY LIFE ENRICHMENT DIVISION		
Classification:		Simple		
Types of Transaction:		G2C- Government to Citizen		
Who may avail:		Youth		
CHECKLIST OR REQUIREMENTS				WHERE TO SECURE
1. Present Identification Card (ID) 2. Photocopy of Identification Card (ID) 3. Birth Certificate (must be 15-30 years old)				1. Youth / Client 2. Youth / Client 3. Local Civil Registry
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-up application form and attach requirements then submit to assigned staff	1.1 Provide application form to the client. 1.2 Check the requirements 1.3 Conduct initial interview to get necessary information and give necessary instructions to the client	None	15 minutes	PYAP Focal Person
2. Submit application form and requirements	2.1 Receive documents. 2.2 Assess the youth and gave short briefing about PYAP	None	10 minutes	PYAP Focal Person
Total No. of Hours/Days		25 minutes		

K. BAHAY KANLUNGAN-ELDERLY HOME CARE

Based on RA No. 9994 section 5 Government Assistance d-Social Services-(4) "substitute family care " in the form of residential care or group homes for the abandoned, neglected, unattached or homeless senior citizens and those incapables of self-care.

K.1 Admission Phase

Before admission of the abandoned, neglected, unattached or homeless senior citizen he/she shall undergo an intake interview and assessment to determine whether he / she is qualified for residential care.

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION
Classification:	Simple
Types of Transaction:	Government to Government, Government to Citizen
Who may avail:	for the abandoned, neglected, abused, unattached or homeless senior citizens and those incapables of self-care.
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
ADMISSION PHASE	



<ul style="list-style-type: none"> • Filled-up admission form • Filled-up intake Form • Barangay Blotter Report • Police Report (if necessary) • Medical Certificate or Clearance • Identification ID if possible • Referral or Indorsement letter from referring parties • Social Case Study Report (if client is coming from other institution and being transferred to our center) 			<ul style="list-style-type: none"> • BAHAY KANLUNGAN-Elderly Home Care • Barangay • Philippine National Police • Ospital ng Muntinlupa (OSMUN) • Client • Agency /Barangay Other agencies 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign and log in the Logbook (referring person/agency or individual).	1. Provide logbook to client	None	10 minutes	Security Guard
2. Present requirements	5. Check the submitted or presented requirements 2.1 Conduct pre-admission conference to determine whether client is eligible or qualified for residential care and brief the client and the referring party on the services of Bahay-Kanlungan 2.2 Notify the referring party (Barangay and other institutions or individual) the result of the pre-admission conference 2.3 If qualified, client will proceed to admission phase	None	120 minutes	Social Welfare Officer I Social Welfare Officer III



	2.4 If not qualified, client will be return to referring party or refer to other agencies.			
2. Sign admission, intake form, Kasunduan form, and attach submitted requirements	Conduct admission conference to collect all documents pertaining to the client and let him / her sign the kasunduan form / intake form and admission form	None	60 minutes	Social Welfare Officer I
Total No. of Hours/Days			3 hours and 10 minutes	

K.2 Residential Phase

After the client shall have been qualified, the elderly will now be under the care and custody of Bahay of Kanlungan and will be provided services for their best welfare and interest.

Office/Division:	FAMILY LIFE ENRICHMENT DIVISION
Classification:	Highly Technical
Types of Transaction:	G2C- Government to Citizen
Who may avail:	for the abandoned, neglected, abused, unattached or homeless senior citizens and those incapables of self-care.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
RESIDENTIAL PHASE	



<ul style="list-style-type: none"> • Daily Attendance Sheet • Daily Monitoring Sheet • Daily Monitoring Activity (per staff as their own duties and responsibilities) • Houseparent Monthly Observation Report • Incident Report • Resident's Health Profile • Referral Slip (for medical and others) • Weekly Intervention Plan • Social Case Study Report • Home Visit and Collateral Report • Referrals 		<ul style="list-style-type: none"> • BAHAY KANLUNGAN-Elderly Home Care 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in all Home Life activities	1. Provision of Home Life Services 1.1 Providing them their day-to-day basic needs like; clean and decent shelter, food, medicines, personal hygiene kit, etc. 1.2 Providing materials for their recreational activities and facilitating in their wellness, spiritual, moral enhancement assistance 1.3 Facilitating clients for their regular medical check-up, laboratories, and other medical needs	None	While the client is under the custody and residential care of Bahay Kanlungan.	Homelife Supervisor / House parent
2. Participate during the intervention phase	2. Provision of Social Services 2.1 Conduct in-depth interview and Counseling for proper case management, and intervention plan 2.2 Schedule case conference, coordination with the barangays and client's relatives 2.3 Facilitate case conference with concern committee, individuals, Barangay, and Family for proper intervention of the abandoned elderly 2.4 Undergo Home visit and collateral investigation to validate	None	While the client is under the custody and residential care of Bahay Kanlungan.	Social Welfare Officer



	data provided and gathered information			
Total		While the client is under the custody and residential care of Bahay Kanlungan.		

K.3 Discharged Phase

After the client shall have undergone residential phase and has expressed his/her willingness to voluntarily exit or intends to return home or is referred to other agencies or upon his/her mortality, the client will be discharged from Bahay Kanlungan.

Office/Division:		FAMILY LIFE ENRICHMENT DIVISION		
Classification:		Highly Technical		
Types of Transaction:		G2C- Government to Client		
Who may avail:		-Based on assessment and home investigation results that elderly has a family and was located -Expired elderly during admission at the facility		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
DISCHARGED PHASE				
<ul style="list-style-type: none"> • Kasunduan (for clients with family and relatives found) • Discharge Case Conference • Social Case Study Report (if for transfer to other institution) • Referrals Indorsement letter (Balik Probinsiya Program) • Discharge Slip • Death Certificate 		<ul style="list-style-type: none"> • BAHAY KANLUNGAN-Elderly Home Care • Social Services Department • Local Civil Registrar 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend discharge conference	1. Case Assessment and Evaluation case conference with concern committee, individuals, Barangay, and Family for proper	None	2 hours	Social worker, Barangay-SSD, family, and relatives



	intervention for the best welfare and interest of the client			
2. Sign the discharge KASUNDUAN form	2.1 Discharge/ termination Preparing the client and the family in all aspects for the discharge and termination by securing the safety and best welfare and interest of the our elder having “KASUNDUAN’	none	1 hour	Social worker, Barangay SSD, and family
	2.2 For Balik Probinsiya Program Recommendation and/or referral for the Balik Probinsiya Program	None	1 hour	Social worker
3. Attend the discharge conference	3.1 Discharge Conference Finalizing and securing all the needs of the elders before turn-over	None	3 hours	Social Worker
	3.2 Reintegration to the family or transfer/referral to other institution or LGU. Turn-over to the client’s family or to the agency	None	2 weeks more or less depends on the capability of the found relatives/family of the client)	Social worker and staff
	3.3 Expired Client. Preparing the expired client and all documents for the burial assistance from our Local Government	None	3 days	Social worker and staff
Total No. of Hours/Days		3 days and 5 hours		

A. PROTECTIVE SERVICES DIVISION

A.1 Muntinlupa Social Development Center

A. 1.1 Operation of Residential Care Facility

A.1.1 .1ADMISSION PHASE



Accepting the client from referral or transfer from an institution or other agency. Referral from a reached-out operation or referral from the barangay are given the right program and service with respect, understanding, and guidance.

A.1.1.1.1 Pre-Admission

Checking all requirements before admission of clients to the Residential Care Facility.

Office/ Division:	Muntinlupa Social Development Center		
Responsible person	Social Worker / Social Welfare and Development Worker		
Classification:	Simple		
Type of Transaction:	G2G- Government to Government		
Who may avail:	Abandoned, neglected, surrendered and children with special needs		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none">Referral LetterMedical Certificate and / Dental Assessment, or Laboratory Exam Result (Chest X-Ray, /Urine/Fecalalysis/CBCPolice Blotter and/or Barangay Blotter Report (For foundling cases) 1 copy of the original signed Police Blotter and Barangay Blotter by the Police Officer and/or Barangay Chairperson where the client found in the area of jurisdiction.Birth Certificate/Baptismal Certificate if there's any availableSocial Case Study Report signed by the Social Welfare Officer (Referral from Non-Government Organization (NGO) / other Local Government Unit (LGU's)		<ul style="list-style-type: none">Barangay VAWCReferring Party (NGO, other LGU's)Barangay Health CenterOspital ng MuntinlupaOther Health Center and Hospital (from referring party NGO, LGU's)Police Precinct/Barangay Office where the child was foundLocal Civil Registry /Philippine Statistics AuthorityReferring Party	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of the client's necessary documents	1. Check all the necessary documents of the referring party	None	5 minutes	Social Welfare Officer II
2. Client participates in pre- case conference	2. Conducts Pre-case conference with the referring party	None	1 hour	Social Welfare Officer II
Total no. of Hours/ Days		1 hour and 5 minutes		

A.1.1.1.2 Admission

After the pre-admission phase the client is evaluated and assessed by the social worker for admission.

Office/Division:	Muntinlupa Social Development Center
Classification:	Simple
Type of Transaction:	G2G- Government to Citizen
Who may avail:	Abandoned, neglected, surrendered and children with special needs
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Referral Letter Medical Certificate and / Dental Assessment, or Laboratory Exam Result (Chest X-Ray, /Urine/Fecalalysis/CBC Police Blotter and/or Barangay Blotter Report (For foundling cases) 1 copy of the original signed Police 	<ul style="list-style-type: none"> Barangay VAWC Referring Party (NGO, other LGU's) Barangay Health Center Ospital ng Muntinlupa Other Health Center and Hospital (from referring party's origin (NGO, LGU's)



Blotter and Barangay Blotter by the Police Officer and/or Barangay Chairperson where the client found in the area of jurisdiction.		<ul style="list-style-type: none"> • Police Precinct/Barangay Office where the child was found • Local Civil Registry /Philippine Statistics Authority • Referring Party 		
<ul style="list-style-type: none"> • Birth Certificate/Baptismal Certificate if there's any available • Social Case Study Report signed by the Social Welfare Officer (Referral from Non-Government Organization (NGO) / other Local Government Unit (LGU's) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client surrenders all his/her belongings upon admission	1.1 Filling -out the client's admission form 1.2 Conduct a thorough inspection of the client's belongings as well as his/ her body for possible bruises before proceeding to an intake interview to collect basic information 1.3 Get the client's height and weight and take the whole-body picture 1.4 Distribution of hygiene kit, and clothing to the newly admitted client.	None	1 hour	Social Welfare Officer II



2. Client's participates during the orientation of the house rules.	2.1 Conduct a short orientation about the center's house rules.	None	30 minutes	Houseparent
Total no. of Hours/ Days		1 hour and 30 minutes		

A.1.1.2 INTERVENTION PHASE

Proper interventions are given to clients based on the programs and services of the Center to enable them to cope in their present situation and reduce to becoming children at risks.

Office/Division:	Muntinlupa Social Development Center/Protective Services Division			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Abandoned, neglected, surrendered and children with special needs			
CHECKLIST OR REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Deed of Voluntary Commitment • Houseparent Anecdotal Report • Progress Report • Social Case Study Report • Foundling Documents • Psychological Assessment / Evaluation • Case Conference Form 			<ul style="list-style-type: none"> • Social Welfare Officer • Social Welfare Officer and Houseparent • Social Welfare Officer • Psychometrician/ Registered Psychologist • MSDC Multi- Disciplinary Team 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Clients submits intervention services	1.1. Conduct an interview with the client to divulge any pertinent information about his/ her personal and family	None	1 month, 17 days, 12 hours and 15 minutes	Social Welfare Officer II



	<p>background and past experiences</p> <p>1.2 Conduct Regular Small Talk/ Counseling session with the client</p> <p>1.3 Prepare an Initial Case Study Report/ Case Summary (After 15 days of client's referral in the center)</p> <p>1.4 Prepare a Comprehensive Social Case Study Report (After 6 months of client's intervention program in the center)</p> <p>1.5 Conduct home visitation to client's family</p> <p>1.6 FOR TRIMEDIA PUBLICATION</p> <p> 1.6.1 Radio and Television Announcement</p> <p> 1.6.2 Newspaper publication</p> <p>1.7 Conduct Case Conference on client's progress</p> <p>1.8 Conduct daily activities of the clients</p> <p>1.9 Prepares Child progress</p> <p>1.10 Prepare Case Summary Report submitted to the Psychometrician/ Registered</p> <p>1.11 Referral form addressed to City</p>	Php 950.00		Social Welfare Officer III
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	Health Office (Health Center and OSMUN) for physical examination of the client and other needed laboratory			
2. Attended formal and SPED schooling	2.1 Securing the client's Birth Certificate (if no Birth Certificate) 2.2 Securing of Barangay Certification (if no Birth Certificate) 2.3 Enrolled client in formal/ non-formal school	None	2 months	Social Welfare Officer II
Total no. of hours/ Days		3 months, 17 days, 12 hours and 15 minutes		

A.1.1.3 DISCHARGE PHASE

- The client is discharged from the Center or transferred to another institution or facility or reintegrated to family and community, and foster care in accordance with the assessment and recommendation of the Social Worker after the intervention program was done in the Center.

A.1.1.3.1 Pre-discharge

Pre-discharge is done, in preparation for the actual discharge of the client in the Center.

Office/Division:	Muntinlupa Social Development Center/Protective Services Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2G - Government to Government, G2N - Government to Non-Government
Who may avail:	Abandoned, neglected, surrendered and children with special needs
CHECKLIST OR REQUIREMENTS	
WHERE TO SECURE	



<ul style="list-style-type: none"> Referral Letter (for transfer to other institution or endorsement to other LGU, Barangay) Case Conference Form 			<ul style="list-style-type: none"> Muntinlupa Social Development Center (MSDC) 	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client attends one-on-one session prior to discharge	1.1 Conduct a one-on-one session with the client and inform him/ her for a possible discharge 1.2 Scout / Lobbying for a possible institution for referral 1.3 Prepare a request letter addressed to the barangay, or other referring institution and inform the family or relatives of the client for possible discharge 1.4 Facilitate Case Conference with the Multi-Disciplinary Team for the possible discharge of the client 1.5 Facilitate Case Conference to the referring Party for client's possible discharge	None	4 hours	Social Welfare Officer II Social Welfare Office III
Total no. of hours/ Days		4 hours		

A.1.1.3.2 Discharge

The client is discharged from the Center through reunification with the family if they are already capable of taking custody of the client or referral to an appropriate institution and foster



family for continuous intervention when the family is not yet ready to keep the client in their custody.

Office/Division:	Muntinlupa Social Development Center/Protective Services Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2G - Government to Government, G2N - Government to Non-Government
Who may avail:	Abandoned, neglected, surrendered and children with special needs

CHECKLIST OR REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Discharge Forms • Kasunduan Form • Closing Summary • Foster Care Form • License Foster Certificate 	<ul style="list-style-type: none"> • Muntinlupa Social Development Center (MSDC) • License Foster Parent

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. The client's family fill-out the discharge and "Kasunduan" Forms	1. Endorse/ Refer the client to the following: Reintegration to Family and guardian Barangay and community Other referring party or institution 2. Ensure that the "Discharge Form" was filled out all the content before the discharge of the client 3. Ensure that the family understand about the agreement	None	3 hours and 20 minutes	Social Welfare Officer II



	and was explained the content before they sign the "Kasunduan Form"			
	4. Prepare a Closing Summary Report			
2. The client's foster parent who is willing to take the custody of the client, fill-out the FOSTER CARE FORM	3. Inform the License foster parent about the initial background of the client as well as their responsibilities as the temporary custodian of the child	None	30 minutes	Social Welfare Officer II
Total no. of hours/ Days		3 hours and 50 minutes		

A.1.1.4 AFTER CARE PHASE

- The client who has been discharge from the center should undergo the After Care Program as part of the completion of the intervention program after his/ her discharge.

Office/Division:		Muntinlupa Social Development Center/Protective Services Division		
Classification:		Highly Technical		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Abandoned, neglected, surrendered and children with special needs		
CHECKLIST OR REQUIREMENTS				WHERE TO AVAIL
<ul style="list-style-type: none"> Intervention Plan 				<ul style="list-style-type: none"> Muntinlupa Social Development Center (MSDC)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Client's participates in the After Care Program Service through the assistance of the	1.1 Prepare a request letter address to the Barangay Chairperson and coordinate the case	None	7 days and 1 hour	Social Welfare Officer II



family, guardian and community	to the BCPC for the monitoring of the client after his/ her reunification to the family and for the eventual return of the client to their respective community for the After Care Program 1.2 Encourage the client and parents to attend the After Care Program as part of the intervention through the monitoring of the barangay BCPC			Social Welfare Officer (Life Enrichment Division)
2. Client's participates in the Case Conference Meeting through the assistance of the family, guardian and community	2. Conduct a Case Conference Meeting with the involved parties including the Bgy. Staff and their BCPC for possible plans to the client as well the continuing monitoring of the client	None	2 hours	Social Welfare Officer II
Total Hours/ Days			7 days and 4 hours	

A.1.1.5 (OTHER SERVICES)

- Accepting Volunteers, sponsors and visitors in the center.

Office/Division:	Muntinlupa Social Development Center/Protective Services Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen



Who may avail:		Abandoned, neglected, surrendered and children with special needs		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Referral Letter from the SSD Main Office approved by the Department Head for Outreach Activities Orientation of SDC Programs Services Client Satisfaction Survey Form 		<ul style="list-style-type: none"> Social Services Department (SSD) Muntinlupa Social Development Center/Protective Services Division 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Acceptance of request to conduct Outreach Activities to client residents				
1. The clients participates when visitors, sponsors conduct outreach activities in the Center	1. Confirm the main office of SSD regarding the request to conduct an outreach program 1.2 Orient the client/s visitors, volunteers, and sponsors about the center's policy before proceeding with the program 1.3 Assist the client's volunteers, sponsors, and visitors in conducting the outreach activities 1.4 Giving a copy of Donation Acknowledgment and Certificate of Appreciation	None	5 hours and 15 minutes	Social Welfare Assistant
Total Hours/ Days			5 hours and 15 minutes	



A. Implementation of Republic Act No. 11642 “Domestic Administrative Adoption and Alternative Child Care Act” - Technical Assistance to Prospective Adoptive Parents and Preparation of Social Case Study Report

Republic Act No. 11642 is an Act Strengthening Alternative Child Care by Providing for an Administrative Process of Domestic Adoption, Reorganizing for the Purpose the Inter-Country Adoption Board (ICAB) into the National Authority for Child Care (NACC), Amending for the Purpose Republic Act No. 8043, Republic Act No. 11222, and Republic Act no. 10165, Repealing Republic Act No. 8552, and Republic Act No. 9523, and Appropriating Funds therefor.

Republic Act No. 11642 shall be known as the “Domestic Administrative Adoption and Alternative Child Care Act”. The policy of the State is to ensure that every child remains under the care and custody of the parents and be provided with love, care, understanding, and security towards the full and harmonious development of the child’s personality. Only when such efforts prove insufficient and no appropriate placement or adoption by an unrelated person be considered. The best interest of the child shall be the paramount consideration in the enactment of alternative care, custody, and adoption policies.

Domestic Administrative Adoption and Alternative Child Care Act through the State will (a) ensure that a child without parental care, or at risk of losing it, is provided with alternative care options such as adoption and foster care, (b) Establish alternative care standards to ensure that the quality of life and living conditions set are conducive to the child’s development; (c) Safeguard the biological parents from making hasty decisions to relinquish parental authority over the child; (d) Prevent unnecessary separation of the child from the biological parents; (e) protect the adoptive parents from attempts to disturb their parental authority and custody over the adopted child; (f) Conduct public information and educational campaign to promote a positive environment for adoption; (g) ensure that sufficient capacity exists within government and private sector agencies to handle adoption inquiries, process domestic adoption petitions, and offer adoption-related services, including pre-adoption and post-adoption services, for the biological parents, children, and adoptive parents; (h) encourage domestic adoption so as to preserve the child’s identity and culture in the child’s native land, and only when this is not feasible shall inter-country adoption be considered; and (i) establish a system of cooperation with the Inter-Agency Council Against Trafficking (IACAT), to prevent the sale, trafficking, and abduction of children and to protect Filipino children abandoned overseas who are made vulnerable by their irregular status.

The administrative adoption processes for the cases of legally-available children, relative, stepchild, and adult adoptees are the most expeditious proceedings that will redound to their best interest. No subsequent petition involving the same PAPs shall be entertained unless the prior petition has attained finality.

The Petition for Adoption shall be prepared and signed by the petitioner or PAPs. The said petition shall state the facts necessary to establish the merits of the petition. The petitioners must specifically allege that they are at least twenty-five (25) years of age, in possession of full civil capacity and legal rights; of good moral character; have not been convicted of any crime involving moral turpitude; are emotionally and psychologically capable of caring for children; are at least sixteen (16) years older than the adoptee, unless the adopter is the biological parent of the adoptee or is the spouse of the adoptee’s parent; and are in a position to support and care for their children in keeping with the means of the family and have undergone pre-adoption services.

The petition together with complete and original supporting documents shall be filed by the petitioners with the RACCO. The adopter or the petitioner can avail the service of the City through the Social



In all proceedings for adoption, the NACC shall decide on the basis of all the documents presented to it, as well as the evidence gathered during the personal interviews conducted by the RACCO with the handling adoption social worker, PAPs, and the adoptee. There shall be no adversarial proceedings and all domestic adoption cases shall be decided within sixty (60) calendar days from the receipt of the Deputy Director for Services of the recommendation of the RACCO on the petition.

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division		
Classification	Highly Technical		
Type of Transaction	G2G – Government to Government ; G2C – Government to Citizen		
Who may avail	Prospective Adoptive Families		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE	
1. Petition for Adoption (Notarized)		Petitioner/ Prospective Adoptive Parent and Notary Public	
2. Certificate of Authority for a Notarial Act (CANA) of the Petition for Adoption		Regional Trial Court	
3. Child Case Study Report and Home Study Report or Social Case Study Report, whichever is applicable depending on the circumstances, prepared within six (6) months prior to the filing of the petition		Social Services Department *Prepared by Licensed Social Worker and Approved by the Head of Office	
4. PSA copy of birth record of the PAP/s		Philippine Statistics Authority	
5. PSA copy of birth record of the adoptee NACC MC 001 S.2023 Omnibus Guidelines Part II., Chapter III (A), Section 20 (b)(2), p.102		Philippine Statistics Authority	
6. PSA copies of Marriage Certificate and/or Certificate of No Marriage (CENOMAR), Decree of Annulment, Decree of Nullity of Marriage, or Decree of Legal Separation or the PSA copy of the Certificate of Marriage with annotation of the annulment of marriage, declaration of nullity of marriage or legal separation		Philippine Statistics Authority	
7. National Bureau of Investigation (NBI) OR Police OR Court Clearances		National Bureau of Investigation (NBI) or Philippine National Police OR Court Clearances	
8. Written consent of the adoptee		Adoptee	
9. Written consent of marital and adopted children of PAP/s, ten years of age or over;		Children (10 years old and above) of Adoptive Parents	



10. Written consent of non-marital children, ten years of age or over, with whom the PAP/s is living or over whom the PAP/s exercise parental authority;	non-marital children, ten years of age or over, with whom the PAP/s is living or over whom the PAP/s exercise parental authority
11. Written consent of the spouse, if any, of the adoptee;	spouse, if any, of the adoptee;
12. Letters attesting to the character and general reputation of the PAP/s from at least three non-related character references, of one preferably from an employer or supervisor or with whom the PAP/s have business dealings. The contact details of the person attesting and the date when the letter was prepared must be indicated in the document	preferably from an employer or supervisor or with whom the PAP/s have business dealings
13. Recent 5R close-up and whole-body pictures of the adoptee taken within the last six months . The date when the photo was taken must be indicated. Preferably taken on a white background in casual or semi-formal clothing	adoptee
14. Recent 5R close-up and whole-body pictures of the PAP/s taken within the last six months . The date when the photo was taken must be indicated. Preferably taken on a white background in casual or semi-formal clothing	Prospective Adoptive Parent/s
15. Certificate of Attendance at Pre-Adoption Forum, Training and Seminars	RACCO - NCR
16. Verification and Certification against Non-Forum Shopping (Notarized) (Templated)	Petitioner/ Prospective Adoptive Parent and Notary Public
17. Tri-media posting certificate/s as proof of efforts to locate biological family; when applicable:	Radio Station , Publishing Company
18. Pre-Adoption Placement Authority (PAPA)	RACCO - NCR
19. Order from the court approving the withdrawal of the case or order of dismissal or Decision, if the case has been previously filed with the court	Regional Trial Court
20. Other documents that may be required by the RACCO to support the petition e.g., school records of the adoptee	
21. Undertaking Regarding Completion of Adoption Trainings, Fora, Counseling, and Seminars of the PAP/s (Templated)	Prospective Adoptive Parent/s
22. Certified True Copy of Adoption Order and Certificate of Finality if with a previously adopted child	National Authority for Child Care



23. At least two (2) of the following supporting documents showing that the adoptee/s has been consistently considered and treated as their own child by the PAP/s, for at least three (3) years before reaching the age of majority: Barangay Certification, Notarized Affidavit of Two (2) Disinterested Persons, Old photos of the adoptee with the PAP/s, Any other supporting documents that will prove that the PAP/s has been treating the adoptee/s as his/her/their own child three (3) years before reaching the age of majority	Barangay, Individual
24. Oath of Allegiance for Filipino/s with dual citizenship, if applicable	
25. Undertaking and Oath for Prospective Adoptive Parents Permanently Residing Abroad and of Foreign Citizenship, if applicable (Notarized) (Templated)	Prospective Adoptive Parent/s (PAPs)
26. Draft of New Certificate of Live Birth of the child, if available	RACCO - NCR
Additional Requirements for Foreign Nationals:	
27. For US Nationals: Affidavit for US Nationals (Notarized) (Templated) with attached Annex A lifted from the official site https://uscode.house.gov	Prospective Adoptive Parent/s
28. Any proof that the foreign PAP/s has been permanent or habitual residents of the Philippines for at least five (5) years such as: Certification from Bureau of Immigration with attached List of Travel Records, Passport with stamp of entry and departure in the Philippines, Certified True Copy of Alien Certificate of Registration Identity Card (ACR I-Card)	Bureau of Immigration
29. Clearance from police authorities where he or she has lived for more than twelve (12) months anytime in the past fifteen (15) years	Police authorities
30. Any proof/ certification or legal document from the country of origin of the foreign PAP/s OR duly authenticated copy of the foreign domestic law on adoption that will acknowledge the Order of Adoption issued in the Philippines as valid, will acknowledge the child as a legal child of the PAP/s, and will allow entry of the child into to the foreigner's country of origin as an adoptee/ legal child of the PAP/s through adoption	Country of origin of the foreign PAP/s



31. Authenticated Divorce papers with a copy of the Court Decision and Certificate of Finality, if applicable			Court issuing the Authenticated Divorce papers	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the reception area	Give the log book to the client	None	5 minutes	Front Desk Personnel
2. Intake Interview	2.1 Brief Orientation on RA 11642 2.2 Coaching on the Process of RA 11642 2.3 Initial Assessment If Case is Qualified to be handled by our Adoption Social Worker-SSD. 2.4 Presentation to client of the requirements set by NACC and as per RA 11642.	none	1 month	Social Welfare Officer IV Social Welfare Officer IV Social Welfare Officer IV Social Welfare Officer IV
3. Clients to secure requirements set by NACC and RA 11642 *Requirements may depend on what type of adoption (Adult Adoption/Relative Adoption/ Relative Adoption of one own's child/ Regular Adoption/Stepparent Adoption/). *Requirements may vary based on the nature of case.	Technical Assistance to PAPS on the particulars/ specifications of documents to be submitted	None (Client will incur payments to agencies where they will secure the documents)	6 months (duration may depend on the client in accomplishing the documents)	SSD Adoption Social Welfare Officer IV



4. Submission of Documents by clients to Adoption Social Worker-SSD	<p>4.1 Preparation of Social Case Study Report</p> <p>4.2 Assistance to PAPs in the preparation of the Petition and Packaging of the PAPs dossier and</p> <p>4.3 Provision of Technical Assistance to Adoptive Families and Prospective adoptee in their Petition for Administrative Adoption before the Regional Adoption Child Care Office- National Capital Region (RACCO-NCR) and National Authority for Child Care (NACC)</p>	None	1 month	SSD Adoption Social Welfare Officer IV
<p>5. Submission of dossier of the Prospective Adoptive Parent (PAPs) to RACCO-NCR</p> <p>*If submitted requirements satisfied the corresponding requirements and content of the SCSR is complete proceed with for the next step.</p> <p>*But if there are questions to clarify and documents lacking, for compliance and submission at RACCO-NCR.</p>	5.1 Coaching session for PAP'S mandatory appearance with RACCO-NCR	None	1 month	PAPs
2. Facilitate the Publication of the Petition for	6.1 Coaching session for prospective adoptive child	Publication Fee will be directly paid by PAPs at	3 weeks publication and 1 week for issuance	PAPs and Publishing Company



Administrative Adoption	mandatory appearance with RACCO-NCR	the Publishing Company.	of Certificate/ Affidavit of Publication.	
3. Mandatory Appearance before RACCO-NCR	Personal Appearance of Adoption Social Worker, PAPS and Adoptee/ Children before the RACCO NCR Officer	None	1 day	Adoption Social Worker, PAPS and Adoptee/ Children
4. Receive Order of Adoption if granted.	Technical Assistance to PAPS on what to do with the Issuance of the Order of Adoption.	None Payment of fees at the RACCO-NCR	1 month	PAPS, SSD Adoption Social Worker
5. Registration of birth by the Adoptee at the Respective Local Civil Registrar (LCR).	Technical Assistance to PAPS on the registration of the Order of Adoption.	Payment of fees at the Registration of birth before the LCR	1 week	Prospective Adaptive Parent
Total No. of Hours/Days			11 months, 2 days and 5 minutes	

B. Implementation of Republic Act No. 11642 “Domestic Administrative Adoption and Alternative Child Care Act” - Handling and Case Management of Child /ren in Declaring the Child Legally Available for Adoption (CDCLAA)

Based on the RA11642, Certification Declaring the Child Legally Available for Adoption (CDCLAA) refers to the final written administrative order issued by the NACC declaring a child as legally available for adoption. The rights of the biological parents, guardian, or other custodians to exercise parental authority over the child shall cease upon issuance of the CDCLAA.

No child shall be subjected of administrative adoption unless the status of the child has been declared legally available for adoption except in cases of relative, step-parent and adult adoption where such declaration is not required.

All petitions for CDCLAA with complete supporting documents shall be filed in two (2) sets (1 original and 1 photocopy) with NACC through the RACCO-NCR. The petitioner will be the Department Head of the SSD.

The management of cases of children for the issuance of CDCLAA vary depending on the category of cases –involuntary committed children, regular cases with facts of birth and foundling



or with No Known Parents, voluntary committed or surrendered children and children with simulated birth record (under RA 11222)

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division	
Classification	Highly Technical	
Type of Transaction	G2G – Government to Government ; G2C – Government to Citizen	
Who may avail	Prospective Adoptive Families	
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE
For Involuntary Committed children		
Endorsement Letter to the RACCO–NCR Field Office Regional Director	Social Services Department	
Petition with CANA	Regional Trial Court – Muntinlupa	
Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)	
Most recent colored photo (whole body, 3R in size) and photo of the child upon admission (whole body, 3R in size)	Adoptee/ Prospective Adoptive Child	
Comprehensive Child Study Report	Social Services Department	
Court Order on the petition for involuntary committed child and the certified true copy of the documents	Regional Trial Court	
For Regular Cases – Abandoned Children with Facts of Birth		
Endorsement Letter to the RACCO–NCR Field Office Regional Director	Social Services Department	
Petition with CANA	Regional Trial Court – Muntinlupa	
Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)	
Proof of efforts to locate biological parents or relatives of the child *Print Media/Publication of Foundling *Radio Announcement *PNP/Barangay Police Certification *Registered Mail	Publishing Company Radio Station PNP/Barangay Police Post Office	
Most recent colored photo (whole body, 3R in size) and photo of the child upon admission (whole body, 3R in size)	Adoptee/ Prospective Adoptive Child	
Comprehensive Child Study Report	Social Services Department	
For Regular Cases – Foundling or persons with No Known Parents		
Endorsement Letter to the RACCO–NCR Field Office Regional Director	Social Services Department	
Petition with CANA	Regional Trial Court – Muntinlupa	
Certificate of Live Birth (COLB) with No Known Parents/s	Philippine Statistics Authority (PSA)	



Proof of efforts to locate biological parents or relatives of the child to prove conduct of search and inquiry *Print Media/Publication of Foundling *Radio Announcement *PNP/Barangay Police Certification *Registered Mail	Publishing Company Radio Station PNP/Barangay Police Post Office			
Most recent colored photo (whole body, 3R in size) and photo of the child upon admission (whole body, 3R in size)	Adoptee/ Prospective Adoptive Child			
Comprehensive Child Study Report	Social Services Department			
For Voluntary Committed Children				
Endorsement Letter to the RACCO–NCR Field Office Regional Director	Social Services Department			
Petition with CANA	Regional Trial Court – Muntinlupa			
Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)			
Notarized Deed of Voluntary Commitment (DVC)	SSD Adoption Social Worker, Biological Parents, Notary Public			
Proof of efforts to locate biological parents or relatives of the child to prove conduct of search and inquiry *Print Media/Publication of Foundling *Radio Announcement *PNP/Barangay Police Certification *Registered Mail	Publishing Company Radio Station PNP/Barangay Police Post Office			
Most recent colored photo (whole body, 3R in size) and photo of the child upon admission (whole body, 3R in size)	Adoptee/ Prospective Adoptive Child			
Comprehensive Child Study Report	Social Services Department			
For Cases of Children with Simulated Birth Record and Qualified under RA 11222				
Endorsement Letter to the RACCO–NCR Field Office Regional Director	Social Services Department			
Petition with CANA	Regional Trial Court – Muntinlupa			
SECPA Copy of Simulated Certificate of Live Birth (COLB)	Philippine Statistics Authority (PSA)			
Certificate of No Record of Birth	Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)			
Affidavit of Admission from the known parents, and/or the third person	Prospective Adoptive Parent/s			
Undertaking and Oath for PAP/s Permanently Residing Abroad and/or of Foreign Citizenship	Prospective Adoptive Parent/s			
Most recent colored photo (whole body, 3R in size) and photo of the child upon admission (whole body, 3R in size)	Adoptee/ Prospective Adoptive Child			
Child Study Report	Social Services Department			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		None	5 minutes	



Sign in the Client Log Book in the reception area	Give the log book to the client			Front Desk Personnel
1.Intake Interview	1.1 Interview Client and Conduct Initial Assessment of the Case *For Involuntary Committed children *For Regular Cases – Abandoned Children with Facts of Birth *For Regular Cases – Foundling or persons with No Known Parents *For Voluntary Committed Children *For Cases of Children with Simulated Birth Record and Qualified under RA 11222	None	1 day	Social Welfare Officer IV
	1.2 Orientation on RA 11642 and focus on the type of adoption being sought for assistance	None	1 hour	Social Welfare Officer IV
	1.3 Technical Assistance on the specifics of the requirements	(Payment of fees depend where they secure the requirement) None	Duration depending on the PAP/s 6 months	Social Welfare Officer IV
	2.Submit Documents to NACC through RACCO-NCR			



	<p>2.1. Notify the PAP the possible date of issuance of CDCLAA</p> <p>*If submitted requirements satisfied the corresponding requirements and content of the SCSR is complete proceed with for the next step.</p> <p>But if there are questions to clarify and documents lacking, for compliance and submission at RACCO-NCR.</p> <p>For foundling Cases: RACCO-NCR will facilitate the Notice of Posting where the child was found and place of the Petitioner as part of the requirements as per RA 11642.</p> <p>2.2 Endorsement of submitted documents from RACCO-NCR to NACC.</p>			
3.PAP receive Certificate Declaring the Child Legally Available for Adoption (CDCLAA)	Issuance of Certificate Declaring the Child Legally Available for Adoption (CDCLAA)			
Total No. of Hours/Days			6 months, 1 day and 5 minutes	

C. Issuance of Certificate of Posting

Implementation of Republic Act No. 11642 “Domestic Administrative Adoption and Alternative Child Care Act” - Issuance of Certificate of Posting



Based on NACC Memorandum Circular No. 001 Series of 2023. Charter II. Issuance of Certification Declaring the Child Legally Available for Adoption. Section 13 Issuance of CDCLAA a. Procedure 6 and 7. Notice Posting and Certificate of Posting. That a Certificate of Posting will be issued by Head of SSD five (5) days after actual posting of the Notice of Petition conspicuous, public places requested by corresponding Regional Alternative Child Care Office (RACCO). The Notice of Posting bears the actual 2x2 picture of the child, name of agency, child caring agency where he was admitted and the place where the child was abandoned.

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	RACCO – Field Office			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Copy of the Notice of Posting		Requesting RACCO Field Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client presents Notice of Posting from RACCO Field Office sent via registered mail.	1.1 log receipt of request/notice of posting and endorse to social worker assigned.	None	5 minutes	Social Welfare Officer IV
	1.2 Facilitates posting of the Notice to the place where the child was abandoned and other public, conspicuous places.		5 days	Social Welfare Officer IV
	1.3 <i>If there are no appeals, inquiries received, the handling social worker prepares the Certificate of</i>			



	<i>Posting to be signed by the Head of Social Services Department (SSD)</i> 1.4 Sends Certificate of Posting via registered mail or endorsed in person to RACCO-NCR		1 day	Social Welfare Officer IV
Total No. of Hours/Days			6 days and 5 minutes	

D. Management of Reported and Referred Case of Children in Need of Special Protection (CNSP)

Receipt of Cases of children or part of the referral pathway are either case referred and reported by RACCO – Field Office, Other Local Government Agency and Non- Government Agency.

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division			
Classification	Highly Technical			
Type of Transaction	G2G – Government to Government			
Who may avail	RACCO – Field Office, Other Local Government Agency and Non-Government Agency			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Referral Letter Parental Capability Assessment Request		RACCO – Field Office, Other Local Government Agency and Non- Government Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits *Referral Letter *Parental Capability Assessment Request through mail or by person	1.1 Facilitates Parental Capability Report (PCAR) 1.2 Conduct Home Visitation	none	3 weeks	Social Welfare Officer IV



	1.3 Conduct Collateral Information Gathering 1.4 Assessment and provides appropriate recommendation based on the PCAR including Registration of Birth of Foundling Cases or Cases of Children with no known parents in compliance with Republic Act No. 11767 or Foundling Recognition and Protection Act			
	Total No. of Hours/Days		3 weeks	

F. Foster Care Program

Aruga at Kalinga sa mga sa Bata sa Barangay Strategy or Foster Care in the Barangay aims to increase the number of available foster families in every barangay who will provide planned temporary substitute parental care to children in need of special protection(CNSP) including children with special needs.

Muntinlupa City served as the Pilot Area of community-based foster care program way back 2005 of the Department of Social Welfare and Development (DSWD) - National Capital Region, DSWD – Program Management Bureau (PMB), City Government of Muntinlupa.

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	RACCO – Field Office, Other Local Government Agency and Non-Government Agency
CHECKLIST OR REQUIREMENTS	WHERE TO SECURE



<p>Application of Licensure of Prospective Adoptive Parents/ Family</p> <p>*PSA copy of Certificate of Live Birth</p> <p>*PSA copy of Marriage Certificate or Divorce, Declaration of Nullity of Marriage or legal separation</p> <p>*Medical Certificate issued by a Licensed Physician within six (6) months from the time of application.</p> <p>*Latest Income Tax Return or Certificate of Employment or any document to show proof of income.</p> <p>*Original copy of National Bureau of Investigation (NBI) Clearance or Police Clearance issued at least within a year from the date of application,</p> <p>* Original copy of Barangay Certificate stating that the applicant is a resident of the barangay, the length of their residence therein and that they are of good moral character</p> <p>*whole-body photos of the applicant taken at least six months from the date of application.</p> <p>*Photograph of the interior and exterior of the applicant's house</p> <p>*Photocopy of PhilHealth ID and copy of updated Members Data Record or Health Maintenance Organization (HMO) record when said HMO allows its principal members to declare a foster child as a dependent</p> <p>*Written consent of biological children, age 10 years and above, if living in the household.</p> <p>*Signed Undertaking on Child Protection and Code of Conduct of Foster Parents</p> <p>*Certificate of Attendance at Foster Care Forum</p> <p>*Original copy of letters from three (3) character reference who have known the applicants for at least three years</p>		<p>RACCO – National Capital Region through Social Services Department</p> <p>Philippines Statistics Authority Philippines Statistics Authority</p> <p>Licensed Physician</p> <p>Bureau Internal Revenue(BIR)</p> <p>National Bureau of Investigation (NBI) or PNP</p> <p>Barangay</p> <p>Prospective Foster Parent/s</p> <p>Prospective Foster Parent/s PhilHealth/ HMO Provider</p> <p>Biological Children of Prospective License Foster Parent/s</p> <p>Prospective Foster Parent/s</p> <p>RACCO – NCR</p> <p>Character Reference of Prospective Foster Parent/s</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



1.Client Inquires Foster Care Program	1.1 Gives answer to the queries. 1.2 Brief Orientation on Foster Care Program 1.3 Orientation on the documents specifics needed to submit to RACCO-NCR *Conduct of Home Visitation	None	15 minutes	Social Welfare Officer IV
2.Client signifies to Application to be Licensed as Foster Parent/s	2.1 Conduct of Home Visitation 2.2 Conduct of Collateral Information Gathering 2.3 Assessment and provides appropriate recommendation	None	4 days	Social Welfare Officer IV



3.Submission of Requirements	3.1 Screen the Requirements 3.2 Preparation of Home Study Report 3.3 Endorsement of Application at the RACCO-NCR 3.4 Wait feedback of RACCO-NCR with the Application		7 days	Social Welfare Officer IV
Total No. of Hours/Days			11 days, 15 minutes	

G. Issuance of Certification of Minors Travelling Locally

Issuance of the Certification is a safety net for children to (1) protect the child from abuse & exploitation, (2) prevent child trafficking and (3) ensure that the travelling companion is duly authorized and support minor's needs while under his/her custody

A child travelling with both his/her parents is not required to secure permit to travel as long as there is available document to prove that minor's company is his/her parents.

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division		
Classification	Simple		
Type of Transaction	G2C – Government to Citizen		
Who may avail	<ul style="list-style-type: none"> the minor's parents or legal guardian the minor's travelling companion authorized representative of parent/legal guardian 		
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE	
1. Birth Certificate of the minor (original & photocopy)		Philippine Statistics Authority	
2. Barangay Clearance issued by the Punong Barangay (stating that the		Barangay	



barangay has knowledge of the travel plans of the minor)				
3. Written parental consent attested by the Punong Barangay		Client/Applicant		
4. If no parents, the consent shall be made by the grandparents or the eldest sibling attested by the Punong Barangay.		Client/Applicant		
5. Identification Card of minor (original & photocopy)		Issuing Office of the ID presented		
6. Identification Card of parents		Issuing Office of the ID presented		
7. Identification Card of authorized person who will accompany the child in his/her travels (original & photocopy)		Issuing Office of the ID presented		
8. The handling Social Worker may require additional requirements depending on the circumstances of the case				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the Client Log Book in the reception area	Provide the log book to the client	None	5 minutes	Administrative Aide
2.Fills Intake Form	Reviews the Filled-out Intake Form	None	15 minutes	Handling Social Worker
3.Presents the required documents	Checks and reviews the presented necessary documents	None	10 minutes	Social Services Department, Handling Social Worker
	Prepares the Certification to be signed by the Head of SSD	None	5 minutes	Social Services Department, Handling Social Worker



4. Signs Log sheet On Receipt of the Original Copy of the Certificate	Issuance of the Certificate	None	3 minutes	Social Services Department, Handling Social Worker
Total No. of Hours/Days			38 minutes	

H. Issuance of Certification of Care and Custody

Certification of Care and Custody is issued to the guardian of minor in the absence of the biological parents and it is usually required by offices issuing/providing allowances, scholarships, claims and the like.

Office/Division:	Social Service Department, City Government of Muntinlupa Child and Youth Division			
Classification	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may avail	<ul style="list-style-type: none"> the minor's parents or legal guardian 			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
1.	Birth Certificate of the minor (original & photocopy)	Philippine Statistics Authority		
2.	Death Certificate of Biological Parents/ Special Power of Attorney executed by Parents/ Medical Certificate of Disability of Parents which prevent from performing parental role/ Certificate of Detention	Philippine Statistics Applicant with the Notary Public Medical Certificate Certificate of Detention		
3.	Affidavit of Guardianship	Applicant with the Notary Public		
4.	Written letter by the child that s/he stays with present custodian, if necessary/applicable	Minor		
5.	Identification Card of minor (original & photocopy)	Issuing Office of the ID presented		
6.	Identification Card of parents	Issuing Office of the ID presented		



7. Identification Card of present custodian (original & photocopy)		Issuing Office of the ID presented		
8. The Social Worker may require additional requirements depending on the circumstances of the case				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the Client Log Book in the reception area	Provide the log book to the client	None	5 minutes	Administrative Aide
2.Fills Intake Form	Reviews the Filled-out Intake Form	None	15 minutes	Social Welfare Officer IV
3.Presents the required documents	Checks and reviews the presented necessary documents	None	10 minutes	Social Welfare Officer IV
4.Signs Log sheet On Receipt of the Original Copy of the Certificate	Issuance of the Certificate	None	3 minutes	Social Welfare Officer IV
	Total No. of Hours/Days		33 minutes	

Prepared by:

ANALYN A. MERCADO, RSW
City Government Department Head III

SQUATTING PREVENTION AND CONTROL DIVISION



Acting Division Head:

PCOL. AVELINO V. CASTRO (Ret.)

Address:

1st Floor, MCPS Headquarters, Centennial Avenue
Laguerta, Tunasan, Muntinlupa City

Contact Information:

CP Number: 0935 331 2763

E-mail:

Spcd.muntinlupa@gmail.com

FB Page: SPCD Muntinlupa

OFFICE PROFILE

The Squatting Prevention and Control Division (SPCD) shall plan, coordinate, implement and intensify the City Government Campaign against professional squatters, squatting syndicates, and new illegal settlements of informal settler families (ISF’s) along prohibited areas as enumerated by Sec. 29 of R.A. 7279 (UDHA), Executive Order No. 153 and related laws and issuances. It shall be responsible in the implementation of the Implementing Rules and Regulations (IRR) governing Summary Eviction as provided by Section 27, 28 and 30 Of the said Act. (Sec. 2, Muntinlupa City Ordinance No. 18-174).

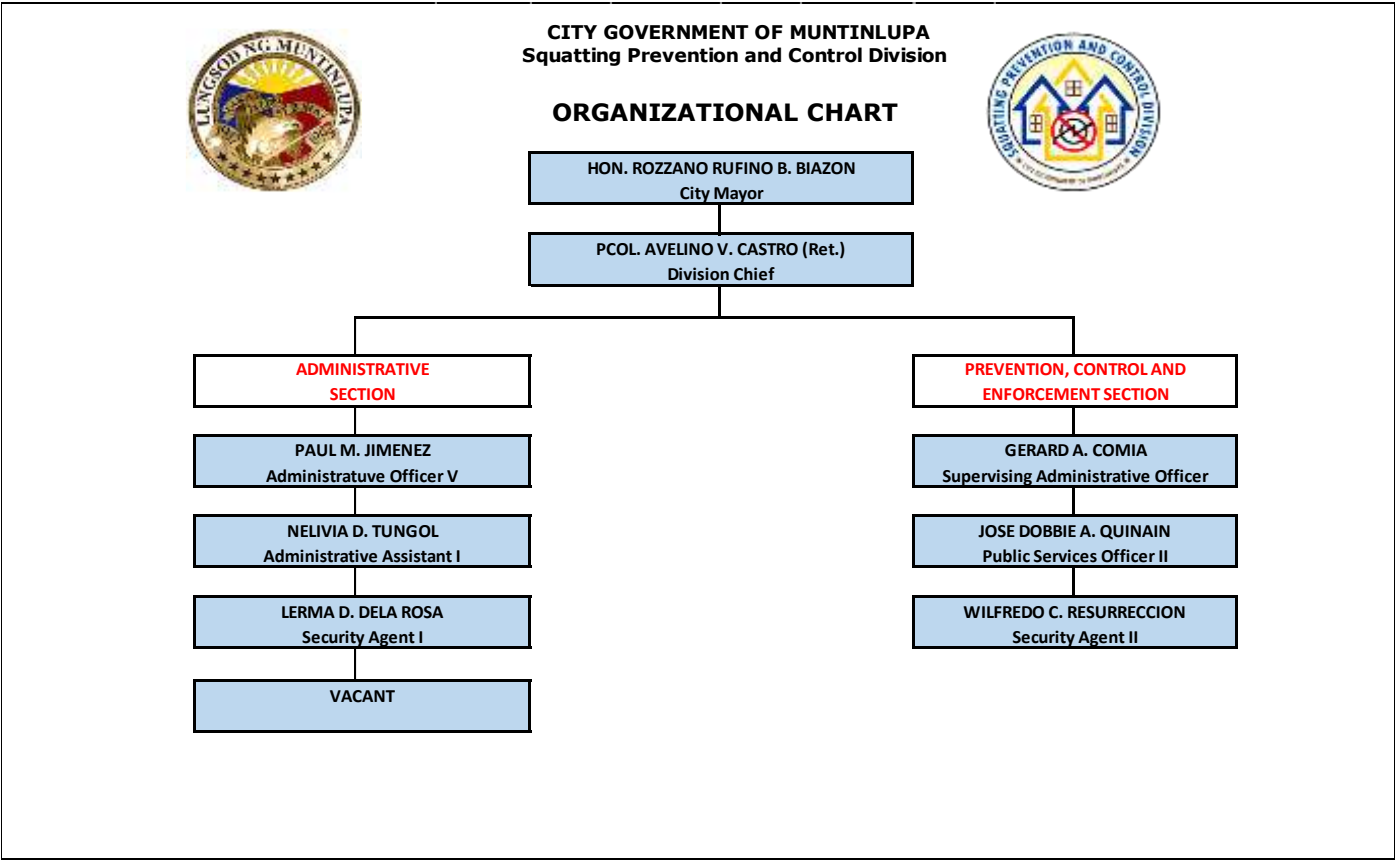
VISION

A community that is conducive to live-in by well-being Muntinlupeños free from the intrusion of professional squatters and in the end, elimination of slums areas where common criminals dwell.

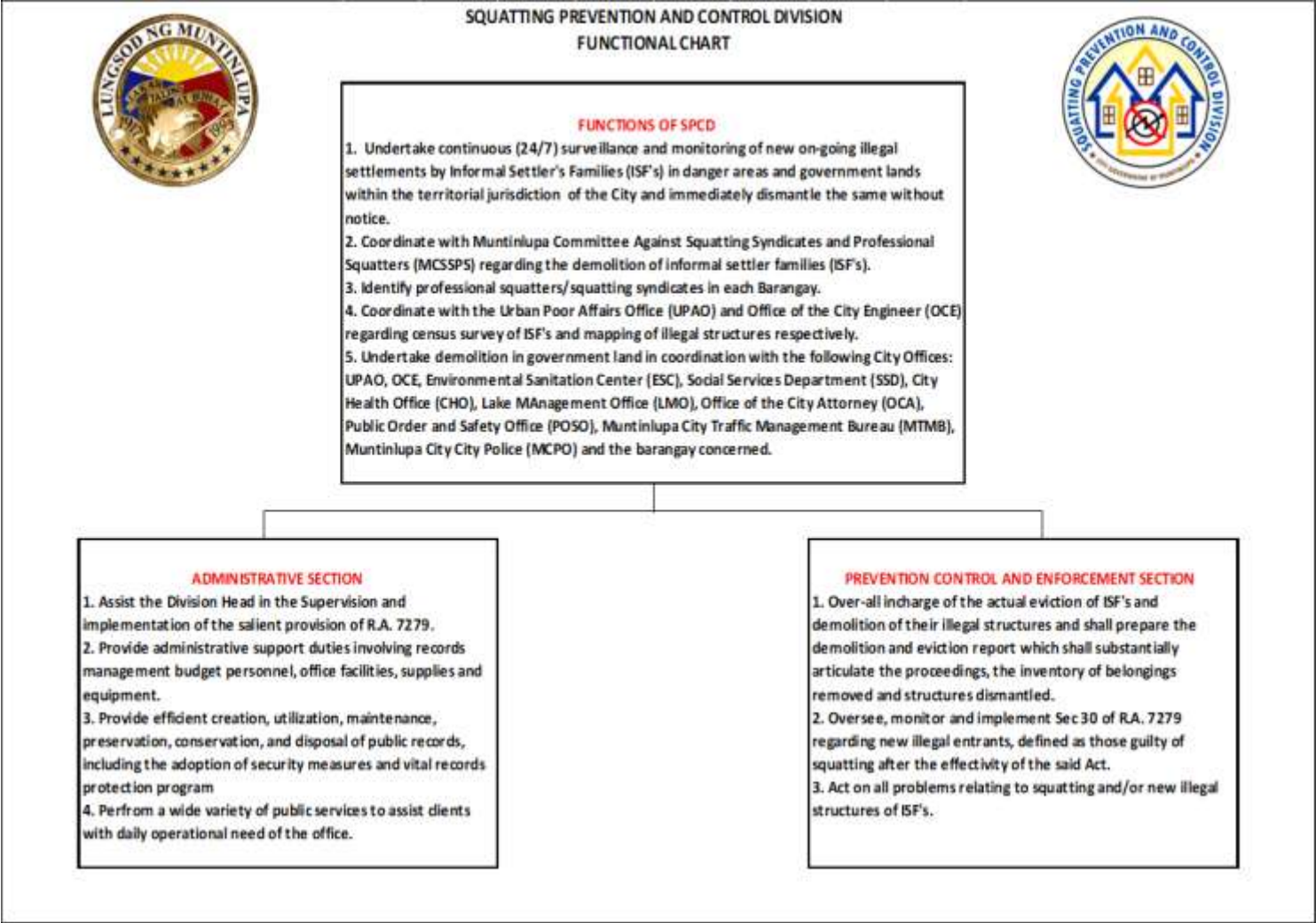
MISSION

Institute measures for the continuous and relentless monitoring of ISF’s, maintain consultative dialogues at the barangay level and to suppress illegal activities of professional squatters and conduct apprehension and/or prosecution through legal means as maybe necessary.

ORGANIZATIONAL CHART



FUNCTIONS OF THE OFFICE:



SERVICE PROCESS

1. Report and request for Demolition of ongoing construction of illegal structure in danger areas and Government property within the territorial jurisdiction of Muntinlupa				
Refers to the immediate dismantling of ongoing illegal structures in danger areas and Government property within territorial jurisdiction of Muntinlupa City pursuant to City Ordinance No. 18-174.				
Office or Division	Squatting Prevention and Control Division			
Classification:	Simple			
Type of Transaction	G2G/G2C			
Who may avail:	Government Agencies and Citizens of Muntinlupa City			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Phone Call/Text Message		Requestor		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest request/complaints via phone call or Text Message.	1. Receive the call/text message and record date and time of the call. Record the identity of the caller which includes the name, age, sex, address and request/report.	None	15 mins	Admin. Section
	2. Blotter the report/complaint/request.	None	2 mins	Operation Section
	3. Proceed to the area with Barangay concerned to validate report/complaint/request by conducting ocular inspection.	None	3 hours	Operation Section
	4. If proven an actual ongoing construction of illegal structure of new settlement, proceed immediately to the proper conduct of demolition.	None	4 hours	Operation Section
	5. Prepare and submit report to LCE.	None	2 hours	Admin. Section
	TOTAL:	None	1 day, 1 hr. and 17 mins	

1. Request for Summary Demolition and Eviction in Government Property within the territorial jurisdiction of Muntinlupa City.				
Refers to the immediate dismantling of new illegal structures and immediate eviction of Professional Squatters and Members of Squatting Syndicates pursuant to Section 27 and 30 of the UDHA Law.				
Office or Division	Squatting Prevention and Control Division			
Classification:	Simple			
Type of Transaction	G2G			
Who may avail:	Government Agencies and Citizens of Muntinlupa City			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requestor		
2. a. Certificate from Urban Poor Affairs Office (UPAO) indicating names of NHA Beneficiaries for Relocation b. Vicinity Map/Blueprints c. Pre-Demolition Conference (3x) (Minutes of the Meeting, Attendance Picture) d. Minutes of the Meeting, Attendance, picture, of Members of Muntinlupa Committee on Squatting Syndicates and Professional Squatters (MCSSPS) (2x) e. Certificate of Compliance (COC)		a. Urban Poor Affairs Office b. Engineering Office e. Office of the Local Chief Executive (LCE)		
CLIENT'S STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submission of Documentary Requirements	1. Receive documentary requirements.	None	2 mins	Admin. Section
	2. Record date and time of the submission and check for completeness	None	5 mins	Admin. Section
	3. Forward the request to Operation Section	None	2 mins	Admin. Section
	4. Conduct meeting w/ members of MCSSPS	None	4 hours	Operation/Admin Section
	5. Prepare and submit report regarding the MCSSPS Meeting with Minutes of the Meeting, Attendance, pictures, schedule of demolition, tasking of members of Task-Force on illegal squatting.	None	1 day	Operation/Admin Section
	6. Proceed to Summary Eviction and Demolition (IRR of R.A. 7279, Governing Summary Eviction and Demolition	None	3 day	Operation/Admin Section
	7. Prepare and submit report prior to Summary eviction and demolition to LCE.	None	1 day	Operation/Admin Section
	Prepare letter of proper turnover of cleared areas to concerned barangay for monitoring purposes.	None	2 hours	Admin. Section
TOTAL:		None	6 days, 2 hrs. and 23 mins.	



TOURISM, CULTURE AND THE ARTS DEPARTMENT

I. Mandate



Tourism, Culture and the Arts Department serves as the lead agency for the implementation of the following City ordinances and resolutions:

1. City Ordinance 99-044 otherwise known as the Muntinlupa City Tourism Code.
2. City Ordinance 99-020 Preservation, Restoration, Upgrading and Maintenance of all declared Cultural and Historical landmarks located within the jurisdiction of the City of Muntinlupa.
3. City Resolution 11-029 Preservation of the Alabang Biological Production Service Admin. Building
4. City Ordinance 18-180 Creation of the Muntinlupa City Local Culture and the Arts Council (MCLCAC)
5. City Ordinance 18-194 Ordinance Creating the Tourism, Culture And The Arts Department Providing For Its Objectives, Functions, Staffing Patterns And Appropriating Funds For Operation Therefor And For Other Purposes.

II. Vision

We envision the City of Muntinlupa to be one of our country's premier tourist destinations that showcases a combination of traditional and contemporary Philippine Culture and the Arts.

III. Mission

Following its mandate, the Cultural and Tourism Development Office is committed in carrying its tasks through the following:

- Promote the different scenic spots, historical sites, cultural traditions and various contemporary artistic activities in Muntinlupa City to both local and foreign visitors.
- Identify historical and significant landmarks/sites and other cultural heritages in the City and make efforts to enriched, preserve and protect them.
- Cultivate a community that serve as a home to people that value the "Culture of Excellence" with a strong sense of Pride.
- Promote a secure, peaceful and a disaster-resilient environment for tourist.

IV. Service Pledge

Tourism, Culture and the Arts Department commits to:

- Preserves, promote, and develop culture and the arts of the City as well as maintaining cultural performing arts to carry out the pride of the Philippine arts and enrich Filipino Cultural Heritage.
- Lead in the efforts of making the City a tourist destination of ecotourism in the National Capital Region (NCR).
- Carrying out the regulatory functions to tourism-oriented and tourism-related establishments.
- Maintain, conserves and preserve artifacts, arts, memorabilia, statistics/data, treasured heritage and contemporary materials, and other related items that will enable people and succeeding generations to value the contributions our forefathers, leaders, or laymen, and our history as a people of the City of Muntinlupa and a Filipino as a whole.



LIST OF SERVICES

Central/Head Office External Services

Issuance of Tourism Certificate	4-5
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Request for Cultural Performers	6-7
Venue and Event Reservations	7-8
Tour Reservation	8
Partnership and Collaborations	9
Tourism Tax Mapping	10

1. Issuance of Tourism Certificate



Pursuant to the City Ordinance No. 99-044 or otherwise known as the Tourism Code of Muntinlupa all Tourism Oriented and Related Establishments in the City of Muntinlupa shall secure their Tourism Certificate issued by Tourism, Culture and the Arts Department.

Office of Division:		<ul style="list-style-type: none"> • Tourism, Culture and the Arts Department (TCAD) • Business Permits and Licensing Office (BPLO) 		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Applicants (Tourism Oriented and Related Establishments)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI Registration for Single Proprietorship (Photocopy)		Department of Trade and Industry/Applicant		
SEC Registration with Articles of Incorporation (Photocopy)		Securities and Exchange Commission/Applicant		
Business License Permit (Photocopy)		Business Permits and Licensing Office/Applicant		
Mayor's Permit (Photocopy)		Mayor's Office/BPLO/Applicant		
Barangay Clearance for Business (Photocopy)		Barangay Hall/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall present the Muntinlupa Business Permit's Assessment Form or official receipt.	1.1 TCAD will check the assessment form or the official receipt if the Tourism Tax is paid or not.	None	1 minute	Tourist Receptionist I Administrative Assistant I
	1.2 If the client has ALREADY PAID the Tourism Tax, TCAD shall issue the Tourism Certificate.	None	5 minutes	Tourist Receptionist I Administrative Assistant I
	1.3 If the client is NOT YET PAID the Tourism Tax, TCAD shall issue an Order of Payment (Pursuant to Ordinance No. 99-044) and Tourism Tax Assessment Form	None	5 minutes	Tourist Receptionist I Administrative Assistant I
2. Client shall present the Assessment Form and Order of Payment to BPLO and pay the indicated amount.	2.1 BPLO shall accept the payment of the indicated amount and issues Official Receipt	Tourism-Related: Php 1,000.00 Tourism-Oriented: 1 st year – Php 1,000.00 2 nd year – Php 2,000.00	5 minutes	BPLO



		3 rd year onwards – Php 3,000.00		
	2.2 If the client has ALREADY PAID the Tourism Tax, TCAD shall issue the Tourism Certificate.	None	5 minutes	Tourist Receptionist I Administrative Assistant I
TOTAL:		Tourism-Related: Php 1,000.00 Tourism-Oriented: 1 st year – Php 1,000.00 2 nd year – Php 2,000.00 3 rd year onwards – Php 3,000.00	21 minutes	

2. Request for City Tour

This service allows residents and visitors to explore the City's cultural and historical attractions under the department's guidance and expertise.

Office of Division:		<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)• Tourism Research, Planning and Information Management Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Researchers, Local & Foreign Tourist, Tourism Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send us a request letter with target date of the city tour and participants (requested date of the tour should be at least 1 week)	1.1 We will provide a request letter to concerned offices regarding the tour, especially NBP and other private offices (if needed)	None	4 working days	Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
2. Client shall send a letter of request addressed to the City Mayor through the Tourism, Culture and the	2.1 The Office of the City Mayor will assess the request for approval. Approval.	None	1 working day	Office of the City Mayor



Arts Department, two weeks prior the city tour.				
	2.2 Once approved by the City Mayor, TCAD will send the letter of requests to the concerned offices (if requested: Lake Management Office for Bayanan Baywalk, People's Coordinating Office for the E-Jeepney) and agencies (NBP Reservation and Filinvest Alabang, Inc. for the tourist destinations).	None	1 working day	Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
Requests to external offices/agencies shall be processed within 5-7 days				
	2.3 Once approved by the external offices or agencies, TCAD shall inform the client via email or call.	None	1 working day	Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
	2.4Community Tour Guiding Shall follows.	None		Administrative Assistant II Tourism Operations Officer 1 Administrative Assistant I Administrative Officer II
TOTAL:		None	7 working day	

3. Request for Cultural Performers

This service provides access to talented performers who showcase the city's rich cultural heritage at various events and occasions.

Office of Division:		<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)• Cultural Development Division		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		National and Local Agencies, Tourism Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Send Request letter to Mayor’s Office	1.1Request Letter to be forwarded by the Mayor’s Office	None	1-2 days	Mayor’s Office
	1.2Coordinator will check the availability of the performers’ base on client’s request.	None	1 day	Cultural Performers Coordinator



	1.3If the requested date is available, the coordinator will then coordinate with the requesting party	None	1 day	Cultural Performers Coordinator
	1.4Bulletin will be forwarded to Administrator's Office. Then the performance shall be provided.	None	1 day	Cultural Performers Coordinator
TOTAL:		None	5 days	

4. Venue and Event Reservation

This service facilitates the booking of spaces for cultural and artistic events, promoting local talent and enriching community engagement.

Office of Division:		<ul style="list-style-type: none"> Tourism, Culture and the Arts Department (TCAD) Museum Division 		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		National and Local Agencies, Tourism Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Applicant		
Event Request Form		Museo ng Muntinlupa		
Museum Policy		Museo ng Muntinlupa		
Event Itinerary Worksheet		Museo ng Muntinlupa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a letter of intent/ letter request addressed to Mayor Jaime R. Fresnedi, then submit to the Mayor's Office.	1.1Request will be reviewed/ assessed by the Mayor's Office.	None	1 day	Event Coordinator Event Manager
	1.2Upon approval of the Mayor's Office, Museo ng Muntinlupa will check the venue's availability then will coordinate with the client for further instructions.	None	1 day	Event Coordinator Event Manager
2. Coordinate with Museo ng Muntinlupa to pencil book the event. Then client shall fill-out the Event Request Form	2.2Museo Staff Members will provide the copy of Event Request Form, and will explain the Museum Policy	None	1 day	Event Coordinator Event Manager
3. Client shall confirm the event reservation. The client shall fill-out the Event Itinerary Worksheet.		None	1 day	Event Coordinator Event Manager
4. Client shall coordinate with the	4.1Museo Staff Members shall ensure that all the	None	1 day	Event Coordinator



Museo Staff all the pertinent event information and their needs/requirements for the actual event.	client's needs are well-coordinated.			Event Manager
5. Client shall comply with the ingress and egress of the actual event.	5.1The Museo Staff Members/Event Manager shall assist the client with the event's ingress and egress, and other concerns that shall arise.	None	1 day	Event Coordinator Event Manager
TOTAL:		None	6 days	

5. Tour Reservation

This service allows individuals to explore the museum's exhibits and learn about the city's history and cultural heritage in an engaging and educational way, enhancing community appreciation for local arts and culture.

Office of Division:		<ul style="list-style-type: none"> Tourism, Culture and the Arts Department (TCAD) Museum Division 		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		National and Local Agencies, Tourism Stakeholders, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Sheet		Museo ng Muntinlupa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall inquire the availability of the tour date.	1.1Museo Staff Members will check the availability of tour schedule.	None	1 day	Museo Admin
2. Client shall confirm his/ her tour reservation.	2.1Museo Staff Members will confirm the tour booking/ reservation. Then will orient the client regarding the museum policies and house rules.	None	1 day	Museo Admin
3. Client shall be at the Museo at least 10 minutes before the scheduled tour, and shall observe the Museo's policies and house rules.	3.1Museo Staff Members shall assist the client in their tour.	None	(Tour lasts for around 30 minutes to 1 hour)	Museo Tour Guide
TOTAL:		None	2 days	



6. Regular Tour

This service enables individuals to explore the museum's exhibits regularly, promoting cultural appreciation and community engagement.

Office of Division:		<ul style="list-style-type: none">Tourism, Culture and the Arts Department (TCAD)Museum Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		National and Local Agencies, Tourism Stakeholders, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Sheet		Museo ng Muntinlupa		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall register at the Ticket Booth.	1.1Museo staff shall have the client sign/register on the registration sheet.	None	2 minute	Cashier Staff Watchman/Security
2. Client shall leave their bags at the baggage counter.	2.1Museo staff shall safe-keep the client's bag and provide a stub/number for claiming	None	2 minute	Watchman/Security
3. Client shall observe the Museo's policies and house rules during the tour and while he/she is inside the museum.	3.1Museo staff shall orient, assist, and tour the client.	None	2 minutes	Museo Staff Museo Tour Guide
4. Client shall register at the Ticket Booth.	4.1Museo staff shall have the client sign/register on the registration sheet.	None	2 minute	Cashier Staff Watchman/Security
TOTAL:		None	6 minutes	

7. Partnership and Collaboration

This initiative fosters meaningful partnership with organizations and individuals to support cultural initiatives, promote heritage conservation, and enrich community engagement through various programs and activities.

Office of Division:		<ul style="list-style-type: none">Tourism, Culture and the Arts Department (TCAD)Museum Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		National and Local Agencies, Tourism Stakeholders, Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal Letter		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall email his/her proposal to museo@muntinlupacity.gov.ph	1.1Museo Admin shall acknowledge receipt of the	None	1 day	Museo Admin



	email, and then review the proposal.			
	2.1 Museo Admin shall contact the client to schedule a meeting regarding the possible partnership/ collaboration.	None	1 day	Museo Staff Members
TOTAL:		None	2 days	

8. Tourism Tax Mapping

In line with the City Ordinance No. 99-044 or otherwise known as the Tourism Code of Muntinlupa, The tourism tax mapping initiative helps assess and regulate tourism-related taxes, ensuring compliance with local regulations.

Office of Division:	<ul style="list-style-type: none">• Tourism, Culture and the Arts Department (TCAD)• Tourism Operations Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Tourism Stakeholders, Tourism Oriented and Related Establishment Owners/ Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI Registration for Single Proprietorship (Photocopy)		Department of Trade and Industry/Applicant		
SEC Registration with Articles of Incorporation (Photocopy)		Securities and Exchange Commission/Applicant		
Business License Permit (Photocopy)		Business Permits and Licensing Office/Applicant		
Mayor’s Permit (Photocopy)		Mayor’s Office/BPLO/Applicant		
Barangay Clearance for Business (Photocopy)		Barangay Hall/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client shall present the Muntinlupa Business Permit.	1.1TCAD will check the Business Permit	None	1 minute	Tourism Operations Assistant Tourism Operations Officer I Administrative Assistant II Administrative Assistant I



2. Client shall present the Business Permit Receipt or Business Assessment Form	2.1 TCAD will Identify if the establishment has already paid the Tourism Fee	None	1 minute	Tourism Operations Assistant Tourism Operations Officer I Administrative Assistant II Administrative Assistant I
	2.2 If the client has ALREADY PAID the Tourism Fee, TCAD shall issue the Tourism Certificate.	None	5 minutes	Tourism Operations Assistant Tourism Operations Officer I Administrative Assistant II Administrative Assistant I
	2.3 If the client is NOT YET PAID the Tourism Fee, TCAD shall issue an Order of Payment (Pursuant to Ordinance No. 99-044) and Tourism Tax Assessment Form	None	5 minutes	Tourism Operations Assistant Tourism Operations Officer I Administrative Assistant II Administrative Assistant I



3. Client will receive the Tourism Certificate issued by TCAD Representative	3.1 TCAD will write down the details of the Establishment	None	5 minutes	Tourism Operations Assistant Tourism Operations Officer I Administrative Assistant II Administrative Assistant I
TOTAL:		None	17 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill-out Feedback Form and drop it on the Suggestion Box. For inquiries and follow-up, clients may contact (02) 8528-1146



How feedbacks are processed	<p>Every month, the Suggestion Box will be opened, and then the concerns will be encoded and summarized.</p> <p>For formal letters, it will be endorsed to the Officer in Charge. All concerns will be forwarded to the responsible offices / individuals and will be addressed accordingly.</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">-Name of person being complained-Incident-Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8528-1146</p>
How complaints are processed	<p>The Complaint Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 8528-1146</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA : complaints@arta.gov.ph</p> <p>: 1-ARTA (2782)</p> <p>PCC : 8888</p> <p>CCB : 0908-881-6565 (SMS)</p>

List of Offices

Office	Address	Contact Information
TCAD Main Office	3 rd Floor Plaza Central Building, Poblacion City of Muntinlupa	(02) 8528-1146 tcad@muntinlupacity.gov.ph



Museo ng Muntinlupa	Centennial Ave., Brgy. Tunasan, City of Muntinlupa	(02) 8256-3128 museo@muntinlupacity.gov.ph
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Republic of the Philippines
CITY GOVERNMENT OF MUNTINLUPA

**TANGGAPAN NG UGNAYANG PANG-MARALITANG
TAGALUNGSOD**
(Urban Poor Affairs Office)

CITIZEN'S CHARTER
2023 (1ST Edition)



CITY GOVERNMENT OF MUNTINLUPA

**TANGGAPAN NG UGNAYANG PANG-
MARALITANG TAGALUNGSOD
(URBAN POOR AFFAIRS OFFICE)**

CITIZEN'S CHARTER

2022 (1ST Edition)

I.Mandate:

The **URBAN POOR AFFAIRS OFFICE** is responsible in providing **safe, decent** and **affordable** Socialized Housing.

II. Vision (Pananaw):

“Maunlad at matatag na pamayanan na may kasiguruhan sa paninirahan, may sapat na kaalaman at pinagkakakitaan na namumuhay ng mapayapa, ligtas, makatarungan, may pagkakaisa at may patnubay ng PoongMaykapal.”

III. Mission (Misyon):

Bilang pagsaalang-alang sa kahalagahan at dignidad ng tao, ang Tanggapan ng Ugnayang Pang-maralitang Tagalungsod (Urban Poor Affairs Office) ay mayroong tungkulin na:

- Mangalap at pangalagaan ang mga datos patungkol sa mga maralitang tagalungsod upang makabuo ng mga programa at proyekto sa pabahay.
- Mag-organisa at magpatatag ng samahan para tukuyin ang mga suliranin, magplano at magsagawa ng mga proyektong pangkomunidad;
- Magpatupad ng programang pag-iimpok sa mga samahan para sa pagkakaroon ng disente at abo't kayang proyektong palupa at pabahay;
- Makipagtulungan sa mga Samahang Maralitang Tagalungsod at mga kawani ng Pamahalaang Lokal para sa programang may kasiguraduhan sa paninirahan tulad ng: Direct Purchase at pakikipagtulungan sa iba't-ibang ahensiya ng Pamahalaan at Pribado;
- Pagsagawa ng paglilipat ng mga pamilyang nakatira sa mapanganib na lugar tulad ng daang tubig, ilalim ng tulay at iba pa tungo sa ligtas na lugar;
- Pagbibigay kaalaman, kasanayan at tamang pag-uugali sa pamamahala at pagpapaunlad ng mga samahan upang Makatayo sa sariling kakayahan.
- Pagtulong sa mga apektadong pamilya ng demolisyon sa pamamagitan ng pagbibigay ng tulong pinansiyal, sa makataong kadahilanan.

IV. Service Pledge

Ang Tanggapan ng Ugnayang Pang-Maralitang Tagalungsod ay nangangako na magsisilbi ng tapat sa Pamahalaang Lokal ng Muntinlupa para sa ikabubuti ng mga Maralitang Tagalungsod.

V. List of Services:

External Services

- Issuance of Certification pertaining to housing application or requirement such as
 - Tax Exemption
 - Full Payment
 - Certificate for Accreditation to DHSUD
 - Certificate for Accreditation to PCUP
 - Meralco Certificate
 - Deed of Absolute Sale
- Housing and Resettlement
 - Direct Purchase
 - Housing Projects in partnership with National Government Agencies, Non-Government Organizations and Private Sectors
- Community Development Program
 - Organizing & Strengthening
 - Capability Building program
- Interim Financing
- Conduct of Census-Validation, Mapping and Tagging to Urban Poor Communities.
- Provision of Financial Assistance to Families affected by Court Order and Government Infrastructure Projects.
- Quarterly People's Organizations Forum
- Preparation of Certification to Areas for Demolition with Court Order and Government Infrastructure Projects.

Internal Services

- Drafting of Resolutions and Policies on Socialized Housing Programs.

Tanggapan ng Ugnayang Pang-maralitang Tagalungsod

Urban Poor Affairs Office

External Services

1. Issuance of Certification pertaining to housing application or requirement, Tax Exemption, Full Payment, Accreditation to DHSUD and PCUP, Meralco Certification at Preparation of Deed of Absolute Sale to project beneficiaries who completed payment.

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
1A. Checklist of requirements on Issuance of Certificate on Tax Exemption (Capital gains tax/transfer tax)			WHERE TO SECURE	
• Certificate of Full Payment			Community Association	
• Technical Description of the individual lot			Community Association	
• Approved Subdivision plan			Community Association	
• Masterlist of CAs			Community Association	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Letter request address to UPAO with attachment of pertinent documents.	1. for review of Human Settlement Division	None	30 minutes	Division Head <i>Human Settlement Division</i>
2. Once documentary requirements were reviewed and assessed, the Division Head will endorse the request of certification to the Department Head for approval, once approved	2. UPAO to conduct screening of submitted documents; advise the applicant to return after 5 working days	None	3 days	<i>Human Settlement Division</i>
3. Prepare Certification	3. Inform the applicant through text message to pick-up the Certification	None	3 days	Information Desk <i>Administrative Division</i>
4. Record and release Certification	4. Applicant, in personal appearance to receive the Certification	None	5 minutes	Information Desk <i>Administrative Division</i>
	TOTAL:	None3	6 days, 35 minutes	

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
1B. Checklist of requirements on Issuance of Certificate of Full Payment			WHERE TO SECURE	
<ul style="list-style-type: none"> Summary of Full Payment 			Community Association	
<ul style="list-style-type: none"> Certification from the Community Association 			Community Association	
<ul style="list-style-type: none"> Community Association Masterlist 			Community Association	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Letter request address to UPAO with attachment of pertinent documents.	1. for review of Human Settlement Division	None	30 minutes	Division Head <i>Human Settlement Division</i>
2. Once documentary requirements were reviewed and assessed, the Division Head will endorse the request of certification to the Department Head for approval.	2. UPAO will conduct screening of submitted documents; advise the applicant to return after 5 working days	None	5 days	Division Head <i>Human Settlement Division</i>
3. Prepare Certification	3. Inform the applicant through text message to pick-up the Certification	None	3 days	Information Desk <i>Administrative Division</i>
4. Record and release Certification	4. Applicant, in personal appearance to receive the Certification	None	5 minutes	Information Desk <i>Administrative Division</i>
	TOTAL:	None	8 days, 35 minutes	

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
1C. Checklist of requirements on Issuance of Certificate of Registration to DHSUD			WHERE TO SECURE	
<ul style="list-style-type: none"> Masterlist of Community Association officers and members 			Community Association	
<ul style="list-style-type: none"> Minutes of Election 			Community Association	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submit election report	1. the department head will endorse to assigned Community Organizer	None	5 minutes	Department head <i>Urban Poor Affairs Office</i>
2. Once documentary requirements are complete, submit to assigned UPAO staff	2. prepare certification for accreditation for the compliance of DHSUD	None	3 days	Information Desk <i>Administrative Division</i>

3. Record and release Certification	3. Officers, in personal appearance to receive the Certification	None	5 minutes	Information Desk <i>Administrative Division</i>
	TOTAL:	None	3 days, 10 minutes	

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
1D. Checklist of requirements on Issuance of Certificate of Accreditation to PCUP		WHERE TO SECURE		
<ul style="list-style-type: none"> Handled community association 		Community Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submit a letter request to UPAO for PCUP accreditation	1. encoding of incoming documents for tracking system to be forwarded to Department Head	None	3 minutes	Information Desk <i>Administrative Division</i>
2. approval of letter request	2. prepare a Certification	None	5 minutes	Information Desk <i>Administrative Division</i>
3. Release of request	3. record and release of certification	None	5 minutes	Information Desk <i>Administrative Division</i>
	TOTAL:	None	13 minutes	

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
1E. Checklist of requirements on Issuance of Meralco Certification		WHERE TO SECURE		
<ul style="list-style-type: none"> Cedula 		Barangay		
<ul style="list-style-type: none"> Brgy. Certification (Meralco Purposes) 		Barangay		
<ul style="list-style-type: none"> Voter's Id / Comelec Certification 		Client / Comelec		
<ul style="list-style-type: none"> Community Certification 		Community Association		
<ul style="list-style-type: none"> Proof of Savings 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to UPAO Front Desk to state request for MERALCO Certification	1. UPAO to give list of documentary requirements	None	2 minutes	Information Desk <i>Administrative Division</i>
2. Once documentary requirements are complete, submit to UPAO	2. UPAO to conduct screening of submitted documents; advise the applicant to return after 5 working days	None	1 day	Information Desk <i>Administrative Division</i>

3. UPAO to conduct Community Investigation (CI)	3. Staff conducted CI will recommend the preparation of Certification	None	Right after CI 1 day	Assigned Community Organizer <i>Human Settlement Division</i>
4. Prepare Certification	4. Inform the applicant through text message to pick-up the Certification	None	2 minutes	Information Desk <i>Administrative Division</i>
5. Record and release Certification	5. Applicant, in personal appearance to receive the Certification	None	5 minutes	Information Desk <i>Administrative Division</i>
	TOTAL:	None	2 days, 9 minutes	

Office or Division	Human Settlement Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Active Members of the Association			
1F. Checklist of requirements of Issuance of Deed of Absolute Sale		WHERE TO SECURE		
<ul style="list-style-type: none"> Certificate of Full Payment 		Community Association (With security of tenure)		
<ul style="list-style-type: none"> Technical Description of the individual lot owner 		Community Association (With security of tenure)		
<ul style="list-style-type: none"> Valid IDs of the beneficiary 		Community Association (With security of tenure)		
<ul style="list-style-type: none"> Masterlist 		Community Association (With security of tenure)		
<ul style="list-style-type: none"> Approved Subdivision Plan 		Community Association (With security of tenure)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gather/complete pertinent documents for submission to UPAO	1. encoding of incoming documents for tracking system to be forwarded to Department Head	None	3 mins.	Division Head <i>Human Settlement Division</i>
2. Letter request address to UPAO with attachment of pertinent documents	2. UPAO to conduct reviewed submitted official receipt; advise the applicant to return	None	2 days	Assigned Community Organizer
3. Once record of payments were verified	3. Inform the applicant through text message to pick-up the Certification	None	2 minutes	Information Desk <i>Administrative Division</i>
4. Sign of DOAS	4. Routing of DOAS to signatories			
5. If the beneficiary has ample budget for processing of individualization, proceed to notary. If not keep DOAS	5. Assist the beneficiary to Assessors office, BIR & Registry of Deeds			
	TOTAL:	None	2 days, 5 minutes	

2.Housing and Resettlement

2-A Direct Purchase

Office or Division	Urban Poor Affairs Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Registered Community Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• DHSUD Registration		DHSUD		
• City Council Accreditation		Muntinlupa City Council		
• Offer to Sell /Intent to buy		Community Association/Landowner		
• Board Resolution		Community Association		
• List of Officers and Masterlist		Community Association		
• Application letter		Community Association		
• Proposed Subdivision Plan		Community Association/Geodetic Engineer		
• Site Development Plan		Community Association/Geodetic Engineer		
• Letter of Endorsement from UPAO to CZAO for DP & PALC		Urban Poor Affairs Office		
• Certificate on Preliminary Approval and Locational Clearance (PALC)		Community Association/City Zoning and Administrative Office		
• Certificate on Development Permit (DP)		Community Association/City Zoning and Administrative Office		
• Technical documents such as the following: - vicinity map/location map - topographic map - updated real property tax - tax declaration - Certified True Copy of Title		Community Association City Assessor's Office City Treasury Office Registry of Deeds		
• MOA between the CA and the Landowner		Community Association/Landowner		
• MOA between the CA and the City Government		Community Association/City Government		
• MOA on Perpetual Road Right of Way		Community Association/Landowner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Community association will request the CGM for assistance through UPAO on checking of lands if feasible for socialized housing project	1.UPAO will assess the status of the CA	None	1 hour	Assigned Community Organizer Human Settlement Division
	UPAO to conduct site inspection of the proposed housing for the feasibility of the project.		1 hour	Assigned Community Organizer Human Settlement Division
2. Community association will comply the documentary requirements needed by the City Zoning Office for the approval of their proposed subdivision plan.	2. UPAO will review the submitted documents and assist the CA in acquiring some of the documentary requirements needed for the approval.	None	5 days	Assigned Community Organizer Human Settlement Division

-proposed subdivision plan -vicinity map -CA and Landowner MOA -Certification on Access Road -Certification on Hazard -Topographic Map -Site Dev't Plan (drainage and road plan)				
	UPAO will assist in negotiation with the landowner			
	5. UPAO facilitates the MOA signing between the landowner and the community association.			
3. Community association shoulders 50% of the purchased price of the property.	3. UPAO will endorse the request of the CA for the interim financing of 50% of the purchase price of the property to the Mayor's Office			
4. Community association will complete the documentary requirements needed for the approval of the interim financing loan.	4. If approved, Mayor's Office will endorse the request to the Sangguniang Panglungsod for the approval and provision of City Council Resolution.			
	Routing of documents to concerned accounting offices for budget allocation and release of fund			
	UPAO facilitates the release of loan and MOA signing between the CA and City Government.			
	UPAO will endorse the application of CA to the City Zoning Office with the attached pertinent documents needed for the approval of their proposed subdivision plan.	None	1 day	Assigned Community Organizer <i>Human Settlement Division</i>
5. Community association will wait for the findings of City Zoning Office.	5. City Zoning Office will provide the CA and UPAO with their findings. CA and UPAO to comply the documentary	None	5 days	Assigned Community Organizer <i>Human Settlement Division</i>

	requirements base on the findings.			
	If the requirements were complied and completed, the City Zoning Office will endorse the application to Sangguniang Panglungsod for the conduct of 3 consecutive public hearings.	None	10 days	Assigned Community Organizer <i>Human Settlement Division</i>
6. Community association to attend the public hearing to defend their project	6. Conduct of Public Hearings	None	3 consecutive hearings 3 hours	Sangguniang Panglungsod
	Approval of the request.	None		Sangguniang Panglungsod
7. Community association and UPAO to follow up the approved request.	7. Issuance of approved City Council Resolution on the approval of Preliminary Approval and Locational Clearance and Development Permit.	None	15 days	Sangguniang Panglungsod
	Approval of the Subdivision Plan	None	1 day	Department Head <i>City Zoning Office</i>
TOTAL:		None	37 days, 3 Hours	

2B. Housing Projects in Partnership with National Government Agencies, Non-Government Organizations and Private Sectors.

Office or Division	Urban Poor Affairs Office			
Classification:				
Type of Transaction:	G2C - Government to Citizen			
Who may avail	Qualified homeless Muntinlupeños			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter (Pakay Form) 		Applicant		
<ul style="list-style-type: none"> Application Form 		UPAO		
<ul style="list-style-type: none"> Photocopy of Birth Certificate and Marriage Contract 		Applicant		
<ul style="list-style-type: none"> Photocopy of spouses Comelec ID or Registration 		Applicant		
<ul style="list-style-type: none"> Spouses Certificate of Employment and Compensation 		Applicant		
<ul style="list-style-type: none"> Latest Family Picture 		Applicant		
<ul style="list-style-type: none"> Application for Meralco and Maynilad 		Applicant		
<ul style="list-style-type: none"> Scope of Work 		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit “Pakay form” to the Office of the City Mayor to avail government housing project	1. Office of the City Mayor transmit the "pakay form" to UPAO	None	3 days	Applicant/Mayor’s Office
	2. Information Desk record to incoming logbook and routing to Department Head - UPAO	None	3 mins.	Information Desk <i>Administrative Division</i>
	3. Information Desk include in the database of housing applicants	None	5 days	Information Desk <i>Administrative Division</i>
	3. If with available slots , UPAO to inform the applicants to get/receive application form from UPAO If with no available slot , UPAO will encode applicant's details to the database	None	5 days	UPAO Information Desk <i>Administrative Division</i>
	5.If approve with the application , to schedule orientations and	None	Within 20 days	UPAO/Partners Information Desk <i>Administrative Division</i>

	seminars prior to move-in schedule If disapprove , applicant will be notified with the result stating the reason of disqualification			
	4. Check with NGA partner agencies if already availed housing projects as part of pre-qualification or verify CHRMD if Active Employee of the City	None	Within 20 days	UPAO/Partners/CHRMD
2. Client shall attend Orientation with partner Government Agencies for the Presentation of Housing Project	5. Potential Beneficiaries will submit all the documents require for the housing application	None	Within 20 days	UPAO/Partners
	6. UPAO to facilitate Raffle of Unit Assignment;	None	Within 20 days	UPAO
3. Beneficiaries to submit utility application (Meralco & Maynilad) to UPAO and Scope of work	7. Submit utility application to partner agencies (Meralco & Maynilad) and Scope of work to Architect Office	None	Within 20 days	UPAO Partners Beneficiaries
4. Unit improvement of the beneficiaries	8. UPAO to Release Certificate for move-in	None	60 days	UPAO
4. Moved-in		None	Should move-in within 60 days	Beneficiaries
	TOTAL:	None	Est. 193 days, 23 minutes Year Round	

3. Community Development Program

3A. Organizing and strengthening

Office or Division	Community Development Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail	Active Urban Poor Communities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

• Photocopy DHSUD Certificate		Department of Human Settlement and Urban Development		
• City Council Accreditation		Muntinlupa City Council		
• Photocopy of Constitution and By-Laws (if applicable)		DHSUD or Community initiated CBL		
• List of Officers and Members		Community Association		
• Status Report (if any or applicable)		Community Association		
• Financial Report (if any or applicable)		Community Association		
• List of Community Projects (if any or applicable)		Community Association		
• Community Profile		Community Association		
• Letter Address to Mayor seeking for assistance		Community Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure list of requirements to UPAO for Community registration or updating	1. Provide Checklist of Requirements	None	1 minute	Information Desk <i>Administrative Division</i>
2. Community Association send letter-request to the Local Chief Executive addressed to UPAO Head for community organizing and strengthening	2. Coordinate with urban poor leaders and schedule meeting	None	Response from the letter-request within 5 days	Assigned Community Organizer <i>Community Development Division</i>
3. Schedule Officers Meeting	3. Facilitate officers meeting setting activities for organizing and strengthening	None	1 hour	Assigned Community Organizer <i>Community Development Division</i>
4. Schedule General Assembly Meeting	4. Supervise meeting discussing community activities and plan	None	2 hours	Assigned Community Organizer with UPAO Head UPAO
5. Institutionalize savings program	5. Submit pertinent documents for MOA	None	Monthly 1 day	Assigned Community Organizer <i>Community Development Division</i>
6. Introduce community documents eg. Constitution and By-Laws, VMG, 1-year plan	6. Recommend for capability building seminars	None	1 day	Assigned Community Organizers/Staff UPAO
TOTAL:		None	7 days, 3 hours, 1 minute Year Round	

3B. Capability Building Program

Office or Division	Urban Poor Affairs Office / Management Team			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail	Registered Community Association			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Request for provision of capability building trainings and seminars	1. Recommend Community Association for inclusion in providing capability-building trainings and seminars	None	2 minutes	Assigned Community Organizer Community Development Division
2. Once invited to attend trainings and seminars facilitated by UPAO, state confirmation of attendance and submit names of officers-participant	2. Confirm attendance of invited Community Association	None	1 day	Assigned Community Organizer Community Development Division
3. Attend and actively participate in the capability building trainings and seminars	3. Provide knowledge and skills to urban poor leaders with the following trainings and seminars: 1. Leadership Skills Development Seminar 2. Systems Development and Installation Seminar 3. Para-legal Seminar 4. Community Analysis and Planning Workshop 5. Village Management Seminar 6. Financial Literacy & Management Training	None	2 days	UPAO Head (Selected UPAO staff)
4. Draft output of Constitution & Bylaws Organizational One-year Plan Village Covenant from the training-workshop attended, discuss to community members for comments and approval, at least 3 times	4. Conduct follow-up support on the output of the training-workshop attended until finalized; implement	None	22 days	Assigned Community Organizer Community Development Division
5. Implementation of created either Annual Plan or Saligang Batas	5. Conduct follow-up for the implementation of the officers of their annual plan or saligang batas to their communities	none	One year implementation	Community Association's Officers
TOTAL:		None	Year round, 25 days, 2 minutes Year round	

3C. Savings Mobilization Program (Dalawampung Pisong Impok Araw-Araw Para sa Palupat Pabahay)

Office or Division	Urban Poor Affairs Office		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail	Registered Community Association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
• DHSUD Certificate		DHSUD	
• City Council Accreditation		Muntinlupa City Council	
• Board Resolution		Community Association	
• Minutes/report that the community facilitated orientation on “ <i>Dalawampung Pisong Impok Araw-araw Para sa Programang Pabahay</i> ”		Community Association	
• Photocopy of COMELEC ID of CA President		COMELEC	
• Valid ID of the CA President		Any Government Institution	

<ul style="list-style-type: none"> • Cedula of the CA President 		Treasury Office, City Hall of Muntinlupa		
<ul style="list-style-type: none"> • List of Officers and members 		Community Association		
<ul style="list-style-type: none"> • Financial Report 		Community Association		
<ul style="list-style-type: none"> • Short background of the community association 		Community Association		
<ul style="list-style-type: none"> • Certificate of Accreditation issued by the office. 		Urban Poor Affairs Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a community orientation on savings program	1. Conduct community orientation on savings program	None	1 hour	Assigned Community Organizer <i>Community Development Division</i>
2. Prepare pertinent documents for review of UPAO	2. Review submitted documents and include in the list of community associations that will undertake or sign a Memorandum of Agreement	None	5 days	Community Organizer / Program In-charge Assigned Community Organizer <i>Community Development Division</i>
3. Signing of Memorandum of Agreement with the Local Chief Executive	3. Facilitate notarization of MOA; provide copy to Community Association	None	10 days	Assigned Community Organizer <i>Community Development Division</i>
4. Secure bank book from UPAO based on number of members	4. Provide instructions to community officers and members on how to use the Pass book	None	5 days	Assigned Community Organizer <i>Community Development Division</i>
5. Implement & monitor the PhP20.00 minimum savings daily to be remitted to Community Treasurer	5. Conduct regular spot audit; prepare report	None	Year Round	Assigned Community Organizer <i>Community Development Division</i>
6. Open bank account and deposit collected savings	6. Assist Community Association to open an account to bank of their choice	None	1 day	Assigned Community Organizer <i>Community Development Division</i>
7. Submit monthly report to Community Organizer on financial status	7. Prepare and submit report to the Department Head	none	1 day	Assigned Community Organizer <i>Community Development Division</i>
TOTAL:		None	Year Round, 22 days, 1 hour	

4.Interim Financing

Office or Division	Urban Poor Affairs Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail	Registered Community Association

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter from the assisted Community Association 		Community Association		
<ul style="list-style-type: none"> DHSUD Registration 		DHSUD		
<ul style="list-style-type: none"> Board Resolution of the CA regarding their request 		Community Association		
<ul style="list-style-type: none"> Board Resolution of the CA appointing the President to represent the CA/Secretary's Certificate 		Community Association		
<ul style="list-style-type: none"> General Membership Resolution 		Community Association		
<ul style="list-style-type: none"> Constitution and By-Laws 		Community Association		
<ul style="list-style-type: none"> List of Officers and Membership 		Community Association		
<ul style="list-style-type: none"> Financial Statement certified by a private Accountant 		Private Accountant		
<ul style="list-style-type: none"> Community Profile 		Community Association		
<ul style="list-style-type: none"> Computation of monthly amortization 		UPAO		
<ul style="list-style-type: none"> Local Housing Board Resolution approving the request of the association 		Local Housing Board/UPAO		
<ul style="list-style-type: none"> UPAO Endorsement to the City Mayor 		UPAO		
<ul style="list-style-type: none"> Endorsement letter of the Mayor with approval 				
<ul style="list-style-type: none"> Council Resolution 		City Council		
<ul style="list-style-type: none"> MOA between the Community Association and Landowner 		UPAO		
<ul style="list-style-type: none"> MOA between the Community Association and City Government 		UPAO		
<ul style="list-style-type: none"> And other pertinent documents 		Concerned offices in the release of Interim Financing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Community Association to send request letter addressed to the City Mayor thru UPAO	1.UPAO to assess the status of Community Association's credibility to pay request interim financing	None	1 day	Assigned Community Organizer <i>Human Settlement Division</i>
2. UPAO to secure documentary requirements from the Community Association, ie. Community Profile, Financial Statement, List of Officers and Members, etc.	2. Conduct screening of documentary requirements	None	1 day	Division Head <i>Human Settlement Division</i>

3. UPAO to prepare computation of monthly amortization	3. Present to Community Association for approval	None	1 day	Division Head <i>Human Settlement Division</i>
4. Present to Local Housing Board (LHB) meeting CA request	4. Prepare Board Resolution	None	Within 20 days	Local Housing Board/UPAO
5. UPAO to prepare endorsement letter to the City Mayor with corresponding documents	5. City Mayor to endorse to City Council for a Resolution	None	2 days	UPAO / Mayor's Office
6. City Council to facilitate public hearing, at least 2x	6. Release City Council Resolution approving request for Interim Financing	None	10 days	Sangguniang Panglungsod
7. UPAO to prepare Disbursement Voucher, OBR with pertinent documents	7. Routing of documents to concerned accounting offices for budget allocation and release of fund	None	5 days	UPAO, Budget Ofc., Accounting Ofc., Treasury Office
8. UPAO to prepare Tripartite MOA amongst LGU, Landowner and Community Association	8. Facilitate signing of MOA	None	1 hour <i>Week after release of check</i>	UPAO, City Mayor, Landowner, Community Association
TOTAL:		None	40 days, 1 Hour	

The indicated time is for under normal circumstances. Time may extend case to case basis.

5. Conduct of Census-Validation, Mapping and Tagging to Urban Poor Communities

Office or Division	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail	Informal Settlers Families (ISF)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Request letter from the assisted Community Association. 			Community Association	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.UPAO to coordinate to CAs on the conduct of census-validation	None	1 day	Assigned Community Organizer <i>Community Development Division</i>
2. Assist UPAO in the conduct of Mapping, Tagging & Census	2. Conduct of Mapping, Tagging & Census with Community Organizer and assisted by the Officers of Community Association	None	20 days <i>(depends on the number of Households of the community)</i>	Assigned Community Organizer <i>Community Development Division</i>

3. Validate census masterlist	3. Provide Community Association with the output of the census for validation	None	20 days (depends on the number of Households of the community)	Assigned Community Organizer Community Development Division
	TOTAL:	None	41 days	

6. Provision of Financial Assistance to Families affected by Court Order and Government Infrastructure Projects.

Office or Division	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail	Informal Settlers Families (ISF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of Court Order Decision 		Community Association		
<ul style="list-style-type: none"> List of Affected Families 		Community Association		
<ul style="list-style-type: none"> Valid IDs of affected families 		Community Association officers		
<ul style="list-style-type: none"> Certification of UDHA and Non UDHA Beneficiary 		UPAO		
<ul style="list-style-type: none"> Letter of Endorsement from UPAO to the Mayor's Office 		UPAO		
<ul style="list-style-type: none"> Letter of Endorsement from Mayor's Office to the City Council 		Mayor's Office		
<ul style="list-style-type: none"> Council Resolution Approving the Provision of Financial Assistance 		City Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Client awaits for the schedule of validation 	MTC issued a court order to UPAO and PCUP	None	3 days	Assigned Community Organizer Human Settlement Division
	PCUP will request UPAO to conduct validation to affected families			
	After validation, UPAO will issue a Certification on the status of the affected families, either UDHA benef or Non-UDHA			
	UPAO will request for FA of the affected families to the Mayor's Office.	None	1 day	UPAO Department Head
	Mayor's Office will endorse the request to the City Council for a public hearing	None	1 day	Chief of staff Mayor's Office
	City Council to conduct a public hearing in the presence of the following: <ul style="list-style-type: none"> City Treasury Office Budget Office 	None	1 day	

	<ul style="list-style-type: none"> - Accounting Office - City Legal Office - UPAO 			Sangguninang Panglungsod
<ul style="list-style-type: none"> Client awaits for the schedule of release of FA 	The release of FA depends on the different offices involved usually, it lasts for 2-3 months.	None	1 day	
<ul style="list-style-type: none"> Client will secure documentary requirements such as 2 valid ID's and ensure that structures were already dismantled 	If the FA is already available, UPAO will set a schedule on when to claim the FA and inform the claimant of the list of requirements	None	1 day	Assigned Community Organizer/ UPAO Department Head
	When the claimant receives the FA they will sign the payroll and a waiver, proof that they receive the FA.	None	1 day	
	After the release of FA, UPAO will return the payroll to the office of the City Treasury.	None	1 day	
	TOTAL:	None	10 days	

7. Quarterly People’s Organizations Forum

Office or Division	Urban Poor Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail	Informal Settlers Families (ISF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Community Associations currently assisted by the office 		Community Association		
<ul style="list-style-type: none"> Masterlist of Officers & Members 		Community Association		
<ul style="list-style-type: none"> By Laws 		Community Association		
<ul style="list-style-type: none"> Certificate of Registration 		Community Association		
<ul style="list-style-type: none"> Articles of Incorporation 		Community Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Client shall reply within 3 days after receiving the invitation letter. 	UPAO will invite the assisted community associations by providing them with an invitation letter	None	3 days	Assigned Community Organizer <i>Community Development Division</i>
<ul style="list-style-type: none"> The confirmed participants will attend the said PO Forum on the scheduled date. 	UPAO provides different topics relative to housing, and also UPAO invites other offices to discuss City Ordinances.	None	1 day	UPAO and other offices
<ul style="list-style-type: none"> Participants are encouraged to ask questions 	Speakers will address the concerns of the participants	None	1 day	UPAO and other offices

regarding the topics discussed				
<ul style="list-style-type: none"> Participants and UPAO will have some agreements on the topics discussed such as scheduling of orientations on the different ordinances, in their area/communities. 	UPAO to coordinate with the concerned offices for the schedule of orientations.	None	1 day	UPAO and Community Associations
	TOTAL:	None	6 days	

8. Preparation of Certification to Areas for Demolition with Court Order and Government Infrastructure Projects.

Office or Division	Urban Poor Affairs Office - Human Settlement Division			
Classification:	Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail	Informal Settlers Families (ISF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of Court Order Decision 		Community Association		
<ul style="list-style-type: none"> List of Affected Families 		Community Association		
<ul style="list-style-type: none"> Valid IDs of affected families 		Community Association officers		
<ul style="list-style-type: none"> Certification of UDHA and Non UDHA Beneficiary 		UPAO		
<ul style="list-style-type: none"> Letter of Endorsement from UPAO to the Mayor's Office 		UPAO		
<ul style="list-style-type: none"> Letter of Endorsement from Mayor's Office to the City Council 		Mayor's Office		
<ul style="list-style-type: none"> Council Resolution Approving the Provision of Financial Assistance 		City Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Collect the data and masterlist of the affected families 	Once validated, UPAO to come up with the final masterlist	None	3 days	Assigned CO
<ul style="list-style-type: none"> Endorsed the final masterlist for the provision of FA 	Provision of certification to UDHA and Non-UDHA	None	1 day	UPAO Department Head
	Endorsed the masterlist to the Research and Education Division for databased purposes	None	1 day	Division Head Research and Education Division
	TOTAL:	None	5 days	

Internal Services

8. Drafting of Resolutions and Policies on Socialized Housing Programs.

Office or Division	Urban Poor Affairs Office - Human Settlement Division
Classification:	Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail	Informal Settlers Families (ISF)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of legal basis and other pertinent documents relative to housing 		UPAO, SP and other offices/NGA's		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> Draft resolutions and policies 	Gather all the legal basis and pertinent documents needed for drafting policies and resolutions relative to Socialized Housing Programs	None	3 days	Division Head <i>Human Settlement Division</i>
<ul style="list-style-type: none"> Secure legal opinion 	Endorsed the draft ordinance to the legal office for legal opinion.	None	1 day	UPAO Department Head
	Endorsed to the Mayor's Office	None	1 day	UPAO Department Head
	Mayor's Office to endorsed at SP	None	3 days	Chief of staff Mayor's Office
	SP to set a public hearing for approval/ adoption of the ordinance	None	1 day	Sangguniang Panglungsod
	TOTAL:	None	9 days	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Accomplish our Feedback Form Available near the receiving area beside the suggestion box.
How feedbacks are processed?	Every quarterly the front desk open the suggestion box and compiles all feedback submitted
How to file a complaint?	Fill-up our Feedback Form or send your feedback through E-Muntinlupa Suggestion Box via website address www.muntinlupacity.gov.ph
How complaints are processed?	Wait the complaints arrive to our office then we will validate to the concern and lastly we will answer and write a written report about the complaints
Contact information of ARTA, PCC, CCB, UPAO	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS) UPAO: 8861-96-97

YOUTH AFFAIRS AND SPORTS DEVELOPMENT OFFICE

I. Mandate

The Youth Affairs and Sports Development Office oversee, manage and supervise youth oriented and sports development program.

II. Vision

We envision the City of Muntinlupa to be a youth empowered city through motivating and developing leaders and competitive athletes that will contribute to the realization of Muntinlupa City vision.

III. Mission

1. Device and plan programs and projects to raise the academic and educational level of student populace.
2. Prepare a year-round physical fitness and sports development program for the youth of the city in coordination with other offices, agencies and barangays.
3. Provide skills training and capability building programs and other related activities for out-of-school youth to make them better and responsible citizens.
4. Coordinate with the private sector and government agencies such as National Youth Commission, Department of Education, Philippine Sports Commission, in the organization and conduct of youth-oriented activities and mass based sports programs in the city.
5. Provide Technical Assistance to the Local Youth Development Council (LYDC) of the concerned Local Government Unit (LGU) in the formulation of LYDC.
6. Facilitate the election of the Technical Assistance to the Local Youth Development Council (LYDC) of the concerned Local Youth Development Council (LYDC) representatives and serve as the secretariat to the LYDC.
7. Conduct mandatory and continuing training of SK Officials, in the event of its reconstitution and Local Youth Development Council members, in accordance with the programs jointly designated and implemented by the commission and the Department of Interior for Local Government.
8. Provide technical, logical and other support in the conduct of the mandatory and continuing training programs and to such other programs of the commission and DILG.

IV. SERVICE PLEDGE

Youth Affairs and Sports Development Office serve the youth and athletes whose idealism is profound and resilient. We uphold the public service norms by providing the highest degree of stakeholder's satisfaction experience, serving the youth with dedication and carrying out our mission and vision for the development of youth and sports. We build our community with them.

LIST OF SERVICES

External Services:	Page
Processing of Request for Financial Assistance	3
Accreditation of Youth Organization	4
Muntinlupa Online Registration for the Youth (MORPY)	5
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Processing of Request for Athlete's Financial Assistance	7
Request for Class A Athletes and Coaches' Allowance	8
Request for Athletes and Coaches/Trainers' Incentives	9

1. PROCESSING OF REQUEST FOR FINANCIAL ASSISTANCE

The Youth Affairs and Sports Development Office as recommending office affirm and validate the requestor's letter and issue recommendation of financial assistance to support the needs of an individual or youth organization and subject for Mayor's approval.

Office/Division:	Youth Affairs and Sports Development Office – Youth Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Individual Request:				
Request Letter (1 original Copy)		Requestor		
Valid Id or Voter's Id (1 photocopy)		Requestor		
Community Tax Certificate current year (1 photocopy)		Barangay Hall		
Certificate of Barangay Indigence (1 original copy)		Barangay Hall		
For Youth Organization Request:				
Request Letter (1 original Copy)		Requestor		
Valid Id or Voter's Id of the signatory (1 photocopy)		Requestor		
Community Tax Certificate current year (1 photocopy)		Barangay Hall		
Certificate of Oath of Organization (1 photocopy)		YASDO or Sangguniang Kabataan		
Accomplishment Report of last activity (1 original copy of report)		Requestor		
Activity Work Program (1 original copy)		Requestor		
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and other required documents	1. Receive letter request and other documents	none	10 minutes	Supervising Administrative Officer
	1.1 Verification and validation documents			
	1.2 Posting of documents			
	1.3 Prepare and review recommendation and work program of request letter	none	3 days	Youth Development Assistant II
	1.4 Approval of Head on the recommendation of request letter			Department Head
	1.5 Posting and Transmittal of documents to Mayor's Office	none	7 days	Supervising Administrative Officer
	1.6 Approval of the City Mayor			Supervising Administrative Officer
	1.7 Processing of request			
2. Claim financial Assistance	2. Release of financial Assistance			
TOTAL		none	10 days and 10 mins.	

2. ACCREDITATION OF YOUTH ORGANIZATION

Youth Organization Registration Program is a localized program under the National Youth Commission pursuant to Republic Act (RA) no. 8044 otherwise known as the "Youth in Nation Building Act", The Youth Affairs and Sports Development Office shall register, help and facilitate the establishment of Youth Organizations and Youth Serving Organizations.

Office/Division:	Youth Affairs and Sports Development Office – Youth Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Youth Organizations Citizens of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accreditation Form		YASDO Youth Division		
Member's Data Form		YASDO Youth Division		
Calendar of Activities of Youth Organization		Requestor		
Directory of Officers and Advisers		Requestor		
List of Members in Good Standing		Requestor		
Constitution and By Laws		Requestor		
Identification of the Youth Organization's President		Requestor		
YORP's ID Details Form		YASDO Youth Division		
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the youth organization accreditation	1. Fill out the YASDO youth accreditation form	None	1 day	Youth Development Assistant II
	1.1 Orientation and preparation of requirements		1 day	
	1.2 Recommendation of Youth Division Head		1 day	
	1.3 Approval of YASDO Department Head		1 day	Department Head
2. Oath Taking of the Officers of the Youth Organization	2. Letter of invitation of oath taking ceremony of the officers of youth organization 2.1 Attend to the oath taking ceremony 2.2 Oath Taking to the City Mayor		Upon the schedule of Mayor's Office 1 month	Youth Division Head YASDO
3. Claim of Oath Taking Certificate	3. Distribute the Oath Taking Certificate		1 day	Youth Development Assistant II
	TOTAL	None	1 month and 5 days	

3. MUNTINLUPA ONLINE REGISTRATION FOR THE YOUTH (MORPY)

The **Ordinance No. 2020-136** is establishing an online registration program for Youth in the City of Muntinlupa, defining its objectives functions, and appropriate funds thereof and for other purposes. The Online Registration Program for Youth aims to institutionalize further the database system of the youth populace in the city to enable the City Government of Muntinlupa along with the Sangguniang Kabataan Federation, Non-Government Organizations, and other National Government Agencies in the easily determined participants and beneficiaries of youth program.

Office/Division:	Youth Affairs and Sports Development Office – Youth Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Youth Citizens of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate or valid Identification card		Requestor		
2. Register to MORPY Link		https://skyasdo.muntinlupacity.gov.ph/morpy		
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in to MORPY Link	1 Provide the registrant's date of birth. 1.1 Approve the Privacy Statement and Terms of Service Agreement	none	2 minutes	Youth Development Assistant II
2. Fill out the requirement information	2. Verify the personal information and details of the youth registrant including the following: a. Family - Member's Details b. Health - Related Information c. Development – Related Information d. Social Security – Related Information e. Voting Capacity	None	10 minutes	Youth Development Assistant II
3. Verify and submit all given information	3. Check the submitted information.		2 minutes	Youth Development Assistant II
4. Access and monitor the Reference Number.	4. Registered applications will be checked and notify		1 minute	Youth Development Assistant II
TOTAL		None	15 minutes	

4. REGISTRATION OF ATHLETES FOR SPORTS

The registration process for sports participation, overseen by the Youth Affairs and Sports Development Office, is a fundamental aspect of the program. Athletes are required to furnish personal information, inclusive of an assessment and evaluation, contributing to the establishment of a comprehensive profile record and performance monitoring mechanism.

Office/Division:		Youth Affairs and Sports Development Office – Sports Division		
Classification:		Simple Transactions		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Citizens of Muntinlupa		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Identification		Requesting Party		
Athlete's Personal Data Sheet Form		Youth Affairs and Sports Development Office		
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Request for athlete's registration through filling-out form	1. Orientation with regard to the athlete's personal data sheet	None	1 day	Sports Division Head YASDO
	1.1 Assessment of Athlete/s			
	1.2 Approval of the Department Head		1 day	Department Head
2. Claim endorsement letter	2. Endorsement of athletes to sports coach	None	1 day	Sport Coach
TOTAL		None	3 days	

5. PROCESSING REQUEST FOR ATHLETES' FINANCIAL ASSISTANCE

The Youth Affairs and Sports Development Office, serving as the recommending authority, rigorously evaluates and authenticates each request letter, issuing recommendations for financial assistance tailored to support the critical needs of individuals or youth organizations within the sports community. These recommendations are subject to the decisive approval of the Mayor, ensuring unwavering commitment to the advancement and empowerment of our sporting talents and organizations.

Office/Division:	Youth Affairs and Sports Development Office – Sports Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizens of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Individual Request:				
Request Letter (1 original Copy)		Requestor		
Valid Id or Voter's Id (1 photocopy)		Requestor		
Community Tax Certificate current year (1 photocopy)		Barangay Hall		
Certificate of Barangay Indigence (1 original copy)		Barangay Hall		
For Sports Club Request:				
Request Letter (1 original Copy)		Requestor		
Valid Id or Voter's Id of the signatory (1 photocopy)		Requestor		
Community Tax Certificate current year (1 photocopy)		Barangay Hall		
Certificate of Barangay Indigence of the requestor (1 original copy)		Barangay Hall		
Activity Work Program (1 original copy)		Requestor		
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and other required documents	1. Receive letter request and other documents	none	10 minutes	Supervising Administrative Officer
	1.1 Verification and validation documents			
	1.2 Posting of documents			
	1.3 Prepare and review recommendation and work program of request letter	none	3 days	Supervising Administrative Officer
	1.4 Approval of Head on the recommendation of request letter			Department Head
	1.5 Posting and Transmittal of documents to Mayor's Office	None	21 days	Administrative Division Head
	1.6 Approval of the City Mayor			Other Offices
	1.7 Processing of Request		1 day	
2. Claim financial assistance	2. Release of financial Assistance			
TOTAL		None	25 days and 10 mins.	

6. REQUEST FOR CLASS A ATHLETES AND COACHES' ALLOWANCE

The Youth Affairs and Sports Development Office oversees the meticulous processing of training allowances for both athletes and coaches. This ensures transparent and efficient allocation of resources to support their development and performance enhancement initiatives.

Office/Division:	Youth Affairs and Sports Development Office – Sports Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Class A Athletes and YASDO Coaches of Muntinlupa			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Attendance of the Class A Athletes and the Accomplishment Reports of the YASDO Coaches		Sports Division of the Youth Affairs and Sports Development Office		
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplishment Reports and Class A Athletes Attendance	1. Prepare the Class A Attendance and Consolidated Accomplishment Reports of YASDO Coaches	NONE	2 days	Sports Division Head
	1.1 Approval of YASDO Department Head		1 day	Department Head
	1.2 For sign of the Treasury Department Head		3 days	Treasury Office, Department Head
	1.3 For sign of the City Mayor		3 days	Secretary of the City Mayor
	1.4 Return to YASDO for OBR (Obligation Budget Request)		3 days	Sports Division Head
	1.5 Proceed to the Budget Department for charging		3 days	Budget Office Department Head
	1.6 For audit and sign voucher of the Accounting Office		3 days	Accounting Office Department Head
	1.7 For sign voucher of the Treasury Department		3 days	Treasury Office Department Head
	1.8 Return to Mayor's Office for signature of voucher		3 days	Secretary of the City Mayor
	1.9 Proceed to Treasury for cheque		3 days	Treasury Office Department Head
	1.10 For advice of the Accounting Office		3 days	Accounting Office Department Head
	1.11 For encashment of cheque by the Treasury Office		3 days	Sports Division Head
2. Claiming of Allowance	2. Releasing of Allowance by the Treasury		3 days	Sports Division Head
TOTAL		None	36 days	

7. REQUEST FOR ATHLETES AND COACHES/TRAINERS' INCENTIVES

The Youth Affairs and Sports Development Office (YASDO) prioritizes the prompt and efficient processing of incentives for athletes and coaches, empowering their growth and success. Through this commitment, it supports their development and fosters a culture of excellence in sports within our community.

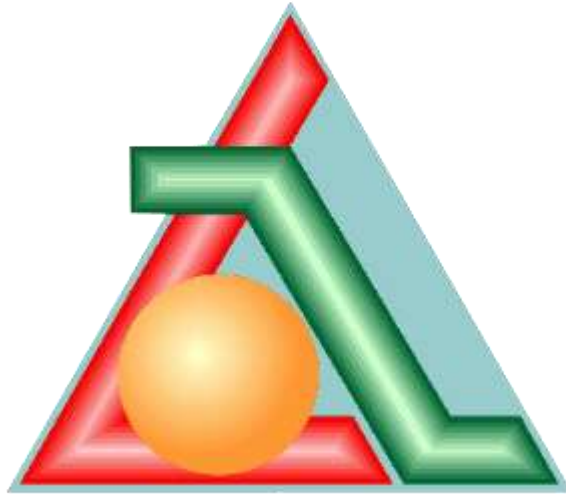
Office/Division:	Youth Affairs and Sports Development Office – Sports Division			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Class A Athletes and YASDO Coaches of Muntinlupa			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Attendance of the Class A Athletes and the Accomplishment Reports of the YASDO Coaches			Sports Division of the Youth Affairs and Sports Development Office	
STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the official results of the competition and other documents for the cash incentives	1. Prepare the official results of the competition and other attachments such as the city ordinance and payroll	NONE	2 days	Sports Division Head
	1.1 Approval of Department Head		1 day	Sports Division Head
	1.2 For Sign of the Treasury Department Head		3 days	Treasury Office, Department Head
	1.3 For Sign of the City Mayor		3 days	Secretary of the City Mayor
	1.4 Return to YASDO for OBR (Obligation Budget Request)		3 days	Sports Division Head
	1.5 Proceed to the Budget Department for Charging		3 days	Budget Office Department Head
	1.6 For audit and sign voucher of the Accounting		3 days	Accounting Office Department Head
	1.7 For sign voucher of the Treasury Department		3 days	Treasury Office, Department Head
	1.8 Return to Mayor's Office for signature of Voucher		3 days	Secretary of the City Mayor
	1.9 Proceed to Treasury for Cheque		3 days	Treasury Office, Department Head
	1.10 For advice of the Accounting Office		3 days	Accounting Office Department Head
	1.11 For encashment of cheque by the Treasury Office		3 days	Sports Division Head
2. Claiming of cash incentives	2. Releasing of Cash Incentives by the Treasury		3 days	Sports Division Head
TOTAL		None	36 days	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front desk of the Youth Affairs and Sports Development Office.</p> <p>Contact Information: 8862-8428 or Email us yasdomuntinlupa@yahoo.com</p>
How feedback is processed?	Consolidated Every Quarter
How to file complaints	<p>Answer the client feedback form and drop it at the designated drop box in front desk of the Youth Affairs and Sports Development Office.</p> <p>Contact Information: 8862-8428 or yasdo@muntinlupacity.gov.ph</p>
How complaint is processed?	<p>Receive feedback and complaint form for compliment/complaint/suggestion from the client</p> <p>Assessment and validation of feedback complaint form</p> <p>Processing of feedback and complaint form</p> <p>Recommendation of the Department Head</p> <p>Action Taken on the complain</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565(SMS)</p>

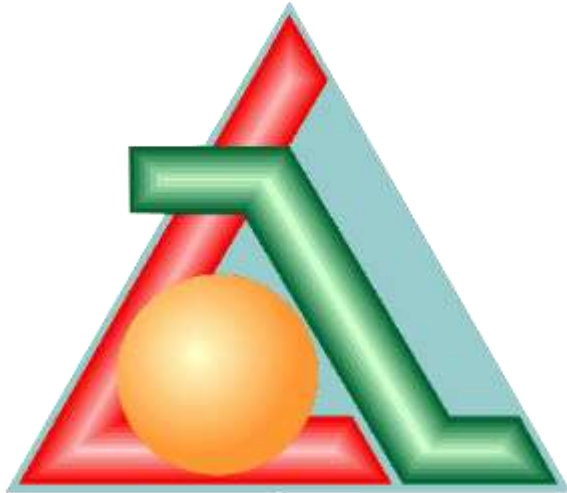
LIST OF OFFICES

Office	Address	Contact
YASDO – Head Office	Muntinlupa Sports Center, Buendia St. Tunasan, Muntinlupa City	<p>Tel. No.: (02) 8862-8428</p> <p>E-mail : yasdo@muntinlupacity.gov.ph</p>
YASDO – Satellite Office	Ground Floor, Ayala Malls SouthPark, Alabang Muntinlupa City	Facebook : yasdomuntinlupaofficial

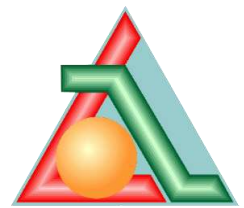


CITY ZONING ADMINISTRATION OFFICE

CITIZEN'S CHARTER



CITIZEN'S CHARTER



CITY ZONING ADMINISTRATION OFFICE

This Office processes, evaluates and issues application for Locational Clearance based on the approved Zoning Regulations as a pre-requisite for the issuance of Building permits and Business Permits.

I. **MANDATE** :

The City Zoning Administration Office was created by virtue of Municipal Ordinance No. 91-39 “ Creating the Office of the Zoning Administrator, providing for the enforcement thereof and for other purposes”.

Muntinlupa City Ordinance No. 17-098 – “An ordinance adopting the Zoning Regulations for the updated Comprehensive Land Use Plan (2016-2026) of the City of Muntinlupa and providing for the administration, enforcement and amendment thereof and for the repeal of all ordinances in conflict therewith.”

II. **VISION** :

The City Zoning Administration Office is headed towards meeting the highest standard of service with technologically-advanced capabilities in the administration of zoning rules and regulations.

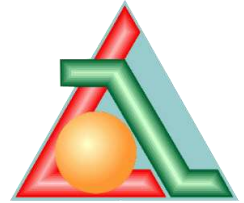
III. **MISSION**:

In conformity with the approved Zoning Ordinance of the City of Muntinlupa, this Office shall facilitate the immediate and accurate processing of all applications for Locational Clearance, Development Permit placing premium on client satisfaction while protecting the character and stability of the location.

IV. **SERVICE PLEDGE**

We commit to:

- Protect the character and stability of residential, commercial, industrial, institutional establishments, parks and open spaces within the locality through strict implementation of Zoning Ordinance based on the comprehensive land use plan of the City of Muntinlupa;
- Efficiently facilitate the processing and issuance of all applications for Development Permit based on guidelines for processing of subdivision plans;
- Proficiently delegate actions in the process of communications, such as letter of complaints, memorandum, orders and other kinds of documents circulating in our organizations.



LIST OF SERVICES

A. APPLICATION FOR LOCATIONAL CLEARANCE

- Residential
- Commercial
- Industrial
- Institutional
- Utilities
- Memorial Parks/Cemeteries
- Agro-Industrial
- Telecommunications
- Billboards
- Yard utilized for Industrial Purposes
- Yard utilized for commercial purposes
- Public Park
- Private Park
- Recreational Facilities
- All types of Renovation

B. ZONING FEE FOR BUSINESS PERMIT

- New Business
- Business Renewal

C. PD 957and BP 220

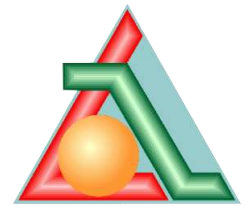
- Preliminary Approval and Locational Clearance
- Development Permit
- Alteration of Plan

D. ENDORSEMENT OF APPLICATION FOR LOCATIONAL CLEARANCE TO LOCAL ZONING BOARD OF APPEALS

- Applications are non-conformance with the allowable uses of the City Zoning Ordinance.

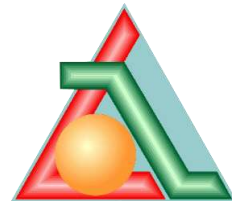
E. ZONING CERTIFICATION

- Residential
- Commercial/Industrial
- Institutional



APPLICATION FOR LOCATIONAL CLEARANCE

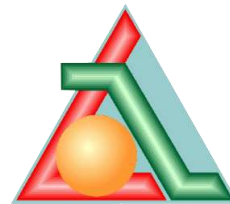
- Residential
- Commercial
- Industrial
- Institutional
- Utilities
- Memorial Parks/Cemeteries
- Agro-Industrial
- Telecommunications
- Billboards
- Yard utilized for Industrial Purposes
- Yard utilized for commercial purposes
- Public Park
- Private Park
- Recreational Facilities
- All types of Renovation



PROCESSING OF LOCATIONAL CLEARANCE

A Clearance issued by the Zoning Administrator/Zoning Officer to a project that is allowed under the provisions of the City Zoning Ordinance.

Division :	Clearance Division		
Classification :	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail :	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
➤ Duly accomplished and Notarized Application Form		Clearance Division City Zoning Administration Office	
➤ 8 sets of Plan (Architectural Plan only – duly signed by a Licensed Architect or Engineer.		Owner/ Licensed Architect /Engineer	
➤ One Copy of Lot Plan with Vicinity Map.		Owner/Geodetic Engineer	
➤ Certified True Copy of Transfer Certificate of Title.		Registry of Deeds	
➤ Tax Declaration.		City Assessor’s Office	
➤ Current Real Property Tax Payment.		City Treasury Office	
➤ Barangay Clearance/Barangay Resolution.		Respective Barangay	
➤ Certificate of No Objection from Homeowners Association/Board Resolution.		Homeowners Association of the respective subdivisions	
➤ Written Consent of Neighbors within 50 meters radius.		Neighborhood Associations/ Immediate Neighbor	
➤ Deed of Sale.		Notary Public/Owner/Legal Office	
➤ Contract of Lease.		Owner/Legal Office	
➤ Memorandum of Agreement/Special Power of Attorney/Affidavit/Authorization/ Secretary Certificate.		Notary Public/Legal Office	
➤ Height Clearance Permit.		Civil Aviation Authority of the Philippines (CAAP)	
➤ Department of Health Clearance.		Department of Health	
➤ Laguna Lake Development Authority Clearance.		Laguna Lake Development Authority	
➤ Environmental Compliance Certificate/ Certificate of Non-Coverage		Department of Environment and Natural Resources (DENR)	
➤ Traffic Impact Assessment		Owner/Applicant.	
➤ Certification identifying hazards affecting the area/ lot including recommendations to mitigate the effects of the said hazard. a. Fault/Fissures b. Flood		Muntinlupa City Risk Reduction Management (MCDRRMO) City Planning and Development office	



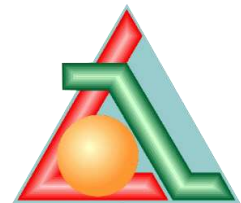
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant's inquiry on Application forms, requirements and process flow of Locational Clearance;	➤ Issuance of Application Forms and list of requirements with attached process flow of documents;	Filing Fee: Php 200.00 <u>Land Use Fee:</u> <i>Residential:</i> Php 3.00/sq.m. <i>Commercial:</i> Php 10.00/sq.m. <i>Industrial:</i> Php 10.00/sq.m.	3 – 5 minutes	Zoning Officer I
2. Submission of duly notarized application form with complete requirements.	➤ Receipt and checking of application form duly accomplished and notarized with complete requirements;	Institutional: Php 7.00/sq.m. Memorial Parks: Php 5.00/sq.m. Manufacturing: Php 10.00/sq.m.	15 minutes	Zoning Officer I
	➤ Pre-evaluation of documents;	Non-Manufacturing: 5.00 sq.m.		Zoning Inspector II
	➤ Inspection of establishments applying for Locational Clearance;	Telecommunications: Php 20,000/unit Billboards: Php 10.00/sq. foot	1 day	Zoning Inspector I
	➤ Verifies/Conduct final evaluation as per inspection;	Yard utilized for Industrial Purposes: Php 10.00/sq. meter	15 to 30 minutes	Zoning Officer IV;
	➤ Assessment of payment;			-do-
	➤ Recommendation for Issuance of Order-of-Payment;	Yard utilized for commercial purposes: Php 5.00/sq. meter		-do-
3. Payment of Fee.	➤ Acknowledgment of Official Receipt		3 to 5 minutes	Zoning Officer I

4. Receipt of Approved Locational Clearance.	➤ Printing of Locational Clearance;	Public Park: Php 5.00/sq.meter	3 mins.	Zoning Inspector II
	➤ Approval and Signature of the City Zoning Administrator;	Private Park: Php 5.00/sq.meter	10 minutes	City Zoning Administrator
	➤ Release of Locational Clearance	Recreational Facilities: Php 5.00/sq.meter All types of renovation: 75% of the corresponding prescribed rate Processing Fee: 25% of the corresponding prescribed Land Use Fee	3 to 5 minutes	Zoning Officer I

VIOLATIONS AND ADMINISTRATIVE PENALTIES:

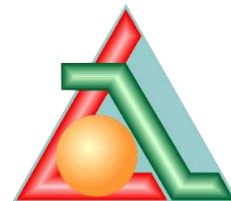
A. Unauthorized expansion or alteration of any activity formerly covered by a certificate of non-conformance.	A fine of equivalent to 100% of the prescribed processing fee but in no case be less than Php 2,000.00 or more than Php 10,000.00
B. For commencing or undertaking any project without having first secured a locational clearance. <ul style="list-style-type: none"> ➤ Excavation for foundation; ➤ Construction of foundation (including file driving and laying of reinforcing bars); ➤ Construction of structure up to 2 meters above established grade; ➤ Construction of structure more than 2 meters; ➤ For home/cottage industry or incidental home occupation and auxiliary uses; ➤ All types of residential structure; 	Php 2,000.00 3,000.00 5,000.00 10,000.00 500.00 1,000.00

<ul style="list-style-type: none"> ➤ All types of commercial and industrial 100 square meters and below; and ➤ All types of commercial and industrial structures more than 100 square meters 	<p>2,000.00</p> <p>10,000.00</p>
<p>C. For committing fraud or misrepresentation</p> <ul style="list-style-type: none"> ➤ Fraud as to misrepresentation as to use; ➤ Fraud or misrepresentation as to floor area; ➤ Fraud or misrepresentation as to location. 	<p>5,000.00</p> <p>5,000.00</p> <p>5,000.00</p>
<p>D. Non-disclosure or any material fact.</p>	<p>2,000.00</p>
<p>E. For refusing admission with any premises subject to inspection by a duly authorized inspector.</p> <ul style="list-style-type: none"> ➤ First refusal ➤ Subsequent refusal 	<p>2,000.00</p> <p>5,000.00</p>
<p>F. For failing or refusing without justifiable reason to appear during a proceeding before the City Zoning Administrator or his duly authorized officers.</p>	<p>A fine not more than Php 2,000.00</p>



LOCATIONAL CLEARANCE AS A PRE-REQUISITE TO BUSINESS PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon initial of BPLO Examiner, submission of business permit application form and other required documents.	<ul style="list-style-type: none"> ➤ Receipt of application form duly accomplished and notarized; ➤ Checking of requirements and evaluation of documents; ➤ Assessment of payment; ➤ Issuance of Order-of-Payment; 	<p>Filing Fee: Php 200.00</p> <p><u>Land Use Fee:</u> <i>Commercial:</i> Php 10.00/sq.m. <i>Industrial:</i> Php 10.00/sq.m. <i>Institutional:</i> Php 7.00/sq.m. <i>Manufacturing:</i> Php 10.00/sq.m. <i>Non-Manufacturing:</i> 5.00 sq.m. <i>Telecommunications:</i> Php 20,000/unit <i>Billboards:</i> Php 10.00/sq. foot Yard utilized for Industrial Purposes: Php 10.00/sq.meter Yard utilized for commercial purposes: Php 5.00/sq.meter <i>Public Park:</i> Php 5.00/sq.meter <i>Private Park:</i> Php 5.00/sq.meter <i>Recreational Facilities:</i> Php 5.00/sq.meter All types of renovation: 75% of the corresponding prescribed rate</p> <p>Processing Fee: 25% of the corresponding prescribed Land Use Fee</p>	3 to 5 minutes	Administrative Aide IV; Zoning Officer IV



**APPLICATION FOR PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC),
DEVELOPMENT PERMIT (DP), AND ALTERATION OF PLAN (AP)**

Division :	Clearance Division	
Classification :	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail :	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. APPLICATION FOR PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC) UNDER BP 220.		
1 . Two (2) sets of the following documents duly signed by the Licensed Architect/Engineer. <ul style="list-style-type: none"> a. Site Development Plan (Schematic Plan) showing the proposed layout.; b. Vicinity Map with a minimum of 2 km. radius from the periphery of the project showing the relationship of the proposed project to existing community facilities and infrastructures; c. Survey plans of lots as described in TCTs. 		Owner/Developer; Licensed Architect/Engineer
2. Certified of non-tenancy from Ministry of Agrarian Reform or an affidavit of waiver of tenants if the land is an agriculture/pasture land planted to rice and corn.		Department of Agrarian Reform (If needed)
3. Certified true copy of Transfer Certificate of Title (s), Tax Declaration (s) and Current Real Property Tax.		Registry of Deeds; Assessor's Office; and Treasurer's Office
4. Sworn statement as to nature, number and income level of beneficiaries.		Owner/Developer; Legal Office
5. Sworn statement as to the maximum selling price unit.		Owner/Developer; Legal office
6. Endorsement from the Local Government/Mayor's Office.		Urban Poor Affairs Office (For socialized housing project)
7. Endorsement from Barangay Council.		Barangay Council of respective Barangay.

B. APPLICATION FOR DEVELOPMENT PERMIT AND OR BUILDING PERMIT OF PROJECT UNDER BP 220	
SUBDIVISION	
1. Two (2) copies of Topographic Map of Site.	Owner/Developer; Licensed Engineer
2. Four (4) copies of Site.	Owner/Developer; Licensed Engineer
3. Four (4) copies of Road (Geometric and Structural Design/Plan): a. Profile showing the vertical control designed grade, curve elements and all information needed for construction. b. Typical roadway section showing relative dimensions and slopes of pavement, gutters, sidewalks, shoulders, benching and others. c. Details of roadway showing the required thickness of pavement, subgrade treatment and sub-base course on the design analysis. d. Details of roadway miscellaneous structure such as curb and gutter barrier, mountable and drop slope protection wall and retaining wall if any.	Owner/Developer; Licensed Engineer
4. Four (4) copies of Storm Drainage and Sewer System: a. Profile showing the hydraulic gradient and properties of the main lines including structures in relation with the road grade line; b. Details of drainage and miscellaneous structures such as various types of manholes, catch basins, inlets (curbs, gutter and drop 0, culverts and channel linings.	Owner/Developer; Licensed Engineer
5. Four (4) copies of Water System Layout and Details.	Owner/Developer; Licensed Engineer
6. Four (4) copies of Site Grading Plan: a. Plans with the finished contour lines super-imposed on the existing ground the limit of earth works, embankment slopes, cut slopes, surface drainage, outfalls and others.	Owner/Developer; Licensed Engineer
7. Two (2) copies of Project Feasibility Study.	Owner/Developer
8. Application for Water Supply System from the following: a. MWSS or Local Waterworks and/or b. National Water Resources Council if deepwell will be used.	Maynilad; NWRB

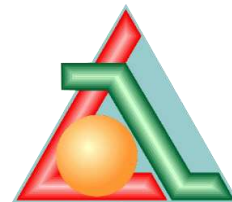
9. Application for Power Supply from Meralco or local franchised holder.	MERALCO
10. ECC/CNC from Department of Environment and Natural Resources	Department of Environment and Natural Resources Office
11. Clearance from PHILVOLCS/MCDRRMO	Philippine Institute of Volcanology and Seismology; Muntinlupa City Disaster Risk Reduction and Management Office
12. Traffic Impact Assessment	Owner/Developer; Licensed Engineer
13. Specification, bill of materials and Cost Estimate.	Owner/Developer; Licensed Engineer
HOUSING PROJECT	
1. Three (3) sets of the following, duly signed by a licensed Architect/Engineer: a. Housing plans including architectural drawing, sanitary, electrical, structural plans, specification and cost estimates.	Owner/Developer; Licensed Engineer
2. Sworn Statement as to the soundness of designs and specification attested to by the designing engineers.	Owner/Developer; Licensed Engineer
C. APPLICATION FOR PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE (PALC) UNDER P.D. 957.	
1. Two (2) sets of the following documents duly signed by the Licensed Architect/Engineer. a. Site Development Plan (Schematic Plan) showing the proposed layout.; b. Vicinity Map with a minimum of 2 km. radius from the periphery of the project showing the relationship of the proposed project to existing community facilities and infrastructures; c. Survey plans of lots as described in TCTs.	Owner/Developer; Licensed Engineer
3. Two (2) copies of Certified true copy of Transfer Certificate of Title(s), Tax Declaration and current tax receipts.	Owner/Developer; Registry of Deeds; Assessor's Office
4. If the land is an agriculture land planted to rice and corn whether tenanted or non-tenanted, two (2) copies of MAR team/field inspection report plus affidavit of waiver from tenants for tenanted lands.	Owner/Developer

5.Right to use or Deed of Sale of Right-of-Way for access road and other utilities when applicable.	Owner/Developer; Legal Office
6.Endorsement from the Local Government/Mayor's Office.	Mayor's Office; City Zoning Administration Office
7.Endorsement from Barangay Council (Barangay Resolution).	Barangay Council of respective Barangay
APPLICATION FOR DEVELOPMENT PERMIT AND OR BUILDING PERMIT OF PROJECT UNDER P.D. 957	
SUBDIVISION	
1. One (1) copy of Topographic Map of Site.	Owner/Developer; Licensed Engineer
2. Three (3) copies of Site Development Plan.	Owner/Developer; Licensed Engineer
3. Three (3) copies of Road (Geometric and Structural Design/Plan): a. Profile showing the vertical control designed grade, curve elements and all information needed for construction. b. Typical roadway section showing relative dimensions and slopes of pavement, gutters, sidewalks, shoulders, benching and others. c. Details of roadway showing the required thickness of pavement, subgrade treatment and sub-base course on the design analysis. d. Details of roadway miscellaneous structure such as curb and gutter barrier, mountable and drop slope protection wall and retaining wall if any.	Owner/Developer; Licensed Engineer
4. Three (3) copies of Storm Drainage and Sewer System: a. Profile showing the hydraulic gradient and properties of the main lines including structures in relation with the road grade line; b. Details of drainage and miscellaneous structures such as various types of manholes, catch basins, inlets (curbs, gutter and drop 0, culverts and channel linings.	Owner/Developer; Licensed Engineer

a. Four (4) copies of Water System Layout and Details.	Owner/Developer; Licensed Engineer
b. Four (4) copies of Site Grading Plan: b. Plans with the finished contour lines super-imposed on the existing ground the limit of earth works, embankment slopes, cut slopes, surface drainage, outfalls and others.	Owner/Developer; Licensed Engineer
c. Two (2) copies of Project Feasibility Study.	Owner/Developer
d. Application for Water Supply System from the following: c. MWSS or Local Waterworks and/or d. National Water Resources Council if deepwell will be used.	Maynilad NWRB
e. Application for Power Supply from Meralco or local franchised holder.	MERALCO
f. ECC/CNC from Department of Environment and Natural Resources	Department of Environment and Natural Resources
g. Clearance from PHILVOLCS/MCDRRMO	Philippine Institute of Volcanology and Seismology; Muntinlupa City Disaster Risk Reduction and Management Office
h. Traffic Impact Assessment	Owner/Developer
i. Specification, Bill of Materials and Cost Estimate.	Owner/Developer; Licensed Engineer
HOUSING PROJECT	
5. Three (3) sets of the following, duly signed by a licensed Architect/Engineer: a. Housing plans including architectural drawing, sanitary, electrical, structural plans, specification and cost estimates.	Owner/Developer ; Licensed Engineer
b. Sworn Statement as to the soundness of designs and specification attested to by the designing engineers.	Licensed Engineer
APPLICATION FOR ALTERATION OF PLAN:	
1. Four (4) copies of the plan showing the proposed alteration duly signed and sealed by a Licensed Architect/Engineer.	Owner/Developer; Licensed Engineer
2. Letter stating the proposed/reason for the proposed alteration;	Owner/Developer;
3. Sworn statement that the affected lots/units for alteration have not been sold;	Owner/Developer; Legal Office

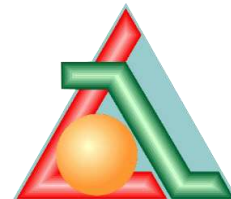
4. Certified True Copy of Title (s) of the affected lots/units if the said lots/units have been titled;	Registry of Deeds
5. Written conformity of the duly organized homeowners association or in the absence thereof, majority of the lot/unit buyers.	Homeowners Association or Condominium Corporation
6. Endorsement from Barangay Council (Barangay Resolution).	Barangay Council of respective Barangay

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly notarized application form for PALC, DP or AP with complete requirements.	<ul style="list-style-type: none"> ➤ Receipt of application form duly accomplished and notarized; ➤ Checking of requirements and evaluation of documents; ➤ Inspection of establishment ; ➤ Letter to Mayor for approval of endorsement to City Council ; ➤ Upon approval of the Mayor, endorsement to the City Council; ➤ Upon issuance of City Ordinance, post evaluation and assessment of payment; ➤ Issuance of Order of Payment; 	As per Housing and Land Use Regulatory Board Schedule of Fees.	15 to 30 minutes 1 day 1 day 15 to 30 minutes 15 to 30 minutes 1 day 5 minutes	Zoning Officer IV; Zoning Inspector I Administrative Div. -do- Zoning Officer IV -do-
2. Payment of Fees.	<ul style="list-style-type: none"> ➤ Receive the receipts ➤ Printing of PALC/DP or Alteration of Plans ➤ Recommendation for approval ; ➤ Approval, signature of the City Zoning Administrator; 		15 minutes } 5 minutes	Inspector Zoning Officer IV City Zoning Administrator
3. Received the approved PALC	<ul style="list-style-type: none"> ➤ Release of approved PALC, DP or AP to the applicant 		3 minutes	Zoning Officer IV



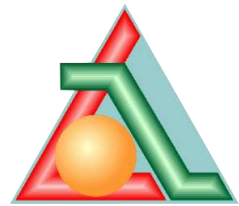
ENDORSEMENT OF APPLICATION FOR LOCATIONAL CLEARANCE TO THE LOCAL ZONING BOARD OF APPEALS

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application for Locational Clearance.	➤ Upon checking of requirements and evaluation of documents, non-conformance in the allowable uses of the City Zoning Ordinance;	For appeal (Variances, Exception, Non-Conforming Use and Special Use) : Php 1,500.00	15 to 30 minutes	Zoning Inspector Zoning Officer IV
	➤ Recommendation for denial of the application;	Complaints , except those involving paper litigant .	5 minutes	Zoning Inspector II Zoning Officer IV
	➤ Preparation and issuance of Letter of Non-Conformance to the Owner;		1 hour	Zoning Officer IV Supervising Administrative Office City Zoning Administrator
2. Letter of Appeal from the Owner.	➤ Payment of Fee		10 minutes	Supervising Administrative Officer
	➤ Endorsement to the Local Zoning Board of Appeals.			
	➤ Meeting with the members of the Local Zoning Board of Appeals. ➤ Act as Secretariat to LZBA.		2 hours	City Zoning Administrator Zoning Officer IV Supervising Adm. Officer
3. Receipt of Resolution issued by the Local Zoning Board of Appeals.	➤ Release of Resolution issued by the Local Zoning Board of Appeals.		5 minutes	Zoning Officer IV Supervising Adm. Officer



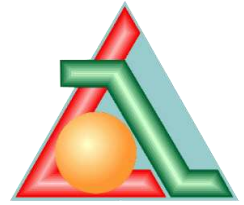
ISSUANCE OF ZONING CERTIFICATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on Steps/ Procedures of Zoning Certificate.	➤ Explanation of requirements in acquiring Zoning Certificate.	Residential: Php 100.00	3 to 5 minutes	Zoning Inspector Chief Inspector
2. Submission of letter of request and requirements.	➤ Receipt of request letter and checking of requirements ➤ Inspection of establishment ; ➤ Preparation of Inspection Report; ➤ Recommendation for Issuance of Zoning Certificate and issuance of Order of Payment;	Commercial/ Industrial: Php 400.00 Institutional: Php 200.00	10 minutes 15 to 20 minutes 5 minutes 5 minutes	Administrative Div. Inspector Zoning Inspector Zoning Officer IV
3. Payment of fees.	➤ Acknowledgment of Official Receipt ➤ Preparation and printing of Zoning Certificate. ➤ Approval by the City Zoning Administrator;		5 minutes 10 minutes 5 minutes	Zoning Inspector Zoning Officer IV City Zoning Administrator
4. Receipt of Zoning Certificate	➤ Release of Zoning Certificate		5 minutes	Administrative Assistant V



FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send a feedback?	<p>Answer the client feedback form and drop it at designated suggestion box of City Zoning Administration Office.</p> <p>Contact Info: 8861-8695</p>
2. How feedback	<p>Every Friday, the Supervising Administrative Officer opens the Suggestion Box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the City Zoning Administrator and they are required to answer within three (3) days on the receipt of feedback.</p> <p>For inquiries and follow-ups, clients may contact this number: 8861-8695</p>
3. How to file complaints?	<p>Answer the client's Complaint Form and drop it at City Zoning's suggestion box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none">➤ Name of person being complained;➤ Incident;➤ Evidence.

<p>4. How complaints are processed?</p>	<p>The Supervising Administrative Officer opens the Suggestion Box on a daily basis and endorsed the complaint to the Zoning Officer IV for inspection and evaluation.</p> <p>Upon evaluation, the Zoning Officer IV then forward the complaint to the City Zoning Administrator.</p> <p>The City Zoning Administrator will advise the Zoning Officer IV to investigate then make a report for his approval and appropriate action.</p> <p>The Supervising Administrative Officer will give the feedback to the client.</p>
<p>5. Contact Information:</p>	<p>ARTA: complaints@arta.gov.ph Presidential Complaints Center: 8888 Contact Center ng Bayan: 0908-881-6565 (SMS) Zoning Office: 8861-8695 Mayor's Office: 8862-2534 local 143/135/137 Human Resource Management Department: 8862-2525 local 133/152/153/154/155</p>



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
City Zoning Administration Office	2 nd Floor Annex Bldg., City Hall of Muntinlupa	8861-8695/ 8862-2534 local 183
City Building Official	2 nd Floor, Main Building , City Hall of Munt.	8861-1557
Business Permit and Licensing Office	Ground Floor, Main Building, City Hall of Munt.	8862-2525 local 187/188
City Treasurer's Office	Ground Floor, Main Building, CGM	8862-1491
City Assessor's Office	-do-	8862-5111
Mayor's Office	2 nd Floor, Main Building, CGM	8862-2525 local 143/137
City Planning & Dev't. Office	2 nd Floor, Annex Building, CGM	8862-8065
City Disaster and Risk Reduction Management Office	Ground Floor, Resiliency Building beside Hall of Justice, Brgy. Tunasan, Muntinlupa City	8925-4382