





SILAY CITY GOVERNMENT

CITIZEN'S CHARTER

2022 (4th Edition)

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CITY MAYOR
SILAY CITY

I. Mandate:

The local government of Silay City shall continue to focus on people's participation and the empowerment for socio-economic growth, with strategic goals on food sufficiency, active health and education programs, social protection, disaster management, peace and order, environmental conservation and protection, promotion and strengthening of the tourism sector, and all these with an established and identified infrastructure support program, all for the effective and efficient delivery of basic services to our Silaynon community.

II. Vision:

A prosperous and resilient city, proud of its culture and heritage, where Silaynon families enjoy excellent social services and live in peaceful community and sustainable environment.

III. Mission:

To build a prosperous and resilient city, proud of its culture and heritage that promotes business opportunities, invest in a strong infrastructure, support on food security and productivity, and delivers excellent social services for Silaynon families to live in a peaceful community and sustainable environment.

IV. Service Pledge:

We commit to:

1. **Provide for opportunities for all Silaynons to grow as a family** equipped with the capacity to live their lives peacefully and independent of economic and financial bondage;
2. **Establish a progressive and dynamic outlook for economic reforms** which shall continue to enhance and pursue a positive investment climate;
3. **Continually intensify the advocacy for reforms in the environment and the social sector agenda** which is sustainable environment and a well-managed Tourism Development Plan and a capacitated community, cooperative of raising children as responsible citizens of our society;
4. **Promote all the developmental goals of the City of Silay** as a thrust of all developments in response to a call for "2 on "22 which is our slogan towards reaching 2nd class city status in 2022.
5. **Ensure that the programs and projects intended for underprivileged Silaynons are surely responsive to their needs** to effect quality and a more decent way of living.
6. **To effect evidence-based policies as an integral function of the Executive-Legislative Agenda** in line with the city's Comprehensive

Development Plan for instituting reforms in Developmental Administration and pro-active local governance.



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Office of the City Administrator

Internal

Payroll, Purchase Request and Program of Work

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Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay, Any individual residing in the City of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll, Purchase Request and Program of Work		Clerk / Supv. AO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of purchase request and program of work	Receiving of purchase request and program of work	None	Five (5) minutes	Receiving Clerk
2.) Client(s) wait for the result of payroll, purchase request and program of work	Evaluation/ Assessment and Approval of payroll, purchase request and program of work	None	Twenty-four (24) hours or One (1) day	City Administrator
	Endorsement to respective offices / divisions	None	Forty-eight (48) hours or Two (2) days	Receiving Clerk / Supv. AO
TOTAL:		None	Seventy-Two (72) hours or Three (3)	

			days- simple transactions	
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Cheques, Vouchers and Financial Assistance

Office or Division:	City Administrator's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay, Any individual residing in the City of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cheques, Vouchers and Financial Assistance		Clerk / Supv. AO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of cheques, vouchers and financial assistance	Receiving of cheques, vouchers and financial assistance	None	Five (5) minutes	Receiving Clerk
2.) Client(s) wait for the result of cheque(s), voucher(s) and financial assistance	Evaluation/ Assessment and Approval of cheque(s), voucher(s) and financial assistance	None	Twenty-four (24) hours or One (1) day	City Administrator
	Endorsement to respective offices / divisions	None	Forty-eight (48) hours or Two (2) days	Receiving Clerk / Supv. AO
TOTAL:		None	Seventy-Two (72) hours or Three (3) days- simple transactions	

Permits, Licenses and Clearances

Office or Division:	City Administrator's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay, Any individual residing in the City of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permits, Licenses and Clearances		Clerk / Supv. AO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of permits, licenses and clearances	Receiving of permits, licenses and clearances	None	Five (5) minutes	Receiving Clerk
2.) Client(s) wait for the result of permit(s), license(s) and clearances	Evaluation/ Assessment and Approval of permit(s), license(s) and clearance(s)	None	Twenty-four (24) hours or One (1) day	City Administrator
	Endorsement to respective offices / divisions	None	Forty-eight (48) hours or Two (2) days	Receiving Clerk / Supv. AO
TOTAL:		None	Seventy-Two (72) hours or Three (3) days- simple transactions	

Office of the City Administrator

External

Request for Governmental Services & Vehicles

Office or Division:	City Administrator's Office (CAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay, Any individual residing in the City of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for governmental services and vehicles		Clerk / Supv. AO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of letter request(s) for governmental services and vehicles	Receiving of letter request(s) for governmental services and vehicles	None	Five (5) minutes	Receiving Clerk
2.) Client(s) wait for the result of Letter Request(s)	Evaluation/ Assessment and Approval of Letter Request(s)	None	Twenty-four (24) hours or One (1) day	City Administrator
	Endorsement to respective offices / divisions	None	Forty-eight (48) hours or Two (2) days	Receiving Clerk / Supv. AO
TOTAL:		None	Seventy-Two (72) hours or Three (3) days- simple	

			transactions	
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Various Communications

Office or Division:		City Administrator's Office (CAO)		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail:		Office(s), Official(s) or Employee(s) of the City Government of Silay, Any individual residing in the City of Silay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Various Communication		Clerk / Supv. AO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submission of communication letter(s)	Receiving of communication letter(s)	None	Five (5) minutes	Receiving Clerk
2.) Client(s) wait for the result of communication letter(s)	Evaluation/ Assessment and Approval of communication letter(s)	None	Ninety-six (96) hours or Four (4) days	City Administrator
	Endorsement to respective offices / divisions	None	Seventy-Two (72) hours or Three (3) days	Receiving Clerk / Supv. AO
TOTAL:		None	One hundred sixty-eight (168) hours or Seven (7) days- complex transactions	

Human Resource Management Office

Internal

Issuance of Certificate of Employment

The Human Resource Management Office issues certificates of employment to employees seeking other employments or applying for loans, upon request. As a safety measure, requesting parties shall transact at the counter only.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting employee fills out the form for the type of HR services needed. This is being done outside the counter provided for	1. Receives the filled-up form and forwards the same to the concerned HR staff	None	1 minute	Receiving counter staff
2. None	2. Prepares the Employment Certificate and have it signed by the HRMO Head	None	5 minutes	HR staff
3. Employee claims the Certificate of Employment	3. Releases the employment certificate	None	1 minute	Releasing Counter Staff
	TOTAL	None	7 minutes	

Learning and Development

In order to raise the bar for public service in Silay City, the Human Resource Management Office facilitates the conduct of orientations, seminars, trainings and workshops to its city employees. This aims to equip them with the necessary and requisite knowledge, and to motivate and empower them so that they will do their jobs efficiently and effectively and aligned with the strategic goals and objectives of the city.

As a safety measure, the Human Resource Management Office schedules the participants by batches to ensure social and physical distancing. The speaker and the participants shall at all times during such activities, wear their face masks.

Office or Division:		Human Resource Management Office		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		City Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. The HRMO prepares programs of work for the conduct of learning and development activities	None	30 minutes	HR staff
None	2. The HRMO identifies the target participants and submits to the Office of the City Mayor	None	30 minutes	HR staff
None	3. The Office of the City Mayor prepares the Office Order for identified employees to attend the learning and development activities	None	Depends on the City Mayor's Office	HR staff
None	4. The HRMO makes preparations for the venue, food, speakers, visual aids and other incidentals, and schedules the participants by batches to ensure physical distancing	None	4 hours	HR staff
None	5. If the speaker is from another government	None	20 minutes	HR staff

	agencies, HRMO sends a letter to the said agency			
Attends the learning and development activity	6. Conducts the learning and development activity	None	1-2 days	HR staff
	TOTAL	None	2 ½ days and 80 minutes	

Performance Evaluation

To determine the strengths and weaknesses in the organizational structure, there is a need to periodically conduct an evaluation of the individual employees in particular and the office in general. This ensures that coaching and mentoring are continuously done in order to motivate non-performers and encourage better office functions.

During the target setting, coaching and performance evaluation, the rater and the ratee must at all times wear their respective face masks.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Heads of offices prepares their target office performance	1. The HRMO facilitates the conduct of target setting for all heads of offices	None	30 minutes	HR staff
2. Heads of offices submits the Office Performance Commitment Review (OPCR) and the Individual Performance Commitment Review (IPCR) of their respective personnel	2. The HRMO receives the Office Performance Commitment Review (OPCR) and the Individual Performance Commitment Review (IPCR)	None	2 minutes	HR staff
3. None	3. The HRMO convenes the Performance Management Team to assess the OPCR. If the OPCR is in		4 hours	HRMO staff

	order, the HRMO signs it and forwards to the City Administrator / City Mayor for signature			
3. None	3. The HRMO evaluates the IPCR as to correctness. If it is in order, the HRMO forwards it to the City Administrator / City Mayor for approval.	None	5 minutes per IPCR	HRMO staff
4. The head of office gets their OPCR or IPCR from the HRMO for revisions	4. If the OPCR or IPCR is not in order, the HRMO returns it to the office concerned for revision	None	1 minute	HRMO staff
5. The head of office re-submits the revised OPCR or IPCR	5. The HRMO receives the revised OPCR or IPCR and submits to the City Administrator / City Mayor for approval	None	1 minute	HRMO staff
	TOTAL	None	4 hours and 39 minutes	

Preparation / Carding of Applications for Leave

Applications for leave of absence are centralized in the Human Resource Management Office. The HRMO maintains leave cards or ledgers of the leaves applied by each employee. The office also prepares the leaves of absence of the employees under the City Mayor's Office.

To ensure less human contact, all transactions must be done at the counter only.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application For Leave		Office Administrative Officer		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON

	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. For all departments: Liaisons of offices fills out the form for the type of HR services needed and submits the applications for leave of their personnel	Receiving staff receives the applications for leave and forwards them to the concerned HR staff	None	1 minute	Counter Receiving Staff
For employees under the Office of the City Mayor: Employee informs the HRMO of his intended dates of leave through telephone call or through the counter	HRMO staff prepares the leave application and gives to the counter staff for release to the employee, who shall have the form signed by his/her immediate supervisor	None	2 minutes	HR staff
2. None	2. HRMO records the leave applications on the employees' individual leave cards	None	20 seconds / application	HR staff
3. None	3. HRMO logs and submits the applications for leave to the City Mayor's Office for approval	None	5 minute	HR staff
3. Office liaison receives one copy for office file	3. If approved, the HRMO retains one copy of the application for leave for file and returns to the departments concerned the approved leave	None	1 minute	HR staff
	TOTAL	None	10 minutes	

Processing of Terminal Leave Benefits

Employees who resign or retire from government service are entitled to receive their Terminal Leave Benefits, or the monetary value of their total accumulated leave credits.

As a precautionary measure and to avoid human-to-human contact, all transactions shall be done at the counter.

Office or Division:		Human Resource Management Office		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		City Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of resignation/retirement		To be provided by the resigning/retiring employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Retirement / Resignation Letter to the counter staff	1. Receive the Retirement / Resignation Letter	None	1 minute	Counter receiving staff
2. None	2. Receives the letter and endorses it to the Office of the City Mayor for Acceptance	None	2 minutes	HR staff
3. Gets Clearance Form and SALN Form	3. Furnishes employee with Clearance Form and SALN Forms through the counter staff and advises him/her to secure court clearances	None	1 minute	HR staff
4. Submit to HRMO complete requirements: <ul style="list-style-type: none"> City Clearance with Undertaking to deduct accountabilities, if any. Court Clearances Notarized SALN 	5. Receive the requirements	None	1 minute	HR staff
6. None	6. Preparation of Terminal Leave Application, Service Record and Statement of	None	1-2 days	HR Staff

	Leave Credits / Leave Cards			
7. None	7. Endorses to the City Mayor's Office the Terminal Leave Application with complete requirements attached for the Mayor's approval	None	1 minute	HR Staff
8. None	8. Prepares voucher of the approved terminal leave	None	15 minutes	HR Staff
9. None	9. Processing of voucher	None	2-3 days	City Budget Office City Accounting Office Internal Control Unit City Treasurer's Office City Mayor's Office
10. Receive Check for Terminal Leave Benefit	10. Releasing of Check	None	2 minutes	City Treasurer's Office
	TOTAL	None	5 days and 21 minutes	

Rewards and Recognition

Well motivated employees perform better. Reinforcing the right behavior encourages efficiency. This service gives recognition and awards employees who exhibits honesty and exemplary performance, as well as those who bring pride to the City of Silay.

As a safety measure, all nominations shall be submitted at the counter or through email and the Rewards and Recognition Committee shall convene with social and physical distancing and whenever practicable, make their deliberations online via video conference. Site interview shall, whenever possible, be done through online. If this is not possible, interview shall be done with social distancing and both parties shall wear their respective face masks.

Office or Division:	Human Resource Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. None	1. Accepts nominations from clients and/or heads of offices through the counter or through email	None	1 minute	Counter staff / HR staff
2. None	2. Forwards the nomination to the Rewards and Recognition Committee		2 minutes	HR staff
3. None	3. The Rewards and Recognition Committee conducts evaluation and site interview if needed	None	Dependent on the Committee	R&R committee members
4. None	4. The Rewards and recognition Committee submits its recommendation to the City Mayor	None	1 minute	R&R secretariat
5. None	5. The City Mayor determines the monetary reward, if any.	None	Dependent on the City Mayor	City Mayor
6. None	6. The HRMO prepares the certificate of recognition	None	10 minutes	HR staff
7. Attends the awarding	7. The City Mayor awards the certificate and the monetary reward in his office. Safety measures such as use and face mask and social distancing shall be strictly implemented.	None	N/A	City Mayor
	TOTAL	None	14 minutes	

Human Resource Management Office

External

Recruitment, Selection and Promotion

Opportunity for employment in the City Government of Silay is open to qualified citizens and positive efforts shall be exerted to attract the best qualified to enter the service. Employees shall be selected according to the principle of merit and fitness. There shall be equal employment opportunity for men and women at all levels of position in the agency, provided they meet the minimum requirements of the position. There shall be no discrimination in the selection of employees on account of gender, civil status, disability, religion, ethnicity or political affiliation.

As a safety measure, applicants may apply online. Walk in applicants shall submit their applications through the counter only. Written tests/questionnaires for applicants shall be answered at the lobby with tables and chairs provided.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C; G2G			
Who may avail:	City employees, jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter (1 copy, original)		To be provided by the applicant		
Comprehensive Resume or Bio-data (1 copy, original)		To be provided by the applicant		
Authenticated Proof of Eligibility, if applicable (1 copy, original)		Agency issuing the eligibility		
Proof of Education (1 copy, photocopy)		School or University attended by the applicant		
Proof of Work Experience, if applicable (1 copy, photocopy)		Companies or agencies where the applicant has worked		
Work Experience Sheet for employees seeking promotion (3 copies, original)		Human Resource Management Office / Civil Service Commission website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the HRMD Bulletin for vacant positions – agency bulletin boards, Civil Service Commission, Silay City Website	2. The HRMO posts the list of vacant positions on the bulletin boards, Civil Service Commission and the agency website	None	15 days	HR staff
2. Submit application letter and requirements to the counter staff, specifying the positions applied for and the office where	2. The counter staff accepts the application and forwards it to the HR staff concerned for encoding	None	5 minutes	Counter receiving staff / HR staff

the vacancy is available				
3. Submit to preliminary Interview, testing and evaluation of present documents for verification	3. The HRMO conducts preliminary interview of applicants whenever necessary through video conferencing and/or with social distancing and use of face mask	None	15 minutes	HR staff
4. Applicants wait for the agency call	4. The HRMO prepares the selection line-up for posting; schedules the date of the Personnel Selection Board meeting upon request of the city mayor, and notifies the applicant selected by the appointing authority through text message or email	None	1 hour	HR staff
5. Selected applicant gets the list of pre-employment requirements from the counter staff	5. Counter staff provides the applicant with the list of pre-employment requirements	None	2 minutes	Counter staff
6. Submit the complete requirements to the counter staff	3. Counter staff forwards the requirements to concerned HRMO staff who shall prepare the appointment papers to be signed by the applicant and the appointing authority	None	30 minutes	HR staff
	TOTAL	None	15 days 1 hour and 52 minutes	

Public Employment Services Office

External

Conduct of Job Fair

An employment strategy which brings together in one venue, the employers and jobseekers for immediate matching and hiring.

As a safety measure, the office of the Public Employment Services Office (PESO) follows a schedule scheme for applicants to ensure social distancing. Face masks shall at all times be worn by the employer representatives, PESO staff and the applicants.

Office or Division:	Employment Facilitation Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bio-data/resume (1 copy, original)		Jobseeker		
2. Proof of Education (1 copy, photocopy)		Jobseeker		
3. Proof of Experience and Training (1 copy, photocopy)		Jobseeker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online registration of jobseeker	1. PESO staff encodes personal data of applicants in the computer	None	10 minutes / applicant	PESO staff
2. Jobseeker will apply personally to any hiring or recruitment agency or business establishment present in the venue	2. Assist the jobseekers by locating the space provided for the hiring agencies. Social distancing and use of face masks shall be strictly enforced	None	1 minute / applicant	Recruitment agency or Hiring agency
	TOTAL	None	11 minutes	

Referral and Placement Services

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. All transactions shall be done through the counter to minimize human-to-human interaction.

Office or Division:	Employment Facilitation Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bio-data/resume (1 copy, original)		Jobseeker		
2. Proof of Education (1 copy, photocopy)		Jobseeker		
3. Proof of Experience and Training (1 copy, photocopy)		Jobseeker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Jobseeker will submit the duly filled up registration form together with the requirements	1. Staff will assess requirements, interview the client and assist in the online registration and job matching. Social distancing and use of face mask shall be strictly enforced during the interview.	None	10 mins	PESO Staff
2. Jobseeker will apply personally or online to any hiring or recruitment agency/ establishment	2. If Special Recruitment Activity is being conducted in the PESO, job seeker will be referred automatically for possible job placement. If there is no Special Recruitment Activity scheduled at the PESO, jobseeker is being referred to hiring agencies registered in the PESO.	None	1 minute	PESO Staff
	TOTAL	None	11 minutes	

Permits and Licenses Division

External

The Permits and License Division under the Office of the City Mayor takes charge in the issuance of Business Permit, Mayor's Clearance and Special Permit. The office is open from 08:00 a.m. to 05:00 p.m., Mondays to Fridays with no noon break policy.

The following are issued by the Office:

- A. Business Permits / Mayor's Permit
 - 1. Business Permit
 - 2. Business Permit for Public Utility Vehicles, Delivery Vans/Trucks and Trucking Services
 - 3. Motorized Tricycle Permit
 - 4. Pedicab Permit
 - 5. Pedicab Driver's License
 - 6. Motorized Boat Permit
- B. Mayor's Clearance
- C. Special Permit
 - 1. Benefit Dance
 - 2. Parade, Fun Run, Recordia, Procession
 - 3. Temporary Use of Government Buildings and Facilities (Natalio G. Velez Sports and Cultural Center (NGVSCC) / Kansilayan Gym, Dr. Jose C. Locsin Cultural and Civic Center (DJCLCC), Public Plaza, Hofileña Covered Court)
 - 4. Charter Day Celebration (June 12)
 - 5. Religious Fiesta (November 13)
 - 6. Holy Week, All Saint's Day and Christmas Village
 - 7. Large Cattle Ownership and Transfer of Ownership
 - 8. Transfer of Cadaver

These are the following COVID-19 Safety Measures that are implemented in the Office:

- 1. Requiring all Applicants and Personnel to wear face masks and undergo foot bath. Entry is denied to those who are not wearing any face masks.
- 2. Checking of temperatures at the entrance of the Office. Those with temperatures above 37.6°C are not allowed to enter the office and are advised to seek medical help.
- 3. All Applicants entering the Office shall provide their Name, Address and Contact Number in the Log Book for Contact Tracing.
- 4. Alcohol Spray/Hand Sanitizers are available for use at the entrance and desks. Applicants and Personnel are required to constantly wash and/or apply Alcohol/Hand Sanitizer on their hands especially after every transaction.

5. To maintain Social/Physical Distancing, the following protocols will be observed to wit:
 - a. Applicants inside the Office will be kept to a minimum number
 - b. Applicants are constraint to comply the One-seat-apart Policy.
 - c. Office tables and chairs are re-arranged to serve as barriers to maintain at least one (1) meter distance when transacting with Personnel.
6. Disinfecting of comfort rooms and common areas.

BUSINESS PERMIT

Office or Division:	Permits and License Division			
Classification:	Simple			
Type of Transaction:	<ul style="list-style-type: none"> • G2C - for services whose client is transacting public • G2B - for services whose client is a business entity 			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification (1 Original)		Barangay Hall (Location of Business)		
Department of Trade and Industry (DTI) / Securities and Exchange Commission (SEC) / Cooperative Development Authority (CDA) Registration / Others		From the Corresponding Offices		
Lease Contract (For Public Market Occupants)		Public Market		
Contract of Lease		Owner of Property (For Business Renting the Property)		
Audited Financial Report / Income Tax Return (Previous Year)		From the Applicant		
Joint Inspection Team (JIT) Clearance		Business Permits and Licensing Office (BPLO)		
Other Documents as needed based on the Nature of Business				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents required to Step 1 to acquire the filled-up application form	1. Receive the complete required documents, encode needed information / details and print application form	None	5 Minutes	Staff Business Permits and Licensing Office (BPLO)
2. Proceed to Step 2 / assessment to secure the Tax Order	2. Accept documents, assess and	• New Business: one-tenth	10 Minutes	Revenue Officer City Treasurer's Office

of Payment 2.1 Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	issue the Tax Order of Payment 2.1 Accept payment and print official receipts	of 1% of Capitalization + Miscellaneous Fees • Renewal of Business: Gross Sales x the following: • Retailer: 3% + Miscellaneous Fees • Services/Manufacturer/Dealer/Wholesaler: Graduated Tax Schedule + Miscellaneous Fees		And Cashier City Treasurer's Office
3. Proceed to the 3 rd and last step for the release of Business Permit	3. Issue the laminated Business Permit	None	5 Minutes	License Officer I / Staff Business Permits and Licensing Office (BPLO)
TOTAL:			20 Minutes	

SPECIAL PERMIT

A. Benefit Dance and Temporary Use of Government Buildings and Facilities

Office or Division:	Permits and License Division			
Classification:	Simple			
Type of Transaction:	<ul style="list-style-type: none"> • G2C - for services whose client is transacting public • G2B - for services whose client is a business entity 			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the City Mayor w/ Endorsement		From the Applicant w/ Mayor's Approval		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request to the City Mayor for approval	1. Receive Letter of Request and	None	2 Minutes	Staff City Mayor's Office

	have it approved			
2. Bring the approved request to the Business Permits and Licensing Office (BPLO) to secure the printed permit 2.1 Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2. Accept the approved request and print the permit 2.1 Accept payment and print official receipts	Benefit Dance • Fiesta – PHP 300.00 • Non-fiesta – PHP 50.00 Government Buildings / Facilities • Varies on the use of Venue Facilities (e.g.: Aircon, Sound System, etc.)	3 Minutes	<i>Staff</i> Business Permits and Licensing Office (BPLO) And <i>Cashier</i> City Treasurer's Office
3. Proceed to the Philippine National Police (PNP) to have the permit signed 3.1 Proceed to the Business Permits and Licensing Office (BPLO) for the release of permit	3. Sign printed permit 3.1 Issue permit	None	5 Minutes	<i>Head of Office</i> Philippine National Police (PNP) And <i>Head of Office</i> Business Permits and Licensing Office (BPLO)
TOTAL:			10 Minutes	

B. Charter Day Celebration (June 12) and Religious Fiesta (November 13)

Office or Division:	Permits and License Division			
Classification:	Simple			
Type of Transaction:	<ul style="list-style-type: none"> • G2C - for services whose client is transacting public • G2B - for services whose client is a business entity 			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from the Organizer		From the Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement by the Organizer to the Business Permits and	1. Receive Endorsement and have it approved	None	2 Minutes	<i>Head of Office</i> Business Permits and Licensing Office (BPLO)

Licensing Office (BPLO)				
2. Bring the approved Endorsement to the Business Permits and Licensing Office (BPLO) to secure the printed permit 2.1 Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2. Accept the approved Endorsement and print the permit 2.1 Accept payment and print official receipts	PHP 10.00 per sqm./day	3 Minutes	Staff Business Permits and Licensing Office (BPLO) And Cashier City Treasurer's Office
3. Proceed to PNP to have the Permit signed 3.1 Proceed to the Business Permits and Licensing Office (BPLO) for the release of Permit	3. Sign printed Permit 3.1 Issue permit	None	5 Minutes	Head of Office Philippine National Police (PNP) And Head of Office Business Permits and Licensing Office (BPLO)
TOTAL:			10 Minutes	

C. Holy Week, All Saint's Day and Christmas Village

Office or Division:	Permits and License Division			
Classification:	Simple			
Type of Transaction:	<ul style="list-style-type: none"> G2C - for services whose client is transacting public G2B - for services whose client is a business entity 			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from Organizer		Church		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Name to the Business Permits and Licensing Office (BPLO) to be raffled for a spot	1. List the Name of the Applicant	None	2 Minutes	Head of Office Business Permits and Licensing Office (BPLO)
2. Secure the printed permit 2.1 Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2. Print the permit 2.1 Accept payment and print official receipts	PHP 10.00 per sqm./day	3 Minutes	Staff Business Permits and Licensing Office (BPLO) And Cashier City Treasurer's Office

3. Proceed to the Philippine National Police (PNP) to have the Permit signed	3. Sign printed Permit	None	5 Minutes	<i>Head of Office</i> Philippine National Police (PNP) And <i>Head of Office</i> Business Permits and Licensing Office (BPLO)
3.1 Proceed to the Business Permits and Licensing Office (BPLO) for the release of Permit	3.1 Issue permit			
TOTAL:			10 Minutes	

D. Large Cattle Ownership and Transfer of Ownership

Office or Division:	Permits and License Division			
Classification:	Simple			
Type of Transaction:	<ul style="list-style-type: none"> G2C - for services whose client is transacting public G2B - for services whose client is a business entity 			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from Barangay (If Ownership)		Barangay Hall (Location of Business)		
Old Credential signed by the Philippine National Police (PNP) (If Transfer)		Philippine National Police (PNP)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to acquire credential	1. Receive requirements and issue credential	None	2 Minutes	<i>Cashier</i> City Treasurer's Office
2. Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2. Accept payment and print official receipts	<ul style="list-style-type: none"> Ownership – PHP 32.50/cattle (penalty of PHP 8.00 if cattle is more than 2 years old) Transfer – PHP 50.00/cattle 	3 Minutes	<i>Cashier</i> City Treasurer's Office
3. Proceed to the 3 rd and last step for approval	3. Affix signature to the credential	None	5 Minutes	<i>Head of Office</i> Business Permits and Licensing Office (BPLO)
TOTAL:			10 Minutes	

E. Parade, Fun Run, Recorda, Procession

Office or Division:	Permits and License Division			
Classification:	Simple			
Type of Transaction:	<ul style="list-style-type: none"> • G2C - for services whose client is transacting public • G2B - for services whose client is a business entity 			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the City Mayor w/ Endorsement		From the Applicant w/ Mayor's Approval		
Traffic (Route)		Traffic Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request to the City Mayor and Traffic Office for approval	1. Receive Letter of Request and have it approved	None	2 Minutes	City Mayor City Mayor's Office And Head of Office Traffic Office
2. Bring the approved request to the Business Permits and Licensing Office (BPLO) to secure the printed permit	2. Accept the approved request and print the permit	PHP 50.00	3 Minutes	Staff Business Permits and Licensing Office (BPLO) And Cashier City Treasurer's Office
2.1 Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2.1 Accept payment and print official receipts			
3. Proceed to the Philippine National Police (PNP) to have the Permit signed	3. Sign printed Permit	None	5 Minutes	Head of Office Philippine National Police (PNP) And Head of Office Business Permits and Licensing Office (BPLO)
3.1 Proceed to the Business Permits and Licensing Office (BPLO) for the release of Permit	3.1 Issue permit			
TOTAL:		PHP 50.00	10 Minutes	

F. Transfer of Cadaver

Office or Division:	Permits and License Division
Classification:	Simple
Type of Transaction:	<ul style="list-style-type: none"> • G2C - for services whose client is transacting public • G2B - for services whose client is a business entity
Who may avail:	Transacting Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form of Transfer of Cadaver		City Health Office		
Death Certificate		From Hospital where the death occurred		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring requirements to acquire filled-up form for transfer	1. Receive requirements and issue permit for transfer	None	2 Minutes	Staff Business Permits and Licensing Office (BPLO)
2. Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2. Accept payment and print official receipts	PHP 50.00	3 Minutes	Collector City Health Office
3. Proceed to have the permit signed by the assigned signatures	3. Affix signature to the permit	None	5 Minutes	Head of Office City Health Office, Head of Office Business Permits and Licensing Office (BPLO) And Embalmer
4. Proceed to the Local Civil Registrar (LCR) for submission of approved permit	4. Accept documents and give copies of client	None	5 Minutes	Staff Local Civil Registrar (LCR)
TOTAL:		PHP 50.00	15 Minutes	

TRANSPORTATION BUSINESS PERMIT

Office or Division:	Permits and License Division		
Classification:	Simple		
Type of Transaction:	<ul style="list-style-type: none">• G2C - for services whose client is transacting public• G2B - for services whose client is a business entity		
Who may avail:	Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Barangay Clearance		Barangay Hall (Owner's Residency)	
Latest Franchise		<ul style="list-style-type: none">• Jeep - Land Transportation Franchising and Regulatory Board (LTFRB)• Tricycle - Sangguniang Panlungsod (SP)	
Certificate of Registration (C.R.) and Official Receipt (O.R.)		Land Transportation Office (LTO)	
Insurance Policy with Passenger Accident Management and Insurance Agency, Inc. (PAMI) (Driver's License and Third Party Liability)		Insurance Agency	

Joint Inspection Team (JIT) Clearance		Business Permits and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents required to Step 1 to acquire the filled-up application form	1. Receive the complete required documents, encode needed information / details and print the application form	None	5 Minutes	<i>Transportation Staff</i> Business Permits and Licensing Office (BPLO)
2. Proceed to Step 2 / assessment to secure the Tax Order of Payment 2.1 Pay the required fees at the Cashier Window *Make sure to secure the official receipts upon payment	2. Accept documents, assess and issue the Tax Order of Payment 2.1 Accept payment and print official receipts	Delivery Truck/Van/Tricycle <ul style="list-style-type: none"> • w/in Silay w/out Business – PHP 1,655.00 • w/in Silay w/ Business – PHP 1,650.00 • outside Silay – PHP 1,610.00 • Public Utility Vehicle (PUV) – PHP 880.00 / PHP 980.00 • Coupon Transport (Airport) – PHP 1,280.00 (For all: Annual/Fixed Tax + Miscellaneous Fees)	10 Minutes	<i>Revenue Officer</i> City Treasurer's Office And <i>Cashier</i> City Treasurer's Office
3. Proceed to the 3 rd	3. Issue the	None	5 Minutes	<i>License Officer I /</i>

and last step for the release of Business Permit	laminated Business Permit			Staff Business Permits and Licensing Office (BPLO)
TOTAL:			20 Minutes	



Nutrition Services Division

External

Assessment of Nutrition Situation among 0-5 years preschoolers

This office is tasked to deliver basic services to the community specifically the prevention & control of malnutrition among 0-59 months or below 5 years old preschoolers. Nutrition office implements programs formulated & mandated by the Department of Health as well as National Nutrition Council to monitor nutritional situation in all barangays. All clients/ patients are required to strictly comply all health protocols for the prevention of transmission due to COVID-19 such as foot bath, wearing of face mask, social distancing and use of disinfectant.

Office:	Nutrition Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Families with Children below 5 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (1 original copy)		Barangay Nutrition Scholars/Midwives		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral to BNS on duty	1. Conduct actual weighing & measuring of preschoolers	None	3 mins.	<i>BNS on duty</i>
2. Assess nutritional status of the child	2. Use Child Growth Standard table to assess nutritional status	None	3 mins.	<i>Nutrition staff</i>
3. Counseling & Health Education Activities	3. Explain nutritional status of the child, provide information on proper nutrition & hygiene 1.2 Provision of micronutrients and essential medicines if needed	None	5 mins.	<i>Nutrition Staff</i>
4. Schedule of follow up visit	4. Provide reminder's chart for her/his follow up visit	None	2 mins.	<i>Nutrition Staff</i>
TOTAL		None	13 mins.	

Silay City Library

External

Application for Library Card

The City Library offers a variety of research materials that the clients may borrow. The clients may apply for a library card in order to bring these research materials out of the library for research or pleasurable reading. As a safety precaution, all walk-in clients of the City Library are obliged to wear mask and sanitize their hands with alcohol before entry.

Office or Division:	Library Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any Silaynons may avail of the service. Non-Silaynons may also avail of the service through reference of library membership or cardholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card application form (1 copy, original)		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy and original copy of valid ID	1. Validate the presented I.D.; return the original ID	None	1 Minute	Library staff
2. Fill up application form	2.1 Check and validate the form 2.2 Issuance of the library card	None	5 Minutes	Library staff
		Total time	6 MINUTES	

Borrowing of Library Materials

The clients may opt to borrow reading materials from the library for outside reading.

Office or Division:	Library Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any Silaynons may avail of the service. Non-Silaynons may also avail of the service through reference of library membership or cardholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card, original		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit valid I.D. and library card	Validate the presented I.D.	None	1 Minute	Library staff
2. Present the materials to be borrowed	2.1. List the materials borrowed 2.2. Inform the client of due dates 2.3. Release of materials borrowed	None	10 Minutes	Library staff
		Total time	11 Minutes	

Internet Research

Clients may make use of the city library's internet connection for research purpose.

Office or Division:	Library Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any Silaynons may avail of the service. Non-Silaynons may also avail of the service through reference of library membership or cardholders.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card, original		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform library Staff	1. Provide Wifi password	None	1 Minute	Library staff
		Total time	1 Minute	

Silay Housing Authority Office

External

Application for Lot in the Resettlement Site

Informal Settler Families of Silay City who are in need to be relocated just like those who are living in danger areas, ejected by Court Orders, Barangay Settlements, DPWH or CPDO Certification and Barangay Certification (Clearing of roads of Illegal Obstruction or Road Clearing) are priorities for relocation of the Housing Office. As a safety measure, all walk-in clients are required to wear masks and sanitize with alcohol before entering the office. Likewise, all staff are also required to wear their masks at all times.

Office or Division:	Silay Housing Authority Office			
Classification:	Complex			
Type of Transaction:	Citizen to Government			
Who may avail:	Informal Settler Families of Silay ejected by Court Orders, with threat for ejection, Brgy. Settlement, living in danger areas and in lots with infrastructure projects of the government.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate -as to the number of years of residency and if house is located in danger area (1 original)		Barangay Hall		
2. Picture of Actual House (Front, Back, Side)		Photo Shops/ Computer Shops		
3. Marriage Contract (Married/Widow) or Birth Certificate (Single) (1 photocopy)		Philippine Statistics Agency or Local Civil Registrar		
4. ID Picture of applicant and co-applicant (1 piece 1x1 or 1 piece 2x2)		Photo Shops		
5. Certificate of No Real Properties (1 original)		City Assessor's Office		
6. Affidavit of No Obligation and Qualification for the Purchase of lot (3 original)		SHAO City Legal Office/ Hall Of Justice/ Notary Public		
7. Court Order/ Barangay Settlement/ DPWH/ CPDO Certification/ Brgy. Certification (Clearing of roads of Illegal Obstruction or Road Clearing)		Barangay Hall, CPDO, DPWH, Landowner, Hall of Justice		
8. Valid Government ID (1 photocopy)		Any Government ID		
9. Waiver of Rights (1 photocopy) As Needed		City Legal Office or Private Attorneys		
10. Special Power of Attorney (1 photocopy)		City Legal Office or Private Attorneys		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Basic Client Interview Form and submit.	-Check if the interview form is filled out right. -Check if the applicant is an awardee of any resettlement sites or CLOA holder (also Spouse's name) - Give requirements	None	10 minutes	Enumerator & Housing Personnel

	-Encode all information in the computer/ system			
2. Answer the survey asked by the enumerator.	Questioning the applicant with regards the questionnaire	None	20 minutes	Coordinator & Enumerator
3. Submit Copy of Qualification (Court Order/ Brgy. Settlement, Brgy Certification for Danger Area, Government Infrastructure) and Photos	Receive the required documents and get their contact number for background investigation	None	5 minutes	Officer-in-Charge-Housing Office & Enumerator
4. Wait for Ocular Inspection and Validation	Schedule for Ocular Inspection and Validation of applicants	None	1 week	Enumerator
5. Wait for the schedule of orientation if qualified	Text the qualified beneficiaries the information about the scheduled orientation.	None	30 minutes	Coordinator & Enumerator
6. Attend the scheduled orientation	Orientation conducted by the office	None	½ day	Coordinator & Enumerator
7. If applicant have decided for resettlement, Fill up application forms and submit other requirements.	Give out application forms and receive.	None	10 minutes	Coordinator
8. Wait for the evaluation and approval of application form.	Evaluation of application, make recommendation to the Chairman and approval of application forms.	None	3 days	OIC-Housing Office
9. Wait for the drawing of lots	Schedule Drawing of Lots	None	4 days	OIC-Housing Office & Coordinator
10. Go to the office for the drawing of lots or lot allocation and ready to transfer	Drawing of Lots	None	½ day	OIC-Housing Office/ Coordinator/ City Mayor
	TOTAL	None	15 days and 75 minutes	

Community Homeowners Association Registration

Homeowners Association who wish to register their association with the Department of Human Settlements and Urban Development (DHSUD) can seek the assistance of the Silay Housing Authority Office.

Office or Division:	Silay Housing Authority Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Homeowners Association who are registered with the Department of Human Settlements and Urban Development (DHSUD).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete Reportorial at Department of Human Settlements and Urban Development (DHSUD)		Department of Human Settlements and Urban Development (DHSUD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assist HOAs for registration with DHSUD and reportorial requirements/ compliance.	Assist with the paper works and check.	None	1-2 weeks	Coordinator
2. HOA's should wait for the approval of their requirements or papers.	Plan and propose for other socialized housing projects of LGU	None	Dependent on the availability of funds and assistance from other national shelter agencies and NGOs (optional)	Mayor/ City Administrator/ OIC- Housing Office
	TOTAL	None	Minimum of 1-2 weeks	

Tourism Division

External

It is a component of the Office of the City Mayor, supervised by the City Administrator, which handles programs and projects on tourism promotions and development. It maintains a lineage with the provincial tourism office and other tourism offices in town and cities of Negros Occidental. It also has a tie up with the Alliance of Tourism Officers of Negros Occidental (ATONO), Department of Tourism (DOT), Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC) Registration and other sectors working for the promotion and marketing of the tourism industry of the country.

Checking and Verification of Requirements for Regional Accreditation of Accommodation Establishments by the Department of Tourism Region 6

Office or Division:	SILAY CITY TOURISM DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2B - GOVERNMENT TO BUSINESSES			
Who may avail:	ACCOMMODATION ESTABLISHMENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) piece Photo Copy of Mayor's Permit		1. Business, Permits and Licensing Office		
2. One (1) piece Photo Copy of Department of Trade and Industry (DTI) or Security and Exchange Commission (SEC) Registration		2. Department of Trade and Industry or Securities and Exchange Commission		
3. One (1) piece Photocopy of Comprehensive General Liability Insurance (CGL)		3. Insurance Companies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the Silay City Tourism Office	1. Verification of Requirements as requested by the Department of Tourism Region 6	None	2 (two) minutes	<i>Tourism Staff member Tourism Officer</i>
2. Client uploads all required documents to DOT Region 6 Website for approval	Follow-up client's application for accreditation	None	3 (three) minutes	<i>Tourism Staff member Tourism Officer</i>

	TOTAL	None	5 (five) Minutes	

Checking and Verification of Requirement for Regional Accreditation of Secondary Tourism-Related Establishments (Restaurants and Specialty Shops) by the Department of Tourism Region 6

Office or Division:	SILAY CITY TOURISM DIVISION			
Classification:	COMPLEX			
Type of Transaction:	G2B - GOVERNMENT TO BUSINESSES			
Who may avail:	SECONDARY TOURISM-RELATED ESTABLISHMENTS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) piece Photo Copy of Mayor's Permit		1. Business, Permits and Licensing Office		
2. One (1) piece Photo Copy of Department of Trade and Industry (DTI) or Securities and Exchange Commission (SEC) Registration		2. Department of Trade and Industry or Securities and Exchange Commission		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the Silay City Tourism Office	1. Verification of Requirements as requested by the Department of Tourism Region 6	None	2 (two) minutes	<i>Tourism Staff member Tourism Officer</i>
2. Client uploads all documents/requirements to DOT Region 6 Website for approval	Follow-up clients application for accreditation	None	3 (three) minutes	<i>Tourism Staff member Tourism Officer</i>
	TOTAL	None	5 (five) Minutes	

Requests for Tour Guiding, Lectures on Tourism and Local History

Office or Division:	SILAY CITY TOURISM DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of Letter Request addressed to the Office of the City Mayor		1. Client/Requesting Individual or Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to the Office of the City Mayor	1. Endorsement to the City Tourism Division	None	1 (one) to 3 (three) minutes per client	<i>CMO Front Desk Tourism Staff member Tourism Officer</i>
	TOTAL	None	Three Minutes	

Cultural Affairs Division

External

Cultural Outreach / Performances / Training & Other Related Cultural Activities

The Cultural Affairs Division under the Mayor's Office is tasked to train potential artist in the field of performance art, especially in music and visual arts. And to provide platforms to artists to showcase their talents. Providing financial assistance to members of Kabataang Silay Ensemble Rondalla which represent the city on various international and local performances, thus maintaining Silay Cultural/Musical Heritage.

Should the Inter-Agency Task Force approves the holding of cultural presentations and mass gatherings, practices and performances of the Rondalla members should always have social distancing and performers should wear their masks.

Office or Division:		Cultural Affairs Division		
Classification:		Simple		
Type of Transaction:		G2C / G2G		
Who may avail:		Residents of Silay City / Audience from different parts of the country		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Invitational Letter Request Letter			Clients	
Formal invitational letter of the requesting agency (G2G)			Concerned Agency	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the invitational letter	1. Preparation of the performance / logistic	None	2 minutes	Cultural Staff
2. Approval of the City Mayor	2. Endorsement from City Administrator to Cultural Office	None	2 minutes	City Administrator
3. Release of Endorsement to Cultural Office	3. Advice concerned agency/client of the approved request.	None	2 minutes	Cultural Staff
4. Preparation of performance / logistics	4. Request for service vehicles and other logistics	None	2 minutes	Cultural Staff
5. Processing of request of logistics for the performing groups (EG, Tickets, meal allowance by the cultural staff)	5. Processed documents routed to different concerned offices	None	24 days	City Administrator City Budget Office, City Accounting Office, City Treasurer's Office, City Mayor's Office

6. Releasing of needed logistics	6. City Treasurer's Office release the check / cash to cultural office for disbursement	None	5 minutes	City Treasurer's Office Cultural Office
	TOTAL	None	1 day and 13 minutes	



City Treasurer's Office

External

Issuance of Certificate of "No Business"

Certificate of No Business is issued to individuals or business entities to confirm the information that he/she has no business establishment within the city.

In consonance with the ongoing pandemic, the following policy are strictly imposed:

- "No Mask, No Entry" Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing for each transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary
 - Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity			
Who may avail:	-All individual or entity with no business conducted in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from the taxpayer / client(2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of client's letter request for certification of no business	1. Verification of record from taxpayer's index card	None	5 Minutes	License & Fees Clerk, CTO
2. Pay and claim original copy of the Official Receipt	2. Accept payment and issuance of official receipt	P 20.00	5 Minutes	Revenue Collectors City Treasurer's Office
3. Claim certification	3. Issuance and release of certification	None	5 Minutes	Administrative Division Personnel, City Treasurer's Office
TOTAL:		P 20.00	15 Minutes	

Issuance of Certificate of Ownership of Large Cattle

To ensure that the cattle being slaughtered at city slaughterhouse are safe and not obtained through cattle rustling, a Certificate of Ownership of Large Cattle , prior to slaughtering, is being presented. The above-mentioned certificate is secured from the City Treasurer's Office as per City Ordinance No. 22 Series of 2008 otherwise known as Silay City Revised Revenue Code of 2008.

In consonance with the ongoing pandemic, the following policies are strictly imposed:

- "No Mask, No Entry" Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing for each transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary
 - Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	-Owner of Large Cattle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification(1 original copy) with cowlicks of large cattle		Barangay Hall where the owner resides.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required document for issuance of the Ownership of Large Cattle Certificate.	1. Accept Barangay Certification from the owner.	None	3 Minutes / transaction	Revenue Collectors City Treasurer's Office
2. Proceed to Permits and License Division, City Mayor's Office for signature and approval.	2. Sign and approve the Certificate of Ownership of Large Cattle (AF#53)	None	5 Minutes / transaction	Permit and License Division Personnel City Mayor's Office
3. Proceed to City Treasurers Office for the payment of the corresponding fee and claim original copy of Ownership of Large Cattle Certificate.	3. Accept payment and release original copy of the Ownership of Large Cattle Certificate t with official receipt	Certificate of Ownership - P30.00 Funding for LDP - 2.00	5 Minutes / issuance	Revenue Collectors City Treasurer's Office
TOTAL:		P 32.00	13 Minutes	

Issuance of Certificate of Transfer of Large Cattle

Certificate issued for Large Cattle which will be transferred to the new owner or the certificate issued to a person who has the purpose to slaughter the same for sale or consumption within the jurisdiction of Silay City. In consonance with the ongoing pandemic, the following policies are strictly imposed; such as “No Mask, No Entry” Policy, regulation of the number of transacting public who enters the office, observance of social distancing for each transaction, proper handwashing or use of alcohol, use of logbook for the transacting public for contacting tracing if necessary, installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	-Owner of Large Cattle;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership from previous owner/s (original copy)		Owner of Large Cattle		
Barangay Certification		Barangay Hall where the owner resides.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to PNP, Silay Office for inspection and notation of Certificate of Transfer/Ownership	1. Philippine National Police Silay City inspects certificate of large cattle	None	5 Minutes per transaction	<i>Philippine National Police Office personnel, Silay City</i>
2. Proceed to City Treasurers Office for the issuance of Certificate of Transfer of Large Cattle.	2. Accept payment and issue Certificate of Transfer of Large Cattle	Certificate of Transfer - P50.00 Funding for LDP - 2.00	3 Minutes per transaction	<i>Revenue Collectors City Treasurer's Office</i>
3. Proceed to Permits and License Division, City Mayor's Office for signature and approval.	3. Sign and approve the Certificate of Transfer of Large Cattle (AF#52)	None	5 Minutes per transaction	<i>Permit and License Division Personnel City Mayor's Office</i>
4. Claim original copy of Certificate of Transfer of Large Cattle.	4. Issue the Certificate of Transfer of Large Cattle	None	5 Minutes	<i>Revenue Collectors City Treasurer's Office</i>

	(AF#52) together with Official Receipt (original copy)			
	TOTAL:	P 52.00	18 Minutes	

Issuance of Community Tax Certificate (Individual)

The Community Tax Certificate – cities may levy a community tax certificate in accordance with the provisions of Chapter I, Article V, Section 157, Book II of the Local Government Code of 1991.

In consonance with the ongoing pandemic, the following policy are strictly imposed:

- “No Mask, No Entry” Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing during transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary
- Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - An inhabitant of the Philippines eighteen (18) years of age or over, who has been regularly employed with a salary basis of at least thirty (30) consecutive working days during a calendar year - Individual who is engaged in business or occupation - Those who owns real property with an aggregate assessed value of One Thousand Pesos (P 1,000.00) or more - Individual who is required by law to file an income tax return 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Data Sheet and submit to the collector	1. Receive data sheet from taxpayer	None	3 Minutes	Revenue Collectors City Treasurer’s Office
2. Pay and receive the original copy of the CTC.	2. Receive payment, issue and give CTC to taxpayer	PHP 5.00 + PHP 1.00 in every PHP 1,000.00 (but not to exceed	5 Minutes	Revenue Collectors City Treasurer’s Office

		PHP5,000.00)		
	TOTAL:	PHP 5.00 + PHP 1.00 in every PHP 1,000.00	8 Minutes	

Issuance of Community Tax Certificate (Corporate)

The Community Tax Certificate – cities may levy a community tax certificate (corporate) in accordance with the provisions of Chapter I, Article V, Section 158, (1) and (2), Book II of the Local Government Code of 1991. In consonance with the ongoing pandemic, the following policy are strictly imposed; such as “No Mask, No Entry” Policy, regulation of the number of transacting public who enters the office, observance of social distancing for each transaction, proper handwashing or use of alcohol, use of logbook for the transacting public for contacting tracing if necessary, installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	- Every corporation no matter how created or organized, whether domestic or resident foreign as long as it engaged in or doing business in the Philippines.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Corporate Data Sheet with the following: 1. Assessed Value of Real Properties (1 set of 2 copies) 2. Declaration of Gross Receipts or Earnings from the taxpayers derived from business during the preceding year. (1 set of 2 copies)		Assessors Office Taxpayers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Corporate Data Sheet	1. Provide the Corporate Data Sheet	None	2 minutes	Revenue Collectors
2. Present the filled up Data Sheet of the following: 2a. Assessed Value of Real Property / Properties	2. Provide the Assessed value of client's Real Property/properties	None	5 to 10 minutes (depending on the number of real properties being assessed)	City Assessors Office

2b. Gross Receipts or earnings provided by the taxpayer				
3. Present Data Sheet to Cash Receipts Division for computation of CTC (Corporate)	3. Receive and assess filled up Corporate Data Sheet from taxpayer	None	5 minutes	<i>Revenue Collectors</i> (City Treasurer's Office)
4. Proceed to the City Treasurer for approval.	4. Approve the Corporate Data Sheet submitted	None	3 minutes	<i>City Treasurer</i> (City Treasurer's Office)
5. Pay and receive the original copy of the CTC (Corporate).	5. Receive payment and issue CTC for Corporation to taxpayer	PHP 500.00 + PHP2.00 in every PHP 5,000.00 (but not to exceed PHP 10,000)	5 minutes.	<i>Revenue Collectors</i> (City Treasurer's Office)
	TOTAL:	PHP 500.00 + PHP 2.00 in every PHP 5,000.00	20 Minutes/ 25 Minutes	

Issuance of Real Property Tax Clearance

Issuance of Real Property Tax Clearance certifies that you are completely and accordingly paying your real property tax.

In consonance with the ongoing pandemic, the following policies are strictly imposed:

- "No Mask, No Entry" Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing for each transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary
- Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:	-Real Property Tax Owners;			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Real Property Tax Official Receipts (if any)		Cash Receipts Division, City Treasurer's Office		
Official Receipt for Tax Clearance		Cash Receipts Division, City Treasurer's Office		
Payment slip from Assessor's Office		Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all required documents.	1. Check all presented documents for completeness	None	3 Minutes	<i>Land Tax Division Personnel City Treasurer's Office</i>
2. Pay and claim original copy of Official Receipt.	2. Accept payment and issue Official Receipt.	Land Tax Clearance - P 20.00	3 Minutes	<i>Revenue Collectors City Treasurer's Office</i>
3. Present the Official Receipt to Land Tax Division and receive duly signed Tax Clearance.	3. Give duly signed Tax Clearance	None	3 Minutes	<i>Land Tax Division Personnel City Treasurer's Office</i>
	TOTAL:	P 20.00	9 Minutes	

Payment for Retirement of Business

Retirement of business is done by those individuals or business owners who applied for the closure of their business operation. Closing a business will legitimize the end of its business operation but for as long as the business is still operational, the owner is still obligated to pay all the necessary business taxes and licenses. In consonance with the ongoing pandemic, the following policies are strictly imposed; these are "No Mask, No Entry" Policy, regulation of the number of transacting public who enters the office, observance of social distancing for each transaction, proper handwashing or use of alcohol, use of logbook for the transacting public for contacting tracing if necessary, installation of informative signages and plastic enclosures between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	-Any individual or entity who desires to close or terminate their business operation located within the City of Silay.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from the taxpayer.		Taxpayer		
Duly accomplished Application Form for Retirement of Business (3 copies)		Permits and License Division, Office of the City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure and accomplish Application for Retirement of Business.	1. Verify record from Taxpayer's Index Cards and computer-based system(BPLTAS)	None	5 Minutes	<i>Permits & License Div., Mayor's Office</i>
2. Submit gross receipts or sales for current period and pay corresponding business tax (if any).	2. Issuance of Tax Order of Payment, receive payment and issuance of official receipt.	Business Tax, based on Silay City Local Revenue Code	10 Minutes	<i>Revenue Collectors City Treasurer's Office</i>
	3. Actual inspection of business establishment to ascertain closure or cessation of business for approval.	None	10-20 Minutes (Depending on the location of the business establishment)	<i>Permits & License Div., Mayor's Office</i>
4. Pay and claim orig. copy of official receipt for retirement of business.	4. Accept payment and issue official receipt.	Retirement of Business - P 100.00	5 Minutes	<i>Revenue Collectors City Treasurer's Office</i>
5. Claim the approved application for retirement of business.	5. Release the approved application for the retirement of business.	None	5 Minutes	<i>Permits & License Div., Mayor's Office</i>
	TOTAL:	Various Fees and Charges + Retirement of Business - P 100.00	35-45 Minutes	

Payment of Business Taxes

Business tax is an imposition on persons or entities who sell or lease goods, properties or services in the course of trade or business. Such taxes are imposed by the city on businesses before they will be issued a business license or permit to start operations based on the schedule of rates prescribed by the Silay City Revised Revenue Code of 2008. In consonance with the ongoing pandemic, the following policy are strictly imposed:

- "No Mask, No Entry" Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing for each transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary

- Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	-All persons or entities engaged in business within Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished business application form with supporting documents attached as required by the Permits and License Division, City Mayor's Office for new and renewal of business. (4 copies)		Permits and License Division, City Mayor's Office		
Sworn Statement of Gross Receipts or Sale / Audited Financial of Previous Year / BIR Income Tax Return (Previous Year)		Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Business Application Form with supporting documents and pay the corresponding business tax, fees and charges.	1. Issuance of Tax Order of Payment, receive payment and issuance of official receipt for payment of business tax	Business Tax, Fees and Charges based on Silay City Revised Revenue Code of 2008	10 Minutes	Revenue Collectors
2. Claim original copy of Official Receipt and proceed to Permit and License Division, CMO for the issuance of Business Permit	2. Issuance of Mayor's Permit	None	5 Minutes	Permits and License Division, City Mayor's Office
TOTAL:			15 Minutes	

Payment for Miscellaneous Fee and Other Charges

Local Government Units may exercise the power to levy taxes, fees or charges on any base or subject not otherwise specifically enumerated herein or taxed under the provision of the Local Government Code and other National and Local Laws. This is done by the LGU as part of its cost recovery measures which involves government entities to charge individuals or non-government organizations some or all of the

efficient costs of a specific government activity which include goods, services, and regulation.

In consonance with the ongoing pandemic, the following policy are strictly imposed:

- “No Mask, No Entry” Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing for each transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary
- Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	-All individuals who are subject to regulation and those who may avail of the services provided by the City of Silay.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Slip (1 original, 1 photocopy)		Various Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit assessment slip from respective office/offices and payment of corresponding fees and charges.	1. Issuance of official receipt for the payment of fees and charges..	Please refer to Silay City Revenue Code available at City Treasurer’s Office.	5 Minutes	Revenue Collectors City Treasurer’s Office
2. Receive original copy of the Official Receipt.				
	TOTAL:		5 Minutes	

Payment for Real Property Taxes

Tax on Real Property is a type of tax levied by the Local Government Unit on the properties within Silay City. These include land, building, improvements on land and machineries.

In consonance with the ongoing pandemic, the following policies are strictly imposed:

- “No Mask, No Entry” Policy
- Regulation of the number of transacting public who enters the office
- Observance of social distancing for each transaction.
- Proper handwashing or use of alcohol
- Use of logbook for the transacting public for contacting tracing if necessary
- Installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	- Any individual or entity whose property is situated within the LGU's area of jurisdiction			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt from previous year payment or Transfer Certificate of Title (TCT)		Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous year official receipt or TCT whichever is available	1. Issue Tax Order of Payment	None	5 - 10 Minutes (Depending on the number of properties to be paid)	<i>Land Tax Division</i> Personnel City Treasurer's Office
2. Pay and receive original copy of Official Receipt	2. Accept payment and issue official receipt.	Silay City Revenue Code of 2008	5 Minutes 10-15 Minutes	<i>Revenue Collectors</i> City Treasurer's Office
*For Simple Transaction *For Multiple Transaction				
TOTAL:			10-25 Minutes	

Payment on Transfer Tax of Real Property Ownership

Transfer of real property tax is an imposition for the sale, donation, barter or any other mode of transferring ownership or title of real property as provided in Chapter II, Article I, Sec. 135, (a) and (b), Book II of Local Government Code of 1991. In consonance with the ongoing pandemic, the following policy are strictly imposed; such as "No Mask, No Entry" Policy, regulation of the number of transacting public who enters the office, observance of social distancing for each transaction, proper handwashing or use of alcohol, use of logbook for the transacting public for contacting tracing if necessary, installation of informative signages and plastic enclosure between office personnel and transacting public.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen

Who may avail:		<ul style="list-style-type: none">- Seller- Donor- Transferor- Executor or administrator of the real property situated within the locality.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Sale/Donation/Extra Judicial Settlement of Estate (1 original, 1 photocopy)		Taxpayer		
Certified True Copy of Tax Declaration		City Assessor's Office		
Certificate of No Improvement (if no improvements)		City Assessor's Office		
Certified True Copy of Transfer Certificate of Title		Taxpayer		
Tax Clearance		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents for the assessment of transfer tax *For simple transaction *For multiple transaction (at least 3 properties) *For complex transaction (for donation/heirship /extrajudicial settlement of estate)	1. Receive all required documents from taxpayer.	None	10 mins 20-25 mins. (Depending on the availability of documents given by the client) 40-45 minutes (Depending on the availability of documents given by the client or the complexity of the transaction)	Revenue Collectors City Treasurer's Office
2. Pay and receive the original copy of the Official Receipt *For simple transaction *For multiple or complex transaction	2. Accept payment, and issue the corresponding official receipt to taxpayer	75% of 1% of total consideration, or fair market value whichever is higher	5 mins. 10 - 15 mins.	Revenue Collectors City Treasurer's Office
	TOTAL:	75% of		

		1% of total consideration, or fair market value whichever is higher		
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City Planning and Development Office

External

HEALTH PROTOCOLS AND SAFETY PRECAUTIONS

As the Covid19 pandemic remains the focal and main concern among people, with attention and demand for health care and sanitation becomes the “new normal,” the city Planning and Development Office hereby sets its office service delivery with a simple reconfiguration of its work place for the benefit of its clients, partners as well as other service providers that work harmoniously with the office personnel and staff.

The physical distancing measures, the mandatory wearing of face masks, use of healthy and sanitary disinfectants are the primary arrangement set by the office.

“No facemask, no sanitation, no transaction” banners the main entrance of the office for the clients, partners and other visitors to be made aware and ready upon entrance. These are the precautionary measures that every client must follow before proceeding any transactions. Before entering the main office building a foot bath vessel is provided with alcohol for hand wash to maintain hygiene and a temperature check is done.

To provide physical distancing and minimum face-to-face transactions while maintaining sanitary office arrangement, two windows covered with transparent plastic material were set up at the entrance of the office serving as receiving and releasing areas for the office personnel to receive clients’ documents and conduct all transactions. An alcohol sprayer is provided at the entrance table for all to use. Anytime of the day and before closing the office, the windows with transparent plastic and its surroundings are sprayed with alcohol to maintain sanitation and cleanliness.

As an additional health protocol, the Silay City Tracker (SCTRAK) was installed to provide daily monitoring of the health condition of the personnel as well as clients and visitors of the office.

ISSUANCE OF LOCATIONAL CLEARANCE FOR BUILDING PERMIT

Our office assess zoning of building permit application to individuals/groups representing the public or private sectors of society.

Office or Division:	Planning Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen/ G2B - Government to Business/ G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Building Plans		Client
Land Title(s) (Certified True Copy)		Register of Deeds

Zoning Certificate		CPDO		
Environmental Compliance Certificate (ECC) for Environmentally Critical Projects (ECP)		DENR		
Tax Declaration/Tax Clearance		City Assessor's/CTO Land Tax Division		
Lot Plan, signed by a Geodetic Engineer		Client		
Bill of Materials and Cost Estimates, and Technical Specifications		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements to the Receiving Section of the City Planning & Development Office	1. Checking of request	None	2 minutes	Administrative Assistant CPDO Clerk II/Draftsman CPDO
2. Wait for computation	2. Computation of fees	Varies based on HLURB schedule of fees	2 minutes	Draftsman Zoning Administrator CPDO
3. Payment of Fees to the City Treasurer's Office	3. Get the copy of payment request		1 Day	Cashier City Treasurer's Office
4. Wait for request by the Releasing Section	4. Processing of request	None	30 minutes	CPDC CPDO Zoning Administrator CPDO Administrative Assistant CPDO
5. Release of requested documents	4. Log Book-out	None	2 minutes	Administrative Assistant CPDO Clerk II CPDO
TOTAL:			1 Day, 36 minutes	

ISSUANCE OF LOCATIONAL CLEARANCE FOR BUSINESS PERMIT

Office or Division:	Planning Division
Classification:	Simple
Type of	G2C - Government to Citizen/ G2B - Government to Business/

Transaction:	G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICANTS				
<ul style="list-style-type: none"> Secure Locational Clearance for Business Permit (for Approval or Disapproval) 		City Planning and Development Office		
<ul style="list-style-type: none"> Barangay Clearance 		Office of the Barangay where the business is located		
<ul style="list-style-type: none"> Contract of Lease (if renting) 				
Secretary's Certificate (for Corporation)				
Occupancy/Building Permit (for New Building)				
<ul style="list-style-type: none"> Submit Letter of Intent addressed to the City Mayor 				
<ul style="list-style-type: none"> Secure Zoning Certificate 				
For Complex New Business				
<ul style="list-style-type: none"> Barangay Clearance 				
<ul style="list-style-type: none"> Gasoline Stations – Department of Energy Certification 		Department of Energy		
<ul style="list-style-type: none"> Hollow Blocks & Sand & Gravel Photocopy of Source's, Governor's Permit and Contract Agreement between Source and Dealer (Notarized) 		Governor's Office		
<ul style="list-style-type: none"> Poultry - ECC/CNC (must be in agricultural land) 		Department of the Environment and Natural Resources (DENR)		
RENEWAL				
Small Businesses				
<ul style="list-style-type: none"> Barangay Clearance 				
Updated (Not Expired) contract of Lease (if Renting)				
Updated (Not Expired) Contract Agreement for Hollow Blocks, Sand & Gravel & Governor's Permit (Notarized)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements to the Receiving Section of the City Planning & Development	1. Checking of request	None	2 minutes	Administrative Assistant CPDO Clerk II CPDO

Office				
2. Wait for request by the Releasing Section	2. Processing of request	None	30 minutes	CPDC CPDO Zoning Administrator CPDO Administrative Assistant CPDO
3. Release of requested documents	Log Book-out	None	2 minutes	Administrative Assistant CPDO Clerk II CPDO
	TOTAL:		34 minutes	

Note:

- All businesses application must undergo office consultation/inspection for zoning conformity
- Big/Complex Businesses need to submit necessary documents for compliance
- After Zoning approval, proceed to the other Departments for Completion of Clearance for Business
- For transfer of location and change of Business Line requires consultation with the office for zoning conformity

For Renewals:

- All business renewals had undergone inspection
- Business Renewals need to submit updated documents for compliance
- For transfer of location and change of Business Line requires consultation with the office for zoning conformity

ISSUANCE OF ZONING CERTIFICATE

The office provides information about zoning classification of property to individuals/groups representing the public or private sectors of society.

Office or Division:	Planning Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen/ G2B - Government to Business/ G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request address to Ar. Giovanni M. Guzon, CPDC		City Planning and Development Office (CPDO)		
Photocopy of Land Title		Register of Deeds		
Lot Plan		Surveying Office		
Tax Declaration (Latest)		City Assessor		
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON

	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Submission of requirements to the Receiving Section of the City Planning & Development Office	1. Checking of requirement	None	2 minutes	<i>Administrative Assistant</i> CPDO <i>Clerk II</i> CPDO
2. Wait for computation	2. Computation of fees	None	2 minutes	<i>Administrative Assistant</i> CPDO
3. Payment of fees to the City Treasurer's Office	3. Get the copy of payment receipt	PHP 250/ hectare or a fraction thereof	1 Day	<i>Cashier</i> City Treasurer's Office
4. Wait for request by the Releasing Section	4. Processing of request	None	30 minutes	<i>CPDC</i> CPDO <i>Zoning Administrator</i> CPDO
5. Release of requested documents	5. Log Book-out	None	2 minutes	<i>Administrative Assistant</i> CPDO <i>Clerk II</i> CPDO
TOTAL:			1 Day, 36 minutes	

LARGE SCALE MAPS

Our office provides maps of the city to individuals/groups representing the public or private sectors of society.

Office or Division:	Planning Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen/ G2B - Government to Business/ G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly approved by the City Mayor or his duly assigned representative		Submit to the City Mayor's Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request with Title of Maps	1. Print-out request of Maps	Colored a. PHP 75/ short	10 minutes	<i>CPDC</i> CPDO <i>Zoning Officer II</i>

	Maps Available For Silay City Urban: 1. Silay City approved Zoning Map 2. Silay City Approved General Land Use Map 3. Silay City Barangay Boundaries	b. PHP 75/ long c. PHP 100/ A3 d. PHP 300/ 20x30 e. PHP 500/ 24x33 f. PHP 900/ 32x42 g. PHP1,500/ 33x47 h. PHP2,000/ 42x96 Black and White a. PHP 50/ short b. PHP 50/ long c. PHP 75/ A3 d. PHP 200/ 20x30 e. PHP 300/ 24x33 f. PHP 700/ 32x42 g. PHP 1,200/ 33x47 h. PHP 1,500/ 42x96		CPDO Draftsman III CPDO
	TOTAL:		10 minutes	

Note: Request for Certified True Copy of the Documents will be charged P100.00 per page, once the Local Revenue Code of the City is approved.

RESEARCH AND STATISCAL INFORMATION SERVICES

Our office provides data/information about the city and its development plans to individuals/groups representing the public or private sectors of society.

Office or Division:	Project Evaluation Division
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

Identification card		Client		
Letter request addressed to and approved by City Mayor (1 Original)		City Mayor's Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Receiving Section of the City Planning & Development Office	1. Checking of requirements	None	2 minutes	Statistician II CPDO Statistician Aide CPDO Project Evaluation Officer IV CPDO
2. Wait for the computation of fees	2. Compute the fees	None	2 minutes	Administrative Assistant CPDO
3. Pay the required fees to the City Treasurer's Office	3. Get the copy of payment receipt	Research fee: PHP 100/ research Printed Copies: PHP 30 (1 st five (5) pages): PHP 3/ page for succeeding pages	1 Day	Cashier City Treasurer's Office
4. Wait for the request to be released by the Releasing Section	5. Process of request	None	10 minutes	Statistician II Statistician Aide CPDO Project Evaluation Officer IV CPDO
TOTAL:			1 Day, 14 minutes	

SUBDIVISION DEVELOPMENT PLAN APPROVAL

Our office evaluates subdivision plans of the developers representing the public or private sectors of society.

- APPLICATION FOR PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE - PALC**

Office or Division:	Planning Division
Classification:	Complex

Type of Transaction:	G2B - Government to Business/ G2G - Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. At least 5 sets of site development plan (schematic plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions duly signed by any of the following licensed professional:</p> <ol style="list-style-type: none"> An architect who is also an environmental planner or A civil engineer who is also an environmental planner or A geodetic engineer who is also an environmental planner or An architect or a civil engineer or a geodetic engineer and an environmental planner as co-signatory 		Client
<p>1. A set of the following documents duly signed and sealed by a licensed geodetic engineer:</p> <ol style="list-style-type: none"> Vicinity map indicating the adjoining land uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale. Topographic plan to include existing conditions as follows: <ol style="list-style-type: none"> Boundary lines: bearings and distances or geographic coordinates of the reference or tie points (referred to as the BLLM #); Streets, easements, width and elevation of right-of-way within the project and adjacent subdivisions/areas; Utilities within and adjacent to the proposed subdivision project, location, sizes and invert 		Client

<p>elevations of the sanitary and storm or combined sewers; location of the lines, fire hydrants, electric and telephone poles and street lights. If water mains and sewers are not within/adjacent to the subdivision, indicate the direction to and size of nearest one, showing invert elevations of sewers, if applicable;</p> <p>4) Ground elevation of the subdivision: for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meter apart and all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if necessary due to irregular land or need for more detailed preparations of plans and construction drawings.</p> <p>5) Water courses, marshes, rock and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features.</p> <p>6) Proposed public improvements: highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.</p> <p>c. Survey plan of the lot(s) as described in TCT(s).</p>	
2. At least five (5) copies of certified true copy of title(s) and current tax receipt(s)	Client
3. Right to use or Deed of Sale of right-of-way for access road and other utilities when applicable subject to just compensation for private land	Client
4. Approval of the Preliminary Subdivision Development Plan will be valid only for a period of 180	Client

days from date of approval.				
5. AutoCAD files of plans		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for assessment and evaluation	1. Checking of request	None	15 days	Zoning Officer CPDO
2. Wait for site inspection	2. Schedule/ conduct site inspection	None	2 minutes	Zoning Officer CPDO
3. Wait for computation	3. Computation of fees	Varies based on HLURB fees	2 minutes	Zoning Officer CPDO
4. Payment of fees	4. Get the copy of payment receipt a. For Preliminary Approval – Based on Tariff b. For Final Approval – Based on Tariff	None	1 Day	Cashier City Treasurer's Office
The succeeding Steps 5 to 9 are to be taken by the Office concerned, however the Client is being informed to be called upon once the assessment process of the Subdivision Plans require their presence for clarification and other related information that the approving office find necessary for the client to supplement.				
5. Endorsement of plan to the City Mayor	5. Process request	None	10 minutes	CPDC CPDO Zoning Officer CPDO
6. City Mayor endorses plan to the Sangguniang Panlungsod for approval	6. Process request	None		CMO personnel
7. Sangguniang Panlungsod endorses the approved plan to the City Planning and Development	7. Conduct committee hearing	None		Sangguniang Panlungsod Secretary

Office (CPDO)				
8. City Mayor's Office (CMO)	8. Provide Resolution	None	10 minutes	<i>Zoning Officer II/ Administrator CPDO</i>
9. CPDO releases signed and approved plan to the owner	9. Log Book-out	None	10 minutes	<i>Zoning Administrator CPDO</i>
TOTAL:			16 days, 34 minutes	


APPLICATION FOR PRELIMINARY APPROVAL & LOCATIONAL CLEARANCE (PALC)

If the establishment of the subdivision project is physically feasible and does not run counter to the approved Zoning and Comprehensive Land Use Plan of the city or municipality and the plan complies with these Rules, the same shall be approved and a Development Permit shall be issued upon payment of the prescribed processing fee.






The validity period of PALC is six (6) months or 180 days from the date issued by the Chief Executive with the Resolution issued by the Local Sanggunian.

FINAL APPROVAL AND DEVELOPMENT PERMIT-FADP

Office or Division:	Planning Division
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
1. All requirements for application for Preliminary Subdivision Development Plan	Client
2. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any. b. Lot numbers, lines and areas and block numbers. c. Site data such as number of residential and saleable lots,	Client

<p>typical lot size, parks and playgrounds and open spaces.</p> <p>The Subdivision Development Plan shall be duly signed and sealed by any of the following licensed professional:</p> <ol style="list-style-type: none"> An architect who is an environmental planner, or A civil engineer who is also an environmental planner, or A geodetic engineer who is also an environmental planner, or An architect or a civil engineer or a geodetic engineer and an environmental planner as co-signatory 	
<p>3. Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following:</p> <ol style="list-style-type: none"> At least 5 copies of road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer. <ol style="list-style-type: none"> Profile derived from existing topographic map signed and sealed by a licensed geodetic engineer showing the vertical control, designed grade, curve elements and all information needed for construction. Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs, gutters, sidewalks, shoulders, benching and others. Details of roadway and miscellaneous structure such as curb and gutter (barrier, mountable and drop), slope protection wall and retaining wall. At least 5 copies of storm drainage and sanitary sewer system duly signed and sealed 	 <p>Client</p>

<p>by a licensed sanitary engineer or civil engineer.</p> <p>1) Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line.</p> <p>2) Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.</p> <p>c. At least 5 copies of site grading plan with finished contour lines super-imposed on the existing ground limits of earthwork embankment slopes,, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer.</p>	
<p>4. At least 5 copies of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor has a horsepower (hp) rating of 50 hp or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer.</p>	Client
<p>5. Certified true copy of tax declaration covering the property(ies) subject of the application for the year immediately preceding.</p>	Client
<p>6. Zoning certification from HLURB Regional Office.</p>	Client
<p>7. Certified true copy of DAR Conversion Order.</p>	Client
<p>8. At least 5 copies of project description for projects having areas of 1 hectare and above to include the following:</p> <p>a. Project profile indicating the cost of raw land and its development (total project cost), amortization</p>	Client

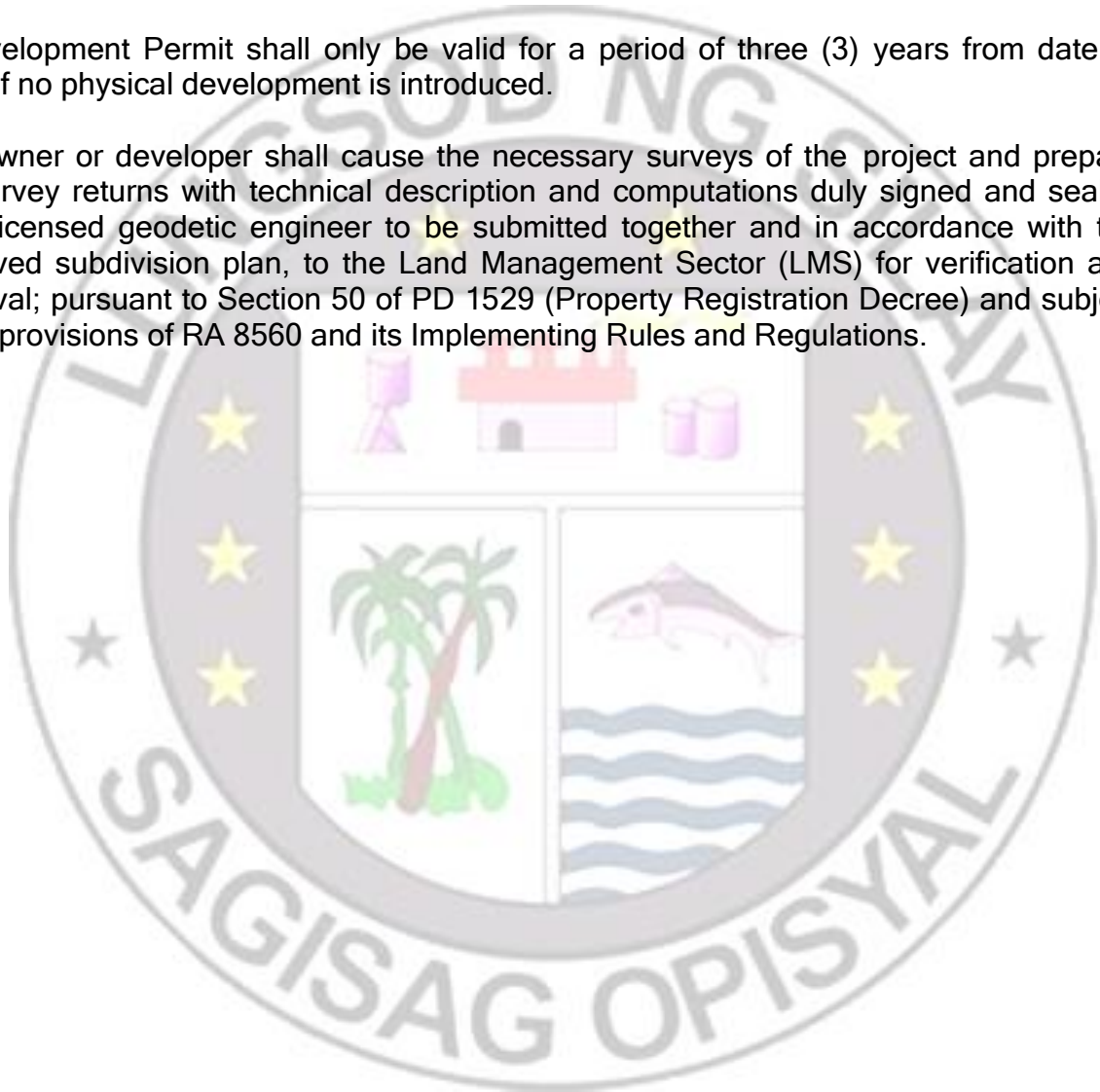
<p>schedule, sources of financing, cash flow, architectural scheme, if any, and work program;</p> <p>b. Audited financial statement for the last three (3) preceding years;</p> <p>c. Income Tax Return for the last three (3) preceding years;</p> <p>d. Certificate of registration with Securities and Exchange Commission (SEC);</p> <p>e. Articles of Incorporation or partnership;</p> <p>f. Corporation by-laws and all implementing amendments; and</p> <p>g. For new corporations (3 years and below), statement of capitalization and sources of income and cash flow to support work program.</p>				
9. Plans, specification, bill of materials and cost estimates duly signed and sealed by the appropriate licensed professionals (5 copies)			Client	
10. Application for permit to drill from the National Water Resources Board (NWRB).			Client	
11. Traffic impact assessment for projects 30 hectares and above.			Client	
12. List of names of duly licensed professionals who signed the plans and other similar documents in connection with the application filed indicating the following information:			Client	
a. Surname;				
b. First name;				
c. Middle name;				
d. Maiden name, in case of married women professionals;				
e. Professional license number, date of issue and expiration of its validity;				
f. Professional tax receipt and date of issue; and				
g. Taxpayer's Identification Number (TIN)				
14. AutoCAD Files of Plans			Client	
CLIENT STEPS	AGENCY	FEES	PROCESSING	PERSON

	ACTION	TO BE PAID	TIME	RESPONSIBLE
1. Submit requirements for assessment and evaluation	1. Checking of request	None	15 days	<i>Zoning Officer CPDO</i>
2. Wait for site inspection	2. Schedule/ conduct site inspection	None	2 minutes	<i>Zoning Officer CPDO</i>
3. Wait for computation	3. Computation of fees	Varies based on HLURB fees	2 minutes	<i>Zoning Officer CPDO</i>
4. Payment of fees	4. Get the copy of payment receipt a. For Preliminary Approval – Based on Tariff b. For Final Approval - Based on Tariff	None	1 Day	<i>Cashier City Treasurer's Office</i>
The succeeding Steps 5 to 9 are to be taken by the Office concerned, however the Client is being informed to be called upon once the assessment process of the Subdivision Plans require their presence for clarification and other related information that the approving office find necessary for the client to supplement.				
5. Endorsement of plan to the City Mayor	5. Process request	None	10 minutes	<i>CPDC CPDO Zoning Officer CPDO</i>
6. City Mayor endorses plan to the Sangguniang Panlungsod for approval	6. Process request	None		<i>CMO personnel</i>
7. Sangguniang Panlungsod endorses the Resolution to the City Planning and Development Office (CPDO)	7. Conduct committee hearing	None		<i>Sangguniang Panlungsod Secretary</i>
8. City Mayor's Office (CMO) endorses the development	8. Provide Resolution	None	10 minutes	<i>Zoning Officer II/ Administrator CPDO</i>

plan signed by the Mayor to the CPDO				
9. CPDO releases signed and approved plan to the owner	9. Log Book-out	None	10 minutes	<i>Zoning Administrator</i> CPDO
TOTAL:			16 Days, 34 minutes	

A Development Permit shall only be valid for a period of three (3) years from date of issue if no physical development is introduced.

The owner or developer shall cause the necessary surveys of the project and prepare the survey returns with technical description and computations duly signed and sealed by a licensed geodetic engineer to be submitted together and in accordance with the approved subdivision plan, to the Land Management Sector (LMS) for verification and approval; pursuant to Section 50 of PD 1529 (Property Registration Decree) and subject to the provisions of RA 8560 and its Implementing Rules and Regulations.



City Assessor's Office

External

Assessment or Re-assessment of Real Properties

This office is tasked to conduct ocular inspection in relation to the discovery, classification, assessment and valuation of all real properties which shall be used as basis for taxation.

Office or Division:	Assessment Records Management Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Inspection		To be provided by the Real Property Owner		
Photocopy of Building Plans with corresponding Building Permits & Certificate of Occupancy (for building) – one (1) copy each		Client's file copy		
Sworn Statement declaring the True Current and Fair Market Value of the property		City Assessor's Office; To be subscribed by a Notary Public		
Official Receipt for the Required Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients should follow precautionary measures to contain the spread of COVID 19. Thermal scanner with contactless alcohol dispenser has been provided at the entrance of the office. Wearing of mask, washing of hands with alcohol or alcohol-based hand rub, social distancing should be observed. Information for contact tracing should be provided	Assist clients	None	None	<i>Assessment Clerk</i>
2. Submit requirements to the receiving clerk (Real property subject for Assessment / Re-Assessment should be clearly stated in the letter request.	Evaluate submitted documents and arrange schedule for the ocular inspection	Residential P 100.00 Commercial P 500.00 Agricultural P 250.00	4 minutes/ transaction	<i>Assessment Clerk</i>

		Industrial P 500.00 OR for Assessment or Re- Assessment of Real Properties		
3. Requesting Party should be present on the date of inspection	Conduct ocular inspection	None	Time depends on distance where the real property subject for inspection is located 3 hours (urban areas) 1 day (rural areas)	<i>Tax Mapper</i> <i>Local Assessment Operations Officer</i>
4. None	1. Prepare Real Property Field Appraisal & Assessment Sheet (FAAS); 2. Encode approved assessment; 3. Generate owner's copy of Tax Declaration & Notice of Assessment; 4. Sign Owner's Copy of Tax Declaration and Notice of Assessment	None	2 days/ transaction	<i>Assessment Clerk</i> <i>Local Assessment Operations Officer</i> <i>Asst. City Assessor</i> <i>City Assessor</i>
5. Claim owner's copy	5. Release Owner's	None		<i>Assessment</i>

of Tax Declaration and Notice of Assessment after completion of transaction.	Copy of Tax Declaration and Notice of Assessment			Clerk
	TOTAL	Residential P100.00 Commercial P 500.00 Agricultural P 250.00 Industrial P 500.00	2 days, 3 hrs& 4 mins./ transaction (urban areas) 3 days & 4 mins./ transaction (rural areas)	

Certifications

This office issues the following certifications:

1. Certificate of Total Property Holdings
2. Certificate of No Improvement
3. Certificate with Improvement
4. Certificate of No Real Property
5. Other Certification

Office or Division:	Assessment Records Management Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Land Tax Clearance (for Certificate of Total Property Holdings, Certificate With or Without Improvements) – 1 original copy		City Treasurer's Office		
Affidavit of No Improvement (for Certificate of No Improvement)		Office of the Notary Public		
SPA or Letter of Authorization in cases where the requesting party is not the declared /registered property owner		Office of the Notary Public To be provided by the Real Property Owner		
Copy of Deed of Sale (if the requesting party is the buyer		Client's file copy		
Any supporting Documents to establish relationship with the declared owner: Birth Certificate, Death Certificate, Marriage Contract, Declaration of Heirship (if the declared property owner is deceased)		Client's file copy		
Official Receipt for the required fee		City Treasurer's Office		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON

	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Clients should follow precautionary measures to contain the spread of COVID 19. Thermal scanners with contactless alcohol dispenser has been provided at the entrance of the office. Wearing of face mask, washing of hands with alcohol or alcohol-based hand rub, social distancing should be observed. Information for contact tracing should be provided.	Assist Clients	None	None	Assessment Clerk
2. Present all requirements to the receiving clerk	1. Evaluate the documents 2. Prepare/Generate and Sign the requested certification	P 20.00 P 10.00 (Certificate of No Real Property) OR for Certifications	2 minutes/ Certification 6 minutes/ Certification	Assessment Clerk Assessment Clerk Asst. City Assessor City Assessor
3. Receive requested assessor's certification	Release the requested certification to client	None		Assessment Clerk
	Total	P20.00 P10.00 (Certificate of No Real Property)	8 minutes/ Certification	

Certified True Copy of Tax Declaration

Tax Declaration of real property is for taxation purposes only and the valuation indicated therein is based on the approved Schedule of Market Values.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen









Who may avail:		Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Land Tax Clearance- 1 original copy		City Treasurer's Office		
Letter Request (for Historical Records)		To be provided by Real Property Owner		
SPA or Letter of Authorization in cases where the requesting party is not the declared/registered property owner		Office of the Notary Public To be provided by the Real Property Owner		
Copy of Deed of Sale (if the requesting party is the buyer)		Client's file copy		
Any supporting Documents to establish relationship with the declared owner: Birth Certificate, Death Certificate, Marriage Contract, Declaration of Heirship (if the declared property owner is deceased)		Client's file copy		
Official Receipt for the required fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients should follow precautionary measures to contain the spread of COVID 19. Thermal scanners with contactless alcohol dispenser has been provided at the entrance of the office. Wearing of face mask, washing of hands with alcohol or alcohol-based hand rub, social distancing should be observed. Information for contact tracing should be provided.	Assist clients	None	None	Assessment Clerk
2. Present the required documents to the receiving clerk	1. Evaluate the documents 2. Generate copy of Tax Declaration; Sign the requested Tax Declaration	P20.00 OR for Certified True Copy of Tax Declaration	1 minute/ Tax Declaration 4 minutes/ Tax Declaration	Assessment Clerk Assessment Clerk Asst. City Assessor City Assessor
3. Receive copy of the	Release approved	None		Assessment

requested document	document to client			<i>Clerk</i>
	Total	P20.00	5 minutes/Tax Declaration	

Declaration of Subdivision, Consolation or Consolidation - Subdivision

The office of the City Assessor takes charge of the declaration of real properties resulting from subdivision, consolidation, or consolidation-subdivision of lots.

Office or Division:	Assessment Records Management Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Real Property Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Land Tax Clearance of Properties subject for subdivision, consolidation or consolidation-subdivision - 1 original copy		City Treasurer's Office		
Duly approved subdivision, consolidation or consolidation-subdivision plans - 1 Blue Print		Client's file copy		
Original & photocopy of title of lots resulting from subdivision, consolidation or consolidation-subdivision.		Client's file copy		
Affidavit of subdivision, consolidation or consolidation-subdivision.		Client's file copy		
Official Receipt for the Required Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients should follow precautionary measures to contain the spread of COVID 19. Thermal scanners with contactless alcohol dispenser has been provided at the entrance of the office. Wearing of face mask, washing of hands with alcohol or alcohol-based hand rub, social distancing should be observed. Information for contact tracing should be provided.	Assist Clients	None	None.	<i>Assessment Clerk.</i>

2. Submit all the required documents	Evaluate submitted documents and arrange schedule of inspection	P50.00 (First two (2) lots) P 5.00/lot (each succeeding lot) OR for Subd., Consolida- tion or Consolida- tion/Subdi- vision	4 minutes/ transaction	<i>Assessment Clerk</i>
3. Requesting party should be present on the date of inspection	Conduct ocular inspection. 	Residential P100.00  Commercial P500.00  Agricultural P250.00  Industrial P500.00  OR/Inspecti on Fee for Assessment Of Real Properties 	Time depends on the distance where the real property subject for inspection is located 3 hours (urban areas)  1 day (rural areas) 	<i>Tax Mapper</i> <i>Local Assessment Operation Officer</i>

4. None	<p>1. Prepare Tax Maps with corresponding PIN for each lot;</p> <p>2. Prepare Real Property Field Appraisal & Assessment Sheet (FAAS);</p> <p>3. Encode approved Assessment;</p> <p>4. Generate and sign Owner's Copy of Tax Declaration & Notice of Assessment</p>		<p>Time depends on the number of lots being subdivided, consolidated or consolidated-subdivided, and the number of structures constructed on the subject lots.</p> <p>2 working days (2-4 sublots)</p> <p>4 working days (5-10 sublots)</p> <p>7 working days (11-30 sublots)</p> <p>15 working days (31-50 sublots)</p> <p>20 working days (51-100 sublots)</p> <p>25 working days (101-200 sublots)</p> <p>30 working days (201-300 sublots)</p> <p>35 working days (301 sublots or more)</p>	<p><i>Assessment Clerk</i></p> <p><i>Tax Mapper</i></p> <p><i>Local Assessment Operations Officer</i></p> <p><i>Asst. City Assessor</i></p> <p><i>City Assessor</i></p>
5. Claim owner's copy of Tax Declaration and	Release Owner's Copy of Tax	None		<i>Assessment Clerk</i>

Notice of Assessment	Declaration and Notice of Assessment to Client			
	TOTAL	Residential P100.00 Commercial P500.00 Agricultural P250.00 Industrial P500.00	2-4 sublots: 2 working days, 3 hrs. & 4 mins. (urban areas) 3 working days & 4 mins. (rural areas) 5-10 sublots: 4 working days, 3 hrs. & 4 mins. (urban areas) 5 working days, & 4 mins. (rural areas) 11-30 sublots: 7 working days, 3 hrs. & 4 mins. (urban areas) 8 working days, & 4 mins. (rural areas) 31-50 sublots: 15 working days, 3 hrs. & 4 mins. (urban areas) 16 working days, & 4 mins. (rural areas) 51-100 sublots: 20 working days, 3 hrs. & 4 mins. (urban areas) 21 working days & 4 mins. (rural areas) 101-200 sublots:	

			25 working days, 3 hrs. & 4 mins. (urban areas) 31 working days, & 4 mins. (rural areas) 201-300sublots: 30 working days, 3 hrs. & 4 mins. (urban areas) 36 working days, & 4 mins. (rural areas) 301 sublots or more: 35 working days, 3 hrs. & 4 mins. (urban areas) 46 working days, & 4 mins.(rural areas)	
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Simple Transfer of Ownership of Real Property on Tax Declaration

Any person who shall transfer real property ownership to another shall notify the office of the City Assessor who shall take charge of its declaration.

Office or Division:	Assessment Records Management Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Land Tax Clearance - 1 original copy		City Treasurer's Office	
Transfer Tax Receipt - 1 original copy		City Treasurer's Office	
Original and Photocopy of Certificate Authorizing Registration (CAR)		Client's file copy	
Original and Photocopy of Land Title		Client's file copy	
Original and Photocopy of Deed of Sale or Similar documents causing the transfer		Client's file copy	

Sworn Statement of True Current and Fair Market Value of Real Property		City Assessor's Office; To be subscribed by a Notary Public		
Official Receipt for the required fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients should follow precautionary measures to contain the spread of COVID 19 Thermal scanners with contactless alcohol dispenser has been provided at the entrance of the office. Wearing of face mask, washing of hands with alcohol or alcohol- based hand rub, social distancing should be observed. Information for contact tracing should be provided.	1. Assist clients	None	None	Assessment Clerk
2. Submit the required documents to the receiving clerk.	2. Evaluate the documents	P50.00 OR for Simple Transfer of Ownership of Real Property on Tax Declaration	8 minutes	Assessment Clerk
3. None	1. Prepare Real Property Field Appraisal & Assessment Sheet (FAAS); 2. Encode approved assessment; 3. Generate	None	1 day for single to 5 transactions; 2 days for more than 5 transactions	Assessment Clerk Asst. City Assessor City Assessor

	Owner's Copy of Tax Declaration & Notice of Assessment; 4. Sign Owner's Copy of Tax Declaration and Notice of Assessment			
4. Receive owner's copy of Tax Declaration and Notice of Assessment after transfer/ transaction is completed.	Release Owner's Copy of Tax Declaration and Notice of Assessment to client	None		<i>Assessment Clerk</i>
	Total	P50.00	1 day & 8 mins. For single to 5 transactions 2 days & 8 mins. For more than 5 transactions	

City Legal Office

Internal / External

LEGAL OPINION AND ADVICE

Legal Opinion (Written)

Office or Division:	City Legal Office (CLO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Indorsement, Query or Request Letter containing the legal question or issue sought to be given an opinion by the City Legal - Two (2) Original Copies		1. Provided by concerned Offices(s), Official(s) or Employee(s) of the City Government of Silay		
2. Duly accomplished and signed City Legal Office (CLO) Data Sheet Form - One (1) Original Copy		2. City Legal Office (CLO)		
3. Valid City Government of Silay Identification (I. D.) Card - One (1) Photocopy		3. City Government of Silay		
4. Approval of the Head of Agency to render Written Legal Opinion		4. City Mayor and City Vice-Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents	1. Receiving and reviewing of the submitted documents 2. Doing research on the matter 3. Drafting and Preparation of the Written Legal Opinion	None	Eighteen (18) days	City Legal Office (CLO) Clerk
2. Client(s) awaits the Written Legal Opinion	Releasing of the Written Legal Opinion	None	Ten (10) minutes	City Legal Office (CLO) Clerk
TOTAL:		None	Eighteen (18) days and Ten (10) minutes	

Office or Division:	City Legal Office (CLO)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Poor and Needy Resident(s) of the City of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished and signed City Legal Office (CLO) Data Sheet Form - One (1) Original Copy		1. City Legal Office (CLO)		
2. Barangay Indigency or similar document - One (1) Original copy		2. Concerned Barangay of the City of Silay		
3. Document(s) and paper(s) relevant and related to the complaint(s), issue(s) or concern(s), such as but not limited to: ID(s), Title(s), Deed(s) of Sale, Deed(s) of Donation, Contract(s) to Sell, Memorandum(s), Agreement(s), Declaration(s) of Heirship, Extra-judicial Settlement of Estate, Affidavit(s) of Adjudication, Birth Certificate(s), Death Certificate(s), Marriage Contract(s), Case File(s) and Document(s), Certificate(s) to File Action, Letter(s), Form(s), SSS Records, GSIS Records, Blotter Report(s), School Record(s), Medical Record(s), Special Power of Attorney, Court Order(s), Court Decision(s), Board(s) Resolution, Secretary Certificate(s) and others necessary and relevant thereto - One (1) Photocopy		3. Concerned Issuing Agency		
4. Personal Appearance(s) of the Requestor		4. Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents	Receiving and reviewing of the submitted documents	None	Five (5) minutes	City Legal Office (CLO) Clerk
2. Client(s) discussing with the City Legal Officer while the latter render his legal advice on the matter	Rendering of legal advice on the matter	None	Forty five (45) minutes	City Legal Officer
TOTAL:		None	Fifty (50) minutes	

Office or Division:	City Legal Office (CLO)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Official(s) or Employee(s) of the City Government of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished and signed City Legal Office (CLO) Data Sheet Form - One (1) Original Copy		1. City Legal Office (CLO)		
2. Document(s) and paper(s) relevant and related to the complaint(s), issue(s) or concern(s), such as but not limited to: ID(s), Title(s), Deed(s) of Sale, Deed(s) of Donation, Contract(s) to Sell, Memorandum(s), Agreement(s), Declaration(s) of Heirship, Extra-judicial Settlement of Estate, Affidavit(s) of Adjudication, Birth Certificate(s), Death Certificate(s), Marriage Contract(s), Case File(s) and Document(s), Certificate(s) to File Action, Letter(s), Form(s), SSS Records, GSIS Records, Blotter Report(s), School Record(s), Medical Record(s), Special Power of Attorney, Court Order(s), Court Decision(s), Board(s) Resolution, Secretary Certificate(s) and others necessary and relevant thereto - One (1) Photocopy		2. Concerned Issuing Agency		
3. Valid City Government of Silay Identification (I. D.) Card - For Presentation Only		3. City Government of Silay		
4. Personal Appearance(s)		4. Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents	Receiving and reviewing of the submitted documents	None	Five (5) minutes	City Legal Office (CLO) Clerk
2. Client(s) discussing with the City Legal Officer while the latter render his legal advice on the matter	Rendering of legal advice on the matter	None	Forty five (45) minutes	City Legal Officer
TOTAL:		None	Fifty (50) minutes	

PREPARATION OF SIMPLE LEGAL DOCUMENTS

Office or Division:	City Legal Office (CLO)		
Classification:	Simple*		
Type of Transaction:	G2C - Government to Client		
Who may avail:	Any individual residing in the City of Silay, any individual or any legal entity doing business with the City Government of Silay or having any transaction with Silay City Government Offices, provided that the document being requested is simple in nature.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly Accomplished and signed City Legal Office (CLO) Data Sheet Form - One (1) Original Copy		1. City Legal Office (CLO)	
2. Duly Accomplished and signed Payment Form - Two (2) Original Copy		2. City Legal Office (CLO)	
3. Official Receipt (OR) - One (1) Original Copy		3. City Treasurer's Office (CTO)	
4. Current and Valid Competent Evidence of Identity issued by an official agency bearing the photograph and signature of the individual, such as but not limited to, passport, driver's license, Professional Regulations Commission ID, National Bureau of Investigation clearance, police clearance, postal ID, voter's ID, Barangay certification, Government Service and Insurance System (GSIS) e-card, Social Security System (SSS) card, Philhealth card, senior citizen card, Overseas Workers Welfare Administration (OWWA) ID, OFW ID, seaman's book, alien certificate of registration/immigrant certificate of registration, government office ID, certification from the National Council for the Welfare of Disable Persons (NCWDP), Department of Social Welfare and Development (DSWD) certification and others – One (1) Original Copy and One (1) signed photocopy.		4. Concerned Issuing Agency	
5. Document(s) and paper(s) relevant and related to the issue(s) or concern(s), such as but not limited to: ID(s), Title(s), Deed(s) of Sale, Deed(s) of Donation, Contract(s) to Sell, Memorandum(s), Agreement(s), Declaration(s) of Heirship, Extra-judicial Settlement of Estate, Affidavit(s) of Adjudication, Birth		5. Concerned Issuing Agency	

Certificate(s), Death Certificate(s), Marriage Contract(s), Case File(s) and Document(s), Certificate(s) to File Action, Letter(s), Form(s), SSS Records, GSIS Records, Blotter Report(s), School Record(s), Medical Record(s), Special Power of Attorney, Court Order(s), Court Decision(s) Board(s) Resolution, Secretary Certificate(s) and others necessary and relevant thereto – One (1) Photocopy				
6. Personal Appearance(s)		6. Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents while Client(s) are being interviewed	1. Receiving and reviewing of the submitted documents 2. Drafting and Preparation of the Legal Documents	P30.00 per document	One (1) hour	City Legal Office (CLO) Clerk
2. Client(s) awaits the Drafted and Prepared Legal Document	Releasing of the Drafted and Prepared Legal Document	None	Five (5) minutes	City Legal Office (CLO) Clerk
*Simple Affidavits Only, does not cover Complicated Affidavits and Commercial Documents such as but not limited to: Complaint Affidavits, Deeds, Contracts, Memorandums, Agreements, Heirship, Position Papers, Special Power of Attorney, Board Resolution, Secretary Certificate, Documents involving impending or actual controversy pending in Quasi, Judicial or Administrative Agency and similar instruments.				
TOTAL:		P30.00 per document	One (1) hour and Five (5) minutes	

Office or Division:	City Legal Office (CLO)
Classification:	Simple*
Type of Transaction:	G2G - Government to Government
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished and signed City Legal Office (CLO) Data Sheet Form - One (1) Original Copy	1. City Legal Office (CLO)
2. Duly Accomplished and signed Payment Form - Two (2) Original Copy	2. City Legal Office (CLO)
3. Official Receipt (OR) - One (1) Original Copy	3. City Treasurer's Office (CTO)

<p>4. Current and Valid Competent Evidence of Identity issued by an official agency bearing the photograph and signature of the individual, such as but not limited to, passport, driver's license, Professional Regulations Commission ID, National Bureau of Investigation clearance, police clearance, postal ID, voter's ID, Barangay certification, Government Service and Insurance System (GSIS) e-card, Social Security System (SSS) card, Philhealth card, senior citizen card, Overseas Workers Welfare Administration (OWWA) ID, OFW ID, seaman's book, alien certificate of registration/immigrant certificate of registration, government office ID, certification from the National Council for the Welfare of Disable Persons (NCWDP), Department of Social Welfare and Development (DSWD) certification and others – One (1) Original Copy and One (1) signed photocopy.</p>		4. Concerned Issuing Agency		
<p>5. Document(s) and paper(s) relevant and related to the issue(s) or concern(s), such as but not limited to: ID(s), Title(s), Deed(s) of Sale, Deed(s) of Donation, Contract(s) to Sell, Memorandum(s), Agreement(s), Declaration(s) of Heirship, Extra-judicial Settlement of Estate, Affidavit(s) of Adjudication, Birth Certificate(s), Death Certificate(s), Marriage Contract(s), Case File(s) and Document(s), Certificate(s) to File Action, Letter(s), Form(s), SSS Records, GSIS Records, Blotter Report(s), School Record(s), Medical Record(s), Special Power of Attorney, Court Order(s), Court Decision(s) Board(s) Resolution, Secretary Certificate(s) and others necessary and relevant thereto – One (1) Photocopy</p>		5. Concerned Issuing Agency		
6. Personal Appearance(s)		6. Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents while Client(s) are being interviewed	1. Receiving and reviewing of the submitted documents 2. Drafting and	P30.00 per document	One (1) hour	City Legal Office (CLO) Clerk

	Preparation of the Legal Document			
2. Client(s) awaits the Drafted and Prepared Legal Document	Releasing of the Drafted and Prepared Legal Document	None	Five (5) minutes	City Legal Office (CLO) Clerk
*Simple Affidavits Only, does not cover Complicated Affidavits and Commercial Documents such as but not limited to: Complaint Affidavits, Deeds, Contracts, Memorandums, Agreements, Heirship, Position Papers, Special Power of Attorney, Board Resolution, Secretary Certificate, Documents involving impending or actual controversy pending in Quasi, Judicial or Administrative Agency and similar instruments.				
TOTAL:		P30.00 per document	One (1) hour and Five (5) minutes	

REVIEW OF CONTRACTS, ORDINANCES AND OTHER LEGAL INSTRUMENTS

Office or Division:	City Legal Office (CLO)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office(s), Official(s) or Employee(s) of the City Government of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document(s) sought to be reviewed - Two (2) Original Copies		1. Provided by Offices(s), Official(s) or Employee(s) of the City Government of Silay		
2. Request or Indorsement Letter - Two (2) Original Copies		2. Client		
3. Valid City Government of Silay Identification (I. D.) Card - For Presentation Only		2. City Government of Silay		
4. Personal Appearance(s)		3. Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents	1. Receiving and reviewing of the submitted documents 2. Doing research on the matter 3. Making and Marking Annotations on the Document	None	Sixteen (16) days	City Legal Office (CLO) Clerk
2. Client(s) awaits the documents	Releasing of the Reviewed Document	None	Five (5) minutes	City Legal Office (CLO) Clerk

TOTAL:	None	Sixteen (16) days and Five (5) minutes	
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SIGNING OF CLEARANCE

Office or Division:	City Legal Office (CLO)			
Classification:	Simple*			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Retiring, Resigning, Filing of Application for Leave, Transferring and other Mode of Separation of Official(s) and Employee(s) within the Territorial Jurisdiction of the City of Silay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly subscribed or notarized Affidavit of No Pending Case and Undertaking – One (1) Original Copy		1. Lawyer and Notary Public		
2. Clearance Form (CS Form No. 7, Revised 2018) - Five (5) Original Copies		2. Civil Service Commission (CSC) or Personnel Division (HRMO) of the City Government of Silay		
3. Special Power of Attorney (SPA), if not personally requesting – One (1) Original Copy		3. Client and Lawyer		
4. Declaration of Heirship or Extra-Judicial Settlement of Estate with Special Power of Attorney, if the beneficiary or recipient is deceased - One (1) Original Copy		4. Client and Lawyer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON LIABLE
1. Submission of the required documents	1. Receiving and reviewing of the submitted documents 2. Signing of Clearance	None	Twenty (20) minutes	City Legal Office (CLO) Clerk and City Legal Officer
2. Client(s) awaits the Signed Clearance	Releasing of the Clearance	None	Five (5) minutes	City Legal Office (CLO) Clerk
*Provided that client's documents do not suffer from infirmities				
TOTAL:	None	Twenty Five (25) minutes		

City Accounting Office

Internal / External

Mandate:

The City Accountant's Office is tasked to consolidate and record all financial transactions to be able to provide financial information concerning past operations and present conditions. Its responsibility is to provide timely and reliable information about the financial position and results of operation of the local government that can aid in planning future endeavors, and in controlling the acts of public bodies and offices regarding receipts, disposition and utilization of government funds and properties.

Vision:

An effective and efficient accounting office envisioned to promote good governance with utmost competence in the discharge of its duties and responsibilities, in conformity with the existing laws of governing bodies, to support in the decision making process for the best interest of the public.

Mission:

To ensure fast and appropriate recording and processing of transactions in order to generate prompt and accurate financial reports that will provide reliable financial information to stakeholders in accordance with PPSAs and submit reportorial requirements to other regulating agencies and aid the management in its decision-making in its goal to provide efficient and cost-effective public services while maintaining a safe and healthy environment.

Service Pledge:

We commit to:

1. Practice utmost integrity and honesty in the exercise of our duties.
2. Attend to our clients with courtesy and respect and accomplish the requested task the soonest possible time.
3. Provide reliable financial information to management for proper assessment of the operations and as a tool for future planning purposes.
4. Maximize productivity and provide our mandated services effectively and efficiently.
5. Maintain a clean, safe and healthy environment for both clients and personnel.

Accounting Services

Processes and records all financial claims from the city and consolidates transactions to provide reliable financial information to stakeholders.

Office or Division:	Office of the City Accountant			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Any person or entity with legal financial claims from the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll (2 copies)		Department concerned		
Supporting documents:				
Obligation request (2 copies)		Department concerned		
Daily time record (1 copy)		Department concerned		
Application for leave, if any (1 copy)		Department concerned		
Disbursement Voucher (2copies)		Department concerned		
Supporting documents as required:				
Obligation request (2 copies)		Department concerned		
Purchase Order etc. (2 copies)		General Services Office		
Official receipts (1 original)		Client		
Other documentary requirement specific to the claim (1 copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register the Disbursement voucher/Payroll -Both Client and Personnel must properly wear face mask at all times, client transacts at the window and sanitize with alcohol provided before handing in the documents 2. Client has the option to wait on the seat outside the office or to leave the documents (the department will forward the same to next corresponding department) 3. If client wishes or the office deem it necessary that he enter the office premises, he must scan his SilayTrackerID at the entrance	1. Log the documents and stamp register number	None	3 minutes	Utility Worker at Front Desk
	2. Concerned Personnel	None	1 minute	Utility Worker

	forwards the DV/Payroll to the Controller (maintains distance among themselves)Clerk			
	3. Accountant reviews, records and prepares JEV	None	5 minutes	Accountant/ Accounting Clerk
	4. The City Accountant signs the DV & JEV if transaction is found to be proper and documents are complete	None	3 minutes	City Accountant
3. Receives the document back (if opted to wait) through the window or personally	5. Log-out of documents The papers are logged out and are forwarded to the client or to Office for which next steps are to be processed	None	3 minutes	Utility Worker/Front Desk

City Health Office

External

ADOLESCENT-FRIENDLY HEALTH FACILITY

Provides equitable, accessible, acceptable, appropriate, effective and quality comprehensive health care and services in an adolescent-friendly environment.

Office or Division:		Medical		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from barangay Midwife with confidentiality		Barangay Health Station		
2. Individual treatment chart from barangay midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod/ PhilHealth Office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Adolescent's Office Registration Area, presents referral slip, ITR and MDR	Registration Staff issues priority number	NONE	6 min	Cho Registration Staff Registration Area
2. Patient proceeds to the Adolescent's Admitting Section for chief complaint and vital signs	Nurses at admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	Nurses Admitting Section
3. Patient proceeds to doctor's office for consultation or any section in accordance to his/her needs	Physician does the consultation and issues prescription of medications and/or laboratory requests	NONE	15 mins.	Physician Doctor's Office
4. Patient proceeds to the Pharmacy to avail of FREE medicines	Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	Pharmacist Pharmacy section

5. Patient proceeds to Laboratory if necessary. Otherwise, to the hospital or may go home	Laboratory Personnel	c/o Lab	10 mins.	Medical Technologist
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AEDES-BORNE VIRAL DISEASES PREVENTION AND CONTROL PROGRAM

This service aims to detect, diagnose and treat common diseases its early stage, give appropriate medical services including referral to higher level of area if needed.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Barangay Midwife		Barangay Health Station		
2. Individual Treatment record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The patient goes to the Registration Area, presents referral slip, ITR, and MDR	Registration Staff issues priority number	NONE	6 min	CHO Registration staff Registration Area
2. Patient proceeds to the Admitting Section for chief complaints and vital signs	Nurses at admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	Nurses Admitting Section
3. Patient proceeds to the doctor's office for consultation	Physician does the consultation and issues prescription of medications and/or laboratory requests	NONE	5 mins.	Physician Doctor's Office
4. Patient proceeds to the Pharmacy to avail of FREE medicines	Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	Pharmacist Pharmacy section
5. Patient proceeds to Laboratory if necessary. Otherwise, to the hospital or may go home	Laboratory Personnel	c/o Lab	10 mins.	Medical Technologist
6. Health Worker may conduct environmental ocular inspection for possible breeding ground of mosquito and	Health Worker and Barangay Officials	NONE	10 mins	Health Worker and Barangay Officials

application of DO 4S.				
7. Conduct of Fogging/Misting activity to the affected barangay	City Health Personnel	NONE	1 hour	City Health Personnel

CARDIO-VASCULAR DISEASES PROGRAM

This program focuses on the prevention and control of chronic, lifestyle-related diseases.

Office or Division:		VARIOUS BARANGAY HEALTH STATIONS		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The patient should have a consultation with the Medical Doctor of City Health Office or private physician with corresponding prescription		Barangay Health Station / City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. A Nurse coordinator distributes allocation of maintenance medications for CVD patients to Barangay Midwives				
1. Patient goes to the BHS for registration, risk assessment, screening and master listing of patients with CVD	Registration/master listing of the patient	NONE	5 mins.	Barangay Midwife Barangay Health Station
2. Patient submits for taking of vital signs	Vital Signs Taking	NONE	10 mins.	Barangay Midwife Barangay Health Station
3. Check the prescription of maintenance medications prescribed by the physician	Midwife thoroughly checks the prescription	NONE	2 mins.	Barangay Midwife Barangay Health Station
4. Nurse/Midwife on duty dispenses medicines	Nurse/Midwife dispenses medicines as stated in the prescription and give instructions for the maintenance medications, and instructions for the		5 mins	Nurse Coordinator/Midwife CHO/BHS

	next visit			
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COMMUNITY-BASED DRUG REHABILITATION PROGRAM

CBR - is a beneficial treatment of addiction as it provides opportunities to learn how addiction settles into a healthy mind and body and how it can be leaguer.

The City of Silay, province of Negros Occidental designs CBRP to cater to the health needs of drug surrenderers under the government program "TOKHANG". It was conceptualized in 2017 and implemented by the City Anti-Drug Abuse Council (CADAC) of the LGU

Office or Division:		Medical		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Tokhang Surrenderers of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Watch List of Drug Surrenderers		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Watch list of Drug Surrenderers	The Nurse Coordinator secures a copy of the list of surrenders from the Barangay	NONE	10 Mins	Barangay
2. Profiling		NONE	15 Mins	Nurse in-charge
3. Conduct Assist		NONE	15 Mins	CBRP TWG facilitated by CHO
4. Conduct CBRP Class for 12 sessions		NONE	One Session Per Day = 2 Hours	CHO and CBRP TWG
5. Conduct Random Drug Testing		NONE	3 Mins	CHO and CBRP TWG
6. Completion of 12 Counselling Sessions		NONE	May Vary	CHO and CBRP TWG
7. Awarding of Certificates of Completion		NONE	May Vary	CHO and CBRP TWG

COVID-19 VACCINATION

This service rolls out the vaccination against Covid-19.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens

Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Any Valid ID as proof of Silay residency (government issued ID with address)		
2. Screening Form		Vaccination Site		
3. Signed Consent Form		Vaccination Site		
4. For Pediatric Recipients - a. Birth Certificate b. Photocopy of Valid ID of Parent/Guardian c. Medical Certificate for those pediatric recipients with co-morbidity d. Affidavit of Kinship or Barangay Certification that the companion of the child is a recognized Guardian signed by the Punong Barangay		Local Civil Registrar / National Statistics Office Public or Private Attending Physician Attorney at Law/Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff to get Screening and Consent Forms for vaccination	Assigned staff gives out forms to the client.	NONE	1 min	Implementer
2. Client fills up needed data on the forms	Client fills up forms and prepares documents	NONE	5 mins.	Client
3. Client proceeds to the Registration Area	Staff checks requirements and validates data	NONE	5 mins.	Implementer
4. Client proceeds to the Vital Signs Monitoring Area	Midwives/BHWs assigned monitors and records vital signs	NONE	10 mins	Midwife/BHW
5. Client proceeds to the Screening Area	Nurses/Midwives assigned screens the clients and refers to physician on duty any concerns of the client prior to vaccination	NONE	5-10 mins	Physician/Nurses/Midwives
6. Client Proceeds to the Vaccination Area	Vaccinators checks documents/vaccination cards for vaccine description prior to vaccination and gives instructions for vaccine side effects	NONE	5 mins.	EPI-Trained Nurses/Midwives
7. Client proceeds to the	Nurses/AEFI staff	NONE	15-30 mins	Physician/Nurses

Post Vaccination Area	monitors client for any immediate post vaccination reactions and give instructions for post vaccination care; if uneventful, patient may go home.			es/Midwives
8. For Pediatric Clients with comorbidities: a. the client proceeds to the Screening Area	Nurses/Midwives assigned screens the clients and refers to physician on duty any concerns of the client prior to vaccination	NONE	5-10 mins	Physician/Nurses/Midwives
b. Client Proceeds to be encoded in the master list	Staff in charge encodes client's data and gives schedule of vaccination relayed by the assigned hospital	NONE	5 mins.	Vaccination Coordinator
c. Client proceeds to the hospital vaccination site on given schedule	Client is vaccinated, if uneventful, patient may go home.	NONE	15-30 mins	Physician/Nurses/Midwives

DENTAL SERVICES

Other procedures requested by physicians in the course of treating the patients such as injections, wound dressings and suture removal and nebulization are given in this service area.

Office or Division:		Dental Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		Silay City Health Office - Dental Division		
2. Referral slip		Barangay Health Station		
3. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral slip from the BHS	Register Patient	NONE	1 min.	<i>Dental Aide</i> Dental Office
2. Patient proceeds to Admitting Section for Vital signs to be taken	Nurse at Admitting Section takes patient's vital signs	NONE	10 mins.	<i>Nurse</i> Admitting Section
3. Pay dental fee at the cashier	Cashier receives payment and issues Official Receipt	Adult - ₱100.00 Child - ₱50.00	10 min	<i>Cashier</i> Environmental Sanitation Office
4. Submit for desired dental service	Dentist perform dental procedure	NONE	15 min	Dentist

5. Proceed to the Pharmacy for the medications	Pharmacist dispenses medicines stated on prescription	NONE	10 min	Pharmacist
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DIABETES AND REHABILITATION CENTER

This center was established for the people of Silay who are suffering from diabetes mellitus to prevent its progression into a more debilitating condition as well as limiting disabilities which bring financial burden not only to the patient but also to the family and the country as well.

Office or Division:		Silay City Diabetes and Rehabilitation Center		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The patient should have consultation with the Diabetologist and Physiatrist at the Center before availing of follow up check- up by the DM Nurse Coordinator and the Physical Therapists.		Diabetes and Rehabilitation Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the desired service and the requirements.	Nurse Coordinator provides information on desired service required by the patient	NONE	1 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
2. Pay to the cashier and get OR	Cashier receives payment and issues OR a. For those who consulted at SPRC b. For those who consulted with private physiatrist	Physical therapy: ₱ 30.00 ₱ 50.00	10 min	<i>Cashier</i> Environmental Sanitation Office
3. Submit for desired service a. Blood sugar test	Nurse administers Blood Sugar test and provides patient with result	₱ 30.00	10 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
b. ECG	Nurse administers ECG test and provides patient with result	₱ 100.00	30 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center
c. Physical therapy	PT's perform necessary exercises, programs and other rehab procedures	NONE	May vary	<i>Physical Therapists</i> Diabetes and Rehabilitation Center
d. Consultation	Diabetologist / Physiatrist examines	NONE	15 min	<i>Diabetologist / Physiatrist</i>

	patient and recommends treatment method and/or prescribes medication			Diabetes and Rehabilitation Center
	Nurse gives out instructions for continuing treatment and for the next visit of the patient	NONE	2 min	<i>Nurse Coordinator</i> Diabetes and Rehabilitation Center

ENVIRONMENTAL SANITATION SERVICE

This service implements the Sanitation Code of the Philippines and all other health laws and regulations including local ordinances.

Office or Division:		Environmental Sanitation Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Silay City Residents and Businesses		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray		Public or Private Radiology Clinics		
2. Stool exam		Public or Private Laboratory Clinics		
3. ID picture				
4. Residence Certificate		City Treasurer's Office		
5. Inspection Report of the Sanitary Inspector		Sanitation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches Sanitary Inspector for the desired service and present requirements needed	Sanitary Inspector reviews submitted requirements and prepares	NONE	5 min	<i>Sanitation Inspector</i> Environmental Sanitation Office
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	Health Certificate - ₱ 50.00	5 min	<i>Cashier</i> Environmental Sanitation Office
3. Client Inspection of the Establishment	Sanitation Inspector proceeds to inspection of establishment on scheduled date, note findings and recommend remedies to the client	NONE	1 day	<i>Sanitation Inspector</i> Environmental Sanitation Office
	Preparation of documents for signature of SI and CHO	NONE	20 min	<i>Sanitation Inspector</i> Environmental Sanitation Office

FAMILY PLANNING SERVICES

This service is offered to couples who want to limit the number of children they want to have or those who want to space pregnancy through presentation of different artificial and natural methods of their choice.

Office or Division:		Barangay Health Station		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR		Barangay Health Station		
2. Form 1		Barangay Health Station		
1. FP commodities if not available at the CHO		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients approach FP Coordinator / Midwife for the desired FP service	Brgy. Midwife interviews patient and fills up HOME-BASED MATERNAL RECORD	NONE	5 mins.	FP Coordinator / Brgy. Midwife Brgy. Health Station
2. Undergo / Subjects themselves to FP counseling	FP Coordinator / Brgy. Midwife lectures on FP	NONE	20 mins.	FP Coordinator / Brgy. Midwife
Subjects themselves to a Physical Examination and fills up Form 1	Midwife conducts a Physical Examination of the couple	NONE	15 mins.	Brgy. Health Station
	FP Coordinator / Brgy. Midwife Provides desired method	NONE	20 mins.	FP Coordinator / Brgy. Midwife
	Brgy. Midwife Sets up schedule of next visit		1 mins.	Brgy. Health Station

HIV/AIDS SCREENING AND AWARENESS PROGRAM - GAD

HIV and AIDS have been one of the major health issues in the country and been addressing hand in hand by local government units especially in our community. It is our main goal of mitigating and flattening the curve of HIV and AIDS case. Moreover, is to captivate clients for early detection and early treatment.

The services are free. We conduct community-based HIV Screening at Health facilities, private spaces, public spaces, at various barangays, events/assemblies, outreach activities or elsewhere that we can find to opportunity to do so with proper coordination to the LGU and all of these activities will adhere to the minimum health and safety protocols set by the IATF and our LGU in accordance to the guidelines of Covid-19.

Office or Division:		Medical
Classification:		Simple
Type of Transaction:		G2C - Government to Citizens
Who may avail:		Residents of Silay City
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Must be 15 years old and above				
2. Minimum standard protection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	Clients are welcomed for Registration	NONE	2 mins	Community-Base Screenig (CBS) Motivator
2. Interview	Clients are interviewed using the CBS Form	NONE	5 mins.	Community-Base Screenig (CBS) Motivator
3. Health Education	Clients are given facts about HIV and AIDS	NONE	3 mins.	Community-Base Screenig (CBS) Motivator
4. Screening	Clients are screened prior to testing	NONE	4 mins.	Community-Base Screenig (CBS) Motivator
5. Result Reading Instruction	Clients are given instructions on how to read their results. Non-reactive results are given to the client and instructed to come back after 3 months. Clients with Reactive results are pre-counselled and encouraged for confirmatory testing at the Regional Hospital as soon as possible	NONE	30 mins	Community-Base Screenig (CBS) Motivator
6. Provision of Free IEC Materials, condoms, lubricants. May Go Home		NONE	1 min	Community-Based Screenig (CBS) Motivator

IMMUNIZATION SERVICE

Vaccination of children 0-11 months old against childhood preventable diseases and vaccination of pregnant women for the prevention of tetanus neonatorum. This service is conducted at the Barangay Health Stations.

Office or Division:	Various Barangay Health Stations (BHS)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Individual Treatment Record	Barangay Health Station

2. Growth chart		Barangay Health Station		
3. Home-based Maternal Record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the BHS for Registration	Registration of the child/ pregnant woman	NONE	5mins.	<i>Brgy. Midwife</i> Brgy. Health Station
2. Patient submits for taking of vital signs	Vital signs taking	NONE	10 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
3. Patient submits for administration of vaccine	Immunization of the needed vaccines	NONE	10 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
	Post immunization instructions	NONE	5 mins.	<i>Brgy. Midwife</i> Brgy. Health Station
1. Patient goes to the BHS for Registration	Registration of the child/ pregnant woman	NONE	5mins.	<i>Brgy. Midwife</i> Brgy. Health Station

ISSUANCE OF DEATH CERTIFICATE

This service aids the family of the deceased who died outside of the hospital setting for legal and burial purposes.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police blotter / request		Silay City PNP		
2. Official receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Family member presents temporary certificate of death issued by the barangay to the doctor	Physician will interview family member and establish the actual cause of death	NONE	1 min	<i>Physician</i> Doctor's Office
2. Pay to the cashier	Cashier receives payment and issues OR	₱ 50.00	10 min	<i>Cashier</i> Environmental Sanitation Office
3. Client proceeds to Administrative Office and presents the doctors diagnosis and OR	Administrative Clerk prepares death certificate	NONE	20 min	<i>Administrative Clerk</i> Administrative Division Office
4. Client proceeds to Doctor's Office for signature of death certificate	Physician signs death certificate	NONE	10 min	<i>Physician</i> Doctor's Office
	Administrative Clerk provides	NONE	5 min	<i>Administrative Clerk</i>

	client instructions as what to do next and where to go next			Administrative Division Office
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ISSUANCE OF MEDICAL CERTIFICATES AND PERMITS

This service includes issuance of medical certificates for school, work, or other purposes; exhumation permits, etc.

Office or Division:	Medical Division
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Medical records	Silay City PNP
2. Official receipt	Cashier - Sanitation Office
3. For exhumation permits, clearance from the cemetery	Silay City Public Cemetery
1. For PWDs - a. physical appearance of PWD b. medical abstract from attending physician/ diagnostic results c. proof of Silay residency (government issued ID with address) d. if PWD can not personally appear, certification from Brgy. Midwife of his/her impairment e. if PWD is a child, birth certificate of the child	Public or Private Attending Physician Barangay Health Station Local Civil Registrar / National Statistics Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the doctor for the desired service with the requirements	Physician assesses the documentary requirements	NONE	1 min	<i>Physician</i> Doctor's Office
2. Patient proceeds to Admitting Section for chief complaints and vital signs	Nurses at Admitting section for taking of vital signs	NONE	15 mins.	<i>Nurses</i> Admitting Section
	Assessment by the physician of the service needed and administrative clerk prepares the medical certificate.	NONE	15 min	<i>Physician</i> Doctor's Office <i>Administrative Clerk</i> Administrative Division Office
3. Pay to the cashier and get OR	Cashier receives payment and issues OR	₱ 50.00 ₱ 20.00 – students	10 min	<i>Cashier</i> Environmental Sanitation Office

4. Proceeds to Doctor's Office for physician's doctor	Physician signs the medical certificate	NONE	10 min	Physician Doctor's Office
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LABORATORY SERVICE

Routine laboratory services and blood chemistry commonly requested by physicians are available at the laboratory.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Brgy. Midwife		Barangay Health Station		
2. Individual Treatment Record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
4. 4P's ID / Senior Citizen's ID		CSWDO / OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request	Med. Tech. or Laboratory Aide reads required laboratory test	NONE	1 min.	Laboratory Aide or Med. Tech. Laboratory
2. Pay the required fees to the Cashier and present OR to the Med Tech	2.1 Cashier Receives Payment for laboratory tests 2.2 Med. Tech. receives OR and verifies actual payment made.	(*see table below)	10mins.	Cashier Environmental Sanitation Office Medical Technologist Laboratory
3. Collection of specimens for examination	Med. Tech. collects specimen from patient.	NONE	15 mins.	Medical Technologist Laboratory
4. Releasing of the results	Pharmacist dispenses medicines stated on prescription	NONE	May vary.	Laboratory Aide or Medical Technologist Laboratory

*FEES

Based on City Ordinance on Fees and Charges

CBC	-P 50.00	FBS/ RBS	-	P 60.00
Platelet count	- 40.00	Lipid Profile	-	320.00
Blood typing	- 50.00	HbA1c	-	600.00
Routine Urinalysis	- 50.00	Uric Acid	-	70.00
Routine Fecalysis	-P 30.00	Creatinine	-	P 90.00
Pregnancy test	- 100.00	BUN	-	70.00
Gram Staining	- 100.00	SGPT	-	100.00
HBsAg	- 100.00	Na+ / K+	-	90.00 each

MATERNITY CLINIC

This service is geared towards safety of both mother and child during delivery attended by professional skilled health workers.

Office or Division:		Silay City Maternity Clinic		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home-based Maternal Record		Barangay Health Station		
2. Mother and baby's personal needs				
3. Beddings				
4. Laboratory results		Public or Private Laboratory Clinics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient or family member on true labor presents HOME-BASED MATERNAL RECORD to midwife/nurse on duty	Nurse or Midwife on duty interviews patient and fills up Home-Based Maternal Record	NONE	5 mins.	Nurse / Midwife Silay City Maternity Clinic
	Assessment of patient for admission or not	NONE	15 mins.	Nurse / Midwife Silay City Maternity Clinic
2. Submission of PhilHealth documents and other requirements if patient is a member	Philhealth Clerk / Maternity Staff examines submitted documents and requirements submitted	NONE	5 mins.	Philhealth Clerk / Maternity Staff Silay City Maternity Clinic
	Admitted patient is monitored for progress of labor until expulsion of baby	NONE	May vary	Nurse / Midwife Silay City Maternity Clinic
	Provision of maternal and newborn care	NONE	May vary	Nurse / Midwife Silay City Maternity Clinic
3. Patient or spouse provides information on newborn's name	Preparation of birth certificate	NONE	Within 48 hours	Philhealth Clerk Silay City Maternity Clinic
	Assessment of mother and child if eligible for discharge	NONE	24 hours	Nurse / Midwife Silay City Maternity Clinic
4. Patient or companion proceeds to the cashier if without PhilHealth to	Cashier receives payment for delivery fee and issues OR	W/ Philhealth - NONE W/o Philhealth - ₱ 3,170.00	10 mins.	Cashier Environmental Sanitation Office

pay for the delivery fee		inclusive of the Expanded NBS and ₱ 200.00 for the Newborn Hearing Test		
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MEDICO-LEGAL SERVICE

This service aids the local authority in the judiciary process through the conduct of physical examinations to victims of violence and post mortem exams to cases with medico-legal implications.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police blotter / request		Silay City PNP		
2. Official receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents police request to the doctor	Physician will determine kind of examination based on the request stated in the police request / blotter.	NONE	5 min	Physician Doctor's Office
	Physician will examine the victim	NONE	5 min	Physician Doctor's Office / Hospital Morgue
	Physician will prepare certification or report or death certificate / necropsy report	NONE	1 day	Physician Doctor's Office
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	₱ 50.00	20 min	Cashier

MENTAL HEALTH PROGRAM

Provision of services for mental, neurologic and substance abuse disorders at the primary level from assessment, treatment and management to referral and provision of psychotropic drugs which are provided for free.

Office or Division:	VARIOUS BARANGAY HEALTH STATIONS
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail:	Mentally ill patients and other residents of Silay City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Referral slip from barangay Midwife	Barangay Health Station
2. Individual treatment chart from barangay	Barangay Health Station

midwife				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient gets priority number			1 min	Admitting Section
2. Registration	Patient goes to the registration area and presents referral slip and ITR	NONE	5 mins.	Admitting Staff
3. Vital Signs Taking	Nurses at admitting section makes patients record with chief complaints and vital signs	NONE	10 mins.	Nurse in charge
4. Consultation	Physician does the consultation	NONE	15 mins.	Psychiatrist on duty
5. Prescription	Purchase prescribed medicines		May vary	Nurse in charge
6. Schedule for follow up check up			May vary	Nurse in charge

ONE HOSPITAL COMMAND SYSTEM REFERRAL STATION

This service aims to assess, diagnose and manage, and encode patients prior to admission.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Any Valid ID as proof of Silay residency (government issued ID with address)		
2. Referral Letter from Attending Physician (if examined by a private physician)		Attending/Private Physician		
3. Laboratory Results (if any)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client comes to the OHCS Referral Station	Nurse On Duty gets the patient's data, monitors vital signs, and refers to Physician On Duty.	NONE	5 mins	Nurse/Midwife On Duty
2. History Taking, Physical Examination and Diagnosis	Physician on Duty takes down patient's medical	NONE	5 mins.	Physician On Duty

	history and do physical examination			
3. Encoding	Data is submitted to the OHCS Database	NONE	5 mins.	Encoder
4. Approval of referral	Client waits for approval of referral	NONE	10-30 mins (may vary)	OHCS
5. Client proceeds to the receiving hospital	Nurse on Duty calls up SCDRRM for transport of patient to receiving hospital	NONE	5-10 mins	Client

OPLAN BATMAN ACTIVITY

This is a project that all BOYS ages 9 years old and above who voluntarily submit themselves for free circumcision every summer. There is a need to conduct this activity to prevent the occurrence of complications due to unsafe surgical procedure performed by untrained person outside the health facility.

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR		Barangay Health Station		
2. Parent's consent		Barangay Health Station		
3. Immunization record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient approach Midwife for the CIR activity ad schedule	Barangay Midwife interviews client and parent for immunization record and consent	NONE	5 min	Midwife and BHW Barangay Health Station
2. Undergo/Subjects themselves to CIR Orientation and Counseling	Physicians/Nurses/Barangay Midwife and BHWs gives counseling to the recipients	NONE	10 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
3. Subjects themselves to a Physical Examination	Physicians/Nurses/Barangay Midwife conducts physical examination	NONE	3 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station

4. Immunization record review	Barangay Midwife/BHWs	NONE	5 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
5. Client proceed to CIR venue with consent form	Barangay Midwife/BHWs	NONE	10 mins.	Physicians/Nurses /Midwife and BHW Barangay Health Station
6. Re-orientation to both Clients and Parents	Program Coordinator	NONE	10 mins	Program Coordinator
7. Client will proceed to waiting area for temperature check	BHWs and Security Personnel	NONE	10 mins	BHWs and Security Personnel
8. Client will advance to CIR table for minor procedure	Physicians/Nurses/Midwives	NONE	30 mins.	Physicians/Nurses /Midwives
9. Client will proceed to Pharmacy for going home medications and instructions	Midwife and BHW	NONE	15 mins.	Midwife and BHW

OUT PATIENT MEDICAL CONSULTATION

This service aims to detect, diagnose and treat common diseases at its early stage, give appropriate medical services including referral to higher level of care if needed.

Office or Division:		Medical Division		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral slip from Brgy. Midwife		Barangay Health Station		
2. Individual Treatment Record from the Brgy. Midwife		Barangay Health Station		
3. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Registration Area, presents referral slip, ITR and MDR	Registration Staff issues Priority Number	NONE	6 mins.	CHO Registration Staff Registration Area

2. Patient proceeds to Admitting Section for chief complaints and vital signs	Nurses at Admitting section makes patient's record with chief complaints and vital signs	NONE	15 mins.	<i>Nurses Admitting Section</i>
3. Patient proceeds to Doctor's Office for consultation	3.1 Physician does the consultation 3.2 Physician issues prescription for medicines or laboratory requests when necessary	NONE	15 mins.	<i>Physician Doctor's Office</i>
4. Patient proceeds to Pharmacy to avail of FREE medicines	Pharmacist dispenses medicines stated on prescription	NONE	10 mins.	<i>Pharmacist Pharmacy Section</i>
5. Patient proceeds to either Laboratory or Treatment Room, if necessary. Otherwise, may go home.				

PRE-NATAL SERVICES

This service aims to check on the condition of both mother and child from conception to labor and to institute measures that would result to a healthy mother and child.

Office or Division:		Barangay Health Station		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City who are pregnant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ITR		Barangay Health Station		
2. Home-Based Maternal Record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient proceeds to Brgy. Health Station for Pre-Natal registration and/or checkup.	Brgy. Midwife interviews patient and fills up HOME-BASED MATERNAL RECORD	NONE	15 mins.	<i>Brgy. Midwife Brgy. Health Station</i>
2. Patient will be checked of her vital signs and for Leopold's maneuver	Brgy. Midwife checks vital signs of patient and performs Leopold's maneuver	NONE	20 mins.	<i>Brgy. Midwife Brgy. Health Station</i>
	Brgy. Midwife gives TT immunization if necessary	NONE	5 mins.	<i>Brgy. Midwife Brgy. Health Station</i>
	Brgy. Midwife gives instructions and sets schedule of succeeding visits	NONE	10 mins.	<i>Brgy. Midwife Brgy. Health Station</i>

PREVENTION OF BLINDNESS PROGRAM

This program aims to address avoidable blindness among Silaynons.

Office or Division:		VARIOUS BARANGAY HEALTH STATIONS		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Silay City residents and non-residents who are victims of an incident which happened in the city.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The patient should have a consultation with the Provincial Ophthalmologist		Barangay Health Station / City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes the BHS for his/her individual treatment record with chief complaints and vital signs	Barangay Midwife/BHW makes patient's ITR	None	10 mins	Barangay Midwife/BHW Barangay Health Station
2. Patient proceeds for Visual Acuity test by the Nurse-in-charge	Nurse performs Visual Acuity Test	NONE	10 mins.	Barangay Midwife Barangay Health Station
3. Patient proceeds for consultation to an Ophthalmologist	Ophthalmologist does the consultation	NONE	15 mins.	Ophthalmologist On Duty
4. Patient proceeds to Nurse-in-charge for giving of reading glasses if needed and as prescribed by the Ophthalmologist	Nurse gives reading glasses as prescribed	NONE	5 mins.	Nurse in charge CHO
5. Nurse instructs patients who have eye problems like cataracts, glaucoma, pterygium, etc., for proper referral, management and treatment	Nurse instructs patient before sending home	NONE	5 mins	Nurse in charge CHO

RABIES PREVENTION SERVICE

Provides post exposure vaccination to animal bite patients and conducts health education classes as preventive measures

Office or Division:		Rabies Treatment Room
Classification:		Simple
Type of Transaction:		G2C - Government to Citizens
Who may avail:		Residents of Silay City
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Individual Treatment Record		Silay City Health Office

2. Referral slip		Barangay Health Station		
3. Anti- Rabies Vaccine and syringe for 1 st and 3 rd dose		Dog Owner provides the vaccine and syringe for the 1st and 3rd dose		
4. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the Registration Area, presents referral slip, ITR and MDR	Registration Staff issues Priority Number	NONE	6 mins.	CHO Registration Staff Registration Area
2. Patient proceeds to Admitting Section for Vital signs to be taken	Nurse at Admitting Section takes patient's vital signs and fills up ITR	NONE	10 mins.	Nurse Admitting Section
3. Patient proceeds to Doctor's Room for consultation	Physician does the consultation	NONE	10 mins.	Physician Doctor's Office
4. Patient submits for vaccination or observation	Nurse injects vaccine to patient or provides instructions based on the Physician's order	NONE	15 mins.	Nurse Program Coordinator Rabies Treatment Room
	Schedule next visit	NONE	5mins.	Nurse Program Coordinator Rabies Treatment Room

SILAY CITY SWABBING FACILITY

Aims for the diagnosis of Covid-19 Infection.

Office or Division:		Medical		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City with Covid-like symptoms and Close Contacts, for medical purposes, and Locally-stranded Individuals and OFWs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identified and referred by the Covid Task Force and Contact Tracers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral and Endorsement	Identified patients are seated	NONE	2 mins	Swabbing Staff

2. Interview	Patient's data are recorded	NONE	8 mins.	Swabbing Staff
3. Swabbing	Patients proceed for Oropharyngeal and Nasopharyngeal Swabbing	NONE	2 mins.	Medical Technologist or Trained Staff
4. Post-swabbing Instructions	Patients are monitored daily by Nurse on Duty	NONE	5-30 mins.	DRRM/Swabbing Staff

SILAY CITY QUARANTINE FACILITY

To provide temporary treatment and monitoring facility to manage Covid-19 and other cases that require isolation.

Office or Division:		Medical		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identified and referred by the Covid Task Force and Contact Tracers				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral and Endorsement	Patients are referred by the Covid Task Force will be endorsed by the DRRM to the Facility	NONE	5 mins	Nurse
2. Assessment	Nurse on Duty will assess and interview the patient before admission and explain the quarantine protocols	NONE	5 mins.	Nurse
3. Admission	Patients are admitted to their isolation unit	NONE	5 mins.	Facility Staff
4. Daily Monitoring	Patients are monitored daily by Nurse on Duty	NONE	5 mins.	Nurse

5. Discharge	Patients are discharged after a specific period of time and given instructions before brought home	NONE	5 mins	Nurse
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SOCIAL HYGIENE CLINIC

This service aims to detect and diagnose sexually transmitted illnesses especially among commercial sex workers for early intervention and treatment so as to prevent its spread in the community.

Office or Division:		Social Hygiene Clinic		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray		Public or Private Radiology Clinics		
2. Stool exam		Public or Private Laboratory Clinics		
3. Health certificate		Sanitation Division - CHO		
4. Individual treatment record		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach nurse in charge for the desired service and present requirements needed	Nurse receives requirements submitted and interviews client	NONE	1 min	<i>Social Hygiene Nurse</i> Social Hygiene Clinic
2. Pay to the cashier and get OR	Cashier receives payment and issues OR	Laboratory – ₱ 100.00 Health Certificate - ₱ 50.00	5 min	<i>Cashier</i> Environmental Sanitation Office
3. Client provides personal information for registration	Nurse proceeds to Registration of client	NONE	5 min	<i>Social Hygiene Nurse</i> Social Hygiene Clinic
4. Client subjects herself to a physical examination and collection of specimens by the Nurse.	Nurse conducts Physical Examination of client and specimen collection	NONE	20 min	<i>Social Hygiene Nurse</i> Social Hygiene Clinic
5. Client brings specimen to laboratory for examination	Laboratory examination of specimen	NONE	1 day	<i>Medical Technologist</i> Laboratory
6. Present result to the nurse and/or doctor for interpretation and prescription of medicines	Social Hygiene Nurse / Physician interprets the laboratory results and prescribes medicines when necessary	NONE	15 min	<i>Social Hygiene Nurse / Physician</i> Social Hygiene Clinic / Doctor's Office

7. Client is subjected to counseling when results are positive	Social Hygiene Nurse provides Counseling of client	NONE	15 min	Nurse Social Hygiene Clinic
8. Schedule next visit	Nurse gives out instructions for continuing treatment and schedules the next visit of the patient	NONE	2 min	Nurse Social Hygiene Clinic

TB – DOTS SERVICE

A strategy in the management of tuberculosis for the prevention of its spread.

Office or Division:		TB - DOTS CENTER		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City with symptoms of TB		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of the patient and treatment partner				
2. Referral from Brgy. Midwife		Barangay Health Station		
3. ITR		Barangay Health Station		
4. Chest X-ray result		Radiology Clinic/Center		
5. Sputum exam result		TB - DOTS Center		
6. Member Data Record (MDR) from PhilHealth		PHILHEALTH Bacolod / PHILHEALTH office at CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Health Declaration	Patients are Registered and Screened			Nurse
2. Consultation and examination by the doctor	Patient is examined by the Physician	NONE	15 mins.	Physician TB-DOTS Center
3. Submit sputum for examination	Med. Tech collects specimen from patient	NONE	2 days	Medical Technologist TB-DOTS Center
4. Patient attends health education lecture together with his/her treatment partner	Nurse Coordinator conducts a lecture on TB and its treatment	NONE	30 mins.	TB-DOTS Nurse Coordinator TB-DOTS Center
5. Dispensing of Medicines	Nurse Coordinator dispenses medicines and gives instructions to the patient and treatment partner	NONE	30 mins.	TB-DOTS Nurse Coordinator TB-DOTS Center
	Schedule follow-up visits	NONE	5 mins.	TB-DOTS Nurse Coordinator TB-DOTS Center

	Follow-up sputum exams results	NONE	5 mins.	TB-DOTS Nurse Coordinator TB-DOTS Center
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TREATMENT ROOM

Other procedures requested by physicians in the course of treating the patients such as injections, wound dressings and suture removal and nebulization are given in this service area.

Office or Division:		Treatment Room		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail:		Residents of Silay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record		Silay City Health Office / Physician		
2. Physician's prescription		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient presents Physician's order to the nurse assigned at the Treatment Room	Nurse reads Physician's order and readies patient for treatment	NONE	1 min.	Nurse Treatment Room
	Nurse carries out Physician's order	NONE	30mins.	Nurse Treatment Room
	Nurse gives instructions to the patient before sending home	NONE	1 min.	Nurse Treatment Room

General Services Office

External

Garbage Collection

This service is for the implementation of the city's garbage collection and disposal program. The city has eight (8) garbage trucks collecting garbage around the city. It has two (2) types of garbage collection: Door-to-Door and Containerized / Depository.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Community			
Who may avail:	All Silay City residents Business and Commercial establishments with in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out and approved forms		General Services Office-Garbage Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call / visit the GSO for uncollected garbage within the city.	1. Receive the calls and take note.	None	10 minutes	<i>Receiving Counter-General Services Office</i>
2. Provide information attending staff request for the client's name, address, and exact location where garbage be collected.	2. Take actions and locate the said area. 2.1. Garbage Division will collect the said garbage at the location identified.	None	15 minutes	<i>General Foreman</i>
	Total:	None	25 minutes	

Issuance of Acknowledgement Receipt for Equipment for newly acquired Properties.

This is the division where the team manages to classify, store, retrieve, secure, track and archive records of properties owned by the city. They are responsible in inventory assignments such as record keeping and updating, physical inventory, placing of inventory tags and designation of Acknowledgement Receipt for Equipment.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Silay City employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchased Order papers with attached		General Services Office-Property Division		

inspected Official Receipt. 2. Wear Facemask				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask No Transaction	1. Check the temperature of the client. 1.1. . Have their hands disinfected with alcohol before entering the office.	None	None	<i>In-charge GSO Personnel</i>
2. Ask the incharge to draft Acknowledgement Receipt for Equipment(ARE) detailing the property.	2. Received and review all documents. 2.1. Prepare the Acknowledgement Report for Equipment papers. 2.2. Return the papers for signatory (incharge of the equipment)	None	10 minutes	<i>Office Clerk</i>
3. Signed the accomplished Acknowledgement Report for Equipment and give back to the office clerk.	3. Received and check completely. 3.1. Record 3.2. Submit to dep't head for signatory. 3.3. Attached to voucher.	None	10 minutes	<i>Office Clerk</i> <i>Dep't Head General Services Office</i>
	Total:	None	20 minutes	

Motor pool / Vehicle Management

The objective of this services is to implement one driver-one vehicle policy, supervise the whole motor pool operation, making sure that the service vehicles are in good running condition, responsible in the repair and maintenance, in-charge of scheduling and assigning service vehicle with approved request and travel order and manage the allotted petroleum and oil consumption per vehicle.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government			
Who may avail:	1. All Silay private & public sectors 2. Teachers and Students seminars and fieldtrips 3. Burial services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with approval from the City Mayor 2. Wear Facemask		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask No	1. Check the	None	None	<i>In-charge GSO</i>

Transaction	temperature of the client. 1.1. Have their hands disinfected with alcohol before entering the office.			<i>Personnel</i>
2. Call or visit the General Services Office to inform if there is an available vehicle.	2. Receive the calls and take note.	None	10 minutes	<i>Office Clerk</i>
3. Provide request letter with name, address, date, time, contact number and exact location where to travel and had an approval from the city mayor.	3. Record the request and take actions to it. 3.1. Contact the person for follow-ups.	None	3 days	<i>Mayor's Office</i>
4. The request letter will be endorsed to General Services Office for scheduling and dispatching.	4. Write down schedule and provide vehicle with driver. 4.1. Contact and confirm the person who requested.	None	10 minutes	<i>in-charge Motor Pool</i> <i>Dep't. Head-General Services Office</i>
5. Follow-up	None	None	None	<i>Office Clerk</i>
	Total:	None	3 days, 20 minutes	

Procurement and Supply Division

This division is responsible in the procurement of supplies, materials and equipments through public bidding and personnel canvass needed by different offices of the city. The office set standards before acquiring an item. It should be the right quality, at a reasonable price, accurate or reasonable quantity provided by reliable source and requested at the right time. They also attend to different office task like preparation of procurement documents, purchase order, purchase request and conduct registry on in-stock supplies.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Silay City Government Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request documents 2. Wear Facemask		General Services Office-Procurement Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask no Transaction	1. Check the temperature of the	None	None	<i>In-charge GSO Personnel</i>

	client. 1.1. Have their hands disinfected with alcohol before entering the office.			
2. Provide purchase request paper with the approval of city administrator and budget officer for verification.	2. Received and records the documents	None	10 minutes	<i>Receiving Counter-General Services Office</i>
3. Submit to General Services Office for quotation.	3. Prepare quotation	None	10 minutes	<i>Office Clerk</i>
4. Forward the quotation to BAC(Bids and Awards Committee) for approval and to canvass.	4. Canvass to different establishment	None	3 days	<i>Office Clerk</i> <i>BAC(Bid and Awards Committee)</i>
5. Return the quotation paper to General Services Office that has canvassed and with the name of the establishment if who is the winner.	5. Check	None	5 minutes	<i>Office Clerk</i> <i>Dep't. Head General Services Office</i>
6. Prepare Abstract & Quotation with Purchased Order assigned by the dep't. head.	6. Prepare and initiate	None	10 minutes	<i>Office Clerk</i>
	Total:	None	3 days, 30minutes	

Provision of Inspection Services on Government Property

This service is generally to check on the condition of various government-owned properties.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Silay City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PO(Purchase Order) with delivery receipt and charge invoice 2. Wear Facemask		General Services Office-Property Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. No Facemask No Transaction	1. Check the temperature of the	None	None	<i>In-charge GSO Personnel</i>

	client. 1.1. Have their hands disinfected with alcohol before entering the office.			
2. Give out Purchase Order papers with Official receipt to the incharge and request Inspection Report for inspection.	2. Received and check the complete documents. 2.1. Inspect the official receipt of the items.	None	1 hour	<i>Receiving Counter-General Services Office</i>
3. Take note of the Inspector to be assigned by the GSO head to conduct the inspection.	3. Check and review all the documents 3.1. Review the items in the official receipt and marked inspected.	None	1 hour	<i>Assigned Inspector</i>
4. Await to give out the Acceptance and Inspection Report	4. Accomplished Acceptance and Inspection Report 4.1. Process for signatory. 4.2. Attached to voucher	None	1 hour	<i>Dep't Head General Services Office</i>
	Total:	None	3 hours	

City Veterinary Office

External

Animal Health Services: Consultation, Diagnosis, Treatment, and Vitamin Supplementation.

This service can be availed by an animal owner by bringing the sick animal patient to the office of the City Veterinarian (OCV) or in case of livestock by reporting the concern to the OCV.

Office or Division:	Office of the City Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals for consultation Visit or call OCV and bring health / vaccination record of the patient. Subject self for temperature evaluation and hand sanitation before entry.	Client's temperature is being checked and hand sanitation is required before entry of each client. Clerk will record the client detail	NONE	1-5 minutes	Clerk
2. Owner will be interviewed for history taking about the patient.	The veterinarian / technician will conduct medical history taking and physical examination of the patient at OCV/In case of livestock/poultry the veterinarian/ technician will travel on the site of the patient	NONE	5-40 minutes	Veterinarian and/ Technician
3. Owner must be present for case diagnosis, necessary test (if needed) and treatment plan for their consent and participate for animal restrain.	The veterinarian will discuss the diagnosis and treatment/supplementation. Release of request for laboratory test/s if necessary. Upon release of result of the laboratory diagnosis is relayed to the owner and necessary	None	15 min-24 hours	Veterinarian and technician

	prescription is given to the owner and treatment is conducted.			
	In cases not requiring laboratory test, diagnosis and treatment is being served to the patient as soon as the medicines and equipment/ apparatus is/are available.			
	Total:	None	1 hour and 40 minutes	

Barangay Mass Anti-Rabies Vaccination

This service is extended to pet owners on a house-to- house scheme annually most importantly on areas with history of positive animal/ human rabies cases.

Office or Division:	Office of the City Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Animal/Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the OCV for any positive cases or suspicious case involving an animal bite should immediately be reported to the OCV.	The Clerk will record the client details and other necessary information	None	5-10 minutes	Clerk
2. Owner/s will be providing necessary information to the investigating team.	Epidemiological Survey will be conducted by the veterinarian and OCV personnel.	None	1-3 days	Veterinarian and/ Technician
3. Pet owners should prepare the vaccination record and restraining equipment if necessary to their pet's behavior.	Barangay Officials and health workers are informed of the schedule in order for them to disseminate the information to pet owners	None	1 day	Clerk / Barangay officials and health workers
4. Restrain and prepare their respective pets for vaccination	Conduct massive vaccination against rabies to susceptible animals	None	1-4 weeks	Veterinarian and vaccinators
	TOTAL	None	1 month, 4	

			days and 10 minutes	
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Issuance of Veterinary Health certificate

For the purpose of Inter-city/ municipality/island shipment, animal owner may request for the issuance of veterinary health certificate as a requirement for quarantine measures.

Office or Division:	Office of the City Veterinarian			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated vaccination and certification signed by a duly license veterinarian		Attending Veterinarian of the Patient/Farm		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals and present health /vaccination record of the animal/s. Subject self for temperature evaluation and hand sanitation before entry.	Client's temperature is being checked and hand sanitation is required before entry of each client. The clerk will record the details of the patient and owner	NONE	1-5 minutes	Clerk
2. The owner will discuss the Clinical history and observed condition/s to the veterinarian, livestock inspector or technician	History taking and Physical Exam Owner will be interviewed for history taking and conduct of physical examination of the patient at OCV/ or on site of the patient in case of livestock/poultry.	NONE	5 -40 minutes	Veterinarian and/ Livestock Inspector
3.Issuance of Certificate	Health certificate is issued and logged if animal/s found healthy and vaccination/s is/are updated.	None	10 minutes-2 hours	Clerk and Veterinarian
	TOTAL	None	2 hours and 45 minutes	

Redemption of Impounded Animals


Pursuant to the Rabies Prevention, Control and Eradication Program of Silay City any stray animal owner may redeem the apprehended animal upon payment of the necessary fees and penalties.

Office or Division:	Office of the City Veterinarian
Classification:	Highly Technical

Type of Transaction:		G2C		
Who may avail:		Animal Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of ownership		Residing Barangay if no available animal health record or pet ID microchip		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Subject self for temperature evaluation and hand sanitation before entry. Client checks with the OCV to validate apprehension and Ownership of the impounding animals.	Client's temperature is being checked and hand sanitation is required before entry of each client The Clerk and dog pound in charge will verify information with dog pound record and client description and documents	None	3-5 minutes	Clerk and dog pound in charge
2. Pay the fees and charges to the CTO	OCV issues order of payment	1.Rabies vaccination(Php50.00) 2.Poundage Fee (Php 30.00/day) 3. Boarding Fee(Php 10.00/day) 4.Registration Fee (Php10.00/head) 5.Penalty 1 st Offense Php 300.00 2 nd Offense P 500.00 3 rd Offense P 1,000.00	5 min-30 minutes	OCV clerk
3. Present the Proof of payment and Client sign the redemption record. Bring leash/ cage for dogs to be claimed.	Animals are vaccinated prior to release. and updated in redemption record	None	15-30 minutes	Vaccinator, dog pound in charge and clerk
	TOTAL	1.Rabies vaccination (Php50.00) 2. Poundage Fee (Php 30.00/day) 3. Boarding Fee(Php 10.00/day)	1 hour and 5 minutes	

Slaughter of Animals for Human Consumption

The OCV is in charge for inspection of animals intended for slaughter and meat fit for human.

Office or Division:		Office of the City Veterinarian		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Animal Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Ownership of Large Animals/transfer		City Licensing Division		
Barangay Certificate/ clearance		Barangay of animal origin		
Veterinary Health Certificate		From point of origin or shipping permit if coming from outside the city.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals and required documents. Animals are recorded. Required documents are verified. Subject self for temperature evaluation and hand sanitation before entry	Client's temperature is being checked and hand sanitation is required before entry of each client Animals and documents will be checked and verified upon arrival.		5 minutes	Meat inspector and Watchman on duty
2. Client should submit the animals for observation at holding pens facility for at least six hours prior to slaughter schedule	Ante Mortem Inspection will be conducted by Meat Inspector, animals are inspected for any signs of disease or condition which would warrant condemnation	Ante-Mortem (Per Head) for public and Home consumption *Carabao- Php 2.00 *Cattle - PHP 2.00 *Horse - Php 2.00 *Hog - Php 1.25 *Goat - Php 1.25 Corral Fee (Per Head) *Carabao - Php 1.50 *Cattle - PHP 1.50 *Horse - Php 1.50 *Hog - Php 0.90 *Goat - Php 0.60	6-20 hours	Slaughter master/ Meat Inspector
3. Client's Butchers will slaughter their respective animals	Animals passed the Post mortem inspection are slaughtered and inspectors overseas	Slaughter fee (Per Head) for public consumption *Carabao-	20 min-6 hours	Butcher

	the procedure.	Php 15.00 *Cattle- PHP 15.00 *Horse Php 15.00 *Hog Php 9.00 *Goat Php 9.00 Slaughter fee (Per Head) for Home consumption *Carabao- Php 7.50 *Cattle- PHP 7.50 *Horse Php 15.00 *Hog Php 4.50 *Goat Php 3.00		
4. Butchers will assist the meat inspector for carcass inspection	Meat Inspector will conduct Post Mortem Inspection Carcass are inspected for signs of disease/ condition which would warrant condemnation and should marked the meat fit for consumption	Post Mortem Inspection (Per Head) *CarabaoPh p15/200Kg *Cattle Php10/200kg *Horse Php10/200kg *Hog Php0.10/kg *Goat Php0.10/kg	5-10 minutes	
5. Meat Inspection Certificate (MIC) will be received by the client/authorized representative and should be displayed at respective meat stalls	Issuance of Meat Inspection Certificate (MIC) MIC is Issued to be checked by the market inspectors and details will checked by market collectors for total fees to be paid by the client.		5-10 minutes	Slaughter master/ Meat Inspector
	TOTAL	Depends on the kind and weight of livestock	26 hours and 25 minutes	

Stray Animal Control

Pursuant to the Rabies Prevention, Control and Eradication Program of Silay City the 203 OCV regularly conducts stray animal impoundment. Aside from regular animal apprehension, any resident may report to the OCV the presence of stray animals on their area or nearby areas. Apprehended animals are impounded for 3 days only.

Office or Division:	Office of the City Veterinarian
Classification:	Highly Technical

Type of Transaction:		G2C		
Who may avail:		Animal Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request or Call the OCV to report the presence of stray animals. For personal complaint, Subject self for temperature evaluation and hand sanitation before entry.	Client's temperature is being checked and hand sanitation is required before entry of each client The Clerk will record the client details	None	1-5 minutes	Clerk
2. Caller may wait for the OCV Personnel unless he/she intends to remain anonymous. OCV personnel proceeds to the area for apprehension if animals are still present.	The Apprehension team will check/ evaluate the area of concern and apprehend the stray animals present.	None	5 min-30 minutes	OCV Apprehension team
3. Complainant / requesting body may update the office for further apprehension needed.	Apprehended animals are brought to the City pound and individual details of animals are recorded.	None	15-30 minutes	Apprehending team and dog pound in charge
	TOTAL	None	1 hour and 5 minutes	

Walk in Animal Rabies Vaccination

This service can be availed by an animal owner by bringing the animal susceptible to rabies to the Office of the City Veterinarian (OCV) for the vaccination against the disease.

Office or Division:		Office of the City Veterinarian		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		Animal Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Payment		City Treasurer's Office		
Proof of Ownership		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring in animals and Vaccination record and sign in client log book. Subject self for	Client's temperature is being checked and hand sanitation is required before entry of each client The	NONE	1-5 minutes	Clerk

temperature evaluation and hand sanitation before entry	Clerk will record the client details			
2. The owner will discuss the Clinical history and observed condition/s to the veterinarian/ vaccinator	The veterinarian / vaccinator will conduct medical history taking and physical examination of the patient at OCV/ and asses to subject for vaccination/decline.	None	5- 15 minutes	Veterinarian and/ vaccinator
3. Pay the required fees at the City Treasure's Office	OCV issues an order of payment and instruct the client	Php 50.00	15-30 minutes	Clerk and CTO collectors
4. Client present the Official receipt	The Animal/ pet will be vaccinated and Clerk will log the OR details and complete details for vaccination log book	None	2-5 minutes	Veterinarian/ vaccinator and clerk
	TOTAL	P50.00	55 minutes	

City Social Welfare and Development Office

External

AID TO INDIVIDUAL IN CRISIS SITUATION

This service is for individual or family who is unable to meet specific needs materially or financially because of crisis or extremely difficult situation such as disaster, sudden illness, death, loss of job, mobility to return home or need for physical restoration.

Office or Division:	City Social Welfare and Development Office
Classification:	Complex
Type of Transaction:	Government to Client, Government to Government
Who may avail:	<ul style="list-style-type: none"> ➤ Individual/family who are in stressful situation ➤ Victims of calamities, etc. ➤ Patient or any of their immediate family members

• BURIAL ASSISTANCE

Provision of assistance to individual who are unable to cope the burial expenses of their deceased family member.

Who may avail:	Indigent Silaynons/Silaynons in Difficult Situations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Barangay Certification ➤ Death Certificate ➤ Funeral Contract ➤ Claimant's I.D. 		<ul style="list-style-type: none"> ➤ Barangay ➤ Hospital/LCR ➤ Funeral Parlor 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client came to this office to present their problem.	1. Interview and review of documents presented	None	30 minutes	Social Worker
2. Present required documents				
3. Submit themselves for interview	2. Prepare Social Case Summary and other supporting documents	None	20 minutes	Clerk
4. Affixing signature on prepared documents				

• HOSPITALIZATION ASSISTANCE

Provision of financial assistance to individual to cope the hospital needs of their ailing family member who was confined in the hospital.

Who may avail:	Indigent Silaynons/Silaynons in Difficult Situations	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ Barangay Certification ➤ Hospital Bill 	<ul style="list-style-type: none"> ➤ Barangay ➤ Hospital 	

<ul style="list-style-type: none"> ➤ Medical Abstract ➤ Certificate of Confinement ➤ Claimant's I.D. 		<ul style="list-style-type: none"> ➤ Attending Physician ➤ Hospital 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client came to this office to present their problem. 2. Present required documents 3. Submit themselves for interview 4. Affixing signature on prepared documents	1. Interview and review of documents presented	None	30 minutes	Social Worker
	2. Prepare Social Case Summary and other supporting documents	None	20 minutes	Clerk

• MEDICAL ASSISTANCE

Provision of limited medical assistance to individuals / families who are unable to acquire medicines to cure ailments or needs medical attention.

Who may avail:		Indigent Silaynons/Silaynons in Difficult Situations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Doctor's Prescription ➤ Laboratory Request 		<ul style="list-style-type: none"> ➤ Doctor/ Attending Physician ➤ Doctor/ Attending Physician 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client came to this office to present their problem. 2. Present required documents 3. Submit themselves for interview 4. Affixing signature on prepared documents	1. Interview	None	30 minutes	Social Worker
	2. Canvass	None	20 minutes	Clerk Utility
	3. Purchase of Medicines (Drugstore)/ Refer to Diagnostic Center	None	30 minutes	Utility Worker

APPLICATION FOR MINORS TRAVELLING ABROAD

This service aims to prevent child trafficking by implementing the provisions of Republic Act 7610 (Special Protection of Children against Abuse, Exploitation and Discrimination Act) and Republic Act 8239 (Philippine Passport Act of 1996), specifically Section 5F thereof.

Office or Division:	City Social Welfare and Development Office
Classification:	Highly Technical
Type of Transaction:	Government to Government

Who may avail:	<ul style="list-style-type: none">➤ A minor travelling alone to a foreign country except under special circumstances where a minor whose parents are in foreign service or are living abroad as immigrants, provided he/she is holding a valid visa/pass/identification card, or a permanent resident visa as proof that he /she is living with parents abroad and such travel does not constitute child trafficking.➤ A minor travelling to a foreign country accompanied by a person other than their parents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">➤ Duly accomplished Application Form.➤ Photocopy of Certificate of Live Birth (SECPA) or passport of minor and of travelling companion.➤ Affidavit of Consent of parents permitting the child to travel alone/ with a specific person other than them.➤ Photocopy of Marriage Certificate of Parents➤ Affidavit of Support/ Certificate of Employment➤ Two (2) copies 1x1 picture of minor➤ Photocopy of Visa / Passport➤ Affidavit of Illegitimacy if parents are not married		<ul style="list-style-type: none">➤ City Social Welfare and Development Office➤ Philippine Statistics Authority➤ Parents➤ Philippine Statistics Authority➤ Attorney at Law/Employer➤ Attorney at Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of required documents	1. Orientation on Requirements needed	None	30 minutes	City Social Welfare and Development Officer
2. Submit for interview	2. Assessment of Documents	None	30 minutes	
3. Submission/Mail ing of assessed documents to Regional Office	3. Preparation of Supporting Documents for endorsement to Regional Office	P 300.00	20 minutes	
	4. Releasing of Certificate		1-2 weeks	DSWD FO VI

COUNSELLING

This service offers pre-marriage counselling and advice to couples and families with relationship and domestic problems and those in crisis situations.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ Battered wife ➤ Couples with marital problems ➤ Couples applying for marriage license ➤ Parent / family members with problems on relationship ➤ Delinquent Minors 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ None		➤ None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek referral letter from respective barangays (battered/couples with marital problems)	1. Pre-marriage Counseling 2. Marital Counseling	None	2-3 hours	Social Worker
2. Fill-out up Marriage Expectation Inventory (would be couples)	3. Parent & Child Counseling	None	30 minutes	Social Worker
3. Attendance on scheduled A. Pre-Marriage Counseling B. Couple's dialogue		None	1 hour	Social Worker/Marriage Counselor

ISSUANCE OF IDENTIFICATION CARD TO PERSONS WITH DISABILITY

This service is in compliance with Republic Act 9442 for Persons with Disability to avail 20% discount on medicines, transportation, hospitalization, health facilities, laboratories and diagnostic services, 5% discount on groceries (basic and prime commodities)

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	<p>Persons with all types of disabilities mentioned in Republic Act 7277 such as:</p> <ul style="list-style-type: none"> ➤ Psychosocial Disability ➤ Disability due to Chronic Illness ➤ Learning Disability ➤ Mental Disability ➤ Visual Disability ➤ Orthopedic Disability ➤ Communication Disability 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Profiler		➤ Person's With Disability Affairs		

<ul style="list-style-type: none"> ➤ Medical Certificate issued by attending physician ➤ If lingering ailment, Certification from City Health Officer 		<ul style="list-style-type: none"> Office ➤ Doctor/ Attending Physician ➤ City Health Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of required documents	1. Assessment of required documents	None	10 minutes	Social Worker
	2. Online Registration	None	30 minutes	Social Worker
	3. Preparation of ID Card	None	5 minutes	Social Worker
	4. Submission and Signing of ID card by the City Mayor	None	3-5 days	Social Worker
	5. Release of ID cards to Persons With Disability	None	5 minutes	Social Worker

ISSUANCE OF SENIOR CITIZEN'S ID

This service is in compliance with Republic Act No. 9257, an act granting additional benefits & privileges to senior citizens.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ Senior Citizens 60 years old & above, Filipino Citizen / Filipino with Dual Citizenship 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Barangay Residency ➤ Certificate of Live Birth/Baptismal Certificate ➤ Community Tax Certificate ➤ Two (2) copies 1x1 ID pictures 		<ul style="list-style-type: none"> ➤ Barangay ➤ Philippine Statistics Authority/Church ➤ City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of required documents	1. Assessment of required documents	None	20 minutes	Social Worker/ Clerk
	2. Issuance of ID signed by the City Mayor	None	5 minutes	Social Worker/ Clerk

ISSUANCE OF SOLO PARENTS' ID

This service is in compliance with Republic Act 9872, an act providing benefits and privileges to solo parents and their children.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ Single parent, widow, separated abandoned, licensed foster parents or those who are left with a responsibility of parenthood while the spouse is serving sentenced for criminal conviction or physically or mentally incapable, and any family member who assumes responsibility with due to prolonged absence of parents and with children below 18 years old. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Application Form ➤ Barangay Certification ➤ Certification from Barangay Official (circumstance of being a solo parent) ➤ Two (2) 1x1 ID picture of applicant ➤ Birth Certificate of children below 18 years old 		<ul style="list-style-type: none"> ➤ City Social Welfare and Development Office ➤ Barangay ➤ Barangay ➤ Philippine Statistics Authority 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of required documents	1. Intake Interview	None	20 minutes	Social Worker
2. Fill-out application form	2. Assessment of required documents	None	10 minutes	Social Worker
3. Submit themselves for interview/assessment	3. Issuance of ID signed by the City Mayor	None	5 minutes	Social Worker

PROTECTIVE SERVICES FOR CHILDREN AND YOUTH UNDER DIFFICULT SITUATIONS

This service aims to protect children and youth from further neglect, abuse, exploitation, prostitution or being in the street and out of school.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ Physically and sexually abused minor ➤ Orphaned, abandoned, neglected children ➤ Children who are victims of exploitation 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Medical Certificate ➤ Police Blotter ➤ Birth/Baptismal Certificate ➤ School Record 		<ul style="list-style-type: none"> ➤ Doctor/ Attending Physician/ Hospital ➤ Police Station ➤ Local Civil Registrar/ Church ➤ School 		
CLIENT STEPS	AGENCY	FEES TO	PROCESSING	PERSON

	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Client came to this office to present their problem	1. Intake Interview	None	30 minutes	Social Worker
2. Submit minor and parent for counselling	2. Stress Debriefing/Counseling	None	1 hour	Social Worker
3. Attend conference	3. Follow Up/Referral	None	1 hour	Social Worker

PROTECTIVE SERVICES FOR CHILDREN AT RISK/CONFLICT WITH THE LAW

This service facilitates the implementation of the provisions of Republic Act 9344 for the Children at Risk/ Conflict with the Law.

Office or Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ A child below 18 years of age who is alleged as accused of, or adjudged as having committed an offense under Philippine Laws. ➤ Children vulnerable to and at risk of committing criminal offense. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Police Blotter ➤ Certificate of Live Birth / Baptismal Certificate ➤ School Records 		<ul style="list-style-type: none"> ➤ Police Station ➤ Local Civil Registrar/Church ➤ School 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of supporting documents	1. Interview with parents of minor offenders	None	30 minutes	Social Worker
2. Submit themselves for interview/counseling	2. Dialogue with minor and parents	None	1 hour	Social Worker
3. Attend diversion conference	3. Assessment on level of discernment and counseling	None	2 hours	Social Worker
4. Attend court hearings	4. Preparation & submission of discernment report	None	1 day	Social Worker
5. Attendance at pre-admission conference	5. Temporary placement to Youth Center	None	As needed	Social Worker
	6. Placement to institutions/ Release thru recognizance	None	As needed	Social Worker
		None	2 hours	Social Worker

	6. Diversion Conference	None	As per court schedule (4 hours)	Social Worker
	7. Court Appearance			

REFERRAL TO OTHER GOVERNMENT ORGANIZATIONS AND/OR NON-GOVERNMENT ORGANIZATIONS (HOSPITALIZATION, LABORATORY, ETC.)

This service provides referrals of indigent individuals or families to other agencies for financial assistance and other services to meet their present needs.

Office or Division:	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	Government to Government, Government to Client			
Who may avail:	Indigent Silaynons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Referral Letter ➤ Medical Certificate / Request Laboratory / Medical Abstract ➤ Certificate of Confinement ➤ Barangay Certificate ➤ Other requirements as required by the agency ➤ Hospital Bill ➤ Doctor's Prescription ➤ Funeral Contract ➤ Death Certificate 		<ul style="list-style-type: none"> ➤ Doctors/ Attending Physician/Hospital ➤ Hospital ➤ Barangay ➤ Other agencies ➤ Hospital ➤ Doctor/ Attending Physician ➤ Funeral Parlor ➤ Local Civil Registrar 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in	1. Interview and Assessment	None	45 minutes	Social Worker
2. Prepare required documents	2. Preparation of Social Case Summary/ Referral	None	1-2 hours	Social Worker
3. Submission of prepared documents to referring agency	3. Type Social Case Summary and supporting documents	None	30 minutes	Clerk

SOCIAL PENSION FOR INDIGENT SENIOR CITIZEN

This Social Pension for Indigent Senior Citizens is one of the benefits of senior citizens provided for in Section 5 of Republic Act 9994, otherwise known as the Expanded Senior Citizens Act of 2010. Thru this service, the government assistance in the amount of P 500.00 per month is given to the indigent senior citizens to augment their daily subsistence and other medical needs.

Office or Division:	City Social Welfare and Development Office
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Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	<ul style="list-style-type: none"> ➤ 60 years old and above ➤ Frail, sickly or with disability ➤ Have no pension ➤ Have no permanent source of income, compensation or financial assistance from relatives to support his/her basic needs. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Application Form/SPBUF ➤ Senior Citizen's I.D 		<ul style="list-style-type: none"> ➤ CSWD Office ➤ Office of the Senior Citizen's Affairs 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for interview and assessment	1. Intake Interview	None	10 minutes	Social Worker
	2. Assessment/ Verification of clients' data	None	20 minutes	Social Worker
	3. Entry in the Master List for Submission to Regional Office	None	5 minutes	Social Worker
	4. Pay out as scheduled	None		

HEALTH SAFETY PROTOCOLS TO COMBAT COVID-19

- Footbath is provided at the gate of the office.
- Administering Thermal Scanner to check body temperature of all individuals entering the office.
- Spraying of Alcohol as sanitizer
- Strict implementation of 1 meter physical distance
- Displaying of **"NO MASK, NO ENTRY"** signage at the main door of the office
- Installation of plastic shield at the table of personnel assisting clients.
- Daily (before and after office hours) disinfect of floor, windows and tables.

Office of the Building Official

External

As a prevention and safety measure against the spread of the coronavirus, the office adopts a strict implementation of the No-Mask-No-Entry policy for clients and employees of the office. Body temperature is checked and hands are sanitized with alcohol before entering the building.

Building Permit

The Building Permit is a requirement under the provisions of the National Building Code of the Philippines before any construction, repair, renovation, demolition, restoration, addition, removal or similar activities can commence.

Office or Division	Office of the Building Official	
Classification:	Highly Technical	
Type of Transaction:	G2C	
Who may avail:	All real property owners of Silay City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Building Permit form(notarized) 5sets		Forms are issued by the Office of the Building Official free of charge and may also be downloaded online
2. Electrical Permit form 3sets		
3. Plumbing Permit form sets	3	
4. Mechanical Permit form sets	3	
5. Electronics Permit form sets	3	
6. Fencing Permit form(notarized) sets	3	Department of Labor and Employment (external services)
7. Demolition Permit form(notarized) sets	5	
8. Sign Permit form sets	3	
9. Pre-construction Temporary Electrical Permit form sets	3	<i>Design Professional</i>
10. Signed and Sealed Construction Specifications sets	5	Receipts are issued by City Assessor's Office
11. Signed and Sealed Bill of Materials sets	5	Land Tax Division
12. Construction, Safety and Health Program sets	2	Register of Deeds <i>Geodetic Engineer</i>

13. Signed and Sealed Structural Analysis	2	Owner
Sets		
14. Current Tax Declaration (Original)	2	
Sets		
15. Current Tax Clearance (Original)	2	Issued by their respective offices
Sets		City Treasurer's Office
16. Certified True Copy of Original Title or Transfer Certificate of Title	2	
Sets		
17. Sign and Sealed Lot Plan with Vicinity Map	2	Design Professionals
Sets		
18. Notarized Contract of Lease	2	Issued by Professional Electrical Engineer Contractor/owner
Sets		
19. Other Clearances as Requested, Air Traffic Organization, Department of Environment and Natural Resources, Sangguniang Panglungsod, Etc.)	2	Issued by Subdivision Owner to the Buyer
Sets		Issued by the Owner
20. Photocopy of Community Tax Certificate(Cedula)	1 Set	Submitted by the Design Professional
21. Photocopy of Professional Regulation Commission Identification Card, Professional Tax Receipt with Specimen Signatures (once in a year)	1	Issued by the Owner
Set		
22. Electrical Design Analysis	1	Submitted by the Owner
Set		
23. Building Permit Signboard Unit	1	
24. All documents must be fastened in a long size folder with other requirements as needed		
24.1 Contract to sell	2	
sets		
24.2 Notarized Authority to Sign etc.	2	
sets		
24.3 Philippine Contractors Accreditation Board license	2	
sets		

<p>24.4 Special Power of Attorney/Secretary's Certificate (for corporation) 2 sets</p> <p>25. Complete building plans (Cover Sheet signed by the Zoning Administrator, Architectural, Structural, Plumbing, Electrical, Mechanical, Electronics, etc) signed & sealed by respective design professionals. 5 sets</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit complete documents signed by City Planning and Development Office and Special Power of Attorney from authorized representative</p> <p>2. Receive complete documents for payment to Bureau of Fire Protection and City Treasurer's office</p> <p>3. Return all documents & receipts to office of the building official</p>	A. Receive and arrange/check documents	Refer to latest Implementing Rules and Regulation of Presidential Decree 1096 and latest Revenue code and City Ordinances	15 Minutes	Office of the building official – <i>administrative personnel</i>
	B. Technical assessment/ order of payment by the Following:		2 Hours	Office of the Building Official <i>Team Inspectors</i>
	Line and grade Architectural Structural Plumbing and sanitary Mechanical Electrical Others		20 Minutes	Office of the Building Official Chief, Enforcement Division
	C. Final evaluation/summation of fees(order of payment) and Endorsement to Bureau of Fire Protection and City Treasurer's Office		10 Minutes	Bureau of Fire Protection and City Treasurers Office (External Service)
	D. Final signatures, issuance of permit/recording and release		10 Minutes	Building Official and Office of the Building Official Personnel

	TOTAL	Refer to PD 1096 and City Revenue Code	2 hours and 55 minutes	
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Occupancy Permit

The Occupancy Permit is an integral requirement under the provisions of the National Building Code of the Philippines to ensure that the use or occupancy of the structure conforms to the purpose of its application.

Office or Division		Office of the Building Official		
Classification:		Highly Technical		
Type of Transaction:		G2C		
Who may avail:		All residents of Silay City who completed Bldg Permit		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Building Permit/ Plans 1 Set 2. Logbook 1 Set 3. Certificate of Completion 5 Sets 4. Application for Certificate Occupancy 3 Sets			Application & Cert. of Completion forms are issued by the Office of the Building Official free of charge and may also be downloaded online	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application documents for occupancy and Certificate of Completion duly signed and notarized	A. Receive and check documents	Refer to latest Implementing Rules and Regulation of Presidential Decree 1096 and latest Revenue code and City Ordinances	10 Minutes	Office of the Building Official Personnel
	B. Site Inspection (scheduled)		1 Hour	Office of the Building Official Team Inspectors
	C. Signatures of technical inspectors/order of payment/ endorse to Bureau of Fire Protection		3 Hours	Office of the Building Official Team Inspectors/ Office of the Building Official Personnel

<p>2. Payment to Bureau of Fire Protection and City Treasurers Office</p> <p>3. Return all documents/receipts to office of the building official</p>	<p>D. Final signatures, recording and release of certificate</p> <p>TOTAL</p>	<p>Refer to PD 1096 and City Revenue Code</p>	<p>10 Minutes</p> <p>10 Minutes</p> <p>4 hours and 30 minutes</p>	<p>Bureau of Fire Protection and City Treasurers Office</p> <p>Building Official and Office of the Building Official Personnel</p>
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Office of the City Engineer

Internal

The **Office of the City Engineer** is the construction arm of the City Government. The Office is responsible for the construction of various infrastructure projects, including planning, surveying and design works, as well as the repair and maintenance of all government structures and facilities in the city.

Vision/Mission. To lead in the efforts to transform the City of Silay as a world class gateway city of the Province of Negros Occidental, by building quality infrastructure and services.

Functions:

- 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.
- Advise the Mayor on matters pertaining to infrastructure, public works and other engineering concerns.
- 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.
- Provide engineering services to the local government unit, including investigation and survey, engineering designs, feasibility studies and project management.

The Office has the following divisions: Administrative Division, Survey, Plans and Designs Division, Construction and Maintenance Division, Mechanical Repair Shop (Motor pool) Division, Electrical Division.

As a prevention, mitigation and safety measure against the spread of the coronavirus, the office adopts a strict implementation of the No-Mask-No-Entry policy its visitors and employees. Prior to their entry to the building body temperature is checked via a non-contact thermometer and hands are sanitized with alcohol via dispenser and for visitors and non-organic employees of the Department logging is to the log book is required by the personnel on duty at the building entrance.

Administrative Division

The division is responsible to the administrative needs of the department such as the application for leave of its employees, safe keeping of their records, prepares program of works, purchase requests, keeping and disbursing of office supplies and others, preparation of the department's budget, reports and other pertinent and needed documents for submission.

Application for Leave

Office or Division	Office of the City Engineer-Administrative Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	All Employees of the Department

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled up and signed application for leave.		Payroll clerk where the applicant-employee is under		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client gives the dates and kind of leave which he/she wished to avail of and the number of days.	A. Encodes all the data on the application for leave for on the desktop, have it printed and signed by the applicant and payroll clerk	N/A	3-5 minutes	Payroll Clerk
	B. Have it carded to the assigned personnel, and signed by the designated administrative officer, and head of office.		3-5 minutes	Assigned/designated personnel
	C. Liaison officer will submit the application for leave to the CMO-Personnel Division for approval			Designated liaison personnel

Construction and Maintenance Division

The division is responsible for the implementation/undertaking of the LGU's infrastructure projects or programs. It also does routinary maintenance works and repairs of the City's roads, bridges and canals, and other structures, facilities or edifice of the LGU, as well as the safekeeping and installation/deployment of the City's barricades and canopies.

Office or Division	Office of the City Engineer-Construction and Maintenance Division		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

1. Approved project request		Projects approved under the Annual Investment Plan, (PPA) Plans, Programs, Activities, Concerned Office (Department)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Complete and approved pre-engineering works documents and other pertinent document and materials needed for the project.	A. Receive and check the needed materials B. Implements the project as mandated	N/A	As per need basis As per approved schedule indicated in the Program of Wokrs	Engineer/Architect /Construction foreman/Draftsman assigned to the project
2 Submit the approved request for the use of barricades and canopies	A. Installs the barricades and canopies as indicated on the approved request	N/A	As needed	Assigned Construction and Maintenance General Foreman

Electrical Division

The division is responsible for the repair and maintenance of the City's streetlights as well as the electrical concerns of the different offices, facilities and structures of the LGU. It likewise implements or undertake projects or programs of the LGU which has electrical needs or concerns.

Office or Division	Office of the City Engineer-Electrical Division		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved project request		Projects approved under the Annual Investment Plan, (PPA) Plans, Programs, Activities, Concerned Office (Department	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and approved request/order of the area needing replacement/repair of streetlights 2 Submits the approved program of works and other pertinent documents	A. Receive and check the approved order	N/A	N/A	Division Chief/Electrical Engineer
	B. Inspects the available materials	N/A	As needed	Electrical General Foreman
	C Deploys personnel, equipment and vehicles to the area	N/A	As needed	Division Chief/Electrical Engineer, Electrical General Foreman
	A Receives the approved program of works and other pertinent documents for the project	N/A	N/A	Division Chief/Electrical Engineer
	B Receives and inspects the needed materials for the project	N/A	As needed	Division Chief/Electrical Engineer
	C Deploys the personnel, equipment and vehicles to the project	N/A	As per approved time indicated in the program of works	Division Chief/Electrical Engineer

Mechanical Repair Shop (Motor pool) Division

The division is responsible for the operation of the City's Heavy and light equipments and vehicles. It is also responsible for the repair and preventive maintenance of the City's fleet of vehicles and other mechanical equipments.

Office or Division	Office of the City Engineer-Mechanical Repair Shop (Motor pool) Division		
Classification:	Highly Technical		
Type of Transaction:	G2G		
Who may avail:	LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Approved project request		Projects approved under the Annual Investment Plan, (PPA) Plans, Programs, Activities, Concerned Office (Department)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Complete and approved request for the repair of the vehicles	A. Receive and check the document and vehicle	N/A	As per need basis	Assigned mechanic to the vehicle
	B. Prepares and submits the documents for the needed materials to be used for the repair of the vehicle	N/A	N/A	Clerk/Assigned personnel
	C Repairs the vehicle upon the arrival of the needed materials	N/A	As needed	Assigned Mechanic

Survey, Plans, and Designs Division

The division is responsible for the pre-engineering works prior to the commencement of the infrastructure project or program of the LGU. It does survey and measuring works, preparation of technical design and details and budgetary cost estimates.

Office or Division	Office of the City Engineer-Survey, Plans and Designs Division
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	LGU
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved project request	Projects approved under the Annual Investment Plan, (PPA) Plans, Programs, Activities, Concerned Office (Department)

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Submit the kind and location of the project	<p>A. Receive and check the approved request of the project</p> <p>B. Site Inspection (scheduled)</p> <p>C. Does the pre-engineering works and documents (Design and Technical Details, Program of works, bill of materials)</p>	N/A	<p>N/A</p> <p>As scheduled (no specific time)</p> <p>No specific time</p>	Engineer/Architect/ Construction foreman/Draftsman assigned to the project

Local Civil Registrar

External

The Office of the City Civil Registrar is essentially devoted to the delivery of information and services relative to Civil Registration and Population Development. The role of the Office was defined at its inception in 1993, when it performed a direct program management function in Civil Registration, in tandem with Population Development and Management Program, at the local government level.

PREVENTIVE MEASURES AGAINST COVID-19

- Strict implementation of “NO MASK NO ENTRY POLICY”.
- Posting of COVID related signages.
- Strict implementation of Physical Distancing.
- Clients must pass through thermal scanner, foot disinfectant and spraying of alcohol.
- Tables are protected with plastic cover.
- LCR front liners are provided with face shield for protection.
- Clients information including body temperature, travel history and contact number are gathered every day for future reference and for contact tracing.
- Verification and confirmation in some agencies are done through emails to avoid physical contact.
- Plants are placed along the hallway to clean air by absorbing toxins, increasing humidity and producing oxygen.
- LCR front liners are positioned along the hallway to accept client’s request to avoid influx of clients inside the office. LCR staff are tasked to route the documents while clients are waiting outside to minimize contact.
- Disinfecting the floors and tables every day.
- Weekly disinfection of the office.

APPLICATION FOR MARRIAGE LICENSE

When applying for marriage license, each of the contracting parties shall file separately a sworn application for such license with the proper Civil Registry where one or both of the contracting parties reside. The license shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issuance and shall be automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ CENOMAR (Certificate of No Marriage) with Official Receipt from the PSA (NSO) of both applicants (Valid within 3 months from the date of issue) (2 photocopies)	Philippine Statistics Authority

<ul style="list-style-type: none"> ➤ SECPA (Security Paper) from Philippine Statistics Authority or Certified Copy of the Certificate of Live Birth of both applicants or Certified Machine Copy from Local Civil Registrar's Office (if the Secpa Birth Certificate is not clear) (2 photocopies) ➤ Current Community Tax Certificate of both applicants (2 photocopies) ➤ Valid Identification cards of both applicants (2 photocopies) ➤ The Applicants may present the following: (2 Photocopies) <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card ➤ Certified copy of the Certificate of Death of deceased spouse if applicant is a widow or a widower (2 photocopies) ➤ If One of the Applicant's Previous Marriage has been Annulled: (2 Photocopies) <ul style="list-style-type: none"> ○ Certified copies of Court Order/Decision with Certificate of Finality. ○ Certified copies of Certificate of Registration of the Court Order/Decision. ○ Annotated Certificate of Marriage (SECPA copy-Security Paper from PSA-NSO) ○ Certified copies of Certificate of Authenticity 	<p>Philippine Statistics Authority City Civil Registrar's Office</p> <p>City Treasurer's Office where the applicant resides</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Company or Office where applicant is currently employed Philippine Statistics Authority</p> <p>City Civil Registrar's Office where the event took place</p> <p>Court and Civil Registrar where the Order / Decision was issued</p> <p>Civil Registrar where the Order / Decision was issued</p> <p>Philippine Statistics Authority (PSA)</p> <p>If Order/Decision was issued in Silay City- Certificate of Authenticity shall be secured from the Court and from the Civil Registrar where the Court Order/Decision was issued. If Court Order was issued outside of Silay City- Certificate of Authenticity shall be secured from the Civil Registrar where the Order/Decision was issued.</p>
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<p>➤ If One Applicant is a Filipino Citizen and is Divorced from his/her Spouse and Judgment is Rendered Abroad. (2 photocopies)</p> <ul style="list-style-type: none"> ○ Certified copies of Judicial Validation of Decree of Divorce from Philippine Court ○ Certified copies of Certificate of Finality ○ Certified copies of Certificate of Registration of Court Order/Decision ○ Annotated Certificate of Marriage (SECPA copy-Security Paper from PSA-NSO) ○ Certified copies of Certificate of Authenticity <p>➤ If one of the applicants is a Foreigner:</p> <ul style="list-style-type: none"> ○ Legal Capacity to Marry of the foreigner issued by his/her Embassy/Consular Office in Manila. (6 photocopies) ○ Birth Certificate of Foreigner (if available) and Birth Certificate of Filipino applicant. (2 photocopies) ○ CENOMAR of Foreigner and Filipino applicant (valid within 3 months from the date of issue). (2 photocopies) ○ Photocopy of Valid Passport of Foreigner. (2 photocopies) ○ If Divorced- Photocopy of Approved Divorced Documents. (2 photocopies) ○ Residence certificate and Valid Identification Card of Filipino applicant. (2 photocopies) <p>➤ Valid Identification Card of both parents who will sign the Consent or Advice (2 photocopies)</p>	<p>Philippine Court and Civil Registrar of the place where the Court Decree was issued</p> <p>Civil Registrar where the Court Order/Decision was issued</p> <p>Civil Registrar where the Court Order /Decision was issued</p> <p>Philippine Statistics Authority</p> <p>City Civil Registrar's Office where the Court Decision was issued</p> <p>Embassy / Consular Office in Manila of the Foreign Applicant</p> <p>Office or the Agency where Foreign Applicant can secure his/her Birth Certificate</p> <p>Philippine Statistics Authority</p> <p>Passport issuing office of foreigner</p> <p>Office or the Agency where Foreign Applicant can secure the Divorce documents</p> <p>City Treasurer's Office where the Filipino applicant resides</p>
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<p>➤ The Applicants may present the following: (2) Photocopies of Valid Identification Card</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card <p>➤ Death Certificate of Parents (if deceased) (2 Certified Machine Copies)</p> <p>➤ Valid Identification Card of Parents (2 photocopies)</p> <p>➤ Contracting Parties between the ages of 18-21: Parental Consent</p> <p>➤ Contracting Parties between the ages of 22 and 24: Parental Advice</p>		<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Company or Office where the applicants is currently employed Philippine Statistics Authority Office of the Civil Registrar where the event took place</p> <p>Document Owner</p> <p>Office of the City Civil Registrar</p> <p>Office of the City Civil Registrar</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Checking of documents and Issuance of PMC (Pre-Marriage Counseling) schedule, 2. Preparation of Application for Marriage License 3. Issuance of Official Receipt 4. Scheduling of issuance of Marriage License	<p>If both applicants are Silay City residents: P80.00</p> <p>If one of the applicant is not a resident of Silay City: P100.00</p> <p>If one of the applicant is a Foreigner: P500.00</p> <p>Pre-Marriage Counseling Fee: P20.00</p> <p>Marriage</p>	30 minutes/ client	Table #10 APPLICATION FOR MARRIAGE LICENSE SECTION Population Program Worker II

		License Fee: P20.00 Mailing of Notice: Applicant's choice (LBC/JRS/Post Office, etc.) Applicant will mail the notice		
2. Presentation of Notice, Pre-Marriage Counseling certificate issued by the Population Commission (POPCOM), City Health Office and City Social Welfare & Development at Table #10 after 10 days posting period (As per Article 17, Family Code of the Philippines per Rule 48, No. 6 of Administrative Order No.1 Series of 1993)	Releasing and Issuance of Marriage License	None	20 minutes/client	Table #10 APPLICATION FOR MARRIAGE LICENSE SECTION Population Program Worker II
		Case to case Basis	Total Processing Time: 50 minutes /client	

APPLICATION FOR PETITION UNDER REPUBLIC ACT NO. 9048 /10172

Republic Act No. 9048 authorizes the City Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and/or Change of First Name or Nickname in civil registers without need of Judicial Order.

Republic Act 10172, an Act authorizing the City Civil Registrar or the Consul General to correct Clerical or Typographical Errors in the day and month in the date of birth or sex of a person appearing in the Civil Register without need a Judicial Order, amending for this purpose Act Number 9048.

CORRECTION OF CLERICAL ERROR

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ <u>Four (4) Photocopies of Requirements</u> ○ Special Power of Attorney (if petitioner is not the document) 	City Legal Office, Public Attorney's Office, Private Lawyer

<p>owner)</p> <ul style="list-style-type: none"> Local Civil Registrar certified copy and SECPA (Security Paper from PSA-(NSO) copy with official receipt of the document containing the alleged erroneous entry or entries. At least two (2) of the following documents to support the petition. (This is a minimum number; hence the petitioner can submit as many public or private documents to support his / her petition): <ul style="list-style-type: none"> Baptismal Certificate Voter's Registration GSIS Record SSS Record Medical Records Business Records Driver's License Insurance Civil Registry Records of Descendants Land Titles Certificate of Land Transfer Bank Passbook NBI Clearance Police Clearance Current Community Tax Certificate Valid Identification Cards National Identification Card Marriage Contract School Record Employment Record Certificate of Indigency from DSWD if document owner is indigent. 		<p>City Civil Registrar's Office, Philippine Statistics Authority</p> <p>Parish Church Office Commission on Election Office Government Service Insurance System Office Social Security System Office Hospital Record Department</p> <p>Land Transportation Office Insurance Company Local Civil Registrar's Office Register of Deeds Office</p> <p>Banks National Bureau of Investigation Office Philippine National Police Office City Treasurer's Office</p> <p>Philippine Statistics Authority</p> <p>Local Civil Registrar's Office where the event took place Department of Education Office, School where the person graduated Company or Office where the document owner is employed Department of Social Welfare and Development Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Checking of documents 2. Preparation, Review & Signing	Filing Fee: P 1,000.00 Migrant Service Fee:	1 Hour / client	Table #6 R.A. 9048/10172 SECTION Handicraft Worker I

	of Petitions 3. Issuance of Official Receipt 4. Mailing of Petitions after 10 posting days	P 500.00 Legal Research Fee: P 20.00 Mailing: LBC(Done by client)		City Civil Registrar/ Support Staff
2. Wait for Text or Call from Local Civil Registrar Personnel after six (6) to nine (9) months for Philippine Statistics Authority – Quezon City, Legal Services Division’s “Action Taken”	Preparation of second endorsement (Finality) to PSA-Iloilo thru PSA-Bacolod for issuance of annotated Secpa copy	Birth Available P 40.00 Endorsement P 30.00 P 155.00 (Birth, Marriage & Death from Philippine Statistics Authority)	30 minutes/client	Table #6 R.A. 9048/10172 SECTION Handicraft Worker I City Civil Registrar/ Support Staff Philippine Statistics Authority
		Total Fees: P1,745.00 plus actual mailing cost	Total Processing Time: 1 Hour and 30 minutes/client	

PETITION FOR CHANGE OF NAME

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ <u>Four (4) Photocopies of Requirements</u> ○ Special Power of Attorney (if petitioner is not the document owner) ○ Local Civil Registrars’ Office certified copy of documents ○ SECPA (Security Paper from PSA-(NSO) copy with official receipt of the document containing the alleged entry to be changed. ○ A Clearance or Certification that the document owner has no pending Administrative, Civil, or Criminal Record. (Employers’ Certificate) ○ At least two (2) of the following documents to support the petition. (This is a minimum number; hence the petitioner can submit as many public or private documents to support his / her petition): <ul style="list-style-type: none"> • Baptismal Certificate • Voter’s Registration 	<p>City Legal Office, Public Attorney’s Office, Private Lawyer</p> <p>City Civil Registrar’s Office, Philippine Statistics Authority</p> <p>Company or Office where the document owner is employed</p> <p>Parish Church Office Commission on Election Office</p>

<ul style="list-style-type: none"> • GSIS Record • SSS Record • Medical Records • Business Records • Driver's License • Insurance • Civil Registry Records of Descendants • Land Titles • Certificate of Land Transfer • Bank Passbook • NBI Clearance • Police Clearance • Current Community Tax Certificate • Valid Identification Cards • National Identification Card • Marriage Contract • School Record • Certificate of Employment (if employed) • Affidavit of Non-Employment (if Unemployed) • Affidavit from Publisher • Newspaper Clippings • Certificate of Indigency from DSWD if document owner is indigent. 		<p>Government Service Insurance System Office Social Security System Office Hospital</p> <p>Land Transportation Office Insurance Company</p> <p>Local Civil Registrars' Office</p> <p>Register of Deeds Office Register of Deeds Office</p> <p>Banks National Bureau of Investigation Office Philippine National Police Office City Treasurer's Office (Cedula) where the client resides</p> <p>Philippine Statistics Authority</p> <p>Civil Registrar (For Civil Registry Documents), Department of Education Office, School where the client graduated Company or Office where the document owner is employed</p> <p>City Legal Office/ Public Attorney's Office, Private Lawyer (for the Affidavit of Non-Employment)</p> <p>Department of Social Welfare and Development Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Checking of Requirements 2. Preparation, Review & Signing of Petitions 3. Issuance of Official Receipt 4. Issuance of Notice of Publication for 2 consecutive weeks 5. Mailing of Petition to PSA-Manila	Filing Fee: P 3,000.00 Migrant Service Fee: P 1,000.00 Legal Research Fee: P 30.00 Mailing LBC done by client	1 Hour / client	Table #6 R.A. 9048/10172 SECTION Handicraft Worker I City Civil Registrar / Support Staff
2. Wait for Text or Call from Local Civil Registrar Personnel after six (6) to nine (9)	Preparation of second endorsement (Finality) to PSA-	Birth Available P 30.00 Endorseme	30 minutes/client	Table #6 R.A. 9048/10172 SECTION Handicraft Worker I

months for Philippine Statistics Authority – Quezon City, Legal Services Division’s “Action Taken”	Iloilo thru PSA-Bacolod for issuance of annotated Secpa copy	nt P 40.00 P 155.00 (Birth, Marriage & Death from Philippine Statistics Authority)		City Civil Registrar / Support Staff Philippine Statistics Authority
		Total Fee: P4,255.00 plus mailing and publication cost	Total Processing Time: 1 Hour and 30 minutes/client	

PETITION FOR CORRECTION OF GENDER, DATE OF BIRTH (DAY AND MONTH ONLY)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ <u>Four (4) Photocopies of Requirements</u> ○ Certificate of Live Birth (SECPA) ○ Certificate of Live Birth (Local) ○ Baptismal Certificate ○ Voter’s Affidavit/Validation/Certification ○ Earliest School Record ○ Medical Record ○ Employment Certificate with no pending administrative case or criminal case (if employed) ○ Affidavit of Non-Employment (if not employed) ○ Valid Identification card showing the correct information ○ National Identification Card ○ Current residence certificate ○ Police Clearance ○ NBI Clearance ○ Affidavit from the Publisher ○ Newspaper Clippings ○ Medical Certificate from accredited government physician attesting to the fact that the Petitioner/Document Owner has not undergone sex change or sex transplant (for correction of Gender only) ○ Certificate of Indigency from DSWD if document owner is indigent 	<p>Philippine Statistics Authority</p> <p>City Civil Registrar’s Office Parish Church Office Commission on Election Office</p> <p>Department of Education Office, School where the client attended elementary Hospital Company or Office where the document owner is employed</p> <p>City Legal Office/ Public Attorney’s Office, Private Lawyer (for the Affidavit of Non-Employment)</p> <p>Philippine Statistics Authority City Treasurer’s Office where the client resides Philippine National Police Office National Bureau of Investigation Office Newspaper Publisher Publisher Accredited Government Physician, City Health Office</p> <p>Department of Social Welfare and Development Office</p>

<ul style="list-style-type: none"> ○ Certificate of Authenticity ○ NOTE: Correction of Gender must be filed Personally 		Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Checking of Requirements 2. Preparation, Review & Signing of Petitions 3. Issuance of Official Receipt 4. Issuance of Notice of Publication for 2 consecutive weeks 5. Mailing of Petition to PSA-Manila	Filing Fee: P 3,000.00 Migrant Service Fee (for correction of birth date (day and month only): P 1,000.00 Legal Research Fee: P 30.00 Mailing LBC done by client	1 Hour / client	Table #6 R.A. 9048/10172 SECTION Handicraft Worker I City Civil Registrar / Support Staff
2. Wait for Text or Call from Local Civil Registrar Personnel after six (6) to nine (9) months for Philippine Statistics Authority - Quezon City, Legal Services Division's "Action Taken"	Preparation of second endorsement (Finality) to PSA-Iloilo thru PSA-Bacolod for issuance of annotated Secpa copy	Birth Available P 30.00 Endorsement P 40.00 P 155.00 (Birth, Marriage & Death from Philippine Statistics Authority)	30 minutes/client	Table #6 R.A. 9048/10172 SECTION Handicraft Worker I City Civil Registrar / Support Staff Philippine Statistics Authority
		Total Fee: P4,255.00 plus mailing and publication costs	Total Processing Time: 1 Hour and 30 minutes/client	

DELAYED REGISTRATION OF BIRTH (LEGITIMATE AND ILLEGITIMATE)

The birth record of the child shall be registered within thirty (30) days from the time of birth. Beyond thirty (30) days, it shall be considered **"Delayed"** or **"Late"**.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ FOR LEGITIMATE BIRTHS: <ul style="list-style-type: none"> ○ Negative Certificate from the Philippine Statistics Authority (formerly NSO) with Official Receipt if the Child is one (1) 	Philippine Statistics Authority

<p>year old and above. (2) Photocopies</p> <ul style="list-style-type: none"> ○ Certification that the birth is not available in the records or destroyed. (2 Original Copies) ○ Any two (2) following documentary evidence which shows the Name of the Child, Date of Birth, and Place of Birth, Name of Parents (2) Photocopies: <ul style="list-style-type: none"> • Baptismal / Confirmation Certificate • School Records • National Identification Card • Voter's Application/Validation • Insurance Policy • Income Tax Return • Medical Records / Immunization Card/ Admission/Discharge record • Others ○ Registered Marriage Contract of Parents (if married) or of the party (if born 1959 and below) (2) Photocopies ○ Registered Marriage Contract of Document Owner ○ Barangay Certification signed by Brgy. Captain and noted by Brgy. Midwife (If born at home or Brgy.) ○ Joint Affidavit of two (2) disinterested persons who may known and have witnessed the birth of the child (2 Original Copies) ○ Affidavit of the document owner or the Registrant in case the owner is already deceased stating the reasons why he/she cannot personally file the application ○ Death Certificate of Document Owner with Registry number ○ (1) Original & (1) Photocopy of Affidavit from the hospital (if born at the Hospital) 	<p>City Civil Registrar's Office - Table #11 Typing Section</p> <p>Parish Church Office</p> <p>Department of Education Office, School where the client graduated Philippine Statistics Authority</p> <p>Comelec</p> <p>Insurance Company Bureau of Internal Revenue Hospital Record Department, Barangay Health Center</p> <p>Civil Registrar's Office of the place where the event took place</p> <p>Civil Registrar's Office of the place where the event took place Barangay Hall</p> <p>City Legal Office, Public Attorney's Office, Hall of Justice, Private Lawyer</p> <p>City Legal Office, Public Attorney's Office, Hall of Justice, Private Lawyer</p> <p>Registrant/Civil Registrar's Office of the place where the event took place/Registrant Hospital Record Department</p>
<p>➤ IF THE INFORMANT IS NOT THE DOCUMENT OWNER BUT</p>	

<p>following: (1) Photocopy of Valid Identification Card</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ National Identification Card ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ Valid School Identification Card 	<p>Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Statistics Authority Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Department of Education Office, School where the person is currently enrolled</p>
<p>➤ FOR ILLEGITIMATE BIRTHS:</p> <p><u>IF UNKNOWN FATHER:</u></p> <ul style="list-style-type: none"> ○ Negative Certificate from the Philippine Statistics Authority (formerly NSO) with Official Receipt if the Child is one (1) year old and above. (2) Photocopies ○ Certification that the birth is not available in the records or destroyed. ○ Any two (2) of the following documentary evidence which shows the Name of the Child, Date of Birth, and Place of Birth, Name of Parents (2 photocopies): <ul style="list-style-type: none"> • Baptismal / Confirmation Certificate • Voter's Application/Validation • School Records / Transcript / Form 137-E (Old Form) • National Identification Card • Income Tax Return • Insurance Policy • Medical Records / Immunization Card/ Admission/Discharge Record • Others ○ Joint Affidavit of two (2) disinterested persons who may known and have witnessed the 	<p>Philippine Statistics Authority</p> <p>City Civil Registrar's Office- Table #11 - Typing Section</p> <p>Parish Church Office</p> <p>Comelec</p> <p>Department of Education Office, School where the client graduated</p> <p>Philippine Statistics Authority</p> <p>Bureau of Internal Revenue Insurance Company Hospital Record Department, Barangay Health Center</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer</p>

birth of the child (2 Original Copies) ○ Affidavit from the hospital (if born at the Hospital) (1) Original Copy & (1) Photocopy	Hospital Record Department
<p>➤ IF PARENTS ARE NOT MARRIED AND FATHER WILL ACKNOWLEDGE THE CHILD AND CHILD WILL CARRY THE SURNAME OF THE FATHER:</p> <ul style="list-style-type: none"> ○ Negative Certificate from the Philippine Statistics Authority (formerly NSO) with Official Receipt if the Child is one (1) year old and above. (2 photocopies) ○ Certification that the birth is not available in the records or destroyed. ○ Any two (2) of the following documentary evidence which shows the Name of the Child, Date, and Place of Birth, Name of Parents (2 photocopies): <ul style="list-style-type: none"> • Baptismal / Confirmation Certificate • School Records / Transcript / Form 137-E (Old Form) • Voters Application/Validation Form • Insurance Policy • Income Tax Return • Medical Records / Immunization Card/Admission/Discharge Record • National Identification Card • Others ○ Joint Affidavit of two (2) disinterested persons who may known and have witnessed the birth of the child (2 Original Copies) ○ Affidavit from the hospital (if born at the Hospital) (1) Original Copy and (1) Photocopy ○ Barangay Certification signed by Brgy. Midwife and Brgy. Captain if Born at Home ○ Notarized Affidavit to Use the 	Philippine Statistics Authority City Civil Registrar's Office - Table #11 Typing Section Parish Church Office Department on Education Office, School where the Client graduated Comelec Insurance Company Bureau of Internal Revenue Hospital Record Department, Barangay Health Center Philippine Statistics Authority City Legal Office, Public Attorney's Office, Private Lawyer Hospital Record Department Barangay Hall

<p>Surname of the Father executed by the mother (5 Original copies)</p> <ul style="list-style-type: none"> ○ Certificate of Registration of Legal Instrument (4 Original copies) <p>➤ FOR A PARTY SEEKING LATE REGISTRATION OF BIRTH WHOSE ONE OF THE PARENTS IS A FOREIGNER</p> <ul style="list-style-type: none"> ○ Certificate of Marriage of the Parents (if child is legitimate) ○ Birth Certificate of both parents ○ Passport of both parents ○ Affidavit of Admission of Paternity and/or Affidavit to Use the Surname of the Father under RA 9255, if child is illegitimate and was acknowledged by the Father 		<p>City Legal Office, Public Attorney's Office, Private Lawyer</p> <p>City Civil Registrar's Office -Table #5 (Legal Instrument Section)</p> <p>Civil Registrar's Office of the place where the event took place/Registrant Civil Registrar's Office of the place where the event took place/Registrant Department of Foreign Affairs Office</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><u>IF THE CHILD IS BORN AT HOME</u></p> <p>1. Submission of requirements</p>	<p>1. Checking, Verification of Requirements</p> <p>2. Interview on the facts of birth and Preparation of Live Birth</p> <p>3. Issuance of Official Receipt</p> <p>4. Issuance of Certificate of Registration of AUSF</p> <p>5. Signing of documents</p> <p>6. Issuance of schedule of unregistered/unnumbered Certificate of Live Birth</p>	<p>P 20.00 (fine) & P 5.00 every year of delay (Penalty)</p> <p>P 60.00 (AUSF) if parents are not married</p> <p>P 20.00 (Birth Late Registration)</p> <p>P 20.00 (Birth Not Available, Birth Destroyed Certification)</p> <p>P 50.00 (Birth Late Registration with Acknowledgement of Paternity)</p> <p>P 30.00</p>	<p>1 Hour / client</p>	<p>Table #14 BIRTH SECTION (NEWBORN / LATE REGISTRATION)</p> <p>Population Program Worker II</p>

		(Birth Late Registratio n without Acknowled gement of Paternity)		
2.Presentation of unregistered/unnumber ed copy of Certificate of Live Birth (As per Rule 13 of Administrative Order No. 1 series of 1993)	2. Assigning of Registry Number and Registration of Certificate of Live Birth	None	20 minutes / client	Table #14 BIRTH SECTION (NEWBORN / LATE REGISTRATION) Population Program Worker II
		Total Fees: Per cases basis	Total Processing Time: 1 Hour and 20 minutes/client	
<u>IF THE CHILD IS BORN IN THE HOSPITAL / MATERNITY CLINIC</u> 1. Submission of accomplished Certificate of Live Birth and requirements	1. Checking, Verification of Requirements 2.Issuance of Official Receipt 3. Issuance of Certificate of Registration of AUSF 4. Signing of documents 5. Issuance of schedule of unregistered/unnum bered Certificate of Live Birth	P 20.00 (fine) & P 5.00 every year of delay (Penalty) P 60.00 (AUSF) if parents are not married P 20.00 (Birth Late Registratio n) P 20.00 (Birth Not Available, Birth Destroyed Certificatio n) P 50.00 (Birth Late Registratio n with Acknowled gement of Paternity) P 30.00 (Birth Late Registratio n without	1 Hour /client	Table #14 BIRTH SECTION (NEWBORN / LATE REGISTRATION) Population Program Worker II

		Acknowledgement of Paternity)		
2. Presentation of unregistered/unnumbered copy of Certificate of Live Birth As per Rule 13 of Administrative Order No. 1 series of 1993)	Assigning of Registry Number and Registration of Certificate of Live Birth	None	20 minutes/client	Table #14 BIRTH SECTION (NEWBORN / LATE REGISTRATION) Population Program Worker II
		Total Fees: Per cases basis	Total Processing Time: 1 Hour & 20 minutes/client	

NOTE: If one or both parents have no valid I.D., the COLB must be notarized by a lawyer.

If one or both parents do not appear personally before the City Civil Registrar, the COLB must be notarized by a lawyer.

NOTE: Illegitimate children born on August 3, 1988 to March 18, 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) or Private Handwritten Instrument (PHI) but cannot use the surname of the father under R.A. 9255. However, a petition in court may be filed in order that the child can use the surname of the father if an AUSF (Affidavit to Use the Surname of the Father) is executed by the mother if the Child is 0-6 years old. For a child aged 7-17 years old, the child will execute the AUSF with the attestation of the mother. A child who is of legal age will execute the AUSF

DELAYED REGISTRATION OF DEATH

Registration shall be made in the Office of the Civil Registrar of the city/municipality where the death occurred within thirty (30) days from the time of death. Beyond 30 days, it is considered late or delayed.

IF DEATH OCCURRED AT HOME

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Negative Certification from the Philippine Statistics Authority (NSO) with Official Receipt. (1 year and above) (2 Photocopies)	Philippine Statistics Authority
➤ Accomplished Certificate of Death (Original 4 copies)	City Health Office
➤ Joint Affidavit of two (2) disinterested persons for delayed registration of death. (2 Original Copies)	City Legal Office, Public Attorney Office, Private Lawyer
➤ LCR Certification (LCR Form 2B	City Civil Registrar's Office

<p>(Death Not Available)/ Form 2C (Death Destroyed)</p> <ul style="list-style-type: none"> ➤ Barangay Certification of Death (1 Original & 2 Photocopies) ➤ Certification from the Cemetery Caretaker (2 Photocopies) ➤ Burial Pictures (2 Photocopies) ➤ Burial Permit or Transfer of Cadaver (1) Photocopy of Burial Permit & (1) Original copy of Transfer of Cadaver ➤ If the Registrant is not the Informant Authorization Letter from the Informant (1 Original & 1 Photocopy) ➤ Valid Identification Card of Informant and Authorized Representative (1 Photocopy of Valid Id of Informant & Authorized Representative) ➤ The Informant and Authorized Representative may present the following: (1) Photocopy of the Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification ▪ National Identification Card ▪ Valid School Identification Card 		<p>Barangay Hall where the event took place</p> <p>Office of the Public/Private Cemetery</p> <p>From family of the Deceased City Health Office, Permit and License Division Office</p> <p>From the Informant</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority Department of Education Office, School where the person attended</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1. Checking and Verification of documents 2. Logging, Stamping & Signing of Certificate of Death 3. Issuance of Official Receipt 4. Issuance of Claim slip	P20.00 (Death Not Available, Death Destroyed Certification) P 20.00 (Death Late Registration)	40 minutes/client	Table #9 DEATH SECTION Administrative Assistant II
2. Presentation of claim slip (As per Rule 13 of	Assigning of Registry Number and Registration of Certificate of Death	None	15 minutes/client	Table #9 DEATH SECTION Administrative Assistant II

Administrative Order No. 1 series of 1993)				
		Total Fees: P 40.00	Total Processing Time: 55 minutes/client	

IF DEATH OCCURRED AT THE HOSPITAL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Four (4) Original copies of the Accomplished and Signed Certificate of Death ➤ Negative Certification from the Philippine Statistics Authority (NSO) with Official Receipt. (1 year and above)(2 Photocopies) ➤ Joint Affidavit of two (2) disinterested persons for delayed registration of death. (2 Original Copies) ➤ LCR Certification (LCR Form 2B (Death Not Available)/ Form 2C (Death Destroyed ➤ Certification from the Cemetery Caretaker (1 original & 2 photocopies) ➤ Burial Pictures (2 photocopies) ➤ Burial Permit or Transfer of Cadaver (1) Photocopy of Burial Permit and (1) Original Copy of Transfer of Cadaver ➤ Affidavit from the Hospital (1 Original & 2 Photocopies) ➤ If the Registrant is not the Informant Authorization Letter from the Informant (1 Original & 1 Photocopy) ➤ Valid Identification Card of Informant and Authorized Representative ➤ The Informant and Authorized Representative may present the following: (1) Photocopy of the Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification ▪ National Identification Card ▪ Valid School Identification Card 	<p>Hospital Record Department</p> <p>Philippine Statistics Authority (PSA)</p> <p>City Legal Office, Public Attorney Office, Private Lawyer</p> <p>City Civil Registrar's Office</p> <p>Public or Private Cemetery Office</p> <p>From the Family of the deceased</p> <p>City Health Office, Permit & License Division Office</p> <p>Hospital Record Department</p> <p>From the Informant</p> <p>Bureau of Internal Revenue Office</p> <p>Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth)</p> <p>Philippine National Police Office</p> <p>National Bureau of Investigation Office</p> <p>Philippine Post Office</p> <p>Social Security System Office, Government Service Insurance System Office</p> <p>Department of Foreign Affairs Office</p> <p>Company or Office where the owner is employed</p> <p>Philippine Statistics Authority</p> <p>Department of Education Office, School where the</p>

		person attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished Certificate of Death	1. Checking and Verification of documents 2. Logging, Stamping & Signing of Certificate of Death 3. Issuance of Official Receipt 4. Issuance of Claim slip	P20.00 (Death Not Available, Death Destroyed Certification) P 20.00 (Death Late Registration)	40 minutes/client	Table #9 DEATH SECTION Administrative Assistant II
2. Presentation of claim slip (As per Rule 13 of Administrative Order No. 1 series of 1993)	Assigning of Registry Number and Registration of Certificate of Death	None	15 minutes/client	Table #9 DEATH SECTION Administrative Assistant II
		Total Fees: P40.00	Total Processing Time: 55 minutes/client	

DELAYED REGISTRATION OF MARRIAGE

In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage. In the case of marriage exempt from license requirements, the prescribed period is thirty (30) days to be filed at the city or municipality where the marriage was solemnized. Beyond the prescribed period, it is considered late or delayed.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Negative Certification from the PSA (NSO) with Official Receipt if registered after 1 year from the date of marriage (2) Photocopies	Philippine Statistics Authority
➤ LCR Certification (LCR Form 3C and 3B)	City Civil Registrar's Office
➤ Affidavit of Contracting Parties with Corroboration of two (2) disinterested persons (2 Original copies & 2 Photocopies)	City Legal Office, Public Attorney Office, Private Lawyer
➤ Affidavit from the Church Records Personnel (if married in the church) (3 Original Copies)	Parish Church Office
➤ Affidavit from the Regional Trial Court/Municipal Trial Court (if civilly married) (3 Original Copies)	Regional Trial Court, Municipal Trial Court
➤ Four (4) Original copies of Accomplished Certificate of Marriage	Parish Church Office, Regional Trial Court, Municipal Trial Court, Pastor, Solemnizing Officer

(Municipal Form No.97) ➤ Certificate of Marriage issued by the Church (if married in the church) (3 Photocopies) ➤ Certificate of Live Birth of child/children showing the date and place of marriage of parents (if available) (3) Photocopies ➤ Wedding pictures (if available) (3) Photocopies		Parish Church Office Civil Registrar's Office where the event took place Document Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Certificate of Marriage and requirements	1. Checking, Verification of documents 2. Issuance of Official Receipt 3. Logging & Stamping of Certificate of Marriage 4. Signing of Certificate of Marriage 5. Issuance of Claim slip	P 20.00 (Marriage Not Available, Marriage Destroyed)	45 minutes/client	Table #4 MARRIAGE SECTION Administrative Aide VI
2. Presentation of claim slip (As per Rule 13 of Administrative Order No. 1 series of 1993)	Registration of Certificate of Marriage & Issuance of official receipt & Preparation of Endorsement for issuance of Secpa copy (per client's request)	P 30.00 (Endorsement for Secpa Copy) P 20.00 (Certified Machine Copy)	15 minutes/client	Table #4 MARRIAGE SECTION Administrative Aide VI
		Total Fees: P70.00	Total Processing Time: 60 minutes/client	

ISSUANCE OF CERTIFICATION

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ Valid Identification Card of the document owner ➤ The requester or document owner may present the following: 1 Original Copy Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card 	Document owner Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office

<ul style="list-style-type: none"> ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card <p>➤ If the requester is not the document owner:</p> <ul style="list-style-type: none"> ○ Authorization Letter (1 Original Copy) ○ Valid Identification Card of the requester and document owner (1) Photocopy <p>➤ The requester and authorized representative may present the following: (1) Photocopy of Valid Identification Card</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card <p>➤ If the requester is not the immediate family member:</p> <ul style="list-style-type: none"> ○ Notarized Special Power of Attorney (1 Original Copy) ○ Valid Identification Card of the requester and document owner (Photocopies of Valid Ids) <p>➤ If the document owner is already deceased and the requester is the immediate family</p> <ul style="list-style-type: none"> ○ Death Certificate of the document owner(Photocopy) ○ Birth Certificate of the immediate family (Children)(Photocopy) ○ Marriage Contract of Immediate Family(Photocopy) ○ Authorization Letter from the spouse of the deceased 	<p>(PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>Philippine Statistics Authority</p> <p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority</p> <p>City Legal Office, Public Attorney Office, Private Lawyer</p> <p>Civil Registrar's Office where the event took place</p> <p>Civil Registrar's Office where the event took place</p> <p>Civil Registrar's Office where the event took place</p>
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(Original copy) <ul style="list-style-type: none"> Valid Identification Card of the spouse of the deceased & the authorized representative ➤ The requester or the authorized representative may present the following: (1) Photocopy of Valid Identification Card of requester and authorized representative <ul style="list-style-type: none"> Tax Identification Number (TIN) Voter's Certification / Verification Record PhilHealth Identification Card Police Clearance NBI Clearance Postal Identification Card UMID Card (GSIS/SSS) Passport Company Valid Identification Card National Identification Card 		Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Verification form	1. Checking, Verification and Record Search 2. Typing of Certification 3. Issuance of Official Receipt 4. Logging, Stamping of documents 5. Signing & Releasing of documents	P 20.00 (Birth Not Available, Birth Destroyed) (Death Not Available, Death Destroyed) (Marriage Not Available, Marriage Destroyed)	30 minutes/client	Table #1 RECORDS SECTION Administrative Aide III
		Total Fees: P20.00	Total Processing Time: 30 minutes/client	

ISSUANCE OF CERTIFIED MACHINE COPIES OF CIVIL REGISTRY DOCUMENTS

Office or Division:	OFFICE OF THE CIVIL REGISTRAR	
Classification:	COMPLEX	
Type of Transaction:	G2C - GOVERNMENT TO CITIZEN	
Who may avail:	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal		

<ul style="list-style-type: none"> ➤ (1) Original Valid Identification Card if requester is the document owner ➤ The requester may present any of the following: (1) Original of Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ National Identification Card ▪ Postal Identification Card ▪ UMID Card (GSIS, SSS) ▪ Passport ▪ Company Valid Identification Card ▪ Valid School Identification Card 	<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Statistics Authority Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>Department of Education Office, School where the person is currently enrolled</p>
Representative	
<ul style="list-style-type: none"> ➤ (1) copy of Original & Signed Authorization Letter if representative is Immediate Family Member ➤ (1) copy of Original & Notarized Special Power of Attorney from the document owner if representative is not an Immediate Family Member ➤ Birth Certificate or Marriage Contract of Immediate Family Member ➤ Death Certificate of document owner if the document owner is deceased ➤ (1) copy of Original & Signed Authorization Letter from spouse if the document owner is deceased 	<p>Person being Represented/Document Owner</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer</p>
<ul style="list-style-type: none"> ➤ (1) Photocopy of Valid Identification Card of the document owner ➤ The document owner may present any of the following: (1) Photocopy of Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS, SSS) ▪ Passport ▪ National Identification Card ▪ Company Valid Identification Card 	<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Philippine Statistics Authority Company or Office where the owner is employed</p>

<ul style="list-style-type: none"> Valid School Identification Card 		Department of Education Office, School where the person is currently enrolled		
<ul style="list-style-type: none"> (1) Photocopy of Valid Identification Card of authorized representative The authorized representative may present the following: (1) Photocopy of Valid Identification Card <ul style="list-style-type: none"> Tax Identification Number (TIN) Voter's Certification / Verification Record PhilHealth Identification Card Police Clearance NBI Clearance Postal Identification Card UMID Card (GSIS/SSS) Passport National Identification Card Company Valid Identification Card Valid School Identification Card 		Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Philippine Statistics Authority Company or Office where the owner is employed Department of Education Office, School where the person is currently enrolled		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Request Form and Submit Documentary Requirements	1. Verification and Retrieval of Records 2. Issuance of Official Receipt 3. Logging & Stamping of documents 4. Signing & Releasing of documents	P 20.00 (Certified Machine Copy)	30 minutes / client	Table #1 RECORDS SECTION Administrative Aide III
		Total Fee: P20.00	Total Processing Time: 30 minutes/ client	

ISSUANCE OF TRANSCRIPTIONS FROM THE REGISTRY BOOK

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Valid Identification Card if the requester is the document owner The requester may present the following: 1 Original Copy of Valid Identification Card to be presented <ul style="list-style-type: none"> Tax Identification Number (TIN) Voter's Certification / Verification Record PhilHealth Identification Card 	Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth)

<ul style="list-style-type: none"> ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ National Identification Card ▪ Company Valid Identification Card <p>➤ If the requester is not the document owner:</p> <ul style="list-style-type: none"> ○ Authorization Letter from document owner (1 Original Copy) ○ Valid Identification Card of the document owner (1 Photocopy) ○ Valid Identification Card of the Requester (1 Photocopy) <p>➤ The requester may present the following: (1) Photocopy of Valid Identification Card</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card 		<p>Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Philippine Statistics Authority Company or Office where the owner is employed</p> <p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Verification form & Submit Requirements	1. Checking, Verification and Record Search 2. Typing of Transcription 3. Issuance of Official Receipt 4. Logging & Stamping of transcription 5. Signing & Releasing of documents	P 20.00 (Birth Available, Marriage Available, Death Available)	30 minutes/client	Table #1 RECORDS SECTION Administrative Aide III
		Total Fees: P20.00	Total Processing Time: 30 minutes/client	

ON-TIME REGISTRATION OF BIRTH

The birth of a child shall be registered within thirty (30) days from the time of Birth in the Office of the Civil Registrar of the city where the birth occurred.

IF BORN AT HOME:

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ (1) Original copy of Barangay Certification (Signed by the Barangay Captain and noted by the Barangay Midwife)	Barangay Hall of the place where the birth occurred
➤ IF PARENTS ARE MARRIED: <ul style="list-style-type: none"> ○ Registered Marriage Contract of Parents (2 Photocopies) ○ Preferably, informant should be one of the parents. ○ If not, (1) Original Copy & Signed Authorization Letter ○ (1) Photocopy of Valid Identification Card of parent ○ (1) Photocopy of Valid Identification Card of authorized representative ➤ The parent and authorized representative may present the following: (1) Photocopy of Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ National Identification Card ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ Valid School Identification Card 	Civil Registrar's Office where the event took place. Document Owner Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office Philippine Statistics Authority National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Department of Education Office, School where the person is currently enrolled
➤ IF INFORMANT IS NOT AN IMMEDIATE FAMILY MEMBER: <ul style="list-style-type: none"> ○ (1) Original Copy & Notarized Special Power of Attorney (SPA) ○ (1) Photocopy of Valid Identification Card of authorized representative ○ Valid Identification Card of Parent (Photocopy) 	City Legal Office, Public Attorney's Office, Private Lawyer

<p>➤ The parent and authorized representative may present the following: (1) Photocopy of Valid Identification Card</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ National Identification Card ▪ Company Valid Identification Card ▪ Valid School Identification Card 	<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Philippine Statistics Authority Company or Office where the owner is employed</p> <p>Department of Education Office, School where the person is currently enrolled</p>
<p>➤ IF ONLY THE MOTHER WILL ACKNOWLEDGE THE CHILD:</p> <ul style="list-style-type: none"> ○ Valid Identification Card of mother (1) Photocopy and Personal Appearance of the mother. <p>➤ The Mother may present the following:</p> <p>(1) Photocopy of Valid Identification Card</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card ▪ Valid School Identification Card ○ Current Community Tax Certificate of the Mother (Original) ○ If the mother will not personally appear to sign at the Office of the City Civil Registrar, the Certificate of Live Birth must be notarized by a Lawyer. 	<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>Philippine Statistics Authority Department of Education Office, School where the person is currently enrolled City Treasurer's Office of the place where the mother resides</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer</p>
<p>➤ IF PARENTS ARE NOT MARRIED AND FATHER WILL</p>	

<p>ACKNOWLEDGE THE CHILD AND CHILD WILL CARRY THE SURNAME OF THE FATHER:</p> <ul style="list-style-type: none"> ○ Valid Identification Card of both parents (Photocopy) ➤ The Mother and Father may present the following: (2) Photocopies of Valid Identification Card of Both Parents <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ Valid School Identification Card ▪ National Identification Card ○ Current Community Tax Certificate of Parents (Original) ○ Personal Appearance of Parents at the Office of the City Civil Registrar ○ Notarized Affidavit to Use the Surname of the Father executed by the mother (5 Original copies) ○ Certificate of Registration of Legal Instrument (4 Original copies) 				
<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>Department of Education Office, School where the person is currently enrolled Philippine Statistics Authority</p> <p>City Treasurer's Office of the place where the mother and father reside</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer</p> <p>City Civil Registrar's Office - Table # 5 Legal Instrument Section</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Checking, Verification of Requirements 2. Interview on the facts of Birth 3. Typing & Preparation of Certificate of Live Birth 4. Issuance of Official Receipt 5. Issuance of Certification of AUSF 6. Logging & Stamping of	P 60.00 (AUSF) if parents are not married P 20.00 (Certified Machine Copy)	1 Hour / client	Table #14 BIRTH SECTION (NEWBORN) Population Program Worker II

	documents 7. Signing of documents 8. Registration, Segregation and Releasing of Certificate of Live Birth			
		Total Fees: P80.00	Total Processing Time: 1 Hour client	

NOTE: For Illegitimate Births:

- If one or both parents have no Valid Identification Card, the Certificate of Live Birth must be notarized by a Lawyer.
- If one or both parents do not personally appear before the Civil Registrar the Certificate of Live Birth (Acknowledgement / Admission of Paternity at the back of Certificate of Live Birth) must be notarized.

IF BORN IN THE HOSPITAL / MATERNITY CLINIC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Accomplished Certificate of Live Birth (4 Original Copies)	Hospital / Maternity Clinic
➤ IF PARENTS ARE MARRIED: <ul style="list-style-type: none"> ○ Registered Marriage Contract of Parents (2 Photocopies) 	Civil Registrar's Office of the place where the event took place
➤ IF ONLY THE MOTHER WILL ACKNOWLEDGE THE CHILD: <ul style="list-style-type: none"> ○ Valid Identification Card of mother (1) Photocopy and Personal Appearance of the mother. ➤ The Mother may present the following: <ul style="list-style-type: none"> (1) Photocopy of Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ National Identification Card ▪ Company Valid Identification Card 	Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Philippine Statistics Authority Company or Office where the owner is employed

<ul style="list-style-type: none"> ▪ Valid School Identification Card ○ Current Community Tax Certificate of the Mother (Original) ○ If the mother will not personally appear to sign at the Office of the City Civil Registrar, the Certificate of Live Birth (Acknowledgement / Admission of Paternity at the back of Certificate of Live Birth) must be notarized by a Lawyer. 		<p>Department of Education Office, School where the person is currently enrolled City Treasurer's Office of the place where the mother resides</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer.</p>		
<p>➤ IF PARENTS ARE NOT MARRIED AND FATHER WILL ACKNOWLEDGE THE CHILD AND CHILD WILL CARRY THE SURNAME OF THE FATHER:</p> <ul style="list-style-type: none"> ○ Valid Identification Card of both parents (Photocopy) <p>➤ The Mother and Father may present the following: (2) Photocopies of Valid Identification Card of Both Parents</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ National Identification Card ▪ Company Valid Identification Card ▪ Valid School Identification Card ○ Current Community Tax Certificate of Parents (Original) ○ Personal Appearance of Parents at the Office of the City Civil Registrar ○ Notarized Affidavit to Use the Surname of the Father executed by the mother (5 Original copies) ○ Certificate of Registration of Legal Instrument (4 Original copies) 		<p>Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Philippine Statistics Authority Company or Office where the owner is employed</p> <p>Department of Education Office, School where the person is currently enrolled City Treasurer's Office of the place where the mother and father reside</p> <p>City Legal Office, Public Attorney's Office, Private Lawyer.</p> <p>City Civil Registrar's Office - Table # 5 Legal Instrument Section</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present accomplished Certificate of Live Birth	1. Checking, Verification of Requirements	P 60.00 (AUSF) in not parents	1 Hour / client	Table #14 BIRTH SECTION (NEWBORN /

and Affidavit to Use the Surname of the Father (AUSF)	2. Issuance of Official Receipt 3. Issuance of Certificate of Registration of AUSF 4. Logging & Stamping of documents 5. Signing of documents 6. Registration, Segregation, Releasing of Certificate of Live Birth with Registry Number	are not married P 20.00 (Certified Machine Copy)		LATE REGISTRATION) Population Program Worker II
		Total Fees: P80.00	Total Processing Time: 1 Hour/ client	

NOTE: For Illegitimate Births:

- If one or both parents have no Valid Identification Card, the Certificate of Live Birth must be notarized by a Lawyer.
- If one or both parents do not personally appear before the Civil Registrar the Certificate of Live Birth (Acknowledgement / Admission of Paternity at the back of Certificate of Live Birth) must be notarized

ON-TIME REGISTRATION OF DEATH

Registration shall be made in the Office of the Civil Registrar of the city/municipality where death occurred within thirty (30) days from time of death.

IF DEATH OCCURRED AT HOME

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Barangay Certification on the circumstances of death from the Barangay where the person died (1 Original, 1 Photocopy). ➤ Accomplished and Certificate of Death signed by City Health Officer, Funeral Embalmer (4 Original copies) ➤ Burial Permit or Transfer of Cadaver (1) Original Copy & (1) Photocopy ➤ If the Registrant is not the Informant Authorization Letter from the Informant (1 Original & 1 Photocopy) 	<p>Barangay Hall Office where the event took place</p> <p>City Health Office, Funeral Office</p> <p>City Health Office, Permits and License Division Office</p> <p>From the Informant</p>

<ul style="list-style-type: none"> ➤ Valid Identification Card of Informant and Authorized Representative ➤ The Informant and Authorized Representative may present the following: (1) Photocopy of the Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card ▪ Valid School Identification Card 		Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority Department of Education Office, School where the person attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the accomplished Certificate of Death prepared & signed by City Health Officer and Embalmer	1. Checking of Certificate of Death 2. Logging & Stamping of documents 3. Signing of documents 4. Registration, Segregation & Release of Certificate of Death	None	30 minutes/client	Table #9 DEATH SECTION Administrative Assistant II
		None	Total Processing Time: 30 minutes/client	

IF DEATH OCCURRED AT THE HOSPITAL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Accomplished and Signed Certificate of Death (signed by the Hospital personnel, City Health Officer, and Embalmer) (4 Original copies) ➤ Burial Permit or Transfer of Cadaver (1 Photocopy of Burial Permit & (1) Original copy of Transfer of Cadaver) ➤ If the Registrant is not the Informant 	Hospital Record Department, City Health Office, Funeral Office City Health Office, Permits and License Division Office From the Informant

Authorization Letter from the Informant (1 Original & 1 Photocopy) <ul style="list-style-type: none"> ➤ Valid Identification Card of Informant and Authorized Representative ➤ The Informant and Authorized Representative may present the following: (1) Photocopy of the Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card ▪ Valid School Identification Card 		Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority Department of Education Office, School where the person attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Certificate of Death prepared by Hospital & signed by City Health Officer and Embalmer	1. Checking of Certificate of Death 2. Stamping of documents 3. Signing of documents 4. Registration, Segregation & Release of Certificate of Death	None	30 minutes/client	Table #9 DEATH SECTION Administrative Assistant II
		None	Total Processing Time: 30 minutes/client	

ON-TIME REGISTRATION OF MARRIAGE

Marriage is a special contract of permanent union between a man and woman entered into in accordance with law for the establishment of conjugal and family life. In ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage. In the case of marriage exempt from license requirements, the prescribed period is thirty (30) days to be filed at the city or municipality where the marriage was solemnized.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
➤ Four (4) Original copies of the accomplished Certificate of Marriage	Parish Church Office, Officiating Pastor, Local Civil Registrar Office if marriage is solemnized by

<ul style="list-style-type: none"> ➤ Notarized Affidavit of Article 34 if exempted from marriage license requirements (4 photocopies) ➤ In case of marriage under Article 27 and 28, the solemnizing officer shall submit a notarized affidavit that the marriage was performed under the said Articles (3 Original Copies) ➤ Copy of Authority to Solemnize Marriage of the Pastor/Minister/Priest from the Philippine Statistics Authority (NSO) (2 photocopies) 		City Mayor City Legal Office, Private Lawyer, Public Attorney's Office City Legal Office, Private Lawyer, Public Attorney's Office Philippine Statistics Authority (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of accomplished Certificate of Marriage	1. Checking and Verification, Stamping of documents 2. Signing of Certificate of Marriage 3. Registration and Release of Certificate of Marriage	None	25 minutes/client	Table #4 MARRIAGE SECTION Administrative Aide VI
		None	Total Processing Time: 25 minutes/client	

REGISTRATION OF COURT DECREES

In case of a court decree / order concerning 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 with the Civil Registrar's Office where the court is functioning, within ten (10) days after the decree has become final, and thirty (30) days in the case of the Decree of Adoption.

The following are Court Decrees that must be registered with the Civil Registrar's Office:

- Adoption
- Annulment
- Legal Separation
- Presumptive Death
- Correction of Entries (beyond the scope of R.A. 9048)
- Change of Name (beyond the scope of R.A. 9048)
- Cancellation
- Separation of Property
- Others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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<ul style="list-style-type: none"> ➤ Minimum of five (5) certified copies of the Court Order ➤ Minimum of five (5) certified copies of the Certificate of Finality / Entry of Final Judgment ➤ Minimum of five (5) certified copies of Certificate of Authenticity ➤ SECPA (Security Paper from Philippine Statistics Authority (formerly NSO) with Official Receipt. (12 Photocopies) ➤ Local Civil Registrar copies of applicable Civil Registry documents (Certificate of Live Birth / Certificate of Death / Certificate of Marriage) if the event took place in Silay City. (12 Photocopies) ➤ Affidavit for Delayed Registration of Court Decree if registered more than 10 days after the decree has become final, or more than 30 days in case of Adoption. (2 Original Copy & 3 Photocopies) ➤ Certificate of Registration of the Court Decree issued by the Civil Registrar where the court order / decree was issued. (If Court Decree is issued in Silay City) (6 Copies Original) ➤ If the requester is not the document owner <ul style="list-style-type: none"> ○ 1 Original Copy Authorization Letter ○ (1) Photocopy of Valid Identification of the requester and the document owner ➤ The document owner and authorized representative may present the following: (1) Photocopy of document owner and authorized representative Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance 	<p>Regional Trial Court (RTC)</p> <p>Regional Trial Court (RTC)</p> <p>If Order/Decision was issued in Silay City- Certificate of Authenticity shall be secured from the Court and from the Civil Registrar where the Court Order/Decision was issued. If Court Order was issued outside of Silay City- Certificate of Authenticity shall be secured from the Civil Registrar where the Order/Decision was issued.</p> <p>Philippine Statistics Authority</p> <p>City Civil Registrar's Office</p> <p>Private Lawyer, City Legal Office, Public Attorney's Office</p> <p>City Civil Registrar's Office</p> <p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office</p>
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<ul style="list-style-type: none"> ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card 		Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
IF THE EVENT TOOK PLACE OUTSIDE OF SILAY CITY: 1. Submission of requirements	1. Checking of Requirements 2. Issuance of Official Receipt 3. Preparation of Certificate of Registration and Issuance of Certified copies of Court Order/Decision, Certificate of Finality and Certificate of Authenticity 4. Stamping of documents 5. Segregation of documents for submission to the concerned Civil Registrar where the event took place	Adoption: P200.00 Annulment/ Nullity of Marriage: P500.00 Legal Separation: P500.00 Correction of Clerical Entries (Beyond the scope of R.A. 9048): P100.00 Correction of Name (Beyond the scope of R.A. 9048): P100.00 Presumptive Death: P100.00 Other Court Order/Decrees: P50.00 Naturalization: P500.00 and P1.00 for certified copies of documents to be endorsed	2 Hours / client	Table #12 COURT ORDER SECTION City Civil Registrar

		LBC Mailing to done by the client		
		Total Fees: case-to-case basis	Total Processing Time: 2 Hours /client	
IF THE EVENT TOOK PLACE IN SILAY CITY: 1. Submission of requirements	1. Checking of Requirements 2. Issuance of Official Receipt 3. Preparation of Certificate of Registration, Certificate of Authenticity, Annotated & Amended documents, Certified copies of Court Order/Decision & Certified copies of the Certificate of Finality & Authenticity & Preparation of Endorsement Letter to PSA 4. Stamping of documents 5. Segregation of documents and Preparation of Transmittal for endorsement to the Philippine Statistics Authority - Quezon City, Metro Manila	Adoption: P200.00 Annulment/ Nullity of Marriage: P500.00 Legal Separation: P500.00 Correction of Clerical Entries (Beyond the scope of R.A. 9048): P100.00 Correction of Name (Beyond the scope of R.A. 9048): P100.00 Presumptive Death: P100.00 Other Court Order/Decrees: P50.00 Naturalization: P500.00 and P1.00 for certified copies of documents to be endorsed Mailing done by	3 Hour /client	Table #12 COURT ORDER SECTION City Civil Registrar

		client		
		Total Fees: Case-case basis	Total Processing Time: 3 Hours/ client	

REGISTRATION OF LEGAL INSTRUMENTS (ACKNOWLEDGEMENT / AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF) / R.A. 9255 / LEGITIMATION, AND OTHERS

As a general rule, all legal instruments shall be registered in the Civil Registry of the place where they were executed, except the following:

- Affidavit of Reappearance – where the parties to the subsequent marriage are residing.
- Marriage Settlement - where the marriage was recorded.
- Admission of Paternity, Acknowledgement, Affidavit to Use the Surname of the Father, Legitimation, Voluntary Emancipation of Minor and Parental Authorization or Ratification of Artificial Insemination – where the birth of the child was recorded.
- Option to Elect Philippine Citizenship – where the instrument was executed not later than thirty (30) days.
- Repatriation - where the instrument was executed.

NOTE: All legal instruments executed abroad shall be registered at the Civil Registrar Office, Manila.

FOR LEGITIMATION / ACKNOWLEDGEMENT / AFFIDAVIT TO USE THE SURNAME OF THE FATHER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Notarized Affidavit of Acknowledgement / AUSF (R.A. 9255) / Legitimation or the legal instrument to be registered. (5 Original copies) ➤ Applicable Civil Registry Forms in Security Paper from Philippine Statistics Authority (NSO) with Official Receipt (8 Photocopies) ➤ Local Civil Registry copy (8 Photocopies of Local copy of Civil Registry document) ➤ CENOMAR (Certificate of No Marriage) with Official Receipt of both parents (for Legitimation only) (4 copies) ➤ Certified copies of Registered Certificate of Marriage of Parents (if married) (4 Photocopies) ➤ Valid Identification Card of Parents ➤ The mother and father may present the following: (1) Photocopy of Valid 	<p>City Legal Office, Private Lawyer, Public Attorney's Office</p> <p>Philippine Statistics Authority</p> <p>City Civil Registrar's Office</p> <p>Philippine Statistics Authority</p> <p>City Civil Registrar's Office where the event took place</p>

<p>Identification of Both Parents</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ Valid School Identification Card ▪ National Identification Card <p>➤ If the requester is not the document owner</p> <ul style="list-style-type: none"> ○ (1) Original Copy of Authorization Letter from the document owner ○ (1) Photocopy of the Valid Identification Card of the document owner ○ (1) Photocopy of the Valid Identification Card of the authorized representative <p>➤ The mother/father and authorized representative may present the following: (1) Photocopy of Valid Identification Card of mother/father and authorized representative</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ National Identification Card ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ Valid School Identification Card <p>➤ Certified copy of the Death Certificate if parent/parents are deceased.</p> <p>➤ NOTE: IF BOTH PARENTS ARE DECEASED LEGITIMATION MUST</p>	<p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>Philippine Statistics Authority</p> <p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Statistics Authority Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>City Civil Registrar's Office where the event took place</p>
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BE FILED IN COURT				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of required documents	1. Checking and Evaluation of Requirements and Preparation of Certificate of Registration of Legal Instrument 2. Issuance of Official Receipt 3. Logging, Stamping & Registration of Legal Instrument 4. Signing of Documents 6. Segregation, Releasing and Mailing of Endorsement for the issuance of annotated Secpa copy	Acknowledgement: P 40.00 AUSF: P 60.00 Legitimation: P 50.00 Mailing: LBC done by the client (Mailed to Philippine Statistics Authority-Quezon City, Metro Manila)	1 Hour / client	Table #5 LEGAL INSTRUMENT SECTION Population Program Worker II
2. After 2-3 Months verify at Philippine Statistics Authority for issuance of SECPA Copy - (Security Paper)	Philippine Statistics Authority-Secpa copy with Annotation	P 155.00 (Birth Certificate)	None	Philippine Statistics Authority
		Total Fees: P305.00 plus mailing cost	Total Processing Time: 1 Hour/client	

REQUEST FOR CIVIL REGISTRY DOCUMENTS IN SECPA (Security Paper) COPY THROUGH BRE QS (Batch Request Entry System)

The Philippine Statistics Authority (NSO) has developed the BREQS-LGU System which provides for an Off-line method of encoding requests for Civil Registry documents and submission thereof to an On-line Serbilis Outlet of PSA (NSO).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Valid Identification Card of the document owner ➤ The document owner may present the following: (1) Photocopy of Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record 	Document Owner Bureau of Internal Revenue Office Commission on Election Office

<ul style="list-style-type: none"> ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card <p>➤ If the document owner is deceased</p> <ul style="list-style-type: none"> ○ Authorization Letter from the deceased spouse (Original) ○ Birth Certificate of Immediate Family Member (Children)(Photocopy) ○ Marriage Contract of the deceased spouse ○ Valid Id of the requester & deceased spouse (Photocopy) <p>➤ If requester is not the document owner</p> <ul style="list-style-type: none"> ○ Authorization Letter (1 Original Copy) ○ Valid Identification Card of the requester and document owner (Photocopy) <p>➤ The requester and document owner may present the following: (1) Photocopy of Valid Identification Card of requester and authorized representative</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card 		<p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company Office Philippine Statistics Authority</p> <p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company Office Philippine Statistics Authority</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements and Fill-Up BREQS (Batch Request Query Entry System) Verification Form	1. Checking & Review of the forms 2. Issuance of Official Receipt 3. Encoding BREQS Verification Form	For SECPA (Security Paper of Birth, Death, Marriage Certificate) P155.00 For CENOMAR(10 minutes/client	Table #16 ENDORSEMENT & BREQS SECTION Registration Officer I

		Certificate of No Marriage) P210.00 Plus: BREQS Verification Fee (for Sila & non- Sila residents) P60.00		
2. Wait for a text message from LCR personnel after 1-2 weeks if document is available for pick-up	Releasing of Document	None	5 minutes/client	Table #16 ENDORSEMENT & BREQS SECTION Registration Officer I
		Total Fees: P425.00	Total Processing Time: 15 minutes/client	

REQUEST FOR ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS TO PHILIPPINE STATISTICS AUTHORITY (PSA-NSO)

All City/Municipal Civil Registrars shall submit civil registry documents to the Office of the Civil Registrar General (OCRG) through the Provincial Statistics Office during the first ten (10) days of each month, copies of the entries made during the preceding month for filing. However, there are cases when the Philippine Statistics Authority (formerly NSO) has no available record/Negative Record of the document being requested, or the document owner requested for advance submission of his/her document AN ENDORSEMENT TO PSA (NSO) is needed to facilitate in issuance of SECPA (Security Paper).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>➤ FOR TIMELY REGISTRATION</p> <ul style="list-style-type: none"> ○ (3) copies Endorsement Letter ○ (3) Photocopies of Civil Registry document that needs to be endorsed (Certificate of Live Birth, Certificate of Death, Certificate of Marriage) ○ (2) Photocopies of Attachments/Supporting Documents <p>➤ FOR DELAYED REGISTRATION</p> <ul style="list-style-type: none"> ○ (3) copies Endorsement Letter ○ (3) Photocopies of Civil Registry document that needs to be endorsed (Certificate of Live Birth, Certificate of Death, Certificate of Marriage) ○ (2) Photocopies of 	<p>City Civil Registrar's Office - Table # 16 City Civil Registrar's Office - Table # 1</p> <p>City Civil Registrar's Office</p> <p>City Civil Registrar's Office - Table # 16 City Civil Registrar's Office - Table # 1</p> <p>City Civil Registrar's Office</p>

<p style="text-align: center;">Attachments/Supporting Documents</p> <ul style="list-style-type: none"> ➤ Authorization Letter from document owner (Original) ➤ Valid Identification Card of document owner, authorized representative or parent of the document owner ➤ The requester, authorized representative or parent may present the following: (1) Photocopy of Valid Identification Card <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card ➤ Authorization Letter if requester is not the document owner (1 Original Copy) ➤ Valid Identification Card of authorized representative and document owner ➤ The requester and authorized representative may present the following: (1) Photocopy of Valid Identification Card of requester and authorized representative <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card 		<p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority</p> <p>Document Owner</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed Philippine Statistics Authority</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission Requirements	1. Checking & Preparation of Endorsement Letter 2. Issuance of	P 20.00 plus P1.00 to every certified	30 minutes/ client	Table #16 ENDORSEMENT SECTION Registration Officer

	Official Receipt 3. Logging & Stamping of documents 4. Signing & Releasing of documents 5. Segregation of documents & Endorsement to Philippine Statistics Authority	copy of supporting documents P 30.00 (Endorsement)		I
2. Return after 2 months for follow up or directly verify at Philippine Statistics Authority-Bacolod for the Issuance of SECPA copy(Security Paper)	Make a follow-up call at Philippine Statistics Authority-Bacolod personnel if the document endorsed is now available (SECPA)	P 155 (Birth Certificate, Marriage Certificate, Death Certificate)	15 minutes/client	Table #16 ENDORSEMENT SECTION Registration Officer I
		Total Fees: P205.00; P1.00 for every page of document for certified copy	Total Processing Time: 45 minutes/client	

REQUEST FOR SUPPLEMENTAL REPORT

A Supplemental Report may be filed to supply information inadvertently omitted when the document was registered. The Supplemental Report shall not be used in any manner to change or to correct any entry which was previously entered in the Civil Registry. The Civil Registrar shall only accept one Supplemental Report for not more than two (2) omitted information in any registered event. In cases where there are more than two omitted information, all papers related thereto shall be forwarded to the Office of the Civil Registrar General.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ SECPA (Security Paper from PSA (NSO) copy with Official Receipt ➤ Local Civil Registrar copy of the document (8 Photocopies each) ➤ Notarized Affidavit of Supplemental Report (4 Original copies) ➤ Any of the following documentary evidence showing the omitted information (4 photocopies) <ul style="list-style-type: none"> ○ Baptismal Certificate ○ Voter's Registration ○ School Records ○ Postal Identification Card 	<p>Philippine Statistics Authority</p> <p>City Civil Registrar's Office</p> <p>City Legal Office, Private Lawyer, Public Attorney's Office</p> <p>Parish Church Office Commission on Election Office Department of Education Office, School where the client graduated Philippine Post Office</p>

<ul style="list-style-type: none"> ○ SSS Records ○ GSIS Records ○ Others <p>➤ Current Community Tax Certificate (4 photocopies)</p> <p>➤ If the requester is not the document owner but immediate family</p> <ul style="list-style-type: none"> ○ 1 Original Copy of Authorization Letter ○ (1) Photocopy of Valid Identification card of the requestor and the document Owner <p>➤ If requester is not the document owner and not an immediate family</p> <ul style="list-style-type: none"> ○ (1) Original Copy of Notarized Special Power of Attorney ○ Valid Id of requester and authorized representative (Photocopy) <p>➤ The document owner and authorized representative may present the following: (1) Photocopy of the Valid Identification Card of client and authorized representative</p> <ul style="list-style-type: none"> ▪ Tax Identification Number (TIN) ▪ Voter's Certification / Verification Record ▪ PhilHealth Identification Card ▪ Police Clearance ▪ NBI Clearance ▪ Postal Identification Card ▪ UMID Card (GSIS/SSS) ▪ Passport ▪ Company Valid Identification Card ▪ National Identification Card ▪ Valid School Identification Card 		<p>Social Security System Office Government Service Insurance System Office</p> <p>City Treasurer's Office where the document owner resides</p> <p>Document Owner</p> <p>City Legal Office, Private Lawyer, Public Attorney's Office</p> <p>Bureau of Internal Revenue Office Commission on Election Office</p> <p>Philippine Health Insurance Corporation Office (PhilHealth) Philippine National Police Office National Bureau of Investigation Office Philippine Post Office Social Security System Office, Government Service Insurance System Office Department of Foreign Affairs Office Company or Office where the owner is employed</p> <p>Philippine Statistics Authority Department of Education Office, School where the person attended</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirement	1. Checking and Evaluation of Requirements and Preparation of Supplemental Report 2. Issuance of Official Receipt 3. Logging & Stamping of documents	Supplemental Fee: P60.00 Endorsement Fee: P30.00 Mailing: Philippine Statistics Authority –	1 hour/ client	Table #4 SUPPLEMENTAL SECTION Administrative Aide VI

	<p>4. Signing of documents</p> <p>5. Segregation of documents and Preparation of endorsement to the Philippine Statistics Authority -Regional Office(Iloilo City)</p> <p>NOTE: For Supplemental Report with more than 2 omitted information, approval from Philippine Statistics Authority – Manila is needed before a document can be endorsed to Philippine Statistics Authority – Iloilo for Annotation</p>	Bacolod City (Provincial Office) to Philippine Statistics Authority – Iloilo City (Regional Office)		
2. After 2-3 months verify at Philippine Statistics Authority for approval of supplemental report	Philippine Statistics Authority-Secpa copy with Annotation	P 155.00 (Birth, Marriage & Death from Philippine Statistics Authority)	None	Philippine Statistics Authority
		Total Fees: P245.00 plus mailing cost	Total Processing Time: 1 Hour and 45 minutes/client	

Sangguniang Panlungsod

External

Issuance of Motorized Tricycle Operators Permit (MTOP)

City Ordinance No. 11, Series of 2008 regulates the operation of motorized tricycles and grants franchise to operate the same with the city. It provides that all tricycles plying the areas within the territorial jurisdiction of Silay must secure a Motorized Tricycle Operator's Permit (MTOP). The MTOP is the document issued to a natural or juridical person which grants franchise or conveys license to operate tricycle for hire over specified zones, pursuant to Section 458, paragraph 3, sub-paragraph (vi) of the Local Government Code of 1991.

Office or Division:	Sangguniang Panlungsod, MTOP		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Tricycle Operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Application for Transfer to Another Zone/Route			
<ul style="list-style-type: none">• Duly Notarized Petition to Change Authorized Route• Photocopy of MTOP with conversion/verification form• Original and photocopy of the most recent LTO Certificate of Registration (CR) and Official Receipt (OR)• Photocopy of Insurance Policy (for passengers, third parties and qualified driver for the current year)• Photocopy of Business Permit for the current year• Photocopy of recent Barangay Certificate• Photocopy of current Community Tax certificate• Official Receipt of Payment made at the City Treasurer's Office• Certificate of Inspection from the Police Traffic Division		<ul style="list-style-type: none">• Sangguniang Panlungsod• Sangguniang Panlungsod• Sangguniang Panlungsod• Sangguniang Panlungsod• Permits and License Division• Barangay of Applicant• City Treasurer's Office / Barangay• City Treasurer's Office• Traffic Division	
For Application for Change of Ownership			
<ul style="list-style-type: none">• Duly Notarized Joint Petition for Change of Ownership of the old and the new owners• Photocopy of the Deed of Sale• Original and photocopy of the most recent LTO Certificate of Registration (CR) and Official Receipt (OR)• Photocopy of the MTOP with conversion/verification form• Photocopy of Insurance Policy (for		<ul style="list-style-type: none">• Sangguniang Panlungsod• Registered Tricycle Owner• Land Transportation Office• Registered Tricycle Owner• Registered Tricycle Owner	

<p>passengers, third parties and qualified driver for the current year)</p> <ul style="list-style-type: none"> • Photocopies of the Barangay certifications of the old and new owners • Photocopies of current Community Tax certificate of the old and new owners • Photocopy of the latest Business Permit • Official Receipt of Payment made at the City Treasurer's Office • Certificate of Inspection from the Police Traffic Division 	<ul style="list-style-type: none"> • Barangay of Applicant • City Treasurer's Office / Barangay • Permits and License Division • City Treasurer's Office • Traffic Division
<p>For Application for Change of Unit</p> <ul style="list-style-type: none"> • Duly Notarized Petition for Change old and Dilapidated Unit • Three (3) copies of pictures/photos of old and dilapidated unit showing the motor number, chassis number and the whole body of the tricycle. • Duly Notarized Certificate / Affidavit of a registered mechanic • Original and photocopy of the most recent LTO Certificate of Registration (CR) and Official Receipt (OR) • Photocopy of Insurance Policy (for passengers, third parties and qualified driver for the current year) • Photocopy of Barangay certification • Photocopy of current Community Tax certificate • Photocopy of the latest Business Permit • Official Receipt of Payment made at the City Treasurer's Office • Certificate of Inspection from the Police Traffic Division 	<ul style="list-style-type: none"> • Sangguniang Panlungsod • Registered Tricycle Owner • Mechanic • Land Transportation Office • Registered Tricycle Owner • Barangay of Applicant • City Treasurer's Office / Barangay • License and Permit Division • City Treasurer's Office • Traffic Division
<p>For Application for Change of Name</p> <ul style="list-style-type: none"> • Original and photocopy of the most recent LTO Certificate of Registration (CR) and Official Receipt (OR) • Photocopy of MTOP with conversion/verification form • Photocopy of Insurance Policy (for passengers, third parties and qualified driver for the current year) • Photocopy of the latest Business Permit • Photocopy of Barangay certification • Photocopy of current Community Tax certificate • Official Receipt of Payment made at the City Treasurer's Office • Certificate of Inspection from the Police Traffic Division • Photocopy of the Death Certificate of the original owner of MTOP and conversion 	<ul style="list-style-type: none"> • Land Transportation Office • Sangguniang Panlungsod • Registered Tricycle Owner • Permits and License Division • Barangay of Applicant • City Treasurer's Office / Barangay • City Treasurer's Office • Traffic Division • Civil Registrar • Surviving Heirs of Deceased MTOP Owner

<ul style="list-style-type: none"> • Original and Photocopy of Waiver of Rights and Declaration of Heirship executed by the heirs of the original owner of MTOP and Conversion/Verification Form 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Checklist and Filing of Application Form, Submission of Requirements	1. Verify completion of required documents	None	10 minutes/ Client	Legislative Staff Assistant/Utility Worker
2. Pays the necessary Fee	2. Refers to the City Treasurer's Office for payment of fees	<ul style="list-style-type: none"> • Business Permit P150.00 • Franchise Fee P187.50 	30 minutes/ Client	City Treasurer's Office
3. Submits tricycle for inspection	3. Stencil of Motor and Chassis Number	None	30 minutes	Utility Worker
4. Waits for approval of the Sangguniang Panlungsod	4. Sangguniang Panlungsod deliberates and holds Committee Hearings	None	3 weeks	Sangguniang Panlungsod
5. None	5. Prepares the Resolution after approval of the Sanggunian	None	1 day	Legislative Staff Assistant
6. None	6. Submits the draft resolution to the Committee Chairman for checking	None	1 day	Legislative Staff Assistant / Technical Assistant/ SP Chairman of Committee on Transportation
7. None	7. Finalizes the Resolution and have it signed by the Secretary and the Vice-Mayor	None	1 hour	Legislative Staff Assistant Clerk Secretary to the Sanggunian City Vice-Mayor
8. None	8. Endorsed the resolution to the City Mayor for approval	None	1-10 days	Secretary to the Sanggunian City Mayor
9. Receives the Motorized Tricycle Operator's Permit and sticker	9. Releases the Motorized Tricycle Operator's Permit and sticker to the concerned tricycle	None	15 minutes	Clerk Utility Worker

	operator a			
	TOTAL	P187.00	33 days, 2 hours, and 25 minutes	

Issuance of Resolutions and Ordinances

The SangguniangPanlungsod, as a legislative body of the City shall enact ordinances, approve resolutions and appropriate finds for the general welfare of the city and its inhabitants.

The office of the SangguniangPanlungsod issues certified copies of the Sanggunian documents, enacted and approved ordinances and resolutions.

With the Covid-19 threat still present, the Sangguniang Panlungsod Office implements the 2020 Silay City Covid 19 Countermeasures Ordinance which includes wearing of face mask and social distancing. "NO FACE MASK, NO ENTRY"

Office or Division:	Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C / G2B			
Who may avail:	Anyone with purpose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		SANGGUNIANG PANLUNGSOD OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form as to Specific Request	1. Receives the Request Form and locates the requested resolution / ordinance from the archive	Certified copies of original official documents. (First page P20.00, succeeding page P5.00 per page)	10 minutes/client	Clerk LSO III
2. Pay the Secretary's Fees	2. Request the requesting party to pay the fees at the CTO.		10 minutes	Clerk City Treasurer's Office
3. Presents the Official Receipt and receives the copy of the requested documents	3. Inspects the official receipt and releases the certified copy of the requested document		5 minutes Note: <ul style="list-style-type: none"> Documents dated 1946 to 1980 - Seven (7) working calendar days Documents dated 1981-2010 - Three (3) calendar days Documents dated 2011 to present - Ten (10) minutes 	Secretary to the Sanggunian

	TOTAL	Minimum of P20.00	10 minutes - 7days	
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Public Market

External

Delivery Fee

Office or Division:	Public Market			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Transient delivery vehicles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Park and Deliver	1. Check the Delivery Permit and merchandise delivered	None	Three (3) Minutes	Collection Clerk
2. Pay the corresponding fees	2. Issues Official Receipt	Depends on the volume of merchandise delivered as per city's Revenue Code	Five (5) Minutes	Collection Clerk
	TOTAL	None	Eight (8) Minutes	

Issuance of Cash Ticket / Arkabala

Office or Division:	Public Market			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Bonafide Tenants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the items for sale	1. Checks and counts the items	None	Three (3) Minutes	Collection Clerk
2. Pays the corresponding fees	2. Issues cash tickets	Depends on the volume of items per city's Revenue Code	Five (5) Minutes	Collection Clerk
	TOTAL	None	Eight (8) Minutes	

Renewal of Occupancy

Lease of market blocks, stalls and tables are renewed every year.

As a safety precaution, table and chairs are provided for the clients outside the office. Clients shall transact only through an office clerk outside the office who shall forward the documents to the office staff concerned.

Collection clerks shall strictly wear their respective PPEs to protect themselves from possible exposure to the coronavirus.

Office or Division:	Public Market			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Bonafide Tenants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 copy, original)		Barangay II Hall		
2. Previous Year's Permit (1 copy, original)		Business Permits and Licensing Office		
3. Clearance Form (2 copies, original)		Public Market Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Brgy. Certificate and other Documents	1. Verify Documents submitted, check any accounts	None	Two (2) Minutes	Collection Clerk
2. Pay any overdue account	2. Received payment, signed	Depend if there any	Two (2)	Collection Clerk

	clearance	arrears	Minutes	
3. Submit documents and collectors clearance to office clerk	3. Receive Clearance and verify Documents	None	Two (2) Minutes	Office Clerk
4. Sign Lease Contract	4. Issue Lease Contract	None	Two (2) Minutes	Office Clerk
5. Submit signed Lease contract for approval	5. Receive signed Lease Contract for approval by Market Division Head.	None	Five (5) Minutes	Office Clerk
6. Receive approved Lease Contract Proceed to License Division	6. Return approved Lease Contract to Tenant	None	Two (2) Minutes	Office Clerk
	TOTAL	None	Fifteen (15) minutes	

Rentals of Tables

Office or Division:	Public Market			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Regular Bonafide Tenants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Year's Occupancy Permit		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Occupancy Permit	1. Checks Occupancy Permit	None	Two (2) Minutes	Collection Clerk
2. Pays the corresponding fees	2. Issues Official Receipts	Depends on the rate of table per city's Revenue Code	Two (2) Minutes	Collection Clerk
	TOTAL	None	Four (4) Minutes	

Cooperatives and Livelihood Development Office

External

Organizing, Training and Fund Assistance Services

Helping the community organize and for as a group so they can avail the benefit of a recognized group, providing trainings needed by a group of individuals in the community to organize, lead and managed their purpose and (Providing funds (full or part) or according the city's capability to a group of individual who presented projects that may help them pursue a purpose. Because the city are providing the funds it also covers its corresponding monitoring and audit activities.

Office or Division:	Livelihood and Manpower Development Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any organization composed of Silay City residents and duly registered with Development Authority (CDA), Securities and Exchange Commission (SEC), or the Department of Labor and Employment (DOLE) and duly accredited with the Sangguniang Panlungsod of the City of Silay, may avail of the service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Requesting Organizations:				
1 Copy of Certificate of Registration		DOLE, CDA and SEC		
1 Copy of Sangguniang Panlungsod Accreditation		Sangguniang Panlungsod		
1 Copy of Board Resolution Requesting for Assistance				
1 Copy of Certified List of Active Members				
3 Copies of Project Proposal (if available)				
For Non-Organized Groups:				
Letter request to organize				
List of Prospective Members with Signatures				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office information desk	Give the Log Book to the Client	None		Livelihood Staff

2. Submit the Required Documents	Received the required documents	None	30 minutes	Officer-in-Charge
3. Interview and Assessment	Assess the documents submitted and conduct interview with the client	None		Officer-in-Charge and staff
4. Scheduling of Meetings	Schedule the meeting to be conducted with the association	None	10 minutes	Livelihood Staff
5. Conduct of Meetings, Seminars and Trainings	Livelihood staff will conduct fieldwork activities on the scheduled date of the clients	None	4-24 hours	Livelihood Staff
6. Project Planning (if any)	Livelihood staff will provide technical assistance to the clients	None	1 week	Officer-in-Charge and Staff
7. Project Proposal Preparation	Livelihood staff will provide technical assistance to the clients	None	2 weeks	Officer-in-Charge and Staff

City Agriculture Office

External

Bio Control Laboratory Services

The Department provides Bio Control Agents to the farmer/fisher folk organizations that engage in the production of rice, corn, fish, mollusks and vegetables.

Office or Division:	Crops Divisions			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers and fisherfolk.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log in in visitor's logbook/ scan the SCCTTRACKER ID and submit one (1) received copy / approved letter specifying the nature of request address to the City Mayor	1. Accept the request.	None	5 minutes	<i>Bio Control Laboratory in-charge</i>
2. Sign recipient's logbook/ issue / withdrawal slips	2. Releasing of release of bio-control agents	None	10 minutes	<i>Bio Control Laboratory in-charge</i>

Crop Insurance Services

The Department helps facilitate crop insurances to farmers and fisherfolks.

Office or Division:	Crops Divisions			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers and fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Insurance application forms / notice of loss forms		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log in in visitor's logbook/ scan the	1. Accept the forms	None	5 minutes	<i>Assistant Department Head/ Supervising</i>

SCCTTRACKER ID and submit two (2) copies of insurance / notice of loss				<i>Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>
	2. Endorsement of forms to Provincial Agriculture office	none		<i>Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists</i>

FishR (Fisherfolk Registration) and BoatR (Boat Registration)

This service of the Department is a simplified system for registrations of both fisherfolks, fishing boats and gears, three (3) gross tons or less who are directly dependent and indirectly dependent on fishing.

Office or Division:	Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fish farmers, municipal fishermen, commercial fishworkers, fish processors, fish traders and fish vendors.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) photocopy of Boat ad measurement		City Agriculture Office		
One (1) photocopy of identification of Fishing Gear		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office, log-in in visitor's logbook/ scan the SCCTTRACKER ID and file the documents	1. Accept and evaluate the documents.	None	1 minute	<i>Assistant Department Head/ Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
2. Fill up the registration forms (for new applicants)	2. Conduct interview.	None	5 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.1. Picture taking	None	1 minute	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.2. Conduct of	None	1 day	<i>Supervising</i>

	inspection and documentation (for fishing boats and gears)			<i>Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	2.3.Processing and printing of identification cards.	none	5 days	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
3. Signing of recipients' logbook.	3. Releasing of identification card (Fishermen ID)	none	15 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>
	3.1 Entry in the Fisherfolk, Boat and Gear Registries	none	10 minutes	<i>Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator</i>

City Nursery Care Services

The Department provides seedlings to the qualified beneficiaries for potted plants (vegetables and fruit trees).

Office or Division:	Crops Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTRACKER ID and submit one (1) received copy/approved letter specifying the nature of request address to the City Mayor	1. Accept the request.	None	2-3 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologist</i>
2. Wait for the schedule of validation and actual orientation	2. Schedule the farm visit/validation	None	15 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists</i>
3. Sign recipient's	3. Release of	None	5 minutes	<i>Assistant</i>

logbook/ issue slip / withdrawal slip	available seedlings/potted plants			<i>Department Head/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists/ City Nursery in Charge</i>
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Marine Mammals Conservation and Protection Services

The Department strictly implements Sec. 102 of Republic Act 8550 as amended by the Republic Act 10654 re: Fishing or Taking of Rare, Threatened or Endangered species as classified on Convention on the International Trade in Endangered Species of Wild Fauna and Flora (CITES) appendices. One of those are the sea turtles “pawikan”.

Office or Division:	Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Coastal residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call or visit the City Agriculture Office-, log-in in visitor's logbook/ scan the SCCTTRACKER ID 1.1 Identify yourself and report the beaching, stranding, and trapping of rescued marine mammals.	1. Accept the call.	None	10 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ BantayDagat and Fish Health Coordinators</i>
2. Wait for the schedule of validation and actual site visit	2. Field validation/ site visit	None	30 minutes	<i>Supervising Aquaculturist</i>
	2.1 Conduct interview and documentation	None	5 minutes	<i>Supervising Aquaculturist</i>
	2.2 Tagging (if tag is available) and releasing of the species off-shore	None	1 hour	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Deputized Fish Wardens</i>

3.Processing and releasing of incentive	3.Process and releasing of (rice)incentive	None	1 day	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Deputized Fish Wardens</i>
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Organic Trading Post Services

The Department's Organic Trading Post provides a marketing area for farmer's products.

Office or Division:	Crops Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers, association/organization / producers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter specifying the intention to display / sell products		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTTRACKER ID and submit a letter specifying the intention to display/sell products	1. Accept the request.	None	5 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agriculture Technologist</i>
2. Arranging schedule of harvest.	2. Farmer / producer validation / scheduling of buying	None	15 minutes	<i>Assistant Department Head/ Supervising Agriculturist/ Agriculturist II/ Agriculture Technologist</i>
3. Bringing of products in the Organic Trading Post.	3. Acceptance / buying of products	none	10-30 minutes	<i>Organic Trading Post Management Team</i>
4. Receiving of payments for products	4. Paying of products	None	10 minutes	<i>Organic Trading Post Management Team</i>

Processing of Fishing Permit Applications

The application for fishing within the City Waters of Silay shall be secured first from the department, processed and forwarded to the License Division for issuance of Mayor's Permit.

Office or Division:	Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Fishery operators using fishing gears with fishing boats three (3) gross tons or less including service boats of shell divers, shallow and Deep Sea Fish Corrals, sail boats “de layag” and paddle boats “de bugsay”			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Original copy of Barangay Clearance		Resident		
One (1) photocopy of Voter's ID		Commission on Election		
One (1) Community Tax Certificate		City Treasurer's office		
One (1) photocopy of Certificate of Ownership/ Deed of Sale		Notary Public		
One (1) photocopy of FishR/ BoatR Registry		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office, log-in in visitor's logbook/ scan the SCCTTRACKER ID and file the documents	1. Accept and evaluate the documents.	None	5 minutes	Assistant Department Head/ Supervising Aquaculturist/ Fisheries Permit and License Coordinator
	1.1. Conduct of inspection and documentation (for new applicants)	None	1 day	Supervising Aquaculturist/ Fisheries Permit and License Coordinator
	1.2. Processing of permit applications	None	15 minutes (as the case may be)	Supervising Aquaculturist/ Fisheries Permit and License Coordinator
2. Signing of recipients' logbook.	2. Releasing of processed applications forms.	none	15 minutes	Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator
	2.1 Endorsement to the CTO/BPLO	none	15 minutes	Supervising Aquaculturist/ FishR, BoatR and FishGear Coordinator

Provision of “Bantay Dagat” Services

The Bantay Dagat Task Force are combined/trained personnel of the Department and active officers and members of different fisherfolk's associations who are duly deputized by the City Mayor to protect and conserve the City's territorial waters against illegal fishing activities.

Office or Division:	Fisheries Division
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Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Coastal residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a phone call to the City Agriculture Office. Identify yourself and specify the nature of complaints/violations	1. Accept the call.	None	10 minutes	<i>Assistant Department Head/ Supervising Aquaculturist/ BantayDagat Coordinator</i>
2. Wait for the schedule of validation and actual investigation	2. Field validation by foot patrol and investigation	None	Half day	<i>Supervising Aquaculturist/ BantayDagat Coordinator</i>
3. Conduct of seaborne and foot patrol	3.Seaborne patrol 3.1 The BantayDagat Team will make an ocular inspection of the site and make necessary plans to facilitate seaborne and foot patrol operation.	None	1 day (as the case may be)	<i>Fishery law Enforcement Officers(detailed from PNP) and Deputized Fish Warden</i>
	3.2Orderly inspections /early warnings / apprehensions and filing of appropriate administrative cases with the City Prosecutor's Office (CPO).	None	As the case may be.	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Fishery Law Enforcement Officcers and Deputized Fish Wardens</i>
	3.3 Photo documentation and preparations of exhibits	none	As the case may be	<i>Supervising Aquaculturist/ BantayDagat Coordinator/ Fishery Law Enforcement Officcers and Deputized Fish Wardens</i>

Provision of Production Support Services

The Department provides production support services to the organized farmer/fisher folk organizations that engage in the production of rice, corn, fish, mollusks and vegetables.

Office or Division:	Crops and Fisheries Divisions
Classification:	Simple

Type of Transaction:	G2C			
Who may avail:	Organized farmers/ fishermen association/organization/cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
One (1) Photocopy of SP accreditation for associations / PO's		Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTTRACKER ID and submit one (1) received copy/approved letter specifying the nature of request address to the City Mayor.	1. Accept the request.	None	5 minutes	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists
2. Submit Identification card	2. Checking of farmer's records in Registry System for Basic Sectors in Agriculture	None	10 minutes	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists
3. Wait for the schedule of validation and releasing of available inputs	3. Schedule the farm and visit/validation 3.1. Prepare purchase request for not available production support	None	10 minutes	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists
4. Sign recipient's logbooks/ issue slips / withdrawal slips/ acknowledgement receipts (AR).	4. Release of available inputs	None	5-10 minutes	Assistant Department Head/ Supervising Agriculturist/ Supervising Aquaculturist/ Agriculturist II/ Agricultural Technologists

Provision of Technical Assistance on Rice, Corn, Fish, Mollusks and Vegetable Production

The Department provides technical assistance to the farmer/fisher folk organizations that engage in the production of rice, corn, fish, mollusks and vegetables.

Office or Division:	Crops and Fisheries Divisions			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All organized Farmers' / Fishermen Cooperatives / Associations in Silay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received or approved Letter of intent/ request address to the City Mayor		City Agriculture Office		
One (1) Photocopy of SP accreditation for associations / PO's		Sangguniang Panlalawigan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log-in in visitor's logbook/ scan the SCCTTRACKER ID and submit one (1) received copy / approved letter specifying the nature of request address to the City Mayor	1. Accept the request.	None	5 minutes	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists
2. Submit Identification card	2. Checking of farmer's records in Registry System for Basic Sectors in Agriculture (RSBSA)	None	15 minutes	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists
3. Wait for the schedule of validation and actual orientation	3. Schedule the farm and home visit/validation 3.1. Actual orientation	None	1 day	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists
4. Sign recipient's logbooks/ issue / withdrawal slips/ acknowledgement receipts (AR).	4. Release of available inputs	None	15 minutes	Assistant Department Head/ Supervising Aquaculturist/ Supervising Agriculturist/ Agriculturist II/ Agricultural Technologists

Registry Sytem for Basic Sectors in Agriculture (RSBSA)

This service of the Department is a simplified system for registrations of farmers and fisherfolk in the City.

Office or Division:	Crops and Fisheries Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All qualified farmers and fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) photocopy of valid government ID		Resident		
Barangay Certificate or photocopy of land ownership		Department of Agrarian Reform Office, Barangay Hall		
One (1) 2 x 2 ID Picture		Any photo printing offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist, log in in visitor's logbook/ scan the SCCTTRACKER ID and bring all the requirements.	1. Accept and evaluate the documents submitted.	None	5 minutes	Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists
2. Wait for the interview.	2. Conduct interview	None	15 minutes	Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists
	3. Endorsement to Department of Agriculture RFO 6 satellite office			Assistant Department Head/ Supervising Agriculturist / Supervising Aquaculturist / Agriculturist II/ Agricultural Technologists

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Write a feedback or answer the client feedback form and drop it at the designated drop box in every office of the city government
How feedback is processed	At the end of the week, the concerned head of office opens the drop box and records all feedbacks submitted. If the feedback needs to be answered and if contact information is provided, the head of office answers the feedback through telephone or written letter. A summary of all feedbacks with action taken are submitted to the Office of the City Mayor, copy furnished the Human Resource Management Office, every month.
How to file a complaint	The client may submit his letter of complaint or Complaint Affidavit to the City Mayor's Office. The complaint shall include the name of the employee being complained, the date, time, place and other circumstances of the incident. It may also include affidavits of witness(es) and other evidence.
How complaints are processed	The City Mayor takes action on the Complaint submitted in accordance with the Rules on Administrative Cases in the Civil Service (RACCS) and other related issuances or law.
Contact Information	Please refer to the contact information of every office on the following page.

Directory of Offices

Office	Address	Contact Information
Accounting Office	L2 Silay City Hall Bldg., Silay City	034-0062 / 4582818
Agriculture Office	Organic Trading Post Bldg, Brgy. Mambulac, Silay City	034-4952788
Assessor's Office	L2 Silay City Hall Bldg., Silay City	034-4837
Bids and Awards Committee	L2 Silay City Hall Bldg., Silay City	034-4353746
Budget Office	L1 Silay City Hall Bldg., Silay City	034-6764 / 4956765
City Administrator's Office	Level 2, Silay City Hall Bldg, Silay City	034-4950587
City Veterinary	Human Settlement Bldg. Brgy. Mambulac, Silay City	034-4956328
City Vice-Mayor's Office	SP Bldg., Silay City	034-4356637
Civil Security Office	Sen. Jose Locsin Cultural and Civic Center Bldg, Silay City	034-4955557
Disaster Risk Reduction and Management Office	DILG Bldg., Aguinaldo St., Silay City	034-4413685 / 2138979 / 09292744816
Engineering Office	CEO Bldg, Silay City	034-4952484 / 4952486
Environment and Natural Resources Office	L2 Silay City Hall Annex Bldg, Silay City	034-4584137 / 4763810
Fire Station	PNP Compund, Silay City	034-4954727
General Services Office	GSO Bldg, Aguinaldo St., Silay City	034-4356711
Health Office Admin	CHO Bldg., Sen. Jose Locsin Street, Silay City	034-4955018
Health Office Laboratory	CHO Bldg., Sen. Jose Locsin Street, Silay City	034-7134564
Health Office Rehab	CHO Bldg., Sen. Jose Locsin Street, Silay City	034-4956195
Human Resource Management Office	Level 3, Silay City Hall Annex Bldg, Silay City	034-4950737 / 4417355
Information Technology	L3 Silay City Hall Annex Bldg, Silay City	034-4951473
Internal Control Unit	L2 Silay City Hall Bldg., Silay City	034-0063 / 474-1117

Land Tax Division	L1 Silay City Hall Bldg, Silay City	034-4351974
Legal Office	L2 Silay City Hall Bldg.,	034-4950066
Local Civil Registry	L2 Silay Public Market Bldg No. 1, Silay City	034-4350216 / 4356543
Maternity Hospital	CHO Bldg., Sen. Jose Locsin Street, Silay City	034-4412344
Nutrition Office	L1 Silay City Hall Bldg., Silay City	034-4322378
Permits and License Office	Level 1, Silay City Hall Annex Bldg, Silay City	034-4954603
Philippine National Police	PNP Bldg, Silay City	034-0166 / 4955000
Planning and Development Office	L1 City Engineering Office	034-4355701
Public Cemetery	Silay Public Cemetery, Silay City	034-3560
Public Employment Services Office	L2 Silay City Hall Annex Bldg, Silay City	034-4329169
Public Market	Silay Public Market Bldg. No. 2, Silay City	034-4954631 / 4954851
Sangguniang Panlungsod	SP Bldg., Silay City	034-4954998 / 034-4356636
Silay Housing Authority	L2 Silay City Hall Annex Bldg, Silay City	034-4950241
Social Welfare and Development Office	DSWD Bldg, Washington St., Silay City	034-2483
Sports Office	Natalio G. Velez Sports and Cultural Center Bldg, Silay City	034-4954533
Tourism Office	Old Puericulture Bldg., Silay City	034-5553
Treasurer's Office	L1 Silay City Hall Bldg, Silay City	034-4356552 / 4951871

JOEDITH C. GALLEGO
CITY MAYOR
SILAY CITY