



CITY GOVERNMENT OF NAGA

CITIZEN'S CHARTER
2022 (5th Edition)



I. **Mandate:**

Section 16 of RA 7160 provides that “Every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balance ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.”

II. **Vision:**

By 2030, Naga shall be the recognized model of:

- **Good governance and responsible citizenship**
 - *driven by a shared development direction crafted, implemented and continually improved in an inclusive manner;*
 - *sustained by a citizenry that asserts and accepts their roles and responsibilities in nation-building;*
- **People-centered development**
 - *anchored on quality and accessible services in health, education and other social services, especially for the marginalized and the vulnerable;*
 - *that enables the private sector to generate the best value from local talents, technology and resources, and provide gainful jobs and entrepreneurial opportunities for the Nagueño;*
- **Abiding faith that expresses itself in social solidarity and a culture of excellence**
 - *flourishing in a city that is peaceful, safe and in accord with nature; where cultural values are nurtured and religious diversity respected; and where technology enables the Nagueño to be part of a global community of people and nations.*

In the process, it shall set the pace in participatory urban development in the Philippines and in Southeast Asia, and inspire others in their own path to development.

III. **Mission:**

To make Nagueños happy and proud of their city and of their living faith thru continuous improvement and innovation in inclusive governance and responsible citizenship.

IV. **Service Pledge:**

We, the officials and employees of the City Government of Naga, do hereby swear and pledge to aim for excellence in public service, value our constituents and our clients by taking care of their needs with integrity and satisfaction. We further pledge to build people-centered governance and to create a client-friendly environment. We will aim high and fulfill our commitments in the Citizen's Charter as our means to achieve excellence in the public service.

This our pledge to the people of the Republic of the Philippines.



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Application for Leasehold Tenancy

ABOUT THE SERVICE

All vacant stalls at the Bicol Central Station are offered for leasehold tenancy. All applicants can file their written application on their desire to occupy said vacant stalls addressed City Administrator and Chairman, Market Awards Committee.

Department / Office:		BICOL CENTRAL STATION		
Classification:		Complex		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Any businessman		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICANT				
<ul style="list-style-type: none"> Letter of Intent 				
WINNING APPLICANT				
<ul style="list-style-type: none"> Photocopy of Mayor's Permit 				
<ul style="list-style-type: none"> Photocopy of DTI Business Name or SEC Registration 				
<ul style="list-style-type: none"> Original Copy of Board Resolution authorizing the representative (if applicant is a corporate entity) 				
<ul style="list-style-type: none"> Picture of the front of the commercial stall showing its entire height and width with applicant/ helpers 				
<ul style="list-style-type: none"> Drug test result of applicant and employees/helpers or Affidavit of undertaking by the applicant. 		<ul style="list-style-type: none"> Naga City Hospital 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Letter of Intent			2 minutes	City Administrator and Chairman, Market Awards Committee
	2. Raffle of Applicants Wait for the announcement of the Winning Applicant			City Administrator and Chairman, Market Awards Committee
3. Preparation of Contract Submit requirements to the Admin Division	4. Contract of Lease is prepared after the award is given		5 minutes	NARCISO H. MORALDE III Administrative Aide III (Casual)
5. Contract Signing The Contract will be signed by the Applicant	6. Mayor signs the contract and witnessed by the City Administrator & Chairman Market Awards Committee and the City Treasurer		3 days	City Mayor, City Administration & Chairman, Market Awards Committee, City Treasurer
	7. Issuance of Contract		1 minute	NARCISO H. MORALDE III Administrative Aide



	The Contract will be issued for Notarization			III (Casual)
	8. Filing of Contract After Notarization of Contract the same will be filed and submitted to the Admin Division		1 minute	JHONA M. LANDICHO Administrative Aide I (Casual)
TOTAL			3 days and 9 minutes	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Issuance of BCS Certification on Registered Stallholders

ABOUT THE SERVICE

Certification is being issued to all registered stallholders operating at the Bicol Central Station for record and reference purposes as a requirement for loan application and/or telephone or water installation.

Department / Office:		BICOL CENTRAL STATION		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		BCS Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certification. Approach the Admin Division for request of Certification.			1 minute	JHONA M. LANDICHO Administrative Aide I (Casual)
	2. Verification of Records		1 minute	
	3. Issuance of Certificate. Admin Division then issues the certification duly signed by the BCS Terminal Manager		1 minute	RODERICK D. REFORSADO BCS Terminal Manager
TOTAL			4 minutes	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Payment of Police Clearance & Police Blotter:

ABOUT THE SERVICE

The Cash Division of the Bicol Central Station caters to those who would want to request for Police Clearance and excerpts of Police Blotter by accepting payments for its issuance.

Department / Office:		BICOL CENTRAL STATION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Identification Card 		<ul style="list-style-type: none"> Any government agency that release Identification Card 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proof of Identification. For proper identification of the BCS Collector submit at least one (1) ID as proof of identity.			15 seconds	BCS Collector
2. Tender of Payment. Approach the BCS Collector for payment for either Police Clearance or Police Blotter Excerpt.		P 50.00	30 seconds	BCS Collector
	3. Issuance of Official Receipt		15 seconds	BCS Collector
TOTAL		P 50.00	2 minutes	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Payment of Stall Rentals

ABOUT THE SERVICE

All registered stallholders are required to pay their rental at the Bicol Central Station on or before the 15th day of every month as stated in their Contract of Lease. Failure or non-payment after due date forestalls a surcharge of 25% of the total rent due plus interest upon the unpaid amount at the rate of 2% per month from the date until the charge is fully paid.

Department / Office:		BICOL CENTRAL STATION		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		BCS Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Current bill or, in its absence, the Official Receipt of the latest payment 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification & Update of Monthly Rental. Approach Administrative Division for their Stall Rental Record for verification & update of monthly rental payment.				
	2. Cashier / Cash Division compute for the amount due		1 minute	NARCISO H. MORALDE III Administrative Aide III (Casual)
3. Stallholder pays the rental due	4. Issuance of Official Receipt		1 minute	BCS Collector
TOTAL			2 minutes	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Payment of Water Bills

ABOUT THE SERVICE

The Bicol Central Station accepts water bill payments for eateries that have no water meter in the average amount of P200.00 per month.

Department / Office:		BICOL CENTRAL STATION		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		BCS Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Water Consumption Submit before the Admin Division your intent to use the public faucets for your washing of dishes.		P	1 minute	Administrative Division
2. Tender of Payment Upon receipt of the bill for water consumption, proceed to the Collector for payment.	3. Issuance of Official Receipt	Depends on the consumption	1 minute	BCS Collector
TOTAL		P	2 minutes	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Renewal of Lease Contract

ABOUT THE SERVICE

All registered stallholders are required to renew their Contract of Lease annually stating therein the guidelines and conditions of their occupancy at the Bicol Central Station.

Department / Office:		BICOL CENTRAL STATION		
Classification:		Complex		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		BCS Registered Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• BCS Clearance on Payment of Rental and Electricity		• BCS Office		
• Photocopy of Mayor's Permit				
• Photocopy of DTI Business Name or SEC Registration				
• Original Copy of Board Resolution authorizing the representative (If applicant is a corporate entity);				
• Picture of the front of the commercial stall showing its entire height and width with applicant/helpers				
• Drug test result of applicant and employees / helpers or Affidavit of Undertaking by the Applicant		• Naga City Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements Submit requirements to the Admin Division for the preparation of the Contract of Lease before the expiration of their current Contract		P	5 minutes	NARCISO H. MORALDE III Administrative Aide III (Casual)
2. Contract Signing The Contract will be signed by the Applicant	3. Mayor signs the contract and witnessed by the City Administrator & Chairman Market Awards Committee and the City Treasurer		3 days	City Mayor, City Administrator & Chairman Market Awards Committee City Treasurer
	4. Issuance of Contract The Contract will be issued for Notarization.		1 minute	Notary Public
	5. Filing of Contract After notarization of Contract the same will be filed and		1 minute	JHONA M. LANDICHO Administrative Aide I



	submitted to the Admin Division			(Casual)
TOTAL		P	3 Days 5 min	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Request for Terminal Pass

ABOUT THE SERVICE

All buses entering the Bicol Central Station have to secure a Terminal Pass before it can go out of the terminal. Originating buses and pick-up buses have to pay a terminal fee taking into consideration the following schedule of fees:

Department / Office:		BICOL CENTRAL STATION		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Bus Driver/Conductor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment of the Bus Proceed to the Route Checkers and claim the terminal pass	2. Route Checker assess and issue a terminal pass		15 seconds	ROUTE CHECKERS
3. Payment of Fees Present Terminal Pass and payment to BCS Collector	4. Cashier receives payment and issue an Official Receipt.	see table below	1 minute	BCS Collector
5. Leaving the Terminal Present your Receipt for verification and final departure	5. Exit Gate Keeper verifies the receipt and receives terminal pass issued by route checker		1 minute	EXIT GATE KEEPER
TOTAL		P	2 minutes	

Rates

TYPE OF SERVICE	TERMINAL FEE	
	AIRCON	ORDINARY
Manila Bound Buses		
Pass Thru Buses	P20.00	P20.00
Pick-up Buses (to or from Manila)	P150.00 for Legazpi, Tabaco, Sorsogon, and outside the Bicol Region, or P90.00 and P65.00 depending upon the number of picked-up passengers	
Pick-up Buses (Extension Fees)	P150.00 for every fifteen (15) minutes and a fraction thereof by limited to only two (2) extensions per trip	
Originating Buses (Manila Bound)	P1,500.00	P750.00
Originating Buses (Quezon Bound)	P200.00	P150.00
Dispatcher's Fee (for buses without a registered dispatcher)	P100.00	
Provincial Bound Buses		
Naga – Legazpi	P140.00	P140.00
Naga – Daet	P140.00	P140.00
Naga – Caramoan/Garchitorena	P140.00	P140.00



Naga – Iriga	P100.00	P90.00
Naga - Lagonoy	P90.00	P65.00
Sleep Buses	P10.00 per bus	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300



Using the Shower Room

ABOUT THE SERVICE

The Bicol Central Station has a Shower Room to cater to Bus Liner Employees who would want to take their baths before their trips and so with the public who are stranded at the Bicol Central Station. Washing their clothes and other belongings are not allowed thereat

Department / Office:		BICOL CENTRAL STATION		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Bus Drivers and public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tender of Payment Approach the BCS Collector for payment of Shower Fee	2. BCS Collector issue a payment receipt	P20.00 per head	30 seconds	BCS COLLECTOR
3. Client Registration Approach the BCS Maintenance Crew for Registration and present proof of payment			10 seconds	BCS Maintenance Crew
TOTAL		P 20.00	40 seconds	

BICOL CENTRAL STATION

Ninoy-Cory Aquino Ave., Barangay Triangulo, Naga City

For more information, please contact:

Roderick D. Reforsado, Supervising Administrative Officer / Terminal Manager

Tel. No. 871-5543

Mobile No. 0916-223-2300

Email:



Arranging a Group Tour at the Bicol Science and Technology Centrum

ABOUT THE SERVICES

The Bicol Science and Technology Centrum (BSTC) accommodates educational group tours, especially for visiting students and teachers anytime Mondays thru Fridays, 8:00 am – 12:00 noon / 1:00 pm. – 5:00 pm. Weekend educational group tour/s may be arranged.

Department / Office:		BICOL SCIENCE AND TECHNOLOGY CENTRUM		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Any Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Booking Form for Tours / Visits (BSTC Form 01) – 2 copies 		<ul style="list-style-type: none"> Bicol Science Technology Centrum 		
<ul style="list-style-type: none"> Other important requirement/s that may be required in compliance with the minimum and/or standard health and safety protocols currently implemented 		<ul style="list-style-type: none"> Bicol Science and Technology Centrum (BSTC) From the visiting group/school and from concerned offices/agencies 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking/ Schedule Inquiry. Inquire about the availability of a tour schedule.	2. BSTC staff releases the form after confirming available date/s for the tour.	None	2 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW I)
3. File Request for Tour. Fill up the BSTC Form 01.	4. BSTC staff assist the requesting party in the filing of its request.	None	5 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW
	5. Approval of Request. BSTC Administrator verifies and approves the request and schedule.	None	2 minutes	ERNANI B. SURON CGDH I Acting Head
	6. Scheduling. After approval, BSTC staff schedules and writes down on the group tours reservation logbook and	None	2 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW I)



	bulletin board the date and time of the tour.			
7. Arrival of the Group scheduled for Educational Tour.	8. During arrival – BSTC staff requests vehicles/buses to be properly parked in designated parking areas.	None	15 minutes	<p>ERNANI B. SURON CGDH I Acting Head</p> <p>RAQUEL B. AREVALO Administrative Aide</p> <p>HENRY P. DEMATERA Administrative Aide I (UW I)</p>
	9. Tour coordinator coordinates with the BSTC staff re: name of the school, number of students, etc.	None	3 minutes	
	10. Students/ visitors are requested to line up outside the BSTC for actual headcount and proper and systematic flow.	None	5 – 10 minutes	
	11. Tour coordinator/ teacher pays the entrance fees at the counter and BSTC staff issues official receipt.	Student (P20.00) Adult & Non-Student (P25.00) Teacher (Free) PWD & OSY (Free)	5 – 10 minutes	
12. Orientation and Tour of BSTC Science Galleries.	13. Students and visitors are gathered in an area and given an orientation re: BSTC features and house rules.	None	5 – 10 minutes	ERNANI B. SURON CGDH I Acting Head or assigned BSTC staff
	14. After orientation, students and visitors are asked to tour various galleries and operate and interact with science	None	15 – 30 minutes	<p>RAQUEL B. AREVALO Administrative Aide</p> <p>HENRY P. DEMATERA Administrative Aide I (UW I)</p>



	exhibits.			
	15. Students and teachers are forewarned of their time and informed of the end of their visit and guided out of the BSTC.	None	10 minutes	
TOTAL		P	1 hour and 34 minutes	

BICOL SCIENCE AND TECHNOLOGY CENTRUM

City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ernani B. Suron, City Government Department Head I

Tel No. (054)

E-mail:



Scheduling use of the BSTC Audio-Visual Room

ABOUT THE SERVICES

The Bicol Science and Technology Centrum (BSTC) has an audio-visual room that may be used by government offices and agencies, non-government organizations, and private firms for meetings, seminars, and conferences. The AVR has a complete line of audio-visual equipment and is fully air-conditioned.

Department / Office:		BICOL SCIENCE AND TECHNOLOGY CENTRUM		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Booking Form for AVR Use (BSTC Form 02) – 2 copies 		<ul style="list-style-type: none"> Bicol Science and Technology Centrum (BSTC) 		
<ul style="list-style-type: none"> Other important requirement/s that may be required in compliance with the minimum and/or standard health and safety protocols currently implemented 		<ul style="list-style-type: none"> Bicol Science and Technology Centrum (BSTC) From the visiting group/school and from concerned offices/agencies 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Booking/ Schedule Inquiry Inquire about the availability of an Audio-Visual Room.	2. BSTC staff releases the form after confirming available date/s for the use of AVR.	None	2 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW I)
3. File Request. Fill up the BSTC Form 02.	4. BSTC staff assist the requesting party in the filing of its request.	None	5 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW)
	5. Review and Recommendation BSTC Administrator reviews the request, checks AVR availability, and recommends approval.	None	2 minutes	ERNANI B. SURON CGDH I Acting Head
6. Rental Fee Payment.	7. BSTC staff informs the requesting party to proceed to the City Treasurer's Office and pay the rental fee at	P2,000.00 per day (8-hour use)	5 minutes	RAQUEL B. AREVALO Administrative Aide



	the designated window.			
8. Request for Technical Assistance during the use of AVR.	9. BSTC staff is assigned to assist the user of AVR in the operation of audio-visual equipment and air-con unit/s.	None	5 minutes	HENRY P. DEMATERA Administrative Aide I (UW
TOTAL		P2,000.00	19 minutes	

BICOL SCIENCE AND TECHNOLOGY CENTRUM

City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ernani B. Suron, City Government Department Head I

Tel No. (054)

E-mail:



Viewing Exhibits at the Bicol Science and Technology Centrum

ABOUT THE SERVICES

The new and improved Bicol Science and Technology Centrum (BSTC) is a joint undertaking of the Regional Office V of the Department of Science and Technology (DOST) and the Philippine Council for Industry, Energy, and Emerging Technology Research and Development (PCIEERD) and the City Government of Naga. It originally opened on June 15, 1995, as a DOST pilot project for a science centrum located outside Metro Manila.

Its purpose is to ignite the interest and encourage the passion of students in the sciences and innovation, with its up-to-date exhibits featuring mankind's latest discoveries, the wonders of our planet, and its place in the vast universe. The exhibits are grouped into the following five (5) galleries:

- **Marvels of Physics: Electricity, Magnetism, and Robotics**
The exhibit demonstrates the advancements in technology made possible through electricity, magnetism, and robotics.
- **Mysteries of the Universe Explained: Solar System and Space Exploration**
This section allows visitors to view our planet's place in our solar system and beyond as mankind continues to explore the universe.
- **What Lies Beneath: Uncovering Earth's Secrets**
Our planet has lived for 4.5 billion years through reactions occurring beneath the Earth's surface that caused it to produce land structures that have continuously become the habitat of countless living creatures.
- **Underwater Wonderland: Beneficial Yet Threatened Aquatic Ecosystems**
Life on our planet will not be possible without our oceans with their great biodiversity and climate, which humans have greatly depended on for survival.
- **Land Ecosystems Unfold: Discovering Mother Nature**
Let us take a closer look at the living creatures we share the Earth's land and its surroundings with, and discover how we are all connected in the survival and longevity of all species and habitats.

The BSTC strives to guide the next generation in pursuing careers, endeavors, or advocacies rooted in science and technology, for the improvement and advancement of our country throughout the 21st century.

Department / Office:		BICOL SCIENCE AND TECHNOLOGY CENTRUM		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Important requirement/s that may be required in compliance with the minimum and/or standard health and safety protocols currently implemented.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Viewing of Exhibits. Individual visit of	2. Subject to availability or the absence of a group tour,	Student (P20.00) Adult & Non-	2 minutes	RAQUEL B. AREVALO Administrative Aide



galleries by walk-in visitor/s.	the BSTC staff will request the walk-in visitor to register at the information desk and pay the corresponding entrance fee at the counter, and BSTC staff issues an official receipt.	Student (P25.00) Teacher (Free) PWD & OSY (Free)		HENRY P. DEMATERA Administrative Aide I (UW I)
	3. Walk-in visitor/s is/are oriented re: BSTC features and guided while in the tour of galleries.		10-15 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW I)
4. Viewing of Exhibits. Individual visit of galleries by walk-in visitor/s.	5. Subject to availability or the absence of a group tour, the BSTC staff will request the walk-in visitor to register at the information desk and pay the corresponding entrance fee at the counter, and BSTC staff issues an official receipt.	Student (P20.00) Adult & Non-Student (P25.00) Teacher (Free) PWD & OSY (Free)	2 minutes	RAQUEL B. AREVALO Administrative Aide HENRY P. DEMATERA Administrative Aide I (UW I)
TOTAL			17 minutes	

BICOL SCIENCE AND TECHNOLOGY CENTRUM

City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ernani B. Suron, City Government Department Head I

Tel No. (054)

E-mail:



Processing of Claims for Disbursement of Government Funds and Provision of Financial Documents

ABOUT THE SERVICE

The Naga City Accountant's Office is mandated to safeguard the assets of the city from wastage and loss; ensure completeness, accuracy, reliability and timeliness of recording financial transactions that are in accordance with applicable rules and regulations; and provide financial statements to the City Mayor and the Sanggunian concerned.

Our services are for all financial claims pertinent to officials and employees of the City Government of Naga, suppliers of goods or services and contractors of city infrastructure projects. We also provide other financial documents as requested by clients.

Department / Office:		CITY ACCOUNTANT'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Officials and employees of the City Government of Naga, suppliers/contractors, and other clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Vouchers/payrolls with pertinent supporting documents for each kind as per COA Circular 2012-001 (Revised Documentary Requirement for Common Government Transactions) 		<ul style="list-style-type: none"> From CHRMO or end-user office for payrolls; From City Procurement Office for supplier of goods & services; From concerned end-user office for other claims 		
<ul style="list-style-type: none"> Letter request specifying the document needed 		<ul style="list-style-type: none"> Concerned end-user office/ client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. PROCESS CLAIMS FOR PAYMENT				
1. Receive claims for payrolls/ vouchers and ascertain that the correct checklist is attached.	2. Receive claims for payment and record transactions in the Document Tracking system.	None	2 minutes	HAZEL F. PEREZ Administrative Aide I (Casual) MERLINA S. PABIA Accounting Clerk (Job Order)
3. Check allotment of obligation to record claims then endorse payroll/vouchers to the Audit Division.	4. Carding of transactions before Pre-Audit. <ul style="list-style-type: none"> Personal Services (Regular/ Casual) Other General Services (Jos/ COS) Electricity & Water bills/ Business Stimulus Loans Communication expenses/ Livelihood Loans Travel/ Gas & Oil 	None	5 – 10 minutes	RODOLFO R. SAÑANO, JR. Administrative Aide IV (Casual) JOHN MICHAEL J. ALFORTE Administrative Aide I (Job Order) EVANGELINE R. MORANO Administrative Assistant II



	<ul style="list-style-type: none"> – Inventories/ PPE – Refund of collections – Payables/ NCCEP – Cash Advances/ Petty Cash – Trust Fund – Special Education Fund 			<p>(Bookkeeper I)</p> <p>MARIFI DC. LOMEDA Administrative Aide I</p> <p>AMELITA R. BARBA Administrative Aide IV (Casual)</p> <p>MARY JEAN M. AGAPITO Administrative Aide VI (Clerk III)</p> <p>GEMMA A. ADOREMOS Administrative Aide IV (Casual)</p> <p>MARY JANE C. MENDOZA Administrative Aide I (Casual)</p> <p>MERCY Y. NAVARRETE Administrative Assistant II (Accounting Clerk III)</p> <p>MA. TERESA Z. DE VERA Administrative Aide IV (Clerk II)</p> <p>ROWENA S. SIERRA Administrative Aide VI (Accounting Clerk I)</p>
5. Check computations on payroll/vouchers and audit completeness	6. Pre-Audit of Disbursements for Personal Services, Maintenance & Operating Expenses, Capital Outlay and	None	5 – 15 minutes	MA. CECILIA H. ABONAL Administrative Officer V (Mgt. & Audit Analyst III)



of supporting documents.	Infrastructure Projects.			<p>JUVY A. AÑONUEVO Administrative Officer IV (Mgt. & Audit Analyst II)</p> <p>ESTELA C. BRIÑAS Administrative Officer IV (Mgt. & Audit Analyst II)</p> <p>MARIVIC G. ALTABANO Administrative Officer II (Mgt. & Audit Analyst I)</p> <p>MERCY Y. NAVARRETE Administrative Assistant II (Accounting Clerk III)</p> <p>JOSE MARIE B. OJEDA Supervising Administrative Officer</p> <p>CELESTE DC. SAN MANUEL Administrative Officer III (Records Officer II)</p>
7. Review and check accuracy of claims.	8. Verify/ Approve or Certify disbursement vouchers and payrolls.	None	5 – 10 minutes	<p>RUBY R. SINGSON CGADH I (Acting City Accountant)</p> <p>JOSE MARIE B. OJEDA Supervising Administrative Officer</p>
9. Receive approved vouchers for payment.	10. Prepare Certificate of Taxes Withheld (BIR 2307).	None	5 minutes	<p>CATHERINE V. BORJA Data Encoder</p> <p>JESUS SI.</p>



				ANTONIO Administrative Aide II (Messenger)
11. Received approved payrolls and vouchers with signed Form 2307.	12. Transmittal of approved vouchers and payrolls to the City Treasurer's Office for payment.	None	2 – 5 minutes	DANILO A. CRUZATA Administrative Aide IV (Casual)
13. Receive payroll/ vouchers with pending notes.	14. Transmittal of pending claims to concerned offices.	None	2 – 5 minutes	JENNELYN S. ARGAMOSA Administrative Aide I (Casual)
15. Receive checks issued by City Treasurer's Office.	16. Prepare Accountant's Advice for Checks Issued.	None	10 minutes	CATHERINE V. BORJA Data Encoder ANGELICA FAITH Z. NEOLA Accounting Clerk (Job Order)
17. Review correctness of advice and approve.	18. Verify and Certify Accountant's Advice for Checks Issued.	None	5 minutes	RUBY R. SINGSON CGADH I (Acting City Accountant) JOSE MARIE B. OJEDA Supervising Administrative Officer
19. Transmittal of advice and checks issued.	20. Delivery of Accountant's Advice for Checks Issued to authorized government depository banks and return checks to City Treasurer's Office.	None	15 – 30 minutes	DANILO A. CRUZATA Administrative Aide IV (Casual) FRANCO O. ALVARADO Administrative Aide I (Casual)
B. PROVISION OF FINANCIAL DOCUMENTS AS REQUESTED BY CLIENTS				
1. Receipt of loan application.	2. Statement of Net Pay for Loan Purposes.	None	5 minutes	JENNY R. ALIPANTE Administrative Aide I (Casual)
3. Receipt of specific request for verification.	4. Certificate of Remittances/ Clearance - Printing certificate	None	5 minutes	NILDA B. ENOJOSA Administrative Aide I (Bookbinder I)



	<ul style="list-style-type: none"> - of remittance Clearance for government workers - Verification of remittance/ clearance 		<p>Within 3 – 5 days</p> <p>5 – 10 minutes</p>	<p>CELESTE DC. SAN MANUEL Administrative Officer III (Records Officer II)</p> <p>MA. LUISA V. LOPEZ Administrative Aide IV (Bookbinder II)</p> <p>HENRY O. BERLON Data Encoder (Job Order)</p> <p>RODOLFO L. SAÑANO, JR. Administrative Aide IV (Casual)</p> <p>NENETTE S. SALCEDO Administrative Aide I (Casual)</p> <p>ASUNCION R. DE GUZMAN Administrative Aide VI (Accounting Clerk I)</p> <p>RICHARD DJ. CAYETANO Administrative Aide I (Casual)</p> <p>CYNTHIA C. PEREZ Administrative Aide I (Casual)</p> <p>MERCY Y. NAVARRETE Administrative Assistant II (Accounting Clerk III)</p>
5. Receipt of submitted reports from 27 Barangays	<ul style="list-style-type: none"> • GSIS • SSS • BIR (compensation) • BIR (supplies) • PHILHEALTH/ Bank Loans • Pag-Ibig • NACEMWCO/ SEMCO • Suspension/ disallowance/ advances 	None	Depends on the volume of reports submitted by the barangay	MA. VICTORIA G. MAÑAGO Administrative Aide VI



and paid vouchers/ payrolls.	reports as requested.		concerned	(Accounting Clerk I) JANA GAIL G. DERIT Accountant (COS) JORGE A. BOTIN Administrative Aide I (Job Order) ANN MICHELLE A. MANGUIAT Accounting Clerk (Job Order)
7. Review correctness of certifications and reports.	8. Verify/ Approve or Certify requested financial reports/ documents.		2 – 5 minutes	RUBY R. SINGSON CGADH I (Acting City Accountant) JOSE MARIE B. OJEDA Supervising Administrative Officer
TOTAL		P		

CITY ACCOUNTANT'S OFFICE

Room 111, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ruby R. Singson, City Government Acting Department Head I/ Acting City Accountant

Tel No. (054) 205-2980 loc 1110

E-mail: cao@naga.gov.ph



Accessing Technical Assistance on Seed Availability

ABOUT THE SERVICE

The City Agriculturist's Office (CAgO) provides information on the availability and prices of seeds for rice, corn, vegetables and high value crops.

The information may be provided by the Agricultural Technologist (AT) assigned to particular barangays.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Residents / Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Agricultural Technologist (AT) assigned to the barangay. Sign the client logbook, clearly printing your name and address.	2. The AT receives the inquiry and provides information on the availability of seeds and the prices of specific commodities.	None	10 minutes	Agricultural Technologist assigned to the Barangay
3. You will be requested to sign in a Master List kept by the AT concerned				
TOTAL		None	10 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Accessing Technical Assistance on Soil Analysis

ABOUT THE SERVICE

The City Agriculturist's Office (CAgO) provides soil analysis services so that farmers can determine the types of agricultural inputs required before planting of any crop.

Clients may approach the Agricultural Technologist (AT) assigned to their barangay.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Residents / farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Soil sample 		<ul style="list-style-type: none"> • Farmers Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Collect soil samples and air-dry them in a clean and ventilated room for 3 days. If you have any query regarding the collection of samples, you approach the AT assigned to your barangay.		None	14 days	Agricultural Technologist assigned to the Barangay
2. Label the soil samples, indicating your name, farm location, the crops to be planted and the size of the area for planting.			10 minutes	
3. Mix the soil samples collected and submit them to the AT for analysis.			10 days	
	4. The AT brings the samples to the CAgO; Samples are analyzed; and the results are released.		5 days	Agricultural Technologist assigned to the Barangay
TOTAL		none	29 days and 10 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Availing of Compact Corn Mill Services

ABOUT THE SERVICE

The Compact Corn Mill will be operated by a designated Agricultural Engineer under the management of the City Agriculture Office.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Dry and Clean Corn		• Farmer Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The farmer client will bring the dry and clean corn at the City Nursery Corn Mill				
	2. The personnel-in-charge will receive and record the corn and turn it over to the corn mill operator for milling		15 minutes	Personnel-in-Charge
	3. The payment will be collected by the assigned collector or the personnel-in-charge, to be remitted to the City Treasurer's Office		15 minutes	Local Revenue Collection Officer
4. Farmer clients may assist in bagging the milled corn				
TOTAL		P	30 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Availing of Rice Mill Services

ABOUT THE SERVICE

The Rice Mill will be operated by a designated Agricultural Engineer under the management of the City Agriculture Office.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Dry and Clean Palay		Farmer Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The farmer client will bring the dry and clean palay at the City Nursery Rice Mill	2. The personnel-in-charge will receive and record the palay and turn over to the rice mill operator for milling		5 minutes	Personnel-in-Charge
	3. After milling, the corn will be weighed as the basis for computation of payment		15 minutes	Operator Assigned
	4. The payment will be collected by the assigned collector or the person-in-charge to be remitted at the City Treasurer's Office		5 minutes	Local Revenue Collection Clerk
5. Farmer clients may assist in bagging the rice produced.				
TOTAL		P	25 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Availing of Village Type Corn Post Harvest Facilities (VTCPHF) Services

ABOUT THE SERVICE

The VTCPHF will be operated by a designated Agricultural Engineer under the management of the City Agriculture Office.

The VTCPHF operators will be responsible in operating, cleaning and maintenance of the facilities.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The farmer client will go to the nursery for schedule			5 minutes	Personnel-in-charge
2. The farmer client will bring fully matured corn in cob / palay in good condition at City Nursery VTCPHF	3. The personnel-in-charge will receive and record the corn and turn it over to the VTCPHF operators for processing		15 minutes	Personnel-in-charge
	4. Operators will process the corn / palay		5 hours	Operator/s assigned
5. The farmer client will pay the amount due for processing			15 minutes	Local Revenue Collection Clerk
6. The farmer client is responsible in bagging his dried corn			1 hour	Farmer/Client
TOTAL		P	6 hours and 35 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Accessing Technical Assistance on Crop Production and Budget Preparation

ABOUT THE SERVICE

Agricultural Technologists (ATs) fielded in the agricultural barangays of the City can answer client queries regarding:

- Farm plan and budget preparation
- Seed selection
- Pest management
- Irrigation management
- Post-harvest facilities
- Technical information
- Women and youth development
- Technology transfer and demonstrative trail

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the AT assigned to the barangay. At City Hall, the farmer may approach the CAgO Officer-of-the-day.		P		
2. Sign the client logbook, clearly printing your name and address.				
	3. The AT or Officer-of-the-day receives the inquiry and provides information and/or technical assistance		15 minutes	The CAgO Officer-of-the day at City Hall The Agricultural Technologist (AT) assigned to the Barangay
TOTAL		P	15 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Availing of Animal Dispersal Program

ABOUT THE SERVICE

Farmers who would like to raise livestock may avail of the CAgO animal dispersal program. Animals available for dispersal are cattle and carabao.

Under this program, the City finances the cost of acquiring the initial stock. The farmer, then, raises the livestock.

Payment to the city, in kind or in cash, is made after breeding or after the livestock has been sold. Payment terms depend on the livestock raised; and are specified in the contract signed by the farmer. Clients must approach the Agricultural Technologist (AT) assigned to the barangay.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Farmers / Animal Raisers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Community Tax Certificate (CTC) / Residence Certificate		• Barangay Hall / City Hall		
• Certification from the Barangay Captain that the beneficiary is a resident of the barangay		• Barangay Hall		
• 1"x1" ID picture				
• Certificate of Training (for clients availing of cattle and swine dispersals)		• City Agriculture Office		
• Sanitary Clearance (for clients availing of swine dispersal)		• City Health Office		
• Proof of Livestock Insurance Premium payment		• Philippine Crop Insurance Corp. (PCIC)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach an Agricultural Technologist (AT) or go to the CAgO and submit the requirements.	2. AT checks requirements and does initial assessment.		1 hour	Agricultural Technologist assigned to the Barangay
	3. Field validation AT validates whether you can provide: a. Adequate budget for medicines/ vitamins b. Potable water supply c. Suitable housing (for cattle and chicken carabao) d. Suitable grazing area (for cattle, carabao).		1 day	



4. Request fill-up Cattle Dispersal Application Form <i>* There will be drawing of lots if more than one applicant is qualified.</i>				
	5. Final assessment AT submits Dispersal Agreement report to the City Agriculturist and City Mayor for Approval			
6. If the AT's findings are favorable, you will be requested to pay for livestock insurance.		PHP 1,000.00		
TOTAL		P1,000.00	1 day and 1 hour	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No. (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Availing of Free Technical Training on Agricultural Technology

ABOUT THE SERVICE

The City Agriculture Office conducts FREE technical training. These are based on the priority needs and requests of farmers and youth associations.

Among others, trainings may be along the lines of:

- Integrated Pest Management
- Soil Conservation
- Organic Agriculture
- Urban Gardening
- Crop Production

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Farmers, Household and Youth Associations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Please contact the CAgO or the Agricultural Technologist (AT) assigned to your barangay regarding training needs and schedules.			3 days	Agricultural Technologist
TOTAL		None	3 days	

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LIST OF AGRICULTURAL TECHNOLOGISTS

Agricultural Technologist's (ATs) are assigned to the agricultural barangays in the city. They attend to the needs of farmers regarding the agricultural services of the city government.

BARANGAY	NAME OF AGRICULTURAL TECHNOLOGIST	COMMODITY/UNIT
Cararayan and San Isidro	Benedicto Heraldo	Rice / Corn
Carolina and Panicuason	Benedicto C. Heraldo	Rice / Corn
Concepcion Pequeña, Concepcion Grande and Mabolo	Salve Intia	Rice
Pacol	Francis Abasola	Rice
City Wide	Alvin N. Alvaro Emerita Dalaodao	HVCDP/ Urban Agriculture
Agri Barangays	Dr. Marilee P. Lingua	Livestock
San Felipe and Balatas	Ernesto E. Asence III	Rice
Agri Barangays	Menandro Calingacion	Agri Machineries (Production and Post-Harvest Facilities)



Availing of SARIG Loan Program

ABOUT THE SERVICE

The City Agriculturist's Office (CAgO) provides farm input assistance. This assistance comes in the form of certified seeds, fertilizers (although the use of organic inputs is encouraged) and herbicides. The cost of inputs is considered a loan, and must be paid by the client after harvest.

The farmer must approach the Agricultural Technologist (AT) assigned to the barangay.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Community Tax Certificate (CTC) / Barangay Certificate		• Barangay Hall		
• 1" x 1" picture				
• List of Input Assistance required				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assistance specification Approach an Agricultural Technologist (AT); present your Barangay Certificate; and inform the AT about the input assistance requested. Fill out the SARIG application form and PCIC form			15 minutes	Agricultural Technologist assigned to the Barangay
	2. Field validation. The AT visits the farm and validates the request for assistance.		1 Day	Agricultural Technologist assigned to the Barangay
	3. Processing of request. AT submits his/her recommendations to the City Agriculturist. The request is processed. If approved, a Release Order is given to the AT who, in turn, will give the same to you.		5 Working Days	MARIA EDNA B. BONGALONTA CGDH I (City Agriculturist) Agricultural Technologist assigned to the Barangay
TOTAL		P	6 days and 15 minutes	



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Availing of Swine Feeds Assistance Loan Program

ABOUT THE SERVICE

The City Agriculture Office provides Swine Feed Assistance Loan. Farmers who would like to avail of the program must approach an AT assigned. Cost of Feeds is considered a loan, and is payable within 4 months or after the pigs have been sold.

Department / Office:		CITY AGRICULTURE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Members of Barangay Livestock Association		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Must be a member of their respective Barangay Livestock Association				
• Community Tax Certificate (CTC)		• Barangay Hall / City Hall		
• Barangay Certificate		• Barangay Hall		
• 1"x1" picture				
• List of Feeds to be availed (max. of 9 bags)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The farmer client approach an AT and submit the requirements. Fill out Sarig for Swine Feeds Assistance Loan Application Form			5 minutes	Respective Barangay Livestock Association President Dr. MARILEE P. LINGUA Agri.Tech.
	2. The request is processed. If approved, a release order is given to the client and present this to the feed supplier.		2 days	Respective Barangay Livestock Association President Dr. MARILEE P. LINGUA Agri.Tech. Feed Supplier
3. Xerox copy of the official receipt should be submitted to the AT assigned.				
TOTAL		P	2 days and 5 minutes	

CITY AGRICULTURE OFFICE

City Hall Compound, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Maria Edna B. Bongalonta, City Government Department Head I / City Agriculturist

Tel. No.: (054) 2052980 local 3190

E-mail: cagonaga@gmail.com



Certification on Real Property Records

ABOUT THE SERVICE

This service is requested by property owner for the following certifications:

- Certified True Copy
- Property/Land Holdings
- Current and Existing TD
- No Property/Land Holding, etc.
- With/Without Improvement

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Property owner/representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• For non-owner, SPA or authorization		• Property owner/representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request	2. OD endorse request to Records Chief with Service Slip.		1 minute	Officer-of-the-Day (OD) RODELO B. IBASCO LAOO III Chief of Records
	3. Identify property TD.		5 minutes	EVANGELINE A. CANLAS Admin. Aide I
4. Pay corresponding fee		P 50.00 / Certification P 75.00 / True Copy	10 minutes	Revenue Collection Officer City Treasurer's Office (CTO)
5. Submit paid OR to Administrative Aide.	6. Prepare certification.		10 minutes	VILMA C. CHANG Statistician EVANGELINE A. CANLAS Admin. Aide I
	7. Approval of the City Assessor.		2 minutes	CESAR R. MAGISTRADO CGDH I (City Assessor)
8. Obtain Certification.	9. Copy of Notice released to requestor. Conclude the service, file Service Slip.		2 minutes	RODELO B. IBASCO LAOO III Chief of Records OD
TOTAL		P50.00 or P75.00	30 minutes	

CITY ASSESSOR'S OFFICE

Room 105, G/F Main Building, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Cesar R. Magistrado, City Government Department Head I / City Assessor

Tel. Nos. (054) 205-2980 loc 1050

E-mail: caso@naga.gov.ph



Cancellation or Correction of Tax Declaration

ABOUT THE SERVICE

This service is requested by real property owners when corresponding Tax Declaration is no longer existing or there are changes on Tax Declaration information.

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Property owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter Request of owner		• Requestor		
• For Cancellation – Demolition permit - Retirement of business - Closure Cert.		• City Engineers Office • City Treasurers Office • Requestor		
• For Correction – Copy of Title or Subdivision Plan		• Requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request.	2. OD endorse request to Assessment Chief with Service Slip.		1 minute	Officer- of-the-Day MELBA C. DOLLANO LAOO III Chief of Assessment
	3. Submit requirement.		4 minutes	GASPAR P. GONZAGA LAOO III GENER B. CONSTATINO LAOO II EDUARDO E. GUTIERREZ LAOO II
	4. Prepare inspection or verification report (if required).		30 minutes	- do -
	5. Prepare Notice of Cancellation / correction.		15 minutes	- do -
	6. Approval of Notice.		5 minutes	MELBA C. DOLLANO LAOO III Chief of Assessment ALBERTO C. VILLAFUERTE III CGADH I (Asst. City Assessor)



				CESAR R. MAGISTRADO CGDH I (City Assessor)
	7. Electronic Cancellation or correction of Tax Declaration.		20 minutes	RHODORA N. FIRME Assessment. Clerk I - IT Unit
8. Obtain Copy of Notice.	9. Copy of Notice released to requestor. Conclude the service, file Service Slip		5 minutes	RODELO B. IBASCO LAOO III Chief of Records OD
	TOTAL		1 hour and 30 minutes	

➤ If ocular inspection is required, processing may incur 4 to 5 hours

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Annotating or Cancel annotation on Tax Declaration

ABOUT THE SERVICE

This service is requested to annotate or cancel annotation on mortgage, levies etc.

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Property owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of Instrument / Release documents 		<ul style="list-style-type: none"> Register of Deeds (ROD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request	2. OD endorse request to Records Chief with Service Slip		1 minute	Officer-of-the-Day (OD)
	3. Submit photocopy of Instrument for review		5 minutes	RODELO B. IBASCO LAOO III Chief of Records
4. Pay corresponding fee		P50.00 / TD	10 minutes	Revenue Collection Officer City Treasurer's Office (CTO)
5. Submit paid OR to Administrative Aide.	6. Annotation on Tax Declaration.		5 minutes	IMELDA R. SECUYA Administrative Aide I
	Electronic Annotation.		5 minutes	RHODORA N. FIRME Assessment Clerk I - IT Unit
	7. Approval of the City Assessor.		2 minutes	CESAR R. MAGISTRADO CGDH I (City Assessor)
8. Retrieve annotated or cleared TD.	9. Conclude the service, file Service Slip.		2 minutes	Officer-of-the-Day (OD)
TOTAL		P50.00	30 mins.	

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Transfer of Ownership / Updating of Tax Declaration

ABOUT THE SERVICE

New Tax Declaration (TD) is issued to new property owner

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		New property owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopies of the following: <ul style="list-style-type: none"> - Title - Deed of Conveyance (eg. Deed of Sale) - Transfer Tax OR - BIR Clearance (e-CAR) - Certificate of Tax Payment - DAR Clearance (for Agricultural lands) - Approved Subdivision Plan (partitions) 		<ul style="list-style-type: none"> - Requestor copy / Register Of Deeds - Requestor copy / Register Of Deeds - Requestor copy / City Treasurers Office / Register Of Deeds - Requestor Copy / Bureau of Internal Revenue / Register Of Deeds - City Treasurer's Office (CTO) - Department of Agrarian Reform (DAR-Naga) - Requestor copy/Geodetic Engineer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request.	2. OD endorse request to Assessment Chief with Service Slip.		5 minute	Officer-of-the-Day (OD) MELBA C. DOLLANO LAOO III Chief of Assessment
	3. Submit requirements.		10 minutes	GASPAR P. GONZAGA LAOO III GENER B. CONSTATINO LAOO II EDUARDO E. GUTIERREZ LAOO II
4. Pay corresponding Fee.		P100.00/ TD	10 minutes	Revenue Collection Officer City Treasurer's Office (CTO)
	5. FAAS undertaking.		10 minutes	-do-
	6. FAAS approval.		5 minutes	MELBA C. DOLLANO LAOO III Chief of Assessment ALBERTO C. VILLAFUERTE III CGADH I (Asst. City Assessor)



				CESAR R. MAGISTRADO CGDH I (City Assessor)
	7. Electronic data entry of FAAS for Tax Declaration.		10 minutes	RHODORA N. FIRME Assessment Clerk I - IT Unit
	8. Approval of Tax Declaration (TD).		5 minutes	MELBA C. DOLLANO LAOO III Chief of Assessment ALBERTO C. VILLAFUERTE III CGADH I (Asst. City Assessor) CESAR R. MAGISTRADO CGDH I (City Assessor)
9. Obtain owner's Copy of TD with Notice of New Assessment.	10. Approved TD sent to Records for release. Make Notice of new Assessment for TD. Issuance of TD. Conclude the service, file Service Slip.		5 minute	EVANGELINE A. CANLAS Admin. Aide I RODELO B. IBASCO LAOO III Chief of Records OD
	TOTAL	P100.00/TD	1 Hour	

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For more information, please contact:

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Tel. Nos. (054) 205-2980 loc 1050

E-mail: caso@naga.gov.ph



Property Identification / Location

ABOUT THE SERVICE

This service is requested by Citizen for the following certifications:

- Certified True Copy
- Current and Existing TD
- With/Without Improvement
- Property/Land Holdings
- No Property/Land Holding, etc.

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Property owner/representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request	2. OD endorse request to Taxmapping Chief.		1 minute	Officer-of-the-Day (OD) LORRY MARIA V. TESORERO Tax Mapper II Chief of Taxmapping
	3. Identify property .		5 minutes	LORRY MARIA V. TESORERO Tax Mapper II Chief of Taxmapping VILMA L. CONSTANTINO Admin. Aide IV (Data Controller) ANNIE C. ALANO Tax Mapping Aide
3. Pay corresponding fee.		P 50.00/	10 minutes	Revenue Collection Officer City Treasurer's Office (CTO)
4. Submit paid OR to Taxmapping Aide.	5. Prepare Certification or photocopy of map for certification.		10 minutes	ANNIE C. ALANO Tax Mapping Aide
	6. Approval of the City Assessor.		2 minutes	CESAR R. MAGISTRADO CGDH I (City Assessor)
7. Obtain Certification.	8. Certification		2 minutes	LORRY MARIA



	released to requestor			V. TESORERO Tax Mapper II Chief of Taxmapping OD
	Conclude the service, file Service Slip.			
TOTAL		P 50.00	30 minutes	

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Subdivision or Consolidation of Tax Declaration

ABOUT THE SERVICE

For properties that had undergone segregation or consolidation

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Property owner/representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Photocopies of the following: <ul style="list-style-type: none"> Approved Subdivision/Consolidation Plan Technical Description Certificate of Tax Payment 		<ul style="list-style-type: none"> Requestor copy / Geodetic Engineer Requestor copy / Geodetic Engineer City Treasurer's Office (CTO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request.	2. OD endorse request to Assessment Chief with Service Slip.		5 minute	Officer-of-the-Day (OD) MELBA C. DOLLANO LAOO III Chief of Assessment
	3. Submit requirements.		10 minutes	GASPAR P. GONZAGA LAOO III GENER B. CONSTATINO LAOO II EDUARDO E. GUTIERREZ LAOO II
4. Pay corresponding fee.		P100.00 / parcel	10 minutes	Revenue Collection Officer City Treasurer's Office (CTO)
	5. Assign PIN.		10 minutes	LORRY MARIA V. TESORERO Tax Mapper II Chief of Taxmapping
	6. FAAS undertaking.		10 minutes	GASPAR P. GONZAGA LAOO III GENER B. CONSTATINO LAOO II EDUARDO E. GUTIERREZ LAOO II
	7. FAAS approval.		5 minutes	MELBA C.



				DOLLANO LAOO III Chief of Assessment ALBERTO C. VILLAFUERTE III CGADH I (Asst. City Assessor) CESAR R. MAGISTRADO CGDH I (City Assessor)
	8. Electronic data entry of FAAS for TD.		10 minutes	RHODORA N. FIRME Assessment Clerk I - IT Unit
	9. Approval of Tax Declaration (TD).		5 minutes	MELBA C. DOLLANO LAOO III Chief of Assessment ALBERTO C. VILLAFUERTE III CGADH I (Asst. City Assessor) CESAR R. MAGISTRADO CGDH I (City Assessor)
10. Obtain owner's Copy of TD with Notice of New Assessment.	11. Approved TD sent to Records for release. Make Notice of new Assessment for TD Issuance of TD. Conclude the service, file Service Slip.		5 minute	EVANGELINE A. CANLAS Admin. Aide I RODELO B. IBASCO LAOO III Chief of Records OD
TOTAL		P100.00/TD	1 Hour	

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Reclassification, Reassessment and Revision of Tax Declaration

ABOUT THE SERVICE

This service is requested by real property owner when corresponding Tax Declaration has changed its classification; actual use; area; physical condition, etc.

Department / Office:		CITY ASSESSOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Property owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Photocopies of the following: <ul style="list-style-type: none"> Site Zoning Classification (for land) DAR Clearance (for land) Title Certificate of Tax Payment Letter Request of owner 		<ul style="list-style-type: none"> City Planning & Development Office (CPDO) Department of Agrarian Reform (DAR-Naga) Requestor City Treasurer's Office Requestor 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer-of-the-Day (OD) for the request.	2. OD endorse request to Assessment Chief with Service Slip.		1 minute	Officer-of-the-Day (OD) MELBA C. DOLLANO LAOO III Chief of Assessment
	3. Submit requirements.		10 minutes	GASPAR P. GONZAGA LAOO III GENER CONSTATINO LAOO II EDUARDO GUTIERREZ LAOO II
	3. FAAS undertaking.		15 minutes	-do-
	4. FAAS approval.		5 minutes	MELBA C. DOLLANO Chief of Assessment ALBERTO VILLAFUERTE Asst. City Assessor CESAR R. MAGISTRADO City Assessor
	5. Electronic entry of FAAS for Tax Declaration.		15 minutes	RHODORA N. FIRME Assessment Clerk I - IT Unit



	6. Approval of Tax Declaration (TD).		5 minutes	<p>MELBA C. DOLLANO LAOO III Chief of Assessment</p> <p>ALBERTO C. VILLAFUERTE III CDADH I (Asst. City Assessor)</p> <p>CESAR R. MAGISTRADO CGDH I (City Assessor)</p>
7. Obtain owner's Copy of TD with Notice of New Assessment	<p>8. Approved TD sent to Records for release</p> <p>Make Notice of new Assessment for TD</p> <p>Issuance of TD to requestor</p> <p>Conclude the service, file Service Slip</p>		5 minute	<p>EVANGELINE CANLAS Admin. Aide I</p> <p>RODELO B. IBASCO LAOO III Chief of Records OD</p>
	TOTAL	P100.00/TD	1 Hour	

CITY ASSESSOR'S OFFICE

Room 105, G/F Main Building, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Cesar R. Magistrado, City Government Department Head I / City Assessor

Tel. Nos. (054) 205-2980 loc 1050

E-mail: caso@naga.gov.ph



Availing of Budget Management Services

ABOUT THE SERVICE

Ensure efficient use of government resources. This department provides timely and accurate budgeting services to all city departments and offices to support the implementation of their respective programs, projects, and activities.

Department / Office:		CITY BUDGET OFFICE		
Classification:		Simple (3D)		
Type of Transaction:		G2G - Government to Government		
Who may avail		Government/ Departments/ Offices seeking approval of Obligation Request		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Procurement thru alternative modes <ul style="list-style-type: none"> PR. BAC recommendation, canvass and award, complete as to dates, details and signatories Procurement thru bidding <ul style="list-style-type: none"> Contract documents leading to award of contract Payroll and other personal claims <ul style="list-style-type: none"> Payroll/ disbursement voucher and supporting documents Financial Assistance <ul style="list-style-type: none"> Authority specifying purpose and amount to be granted 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Obligation Request (ObR) and supporting documents. <ul style="list-style-type: none"> For payroll and personal benefit claims For all MOOE and Capital Outlay procurements and financial assistance. 		P	3 minutes	SIONEF JING M. SALCEDO Administrative Aide III MARICRIS P. DIALOGO Administrative Aide III
	2. Check completeness of procurement ObR and record in computerized Statement of Appropriation and Obligation (SAO) for:			



	<ul style="list-style-type: none"> General Fund and Economic Enterprises 		3 minutes	MARIFE B. EVA Senior Administrative Assistant I (Data Controller IV)
	<ul style="list-style-type: none"> Special Purposes Appropriation (SPA) 		3 minutes	RACHEL M. BARRIOS Administrative Aide IV
	<ul style="list-style-type: none"> Special Education Fund (SEF) 		3 minutes	GINA DR. CORONEL Administrative Aide III
	<ul style="list-style-type: none"> Local Development Fund (LDF) Local Disaster Risk Reduction and Management Fund (LDRRMF) 		3 minutes	MARIA CONSUELO F. DEL CASTILLO CGADH I (Assistant City Budget Officer)
	3. Approve duly recorded ObRs.			
	a) Not exceeding P1 million		1 minute	JESUS S. DEL VILLAR Administrative Officer V
	b) b. Exceeding P1 million		1 minutes	MARIA CONSUELO P. DEL CASTILLO CGADH I (Assistant City Budget Officer)
				FRANCISCO M. MENDOZA CGDH I (City Budget Officer)
TOTAL		P		

CITY BUDGET OFFICE

Room 112, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Francisco M. Mendoza, City Government Department Head I / City Budget Officer I

Tel No. (054) 205-2980 loc. 1120

E-mail: cbo@naga.gov.ph



Reviewing Barangay Budgets and Preparing Recommendation

ABOUT THE SERVICE

This department provides technical assistance to the city's 27 barangay governments in the preparation of their local budgets.

Department / Office:		CITY BUDGET OFFICE		
Classification:		Simple (3D)		
Type of Transaction:		G2G - Government to Government		
Who may avail		All the 27 barangays of Naga City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Annual and Supplemental Budget 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service. Barangays submit their proposed annual and supplemental budget/ revisions for review.	Initial review and feedback to concerned barangay. Final review.	P	30 minutes Within 2 days from receipt of complete documents	MARIA CONSUELO F. DEL CASTILLO CGADH I (Assistant City Budget Officer)
	2. Endorsement to the Sangguniang Panlungsod. <ul style="list-style-type: none"> Preparation of endorsement letter to SP. Review and approval of endorsement letter and attachments. 		5 minutes 5 to 10 minutes	GINA DR. CORONEZ Administrative Aide III MARIA CONSUELO F. DEL CASTILLO CGADH I (Assistant City Budget Officer)
TOTAL		P	2 days and 45 minutes	

CITY BUDGET OFFICE

Room 112, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Francisco M. Mendoza, City Government Department Head I / City Budget Officer I

Tel No. (054) 205-2980 loc. 1120

E-mail: cbo@naga.gov.ph



Availing of Procurement Inspection Services

ABOUT THE SERVICE

This department's inspection and Special Projects Division provides procurement inspection services to see to it that deliveries match the specification stated in the Purchase Order, specifically as to quantity and quality.

Department / Office:		CITY BUDGET OFFICE		
Classification:		Simple (3D)		
Type of Transaction:		G2G - Government to Government		
Who may avail		All clients requesting inspection of deliveries.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly approved: <ul style="list-style-type: none"> ObR PR Canvass from at least 3 bonafide suppliers Purchase Order Acceptance and Inspection Report 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service. Client records request in the Inspection logbook.		P	1 minute	EMMANUEL C. BORROMEO, JR. Administrative Aide III JESUS S. DEL VILLAR Administrative Officer V
	2. Actual Inspection. Assigned inspector proceeds to the General Services Department where		Depending on the quantity/ volume of items. Between 10 and 30 minutes	EMMANUEL C. BORROMEO, JR. Administrative Aide III JESUS S. DEL VILLAR Administrative Officer V
TOTAL		P	31 minutes	

CITY BUDGET OFFICE

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Registration of Birth and Marriage Certificates

ABOUT THE SERVICE

REPUBLIC ACT No. 3753 mandates the establishment of a civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of person shall be recorded.

The birth of the child, being a vital event of a person, must be registered within thirty (30) days from the time of birth at the office of the Civil Registrar of the city/municipality where the birth occurred.

For ordinary marriage, the time for submission of the Certificate of Marriage is (15) days following the solemnization of marriage. For marriage exempt from license requirement, the prescribed period is thirty (30) days.

FEES:

BIRTH/MARRIAGE

Free

BIRTH (FOR UNMARRIED PARENTS):

- Registration Fee
- Affidavit to Use the Surname of the Father (AUSF) PHP 300.00

Department / Office:	CITY CIVIL REGISTRY OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Birth: Parents of newborns, relatives, attendants at birth, record staff of hospitals, clinics. Marriage: Contracting parties, solemnizing officers, and any other person authorized by the contracting parties/solemnizing officer.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth: <ul style="list-style-type: none"> Accomplished Certificate of Live Birth (COLB) IF PARENTS ARE NOT MARRIED: <ul style="list-style-type: none"> Accomplished AUSF (Affidavit to Use the Surname of the Father) duly notarized Signature of the father at the Affidavit of Admission of Paternity IF PARENT/S IS/ARE BELOW 18 YRS. OLD <ul style="list-style-type: none"> Accomplished Sworn Attestation executed by the mother of parent below 18 Signature of the father at the Affidavit of Admission of Paternity Marriage: <ul style="list-style-type: none"> Accomplished and signed Certificate of Marriage Affidavit of the contracting parties and the solemnizing officer in cases where the marriage are exempt from license requirements 	<ul style="list-style-type: none"> Birth: Hospitals, Clinics and Lying-In where the birth occurred Already attached to the COLB if none from CCRO Found at the back of the COLB City Civil Registry Office (Window 1) Found at the back of the COLB Church/ Solemnizing Officer where the marriage was solemnized Found at the back of the COM or affidavits can be executed in a separate instruments



• Certificate to Solemnize Marriage		• Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation & Examination of Document. Present COLB for registration.	2. Receives and examines the submitted COLB.		2 – 5 minutes	WINDOW 1 (Birth) ROSEMARIE A. PENAFLORES Administrative Aide I (Casual)
3. Payment of Fees (For Birth with AUSF). Client pay the required fees to CTO.	4. Receives payment and issue receipt.	P300.00	10 – 20 minutes	Local Revenue Collection Officer City Treasurer's Office
6. Registration of Document. For Birth with AUSF - Present the O.R.	7. Register the COLB and AUSF. Issue certificate of registration.		10 – 20 minutes	WINDOW 1 (Birth) ROSEMARIE A. PENAFLORES Administrative Aide I (Casual) KRISTIN A. CACERES Administrative Aide I (Casual)
8. Registration of Marriage Certificate. Presentation of the Certificate of Marriage (COM)	9. Receives and examines the submitted Certificate of Marriage. Registration of the Certificate of Marriage (COM). Records the Certificate of Marriage (COM).		10 – 20 minutes	WINDOW 2 (Marriage) RENATO B. INOCENCIO Administrative Aide VI
	6. Approval of Document. Reviews, approve and signs the civil registry document.		2 minutes	MA. LOURDES P. ALVAREZ Registration Officer I MA. MIA B. ORDONEZ Registration Officer IV MARIA



				DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	7. Release of Document. Release of client's personal copy and hospital/ clinic/ attendant's copy. 2 copies of the registered documents are retained as file copy of the office & PSA.		2 – 3 minutes	WINDOW 1 (Birth) ROSEMARIE A. PENAFLO Administrative Aide I (Casual) WINDOW 2 (Marriage) RENATO B. INOCENCIO Administrative Aide VI
TOTAL		P300.00	1 hour and 10 minutes	

CITY CIVIL REGISTRY OFFICE

Rm. 109, G/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City,
Camarines Sur

For more information, please contact:

Maria Dolores P. De los Reyes, City Government Department Head I / City Civil Registrar

Tel. No. (054) 2052980 loc. 1090

E-mail: ccro@naga.gov.ph



Registration of Death Certificates

ABOUT THE SERVICE

THE SPOUSE or nearest relative who has knowledge of the death of a person-who died without medical assistance-must report the same within 48 hours.

The City Health Office examines the cause of death, signs the death certificate, and directs the registration of the death certificate with the Office of the Civil Registrar within the reglementary period of 30 days.

FEES:

Burial Permit Fee	P100.00
Cemetery Fee	100.00
Cremation Fee	200.00
Disinterment Fee	200.00
Entrance of Cadaver	200.00
Embalmed Cadaver Permit	100.00
Exhumation Permit	200.00
Transfer of Cadaver	200.00
Transport of remains, bones, & ashes from Naga to other places & vice versa	700.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Spouse, children, parents, siblings or any authorized relative. Legal guardian, or any authority responsible to report the death.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished Death Certificate 		<ul style="list-style-type: none"> Hospital/Clinics where the vital event occurred. City Health Office (if death occurred outside hospitals or clinics). 		
<ul style="list-style-type: none"> Certification and signature of the Embalmer (at the back of the DC form) 		<ul style="list-style-type: none"> Funeral Home who rendered the service. 		
<ul style="list-style-type: none"> Certificate of Death Occurrence (for death occurring outside hospitals or clinics or with physicians) 		<ul style="list-style-type: none"> Barangay where the vital event occurred. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents Submit the duly accomplished death certificate	2. Receives the document			WINDOW 2 RENATO B. INOCENCIO Administrative Aide VI
	3. Examination of document Examines the documents presented if it is properly filled-out. Issue the order of payment.		2 -5 minutes	WINDOW 2 RENATO B. INOCENCIO Administrative Aide VI



4. Payment of Fees Pay the required fees	Receives the payment, and issue O.R.	see Fees Above	10 – 20 mins.	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	5. Review by the City Health Officer Review / examine then sign the document, certify as to the cause of death.		5 – 10 minutes	DR. JIMMY T. DE LA VIÑA, M.D. Medical Officer III DR. VITO C. BORJA II, M.D. CGDH I (City Health Officer)
6. Registration of Document Submit the O.R. and duly signed DC by the City Health Officer.	7. Receives the O.R. and COD Record and assign a registry number to the document.		10 – 20 minutes	WINDOWS 2 RENATO B. INOCENCIO Administrative Aide VI
	8. Approval of the registration Review, approve and signs the registered death certificate		2-3 minutes	MA. LOURDES P. ALVAREZ Registration Officer I MA. MIA B. ORDOÑEZ Registration Officer IV MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	9. Release of Document Release the document to the registrant.		1-2 minutes	WINDOWS 2 RENATO B. INOCENCIO Administrative Aide VI
TOTAL		P	30 minutes	

CITY CIVIL REGISTRY OFFICE

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For more information, please contact:

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E-mail: ccro@naga.gov.ph



Issuance of Certified Copy of Birth, Marriage or Death Records

ABOUT THE SERVICES

CIVIL REGISTRY documents such as birth, marriage & death certificates may be availed by securing a certified transcript or photocopy from the office. The mode of issuance of such documents may also be done in Security Paper (SECPA). A Security Paper is a marked short size (8 x 11½) paper that is being printed only by the Bangko Sentral ng Pilipinas for official use of the National Statistics Office (NSO) Local Civil Registry Offices (LCROs) in photocopying or printing registry documents. Foreign embassies require the submission of Security Papers by Visa applicants.

Naga City Civil Registrar's Office is one the offices in the Bicol Region authorized to issue Security Paper per Memorandum of Agreement executed by the City Government of Naga and the National Statistics Office on October 12, 2000.

FEES

For travel Abroad	P300.00/copy
SECPA	300.00/copy
Birth Certificate Fee	50.00/copy
Marriage Certificate Fee	50.00/copy
Death Certificate Fee	50.00/copy

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Document owner, Spouse, Children, Parents, Siblings or any authorized person. Please refer to the PSA Memo Circular No. and the Data Privacy Act of 2012.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOCUMENT OWNER <ul style="list-style-type: none">Valid ID with signature and photo OTHER THAN THE DOCUMENT OWNER <ul style="list-style-type: none">Authorization Letter/Special Power of Attorney (SPA) - specifically<ul style="list-style-type: none">➤ Indicated the intent to secure Civil Registry Document from the City Civil Registry Office➤ Indicate the type of document to be requested, number of copies & the specific details of the document to be requestedValid ID of the Document Owner/Authorized person, with signature and photo.		<ul style="list-style-type: none">Document Owner/Nearest Kin/Guardian Please refer to the Data Privacy Act of 2012 and PSA Memo Circular No. 2019- 5 posted at Window 3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request. Fill out request slip and submit it to EIC. Present valid ID and Authorization Letter / SPA (if not document	2. Receives the request slip, valid ID / authorization letter.		2 minutes	WINDOW 3 MURIEL D. LIM Data Encoder (Job Order)



owner)				
	<p>3. Verification</p> <p>Verifies availability of the civil registry document in the computer database.</p> <p>If the record is not found in the computer database a diligent manual search is done.</p>		<p>2 minutes</p> <p>30 minutes</p>	<p>WINDOW 3</p> <p>MURIEL D. LIM Data Encode (Job Order)</p> <p>ROY C. MALANYAON Data Encoder (Job Order)</p> <p>NICK D. NACARIO Administrative Aide I (Casual)</p>
	<p>4. Issuance of the Order of Payment.</p> <p>Issue Order of Payment.</p>			<p>WINDOW 3</p> <p>MURIEL D. LIM Data Encoder (Job Order)</p> <p>ROY C. MALANYAON Data Encode (Job Order)</p>
<p>5. Payment of Fees</p> <p>Pay the required fees.</p>	<p>6. Receives the payment and issue O.R.</p>	<p>see Fees Above</p>	<p>1 – 20 minutes</p>	<p>Local Revenue Collection Officer CITY TREASURER'S OFFICE</p>
<p>7. Record of Request</p> <p>Present the O.R. and request logbook.</p>	<p>7. Record the request and O.R.</p>		<p>2 minutes</p>	<p>WINDOW 3</p> <p>MURIEL D. LIM Data Encoder (Job Order)</p>
	<p>8. Preparation of Requested Civil Registry Documents.</p> <p>Prepares the certified copy of the requested civil registry document.</p>		<p>10 – 20 minutes</p>	<p>NICK D. NACARIO Administrative Aide I (Casual)</p> <p>VANESSA S. MARISCAL Administrative Aide I (Casual)</p> <p>ROY C. MALANYAON Data Encoder (Job Order)</p>
	<p>9. Approval of the requested Civil</p>			<p>MA. LOURDES P. ALVAREZ</p>



	Registry Document Review, approve and signs the requested certified copy of civil registry records.		2 – 3 minutes	Registration Officer I MA. MIA B. ORDOÑEZ Registration Officer IV MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
10. Issuance of Certified Copy. Signs the logbook and receive the document.	11. Record and release the requested document.		1 minute	WINDOW 3 MURIEL D. LIM Data Encoder (Job Order)
TOTAL		P	1 hour and 20 minutes	

CITY CIVIL REGISTRY OFFICE

Rm. 109, G/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City, Camarines Sur

For more information, please contact:

Maria Dolores P. De los Reyes, City Government Department Head I / City Civil Registrar

Tel. No. (054) 2052980 loc. 1090

E-mail: ccro@naga.gov.ph



Application for a Marriage License

ABOUT THE SERVICE

BEFORE GETTING MARRIED, the contracting parties must file sworn application for Marriage License with the proper local civil registrar where either or both of the contracting parties reside.

A Marriage license will be valid in any part of the Philippines for a period of 120 days from date of issue. It will be deemed automatically cancelled if the contracting parties have not yet been married, within the given period.

FEES:

Application Fee	P500.00
License Fee	200.00
Legal Capacity	400.00

Department / Office:	CITY CIVIL REGISTRY OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Engaged Couples, 18 years old and above and are free of any impediment.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Personal Appearance of the contracting parties (should be 18 yrs. old & above) Proof that at least one of the contracting parties is a resident of Naga City (for at least 1 year) Certificate of attendance of the Pre-Marriage Orientation & Pre-Marriage Counselling Certified True/Photocopy of birth certificate of applicants Baptismal Certificate (in the absence of a Birth Certificate) Certificate of No Marriage (CENOMAR) of both applicants Valid ID of applicants Barangay Certificate Parental consent for applicants who are 18 yrs. old but under 21 yrs. old (Father should be present. Valid ID or Barangay Cert. should be presented) Parental Advice for applicants who are 21 yrs. old and below 25 yrs. old, both parents should be present and valid ID or Barangay Cert. should be presented. 2 pcs. 1x1 colored pictures and Identification Card Certified copy of the Court Decision, Certificate of Finality & Decree of Nullity if former marriage was annulled or declared as null and void. Death Certificate of the deceased spouse if applicant/s status is / are widower or widow. 	<ul style="list-style-type: none"> Personally appear before the EIC at the City Civil Registry Office. Barangay (Barangay Certificate) where the applicant is presently residing for a minimum of 1 year Naga City Population and Nutrition Office Schedule: Every Wednesday (8:00 – 12 noon) City Civil Registry Office/Philippine Statistics Authority (PSA) Church Philippine Statistics Authority (PSA) Barangay where they are presently residing (minimum period of least one (1) year) City Civil Registry Office City Civil Registry Office City/Municipal Civil Registrar where the Court Decree was registered. City/Municipal Civil Registrar where the Death Certificate was registered.



❖ For Foreign Applicants <ul style="list-style-type: none"> • Legal Capacity to Contract Marriage or Certificate of No Impediment to Contract Marriage (CNI) • CENOMAR • Valid Passport & Photocopy of page where the picture with information & date of arrival in the Philippines appears. • Certified copy of the Court Decision, Certificate of Finality & Decree of Nullity if former marriage was annulled or declared as null and void • Certified copy of the Court Decision or Court Decree if former marriage was declared Divorced. • Certified copy of Death Certificate of the deceased spouse if applicant/s Status is/are widower or widow. <p>❖ All documents to be submitted must be Certified copy/Original copy with One (1) Xerox copy except:</p> <ul style="list-style-type: none"> • Valid ID - 2 photocopies • Legal Capacity/CNI for Foreigners - Original and 2 photocopies 		<ul style="list-style-type: none"> • Embassy of the foreign applicant in the Philippines • Philippine Statistics Authority (PSA) • City/Municipal Civil Registrar where the Court Decree was registered. • Court where the Decree was registered. • Civil Registry Office where the Death Certificate was registered 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Documents. Submit the requirements.	2. Interview the applicants and examines the authenticity of the documents, if complete, issue the order of payment and the Application Form.	P	3 minutes	NICOLE KAYE A. TORMES Data Encoder (Job Order)
3. Payment of Fees Pay the required fees.	4. Receives the payment and issues O.R.	P500.00	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
4. Processing of the Application Present the O.R. and accomplished Marriage Application Form. Applicants and Parents signs the forms.	5. Receives the O.R. and application form, review the entries. Prepares the Consent / Advice Form (If Applicants are 18 - 24 yrs. old)		10 – 30 minutes	NICOLE KAYE A. TORMES Data Encoder (Job Order)
6. Interview Present the accomplished application form to the	7. Interviews the applicants and parents (if consent/advice is required).		5 – 20 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil



City Civil Registrar (CCR).	CCR administers the oath of the applicants.			Registrar)
8.. Release of Transaction Slip Applicants return the Application Form to the EIC.	9. Issue transaction slip and advice the applicants to come back after the 10 days publication period for the Marriage License		2 – 3 minutes	NICOLE KAYE A. TORMES Data Encoder (Job Order)
	10. Publication Prepares the Notice of Publication of the application. Mail the Notice to the concern City / Municipal Civil Registrar Post the Notice for 10 days.		10 – 15 minutes	MARGIE D. LLANETA Administrative Aide II
11. Payment of Fees (After the 10 days publication period). Pay the required fee for the Marriage License	12. Receives the payment.	P200.00	2 minutes	NICOLE KAYE A. TORMES Data Encoder (Job Order)
	13. Preparation of the Marriage License Prepares the Marriage License.		5 – 10 minutes	NICOLE KAYE A. TORMES Data Encoder (Job Order) MA. MIA B. ORDOÑEZ Registration Officer IV
	13. Approval of the Marriage License CCR review, approves and signs the Marriage License.		2 – 5 minutes	MA. MIA B. ORDOÑEZ Registration Officer IV MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
14. Release of the Marriage License. Signs the logbook	15. Record and release the marriage license.		2 minutes	MARGIE D. LLANETA Administrative Aide II NICOLE KAYE A. TORMES



				Data Encoder (Job Order)
	TOTAL	P700.00	1 hour and 40 minutes	

CITY CIVIL REGISTRY OFFICE

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Camarines Sur

For more information, please contact:

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Tel. No. (054) 2052980 loc. 1090

E-mail: ccro@naga.gov.ph



Registration of Court Orders / Decrees and Request of Annotated Records

ABOUT THE SERVICE

Reglementary Period and Place of Registration. – 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 in the civil registrar's office where the court is functioning, within ten (10) days after the decree/order has become final, for Adoption, within thirty (30) days after the issuance of the Certificate of Finality. (Rule 50 & 51, Adm. Order No. 1, S .1993, IRR of Act No. 3753 & Other Laws on Civil Registration).

The following shall be recorded in the registry of court decree/order:

- Adoption/Rescission of Adoption;
- Annulment of marriage/Declaration of absolute nullity of marriage/Legal Separation/Court order setting aside the decree of legal separation;
- Judicial Recognition of Foreign Judgment
- Change of name or correction of entry;
- Declaration of presumptive death;
- Compulsory recognition of illegitimate child/voluntary recognition of Minor illegitimate child;
- Appointment of guardian/Termination of guardianship;
- Naturalization certificate/Cancellation of naturalization certificate;
- Other registrable court decrees/orders

Fees:

Annulment of marriage/Declaration of absolute nullity of marriage/Legal Separation/ Court order setting aside the decree of legal separation	P3,000.00
Adoption/Rescission of Adoption	1,000.00
Registration of foreign decree or adoption	1,000.00
Appointment of guardian/Termination of guardianship	500.00
Change of name or correction of entry	500.00
Civil interdiction -	500.00
Compulsory recognition of illegitimate child/voluntary recognition of Minor illegitimate child	500.00
Declaration of presumptive death of the absent spouse/Judicial Declaration of absence	500.00
Emancipation of orphaned minor	500.00
Judicial determination of filiation	500.00
Judicial determination of the fact of reappearance of absent spouse, if disputed	500.00
Naturalization certificate/Cancellation of naturalization certificate	500.00
Endorsement Fee	300.00
Late Registration Fee (More than 1 Year)	500.00
Late Registration Fee (Less than 1 Year)	300.00
Certified True Copy of Annotated Birth/Marriage/Death Certificate	150.00
Certified True Copy of Un-Annotated Birth/Marriage/Death Certificate	100.00
Certified True Copy of Court Order/Decision (P50.00/page)	50.00

Department / Office:	CITY CIVIL REGISTRY OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens



Who may avail		Successful Petitioner/s who filed for Adoption, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Judicial Recognition of Foreign Judgment, Correction of Entry, and other registrable decrees/orders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Locally Originated Court Decree/Order <ul style="list-style-type: none"> • Certified Copy of the Decision/Order (3 copies) • Original Copy of the Certificate of Finality • Affidavit for Late Registration (if not registered within the prescribed period) • Original PSA copy of the document needing annotation/correction • Valid ID of Petitioner • SPA/Authorization Letter and Valid ID, if registrant is not the Petitioner. 		<ul style="list-style-type: none"> • Regional Trial Court where the decision/order was rendered/issued • Regional Trial Court where the decision/order was rendered /issued • Notary Public • Philippine Statistics Authority (PSA) • Petitioner 		
B. For Court Decrees/Order Originated from Outside the City (2 copies each) <ul style="list-style-type: none"> • Certificate of Registration • Certificate of Authenticity • Certified copy of the Court Decree • Certified copy of the Finality • Original PSA copy of the Document needing annotation/correction • Valid ID of Petitioner • SPA/Authorization Letter and Valid ID, if registrant is not the Petitioner. 		<ul style="list-style-type: none"> • City/Municipal Civil Registry Office where the Court Decree was registered. • Philippine Statistics Authority (PSA) • Petitioner 		
C. For Recognition of Foreign Judgment <ul style="list-style-type: none"> • Judgments/orders rendered by foreign courts must be judicially confirmed/enforced by a civil action at the Regional Trial Courts in the Philippines (RTC-Phil.) • The RTC-Phil decisions must be registered in the Local Civil Registry Office of the city/municipality where the court is functioning. • Original or Certified True copy of the foreign judgment or order duly registered at the City Civil Registry Office of Manila (where all foreign court orders are to be registered) • Certificate of Registration 		<ul style="list-style-type: none"> • Regional Trial Court where the court decision was rendered • Regional Trial Court where the court decision was rendered • City/Municipal Civil Registry Office • City Civil Registry Office of Manila 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presentation of Documents Present the required documents.	2. Receives the documents.		2 minutes	MA. MIA B. ORDOÑEZ Registration Officer IV
	3. Evaluation of Documents Examines the presented documents as to authenticity. Issues order of payment.		5 minutes	
4. Payment of fees Pay the required fees.	5. Receives the payment and issue the O.R.	see Fees above	5 – 10 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
6. Registration of Court decree/ order. Present the O.R.	7. Record the Court Decree and assign Registry No. For late registration there is a 10-day posting period.		2 minutes	MA. MIA B. ORDOÑEZ Registration Officer IV
	5. Processing For Court Decrees promulgated outside Naga City – Prepares verification as to the authenticity of the document and send to the concern Civil Registrar and Court. Prepares the necessary documents (Certificate of Registration, Authenticity, Annotated Document and Endorsement)		10 - 15 minutes	
	7. Approval of the documents. CCR review, approves and signs the documents		2 – 3 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)



8. Release of Document Signs the logbook.	9. Release the registered documents.			MA. MIA B. ORDOÑEZ Registration Officer IV
TOTAL		P	37 minutes	

CITY CIVIL REGISTRY OFFICE

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For more information, please contact:

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Endorsement of Civil Registry Records to Civil Registrar General, Philippine Statistics Authority

ABOUT THE SERVICES

AS A RULE, all civil registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) through their respective Philippine Statistics Authority (PSA) provincial offices.

There are instances when the PSA National Office cannot issue pertinent documents to interested parties because records are namely:

- Not available in its archives
- The requested documents are still being processed by the provincial office
- With blurred or off-line entries
- Correction of entries in the Geographic Statistical Portion and/or Registry Numbers on Civil Registry Documents

To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) or Civil Registrar is required to submit or indorse the needed document to the PSA.

FEES

Endorsement Fee	P 300.00
Certified copy of Birth/Marriage/Death Certificate	P 150.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Those who wish to have record/clear record of Civil Registry document in PSA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Original PSA Negative Certification (valid for one year from the date of issuance) with 2 photocopies, OR • PSA issued Birth/Marriage/Death Certificate 		<ul style="list-style-type: none"> • Philippine Statistic Authority • Philippine Statistic Authority 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the Document. Present the documents for verification.	2. Receives the documents and examines as to authenticity.		7 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV
	3. Verification. Verifies from the computer database for the availability of the record If not available in the computer database, a diligent manual search will be done.		2 – 5 minutes 30 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV ROY C. MALANYAON Data Encoder (Job Order)
	4. Recommendation If the records yields		5 minutes	ANDREA MILAGROS V. SALVA



	positive result, issues an Order of Payment. If negative, advice client for late registration of the Civil Registry Record.			Administrative Aide IV
5. Payment of fees. Pay the required fees.	6. Receive payment and issue O.R.	See fees above.	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
7. Preparation of the Endorsement Present the O.R.	8. Receive the O.R., record and prepares the certifications/ certified true copies of the documents and endorsement to PSA.		10 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV
	9. Review and Approval. Review, approves and sign the documents.		3 – 5 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
10. Release of Documents. Signs the logbook.	11. Record and release the client's file copies.		1 minute	ANDREA MILAGROS V. SALVA Administrative Aide IV
	12. Transmit the endorsement to PSA.			
TOTAL		P	1 hour and 28 minutes	

CITY CIVIL REGISTRY OFFICE

Rm. 109, G/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City, Camarines Sur

For more information, please contact:

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Tel. No. (054) 2052980 loc. 1090

E-mail: ccro@naga.gov.ph



Supplemental Report for Birth, Marriage and Death Certificates

ABOUT THE SERVICES

A supplemental report using the appropriate form (Certificate of Live Birth, Certificate of Death, Certificate of Fetal Death or Certificate of Marriage) maybe filed to supply information inadvertently omitted when the document was registered. However, the "Medical Certificate" in the Certificate of Death and Certificate of Fetal Death and all applicable certifications contained in the Certificate of Marriage should be accomplished correctly and completely before registration. Hence, no supplemental report having reference to the mentioned certificate is acceptable.

FEES

Endorsement Fee	P 300.00
Filing Fee Supplemental Report	300.00
Certified copy of Annotated Birth/Marriage/Death Certificate	150.00
Certified copy of Un-annotated Birth/Marriage/Death Certificate	100.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Those who wish supply information to the omitted entries in their civil registry record.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Original PSA issued Birth/Marriage/Death Certificate with 2 photocopies		• Philippine Statistics Authority (PSA)		
• Accomplished and Notarized Affidavit for Supplemental Report		• Notary Public		
• Original/Certified copy of the Baptismal Certificate/Voter's Certificate		• Church & COMELEC		
• Valid ID				
• Other supporting documents as may be required by the concerned Civil Registrar				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the Document. Present the documents.	2. Receive the documents.		2 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV
	3. Verification. Verifies from the computer database for the availability of the record. If not available in the computer database, a diligent manual search will be done.		2 – 4 minutes 20 – 30 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV ROY C. MALANYAON Data Encoder (Job Order)
	4. Examination & Recommendation. Examines the documents and		5 minutes	ANDREA MILAGROS V.



	advise client the entries to be included in the Affidavit of Supplemental Report.			SALVA Administrative Aide IV
5. Presentation of the Documents with the Affidavit.	6. Receives and examines the documents and issue order of payment.		2 minutes	
7. Pay the required fees.	8. Receive payment and issue O.R.	See fees above.	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
9. Preparation of the Supplemental & Endorsement Present the O.R. and the Postal Money Order.	10. Receive the O.R. and PMO, record and prepares documents and endorsement to PSA.		10 – 20 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV
	11. Review and Approval. Review, approves and sign the documents.		2 – 3 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
12. Release of Documents Signs the logbook.	13. Record and release the client's file copies.		1 minute	ANDREA MILAGROS V. SALVA Administrative Aide IV
	14. Transmit the endorsement to PSA.			
TOTAL		P	1 hour and 27 minutes	

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Transfer of Registered Civil Registry Documents

ABOUT THE SERVICES

Civil Registry Documents that are wrongly registered should be transfer where the vital event occurred (Place of Occurrence is the place of registration) in accordance with OCRG Circular No. 91-6.

FEES

Endorsement Fee	P300.00
Certified Copy	150.00
Postal Money Order	196.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Those whose civil registry record was wrongly registered.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Endorsement		• Civil Registry Office where the document was wrongly registered		
• Original/Certified copy of the Birth/Marriage/Death Certificate		• Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the Documents. For Transfer or Endorsement to/ from other Civil Registry Office.	2. Receive the documents.		2 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV
	3. Verification Verifies from the computer database for the availability of the record If not available in the computer database, a diligent manual search will be done.		2-4 minutes 30 minutes	ANDREA MILAGROS V. SALVA Administrative Aide IV ROY C. MALANYAON Data Encoder (Job Order)
	4. Issuance of Order of Payment. Issue the Order of Payment.		1 minute	ANDREA MILAGROS V. SALVA Administrative Aide IV
5. Payment of fees. Pay the required fees.	6. Receive payment and issue O.R.	See fees above.	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
7. Preparation of the Endorsement. Present the O.R. and	8. Receive the O.R. and PMO, record and prepares documents and		10 – 20 minutes	ANDREA MILAGROS V. SALVA



the Postal Money Order.	endorsement to PSA.			Administrative Aide IV
	9. Review and Approval. Review, approves and sign the documents.		2 – 3 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
10. Release of Documents Signs the logbook.	11. Record and release the client's file copies and endorsement to other civil registry office.		1 minute	ANDREA MILAGROS V. SALVA Administrative Aide IV
	12. Transmit the endorsement to PSA.			
TOTAL		P	1 hour and 21 minutes	

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Delayed and Out of Town Registration of Civil Registry Records

ABOUT THE SERVICE

DELAYED REGISTRATION of birth, marriage, death, and court decrees-like ordinary registration made at the time of the event must be filed at the office of the Civil Registrar of the place where the event occurred, following the lapse of the reglementary period to register.

FEES

Late Registration Fee (less than 1 year)	P 300.00
Late Registration Fee (more than 1 year)	P 500.00
Endorsement Fee for Advance Copy to PSA	P 300.00
Endorsement Fee Rule 20 (Out of Town)	P 300.00

Department / Office:	CITY CIVIL REGISTRY OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Any client whose birth, marriage, death record and court decrees was not registered within the reglementary period
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
BIRTH <ul style="list-style-type: none"> • PSA Negative Result • Accomplished Birth Certificate with affidavit of delayed registration at the back of the BC by the father, mother or guardian • Joint Affidavit of Two (2) Disinterested Persons • Baptismal certificate • Medical Record/Immunization Record (Baby Book) • School records (Form 137) – Elementary / Secondary • Voter's Certificate • Marriage Contract of registrant • Marriage Contract of parents, if married • Certified copies of Birth Certificates of siblings • Certified copies of Birth Certificates of children <p>➤ IF PARENTS ARE NOT MARRIED</p> <ul style="list-style-type: none"> • Both parents are required to appear before the Civil Registrar for the Acknowledgement and to execute Affidavit to Use the Surname of the Father - Bring ID & Residence Certificate <p>➤ OUT OF TOWN REGISTRATION</p> <ul style="list-style-type: none"> • Affidavit of Out of Town Registration and above stated requirements 	<ul style="list-style-type: none"> • Philippine Statistics Authority (PSA) • Hospital, Lying-In , MCR/CCRO • Notary Public • Church • Barangay Health Office • School • Commission on Election • Civil Registry Office / PSA • Civil Registry Office / PSA • Civil Registry Office / PSA • Civil Registry Office / PSA • Civil Registry Office/PSA • Found at the back of COLB Civil Registry Office



MARRIAGE <ul style="list-style-type: none"> • PSA Negative Result • Accomplished Marriage Certificate and Affidavit of Delayed Registration (To be executed by the person concerned or Solemnizing Officer) • Certified true copy of the marriage certificate issued by the church/office where the marriage was solemnized (Secure MC in new form) • Certificate of No Marriage (CENOMAR) of Contracting parties • Certified copies of Birth Certificates of Children 		<ul style="list-style-type: none"> • Philippine Statistics Authority (PSA) • Church • Philippine Statistics Authority (PSA) • City Civil Registry Office 		
DEATH <ul style="list-style-type: none"> • PSA Negative Result • Certified true copy of the death certificate (if the person died in a hospital) • Accomplished Affidavit of Delayed Registration found at the back of the death certificate or in separate form • Burial certificate • Official Receipt or certification from funeral home 		<ul style="list-style-type: none"> • Philippine Statistics Authority (PSA) • PSA/City/Municipal Civil Registry Office • Philippine Statistics Authority (PSA) • City Health Office/ Hospital • Church or Cemetery where the decedent was buried • Funeral home who rendered the funeral service 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document for delayed registration. The document may be: <ul style="list-style-type: none"> • Certificate of Live Birth (COLB) • Marriage Certificate • Death Certificate 	2. Receives the documents.	P 500.00	5 minutes	MA. LOURDES P. ALVAREZ Registration Officer I
	3. Verification Verifies from the computer database/ archives whether the record is available.		3 – 10 minutes	MA. LOURDES P. ALVAREZ Registration Officer I ROY C. MALANYAON Data Encoder (Job Order)
4. Submission of supporting documents and interview.	5. Interview the registrant and examines the authenticity of the documents. If acceptable, issue		5 – 10 minutes	MA. LOURDES P. ALVAREZ Registration Officer I



	Order of Payment.			
6. Payment of Fees Pay the required fees.	7. Receives payment and issue the O.R.	See fees above.	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
8. Preparation of Birth/ Marriage/ Death Certificate. Registrant presents the O.R.	9. Receives the O.R. and records the Documents received. Prepares the Birth/ Marriage/ Death Certificate.		15 – 30 minutes	MA. LOURDES P. ALVAREZ Registration Officer I
10. Interview and Oath. Registrant presents the document for to the CCR.	11. Interview the registrant and administer the oath in the Affidavit of delayed Registration.		5 – 10 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	12. Review and Approval. Reviews, approves and signs the documents.		5 minutes	
	8. Transmittal to other CCR/ MCR (For Out of Town Registration). Transmit to the concern CCR/MCR the documents for Out of Town Registration.			MA. LOURDES P. ALVAREZ Registration Officer I
	9. Publication. Record the document, issue a transaction slip and advice client to come back after the 10-day reglementary publication period.		2 minutes	
	10. Registration of the document after the 10 days publication period. Register, assign Registry No.to the Civil Registry document.		2 – 5 minutes	
	11. Review and		5 minutes	MARIA DOLORES



	Approval. Reviews, approves and signs the documents.			P. DE LOS REYES CGDH I (City Civil Registrar)
12. Release of Document. Client presents the transaction slip.	13. The EIC releases the duly signed registered document to the registrant.		2 minutes	MA. LOURDES P. ALVAREZ Registration Officer I
TOTAL		P500.00	1 hour and 44 minutes	

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Registration of Foundling / Abandoned Children

ABOUT THE SERVICES

A FOUNDLING is a deserted or abandoned infant or child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage or abandoned infant or child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

Reglementary Period and Place of Registration

The finder/charitable institution within thirty (30) days shall make registration of the foundling in the Office of the Civil Registrar of the city/municipality where the child was found from the date of finding/commitment of the child.

Any report made beyond the reglementary period of 30 days shall be considered late, and the concerned party-registrant shall be required to state in a sworn statement the circumstances that caused the late reporting to the civil registrar.

Persons Responsible to Report the Event

Immediately after finding a foundling, the finder shall report the case to the barangay captain of the place where the foundling was found, or to the police headquarters, whichever is nearer or convenient to the finder. When the report is duly noted, either by the barangay captain or by the police authority, the finder shall commit the child to the care of the Department of Social Welfare and Development or to a duly licensed orphanage or charitable or similar institution. Upon commitment, the finder shall give to the charitable institution his copy of the Certificate of Foundling, if he had registered the foundling.

In case the finder is awarded the custody of the foundling by the proper authority, he shall give a name for the child and shall report the same to the civil registrar of the city/municipality where the child was found. Otherwise, the giving of name to the child and its registration as foundling shall be the responsibility of the Department of Social Welfare and Development or of the orphanage or charitable or similar institution where the child was committed.

FEES

Late Registration Fee (less than 1 year)	P 300.00
Late Registration Fee (more than 1 year)	500.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Certification issued by the concerned Barangay Captain		• Barangay where the child was found		
• Police blotter / report		• Phil. National Police Station		
• Affidavit of the finder		• Notary Public		
• Certification of a child legally available for Adoption (CDCLAA)		• DSWD, Main Office, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents the documents.	2. Receives the Documents.		15 minutes	MA. LOURDES P. ALVAREZ



				Registration Officer I
	<p>3. Examination of Documents</p> <p>Examines the presented documents.</p> <p>EIC prepares the certificate of foundling per data supplemented by the informant.</p>		15 minutes	MA. LOURDES P. ALVAREZ Registration Officer I
	<p>4. Evaluation / Review and Approval of the CCR.</p> <p>Clients are advised to bring the documents to the CCR for evaluation and approval.</p> <p>Clients bring back the documents to EIC.</p>		15 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar I)
5. Client receives their personal copy.	6. Client is made to sign the receiving logbook.		15 minutes	MA. LOURDES P. ALVAREZ Registration Officer I
TOTAL		P	1 hour	

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Authority to Use Surname of the Father

ABOUT THE SERVICE

REPUBLIC ACT No. 9255 An Act allowing illegitimate children to use the surname of their father amending for the purpose Article 176 of Executive Order No. 209, otherwise known as "The family Code of the Philippines.

The law applies to illegitimate children whose births are either not yet registered or were previously registered under the surname of the mother whether born before or after the affectivity of R.A. 9255. Specifically, this law applies to illegitimate children born on or after August 3, 1988.

Illegitimate children born on 3 August 1988 to 18 March 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 the child is 6 years old and below, the mother is the one who executes the AUSF pursuant to Art. 213(2) of the Family Code that states, "xxx no child under seven years of age shall be separated from the mother unless the court finds compelling reasons to order otherwise"

For a child 7-17 years old, the child will execute the AUSF with attestation of the mother.

For a child who is of age, he himself will execute the AUSF without need of attestation by the mother.

FEES

AUSF Registration Fee	P 300.00
Acknowledgement of Paternity Fee	400.00
Registration of Public Handwritten Instrument	400.00
Endorsement Fee	300.00
CTC of Legal Instrument	200.00
CTC of Annotated Birth Certificate	150.00
CTC of Un-Annotated Birth Certificate	100.00
Certification Fee	100.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Illegitimate Children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth Certificate of the child issued by the PSA		• Philippine Statistics Authority (PSA)		
• Valid ID's or Residence Certificate of parents				
• Affidavit of Admission of Paternity (if the child was not acknowledged by the father)		• Notary Public		
• Affidavit to use the surname of the father		• Notary Public		
• Consent of the child, if 18 years old & above (Affidavit stating that he/she is willing to use the surname of his/her father)				
• Private handwritten Instrument (Father)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presentation of Document Present the required documents to the employee-in-charge (EIC).	2. Examination of Documents. EIC examines the presented documents as to authenticity.		6 minutes	ERLINDA M. BICALDO Administrative Aide II
3. Payment of fees. Pay the required fees.		See fees above.	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	4. Registration of the Legal Instruments and Annotation to the affected Civil Registry Record. EIC enters the legal instrument in Registry Book, and annotates the same to the affected record.		10 minutes	ERLINDA M. BICALDO Administrative Aide II
	5. Preparation of endorsement of Annotated birth certificate to PSA. LCR staff prepares the annotated Record. CCR signs the documents.		15 minutes	ERLINDA M. BICALDO Administrative Aide II MA. MIA B. ORDOÑEZ Registration Officer IV MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	6. Release of Documents. EIC releases the documents to the registry.		1 minute	ERLINDA M. BICALDO Administrative Aide II
TOTAL		P	37 minutes	

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Registration of Legal Instruments

ABOUT THE SERVICES

AS A GENERAL rule, all legal instruments concerning civil registry documents must be registered in the civil registry of the place where they were executed. The following, however, may be registered in the following places:

- Affidavit of Reappearance – where the parties to the subsequent marriage are residing;
- Marriage Settlement – where the marriage was recorded
- Admission of Paternity; and
- Acknowledgement; Legitimation; Voluntary Emancipation of Minor; Parental Authorization or Ratification of Artificial Insemination – where the birth of the child was recorded

Not falling under the aforementioned exceptions are the following registrable instruments:

- Acknowledgement
- Acquisition of citizenship
- Certificate of legal capacity of contract marriage
- Option to elect Philippine citizenship
- Partition and distribution of properties of spouses and delivery of the children's legitimate; and
- Waiver of rights interests of absolute community.

All legal instruments executed abroad shall be registered in the civil registry office of Manila.

FEES

Legal Instrument for record purposes	P400.00
Repatriation or voluntary renunciation of citizenship	500.00
Registration of affidavit and/or Oath of Allegiance and children of naturalized Filipino citizens or Election of Citizenship	500.00
Certification Fee	100.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Marriage Settlement				
• Election of Citizenship				
• Affidavit of Reappearance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Document Present the required documents to the employee-in-charge (EIC).	2. Examination of Documents EIC examines the presented documents as to authenticity. EIC issue order of payment.		6 minutes	ERLINDA M. BICALDO Administrative Aide II
3. Payment of fees Pay the required fees.	4. EIC receives the payment and issue O.R.		5 minutes	Local Revenue Collection Officer CITY TREASURER'S



				OFFICE
5. Records the Request Present the O.R. to the EIC.	6. EIC record the request in a logbook.		1 minute	ERLINDA M. BICALDO Administrative Aide II
	7. Registration of the Legal Instruments EIC register the documents and assign Registry No.		10 minutes	
	8. Processing of Documents EIC prepares all the documents (annotation & certification) and endorsement to PSA, QC. CCR signs the documents.		10 minutes	ERLINDA M. BICALDO Administrative Aide II MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	9. Release of Documents EIC releases the client's file copy and issue Transaction Slip to the client for the annotated document from PSA			ERLINDA M. BICALDO Administrative Aide II
	10. Processing of Annotated Document at the PSA, QC Waiting period for the annotated Civil Registry Document. Client is advice to wait for a period of 2-3 months. Once received, EIC will contact client.			
11. Release of the Annotated Civil Registry Document Client presents the transaction slip and ID/ authorization letter with ID.	12. EIC records and release the documents to the client.			
TOTAL		P	33 minutes	



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Legitimation of Natural Child

ABOUT THE SERVICE

LEGITIMATION is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married. (1 Manresa 550, as cited on p. 251, Handbook on Family Code of the Philippines, Alicia V. Sempio-Diy)

Only Children conceived and born outside of wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other, may be legitimated. (Article 177, Family Code)

FEES AND CHARGES

Registration Fee	P 400.00
Endorsement Fee	300.00
Certified True Copy of Legal Instrument	200.00
Certified True Copy of Annotated Birth	150.00
CTC of Annotated Birth Certificate	150.00
CTC of Un-Annotated Birth Certificate	100.00
Certification Fee	100.00

Department / Office:		CITY CIVIL REGISTRY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Parents whose child was conceived and born outside of wedlock without impediment		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Birth Certificate of the child • Marriage Contract of Parents • Joint Affidavit of Legitimation stating the minority of parents (R.A. 9858) at the time of conception of the child (if parents are minor) • Certificate of No Marriage (CENOMAR) - Both parents • Valid ID's or Residence Certificate (Cedula) of parents • Affidavit of Admission of Paternity to be executed by the father (if the child was not acknowledge in the birth certificate) • Consent of the child, if 18 yrs. old & above (affidavit stating that he/she is willing to use the surname of his/her father) • Authentic writing and death certificate of parent/s (in the absence of affidavit of acknowledgment of the deceased parent/s) • Death Certificate of deceased spouse or annotated Marriage Certificate/s of previous marriage/s, if applicable. 		<ul style="list-style-type: none"> • Philippine Statistics Authority (PSA) • Philippine Statistics Authority (PSA) • Philippine Statistics Authority (PSA) • City Civil Registry Office (Form) • Philippine Statistics Authority (PSA) • City Civil Registry Office (Form) • City Civil Registry Office (Form) • City / Municipal Civil Registry Office where the vital event was registered 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the employee-in-	2. Examination of Documents		7 minutes	ERLINDA M. BICALDO Administrative



charge (EIC).	EIC examines the presented documents as to authenticity.			Aide II
3. Payment of fees Pay the required fees.		See fees above.	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
4. Records the Request. Show your Official Receipt to the EIC.	5. EIC record the request in a logbook.		1 minute	ERLINDA M. BICALDO Administrative Aide II
	6. Registration of the Legal Instruments and Annotation to the affected Civil Registry Record EIC enters the legal instrument in Registry Book, and 5-10 annotates the same to the affected record.		10 minutes 5 minutes	
	7. Preparation and endorsement of the annotated birth certificate to NSO. EIC staff prepares the annotated Record.		15 minutes	
	8. Review & approved the registration of legal instruments.		2 minutes	MARIA DOLORES P. DE LOS REYES CDGH I (City Civil Registrar) MA. MIA B. ORDONEZ Registration Officer IV
	9. Release of Documents. EIC releases the documents to the client.		1 minute	ERLINDA M. BICALDO Administrative Aide II
TOTAL		P	1 hour and 1 minute	

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Maria Dolores P. De los Reyes, City Government Department Head I / City Civil Registrar
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E-mail: ccro@naga.gov.ph



Filing Petition for:

- **Change of First Name (CFN) or Correction of Clerical Error/s (CCE) – R.A. 9048**
- **Change of Gender / Correction of Day and Month in the Date of Birth – R.A. 10172**

ABOUT THE SERVICE

REPUBLIC ACT No. 9048 & 10172 authorizes the city or municipal 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 the civil register without need of a judicial order.

An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors or changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in their civil registry records.

FEES AND CHARGES

Filing Fee for CFN/CHANGE OF GENDER/DAY AND MONTH OF BIRTH	P 3,030.00
Service Fee for migrant petitioner (CFN/CHANGE OF GENDER/DAY AND MONTH OF BIRTH	1,000.00
Service Fee for migrant petitioner (CCE)	500.00
Filing Fee for CCE	1,010.00
Publication Fee – CFN/R.A. 10172	2,500.00
Endorsement Fee	1,300.00

Department / Office:	CITY CIVIL REGISTRY OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail	Owner of document or any person having direct interest in the change of name/correction of clerical error/change of day and month of birth in the civil registry document; any authorized person by the document owner.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
❖ CHANGE OF NAME (CFN - R.A. 9048)/DAY & MONTH AND GENDER (R.A. 10172) <ul style="list-style-type: none"> • Certified Machine Copy of the Birth Certificate issued by PSA & Local Civil Registrar • Baptismal Certificate or Certificate of No Available Baptismal Certificate duly Notarized or Affidavit • Earliest School Record (Elementary & Secondary)/Certificate of no available record duly notarized • GSIS/SSS/Voter's Certificate • Marriage Certificate • Birth Certificate of at least 2 children • Photo copies of valid Identification Cards (ID's) • Barangay Certificate with stated purpose (Change of First Name/Day and Month of Birth/Gender) • Police Clearance with stated purpose (Change of First Name/Day and Month of Birth/Gender) 	<ul style="list-style-type: none"> • Civil Registry Office/ PSA • Church • School • GSIS/SSS/COMELEC • Civil Registry Office / PSA • Civil Registry Office / PSA • Barangay • Philippine National Police



<ul style="list-style-type: none"> • NBI Clearance with stated purpose (Change of First Name/Day and Month of Birth/Gender) • Certificate of No Pending Administrative Case from employer (If employed) • Affidavit of Non-employment (If unemployed) • Certificate of Good Moral Character (For Students) • Medical Certificate Stating that the document owner HAS NOT UNDERGONE SEX CHANGE issued by the Accredited Government Physicians (BMC, City Hospital or City Health) • Medical Record issued by the Hospital or Institution where the child was born/Affidavit stating that the attendant at birth is a Traditional Midwife/Hilot and the Place of Delivery is at the Residence. <p>❖ CORRECTION OF CLERICAL ERROR</p> <ul style="list-style-type: none"> • Birth/Marriage/Death Certificate issued by PSA and Local Civil Registry Office containing the alleged erroneous entry • Baptismal Certificate • School Records (Form 137, Transcript of Records, Diploma) • Voter's Certificate/GSIS or SSS Record • Valid ID's (Passport, Driver's License) • Marriage Certificate • Parent's Marriage Certificate • Father's Birth Certificate (If Negative request for Certificate of No Record, submit Baptismal or Death Certificate. • Mother's Birth Certificate (If Negative request for Certificate of No Record, submit Baptismal or Death Certificate. • Birth Certificate of at least two siblings containing the right entry • Birth Certificate of at least two children <p>❖ ALL SUPPORTING DOCUMENTS REQUIRED, DEPENDS ON THE ALLEGED ERROR/S IN THE BIRTH / DEATH/ MARRAGE CERTIFICATE</p>				
<ul style="list-style-type: none"> • National Bureau of Investigation • Office / Agency • City Health Office • Hospital where the child was born • Notary Public • Civil Registry Office/PSA • Church • COMELEC/GSIS/SSS • City Civil Registry Office/PSA • City Civil Registry Office/PSA • City Civil Registry Office/PSA • City Civil Registry Office / PSA • City Civil Registry Office / PSA • City Civil Registry Office / PSA 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Problem Present the document to be change/corrected.	2. Receives the document to be changed or corrected.		10 minutes	RITA IRENE V. FAJARDO Administrative Aide VI CYNTHIA ZALDUA Administrative Aide I



				(Casual)
3. Introduction of administrative Remedies	4. Discuss and advice the remedies available, whether to file a Petition for Change of First Name/ R.A. 10172 or a Petition for Correction of Clerical Errors.		10 minutes	RITA IRENE V. FAJARDO Administrative Aide VI CYNTHIA C. ZALDUA Administrative Aide I (Casual)
5. List of Requirements	6. Hands over a list of supporting documents required in filing the petition.		10 minutes	RITA IRENE V. FAJARDO Administrative Aide VI CYNTHIA C. ZALDUA Administrative Aide I (Casual) MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
7. Submit all the required supporting documents.	8. Check if submitted documents are authentic, complete and duly-certified. If acceptable, issue order of payment.		10 minutes	RITA IRENE V. FAJARDO Administrative Aide VI CYNTHIA C. ZALDUA Administrative Aide I (Casual)
9. Pay the required fees.	10. Receive payment and issue the O.R.	See fees above.	10 – 20 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
11. Preparation of Petition. Present the O.R.	12. Prepares the petition.		30 minutes	RITA IRENE V. FAJARDO Administrative Aide VI CYNTHIA C. ZALDUA Administrative Aide I (Casual)
13. Signature of Petitioner Petitioner review and signs the Petition	14. Transactions Slip given to client stating the date when to follow up.		5 minutes	RITA IRENE V. FAJARDO Administrative Aide VI



	<p>15. Posting of petition.</p> <p>Prepares notice of posting (posted within 10 days).</p> <p>Prepares Certificate of Posting.</p>		10 – 15 minutes	VANESSA S. MARISCAL Administrative Aide I (Casual)
	<p>16. Publication</p> <p>Prepares Notice of Publication (Publish to local New Paper within 2 consecutive weeks).</p>		5 – 10 minutes	CYNTHIA C. ZALDUA Administrative Aide I (Casual)
	<p>10. Review and Action Taken</p> <p>CCR review the petition and renders the appropriate action.</p>		10 – 20 minutes	MARIA DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	<p>11. Transmittal of Approved Petition to PSA.</p> <p>Prepares the endorsement and forwards the same to PSA, Quezon City for affirmation.</p>		10 – 15 minutes per petition	RITA IRENE M. VERGARA Administrative Aide VI MA. DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)
	<p>12. Processing of Documents at the Legal Office of the PSA.</p> <p>Process the Petition.</p>		3 – 4 months	Legal Department Phil. Statistics Authority Q.C.
	<p>11. Receive the Affirmed Petition.</p> <p>Receives and Records the Affirmed Petition.</p>		3 – 6 minutes per petition	RITA IRENE M. VERGARA Administrative Aide VI
	<p>12. Processing of Annotated Civil Registry Record and Endorsement.</p> <p>Process the Annotation in the Civil Registry Record and Endorsement to PSA, Legazpi City.</p>		30 minutes to 1 hour per petition	RITA IRENE M. VERGARA Administrative Aide VI MA. DOLORES P. DE LOS REYES CGDH I (City Civil Registrar)



	Signature of CCR.			Registrar)
	13. Record and release the PSA issued document, and other Petitioner's file copies.		10 minutes per documents	RITA IRENE M. VERGARA Administrative Aide VI
TOTAL		P	4 months and 4 hours	

CITY CIVIL REGISTRY OFFICE

Rm. 109, G/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City, Camarines Sur

For more information, please contact:

Maria Dolores P. De los Reyes, City Government Department Head I / City Civil Registrar

Tel. No. (054) 2052980 loc. 1090

E-mail: ccro@naga.gov.ph



Provision of Disaster Emergency Response and other services for Disaster Management

ABOUT THE SERVICE

Response activities are undertaken immediately after a disaster to provide emergency assistance to victims.

Department/ Office:		CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizens Government to Business Government to Government		
Who may avail		Citizens of Naga City and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client calls ComCen for assistance (emergency response, disaster management and other related services)	2. Receives call and collect pertinent information of the incident from the client		2 – 3 minutes	ComCen Calltakers
	3. Dispatch responding Team (SARU)		Immediate	ComCen Calltakers
	Render appropriate assistance to the client		Immediate	Responding Team (SARU)
	4. Gather information and documentation of the incident and preparation of incident report		Upon completion of emergency response	Team Leader
TOTAL			2 – 3 minutes	

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

2nd Floor Social Development Center Bldg., City Hall Complex, J. Miranda Ave., Concepcion

Pequeña, Naga City, Camarines Sur

For more information, please contact:

Ernesto T. Elcamel, LDRMO IV / Head of Office

Tel. No. (054) 205-2980 loc 3060

Email: cdrmo@naga.gov.ph



Technical Assistance to Conduct Training on Disaster Risk Reduction and Management

ABOUT THE SERVICE

The goals of DRRM's capacity building efforts is to improve the attainment of safer, adaptive and resilient Filipino Communities towards sustainable development

(To strengthen and enhance and capacities and facilitate effective disaster management through conduct of trainings and relevant exercises by technical experts from the Search and Rescue Team Personnel)

Department/ Office:		CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
Classification:		Highly Technical		
Type of Transaction:		Government to Citizens Government to Business Government to Government		
Who may avail		Personnel of government agencies, Private Sector, Civil Service Organizations, uniformed personnel, students, etc.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request for technical assistance addressed to the City Mayor. <ul style="list-style-type: none"> Attention to the LDRRM Officer Contains type of training, date, venue and target participants 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for training (ideally a week before schedule)	2. Receives letter of request and endorses it to SARU		3 minutes	Administrative Clerk
	3. Receives and approve request for training		Within 7 days upon receipt of request	LDRRM Officer Administrative Clerk
	4. Prepares logistical and administrative requirements for conduct of the training and undertakes coordination for request (availability of personnel)		Within 7 days upon receipt of request	Training Team
	5. Submit and receives the training report		Day of training	Administrative Clerk
	Provide signed certificates to the clients		Within 2 days after the training	
TOTAL			9 days and 3 minutes	



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Provision of Resource Person from CDRMO to discuss subjects on Disaster Risk Reduction and Management, Resilience and Public Service Continuity Planning

ABOUT THE SERVICE

To provide systematic approach in building the capacities of DRRM practitioners who will, in turn, provide capacity building opportunities for other stakeholders across all levels of governance

(To raise awareness on disaster risks and their mitigation and prevention at all level through seminar, workshops and small group talks/forum by competent and well-knowledgeable speakers and personnel from CDRMO)

Department/ Office:		CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		Government to Citizens Government to Business Government to Government		
Who may avail		Personnel of government agencies, Private Sector, Civil Service Organizations, uniformed personnel, students, etc.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request for resource person addressed to the City Mayor <ul style="list-style-type: none"> Attention to the LDRRM Officer Contains subject matter, date, venue and target participants 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request (ideally a week before schedule)	2. Receives letter of request and endorses letter to LDRRM Officer	No fees	3 minutes	Administrative Clerk
	3. Evaluates request based on training guidelines and adherence to standard requirements		Within 5 working days upon receipt of request	LDRRM Officer Administrative Clerk
	4. Prepares logistical and administrative requirements for conduct of the training and undertakes coordination for request (availability)		Within 2 days upon receipt of request	Training Team
	5. Delivers the requested DRRM subject during the specific date/s of the activity/ event		Specified date of the activity/ event	Assigned staff/ Resource Person
TOTAL			3 minutes	



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For more information, please contact:

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Email: cdrmo@naga.gov.ph



Provision of Disinfection and Decontamination Services

ABOUT THE SERVICE

Disinfection practices are important to reduce the potential for COVID-19 virus contamination in non-healthcare settings, such as in the home, office, schools, gyms, publicly accessible buildings, faith-based community centers, markets, transportation and business settings.

Department/ Office:		CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
Classification:		Complex		
Type of Transaction:		Government to Citizens Government to Business Government to Government		
Who may avail		Citizens of Naga City and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request for decontamination service addressed to the City Mayor attention to the CDRRMO. 				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for decontamination (ideally a day before schedule).	2. Receives letter of request and endorses it to the DECON team.	None	2 – 3 minutes	Administrative Clerk
	3. Receives and approves request for decontamination.		Within a day upon receipt of request	Team Leader for DECON Team
	4. Schedule time and date of decontamination.		1 minute	
	5. Decontamination of the area.		5 – 10 minutes	DECON Team
	6. Submit report on areas decontaminated.		After decontamination	Administrative Clerk
TOTAL			2 – 3 days	

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Provision of Alert and Warning Messages

ABOUT THE SERVICE

The purpose of alerts and warnings is to provide the necessary information to warn the public and the effect the necessary action that will lead to the safety of the people and deliver the messages to the population at risk of imminent threats with the goal of maximizing the probability that people take protective actions and measures.

Department/ Office:		CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE		
Classification:		Complex		
Type of Transaction:		Government to Citizens Government to Business Government to Government		
Who may avail		Citizens of Naga City and Stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Advisories from warning agencies 				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client sends advisories such as alert and warning messages.	2. Receives/ monitors from warning agencies such as but not limited to PHILVOLCS and PAGASA.	None	1 minute	Duty Personnel
	3. Prepare EAWM for approval.		3 minutes	Alert Team Staff
	4. Send the message to any of the authorized authorities.		2 minutes	LDRRMO/ Alert Team
	5. Review the approve EAWM.		3 minutes	LDRRMO
	6. Send the approved EAWM to the identified focal persons for dissemination to the public.		2 minutes	LDRRMO/ Alert Team
	7. Call each focal person to confirm that the message has been received.		4 minutes	
TOTAL			15 minutes	

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

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For more information, please contact:

Ernesto T. Elcamel, LDRRMO IV / Head of Office

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Email: cdrmo@naga.gov.ph



Securing Ornamentals / Tree Seedlings for Planting

ABOUT THE SERVICES

Individuals, groups, and institutions (government or private) may avail of the tree seedlings and ornamental plants ground in the ENRO nursery. This can be availed thru letter request or directly to the office upon evaluation or signing of contract.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request form Letter request and/or MOA signing for organized group on institution 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form	2. Forward to concerned person.		5 minutes	CARLOS SHERWIN SP. ESTABISLAO III Metro Aide I CYNTHIA B. FELIX Administrative Aide I
	3. Evaluate request / Recommendation		10 minutes	ENGR. DANILO B. CEA Administrative Officer V
	4. Approval.		3 minutes	ALEXANDER N. CANING CGDH I City ENRO
5. Advise / Release of Seedling.			10 minutes	NOEL T. ELCAMEL Administrative Aide I JULIA P. RAMIREZ Administrative Aide I (Casual) Nursery Aide
TOTAL		P	28 minutes	

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Alexander N. Caning, City Government Department Head I / City ENRO

Tel No. (054) 205-2980 loc 1140

E-mail: enro@naga.gov.ph



Request for Cutting and / or Trimming Trees

ABOUT THE SERVICES

Firms, individuals or entities that wish to cut down trees, prune or trim, even if they are within their property are required to secure a permit to cut trees.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter request with Transfer Certificate of Title (TCT) / Tax Declaration (TD)				
• Picture of the tree				
• Barangay Clearance		• Barangay Hall		
• Permit to cut the tree issued by the DENR		• Dept. of Environment and Natural Resources (Provincial Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request.			5 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
	2. Site inspection and verification/ evaluation of the request/ report preparation.		1 day	ANTONIO V. OLARTE Metro Aide I / Inspector
	3. Recommendation.		5 minutes	ENGR. DANILO B. CEA Administrative Officer V
	4. Approval of the request and/ or endorsement to concerned agency.		5 minutes	ALEXANDER N. CANING CGDH I City ENRO
TOTAL		P	1 day and 15 minutes	

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For more information, please contact:

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Securing a Quarry Permit

ABOUT THE SERVICE

A Quarry Permit is given to persons (individuals or group) to optimize or improve the productivity of the land and subject to evaluation

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Transfer Certificate of Title (photocopy)				
• Tax Declaration (photocopy)		• City Assessor's Office		
• Certificate of Tax Payments (updated)		• City Treasurer's Office		
• Lot Plan				
• Development Plan (Land use after quarrying)				
• Affidavit of Conformity of neighbouring lots				
• Barangay Clearance		• Barangay Hall		
• SPA for Authority from the owner				
• ECC				
Additional requirements for Agrarian Beneficiaries:				
• BARC chairman certificate		• Barangay Hall		
• MARO certificate		• Municipal Agrarian Reform Office		
• DARO Approval		• Dept. of Agrarian Reform Office		
• Barangay Certificate		• Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form.		P	3 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
2. Submit application together with requirements.			3 minutes	JAYSON T. VARGAS Administrative Officer II/ OIC Pollution and Waste Management Division
	3. Inspection/ Evaluation/ Recommendation		1 day	PAUL JUMAR C. BORRE Geologist (Contractual) ROBERTO I. SANCHEZ, JR. PWD Inspector (Casual)
	4. Processing of Permit.		5 minutes	JAYSON T. VARGAS Administrative Officer II / OIC Pollution and



				Waste Management Division ENGR. ALEXANDER N. CANING CGDH I City ENRO
	5. Approve for Quarrying.		2 minutes	NELSON S. LEGACION City Mayor
TOTAL		P	1 day and 13 minutes	

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For more information, please contact:

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Securing Certificate of Non-Coverage / ECC Endorsement

ABOUT THE SERVICE

All projects are generally required to secure environmental clearance or an "Environmental Compliance Certificate (ECC)".

If the proposed project is considered outside the purview of the Philippine Environmental Impact Statement Co (EIS) System, a Certificate of Non- Coverage or Certificate of Exemption is issued to the proponent.

Projects that are classified as environmentally critical or are located in environmentally critical areas are required to secure Environmental Clearance Certificate from the Department of Environment and Natural Resources (DENR) with the endorsement of the Community ENRO.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Application				
• Zoning/ Area Clearance/Locational Clearance		• City Planning and Development Office (CPDO)		
• IEE/ Expanded EIS/IEE Checklist				
• Certified Photocopy of TCT/OCT/TD (Proof of Ownership)				
• Pictures of Site/ Area (with caption)				
• Vicinity and/ or Location Map/ Topo Map				
• Plans and details of Project Installation/ Structures				
• Survey Plan of Project Area signed by the Geodetic Engineer				
• Certification from DAR, if agricultural land		• Department of Agrarian Reform		
• Endorsement from Concerned LGUs (Barangay Captain/ Mayor)		• Barangay Hall/ City Hall		
• Profile/ Bio-data of the IEE/ EIS Preparer				
• Accountability by Statement of Project Proponent & Preparer				
• Environmentally Critical Area (ECA) Certification		• Environment and Natural Resources Officer and/or CENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements. Submit all the documentary requirements.		P	2 minutes	IVY V. NACARIO Records Keeper (Casual)
	2. Ocular Inspection. ENRO Senior Environment Management Specialist schedules		Within 1 day	JASON T. VARGAS Administrative Officer II ROBERTO I.



	an ocular inspection of the proposed project site. An inspection Report us prepared.			SANCHEZ, JR. Administrative Aide I / PWMD Inspector (Casual) VICTOR M. FAUSTO Metro Aide I
3. Status of Application Inquiry After 1 day, follow-up on the status of his/her application.			5 minutes	IVY V. NACARIO Records Keeper (Casual)
	4. Preparation and Approval of Certification. If no problem were identified during the ocular inspection, an officer prepares the certification or ECC endorsement, and the Clerk secures the signature of the ENRO Chief and the City Mayor.		30 minutes	JASON T. VARGAS Administrative Officer II IVY V. NACARIO Records Keeper (Casual)
5. Payment of Fees. Proceed to the City Treasurer's Office to pay the required certification fees. Secure an official receipt.		Endorsement Certification Fee P 30.00 plus documentary stamp Research Fee / Inspection Fee P 50.00	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	6. Issuance of Certification Present your Official Receipt and get a copy of the certification.		1 minute	IVY V. NACARIO Records Keeper (Casual)
TOTAL		P 80.00	1 day and 43 mins.	

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

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Pequeña, Naga City



For more information, please contact:

Engr. Alexander N. Caning, City Government Department Head I / City ENRO

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E-mail: enro@naga.gov.ph



Securing Compliance Certificate / Clearance for Building Permit (Under City Ordinance No. 2014-076 – Septage Management Ordinance)

ABOUT THE SERVICE

Residential, commercial and industrial, entities who wish to secure building permit are required to secure environmental certificate/ clearance as pre-requisite for building permits, with the following requirements:

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Endorsement from the City Building Officials		• Office of the City Building Official		
• Location Map				
• Lot Plan				
• Floor plan & Perspective				
• Plumbing plan (sewerage)				
• Barangay Certificate/ Clearance		• Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to ENRO			5 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
	2. Site Inspection/ Verification/ Evaluation/ Report Preparation and Processing		1 day	VICTOR M. FAUSTO Metro Aide I / PWMD Inspector ROBERTO I. SANCHEZ, JR. Administrative Aide I / Inspector (Casual)
3. Payment Proceed to the City Treasurer's Office to pay the required amount and ask for an official receipt		Certification fee: (50.00) Research fee (75.00) Documentary Stamp (20.00)	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	4. Recording of Official Receipt of Certification		5 minutes	IVY V. NACARIO Administrative Aide I (Casual)
	5. Prepare Clearance/ Endorsement		5 minutes	JAYSON T. VARGAS Administrative Office II /



				OIC Pollution and Waste Management Division
	6. Approval of Clearance and / or endorsement to DENR for ECC		5 minutes	ENGR. ALEXANDER N. CANING CGDH I / City ENRO
TOTAL		P 145.00	1 day and 25 mins.	

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Alexander N. Caning, City Government Department Head I / City ENRO

Tel No. (054) 205-2980 loc 1140

E-mail: enro@naga.gov.ph



Securing Compliance Permit to Operate under City Ordinance No. 2008-053

ABOUT THE SERVICE

All owners of restaurants and videoke bars that regularly operate within the City of Naga are required to secure a Compliance Certificate from the City ENRO and comply with all the requirements of sound proofing and sound level test

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Restaurants and Videoke Bars owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Sound Proof wall				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the City ENRO			5 minutes	CARLOS SHERWIN SP. ESTANILAO III Metro Aide I
2. Payment Proceed to the City Treasurer's Office to pay the required amount and ask for an official receipt		P150.00	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	3. Site inspection and verification Evaluation of the request Report preparation and processing		1 day	VICTOR M. FAUSTO Metro Aide I / PWMD Inspector EDGARDO PEÑA Inspector ROBERTO SANCHEZ, JR. Inspector
	4. Recommendation		5 minutes	JAYSON T. VARGAS OIC Pollution and Waste Management Division
	5. Approval of the request and / or endorsement to concerned agency		5 minutes	ENGR. ALEXANDER N. CANING CGDH I - ENRO
TOTAL		P 150.00	1 day and 20 mins.	



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Availing of Information, Education Campaign / Training Services

ABOUT THE SERVICES

Information, trainings, seminars and the like pertaining to environment, e.g., climate change, etc. can be availed of from the office with prior notification to the office.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Request				
• Request Form		• City Environment & Natural Resources Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and accomplished request form			5 minutes	CARLOS SHERWIN SP. ESTANILAO III Metro Aide I GIRLIE O. MANAOG Administrative Aide I
	2. Verify / Interview services needed		10 minutes	CHRISTOPHER JHUN D. ZANTUA Administrative Officer II
	3. Synchronize Schedule		5 minutes	CHRISTOPHER JHUN D. ZANTUA Administrative Officer II
	4. Calendar Agreement		5 minutes	CHRISTOPHER JHUN D. ZANTUA Administrative Officer II
	5. Approval		5 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO
TOTAL		P	30 minutes	

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Securing Data / Information Service from ENRO

ABOUT THE SERVICES

Data on Naga River water quality, air ambient quality and some information about the environment and office operations may be availed from the City Environment and Natural Resources Office.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request with accomplished Form 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request with the accomplished form			5 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
	2. Search in-house or refer to concerned person / division / office		15 minutes	JAYSON T. VARGAS Administrative Officer II OIC Pollution and Waste Management Division ALEX M. SAN JOSE Administrative Aide III / OIC Watershed Management Division CHRISTOPHER JHUN D. ZANTUA Administrative Officer II / OIC Socio-Cultural Division ENGR. DANILO B. CEA Administrative Officer V
	3. Approval of Request		10 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO
	4. Agreement Date / Release of Data		5 minutes	MARVIN J. SAGUN Metro Aide II / Technical Staff



				ALEX M. SAN JOSE Administrative Aide III OIC Watershed Management Division
TOTAL		P	35 minutes	

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Securing Compliance Certificate for Public Utility Vehicles for Franchise Renewal

ABOUT THE SERVICE

All public utility tricycles are required to undergo sound level test and trash bin inspection before the issuance of franchise from the City Government of Naga

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Owner of Public Utility Vehicles		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Endorsement from the Sangguniang Panlungsod		• Sangguniang Panlungsod Secretariat		
• Sound level test of the engine (80 decibels and below)		• City Environment and Natural Resources Office		
• Trash bin				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the inspection report from the PSO			2 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
	2. Inspection and physical assessment of the unit's engine and trash bin		5 minutes	EDGARDO S. PEÑA Administrative Aide III / Inspector ROBERTO I. SANCHEZ, JR. Administrative Aide I / Inspector (Casual) VICTOR M. FAUSTO Metro Aide I / PWMD Inspector
3. Payment of Inspection Fee Proceed to the City Treasurer's Office to pay the required amount and ask for an official receipt		P 100.00	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	4. Recording of official receipt of certification		2 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
	5. Preparation of Compliance Certificate		5 minutes	JAYSON T. VARGAS Administrative Officer II /



				OIC Pollution and Waste Management Division
	6. Approval / Issuance of certificate		2 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO
TOTAL		P 100.00	21 minutes	

CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

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Pequeña, Naga City

For more information, please contact:

Engr. Alexander N. Caning, City Government Department Head I / City ENRO

Tel No. (054) 205-2980 loc 1140

E-mail: enro@naga.gov.ph



Applying for Voluntary Smoke-Testing and Securing Certificate of Compliance

ABOUT THE SERVICES

Ordinance No. 99-084 or the “Anti-Smoke Belching Ordinance” covers all and any types of motor vehicle-privately-operated, passenger or owner-driven-whether registered at the local Land Transportation Office (LTO) or elsewhere in the country as long as they traverse any highway, road or street within the territorial jurisdiction of the City of Naga.

Covered in this ordinance are tricycles or trimobles registered and licensed by the local government of Naga City and Metro Naga municipalities whether passenger or non-passenger service, including stationary engines like generators, waterborne vehicles like motorboats and motor launchers, as well as agricultural equipment.

Owners and operators of these vehicles and stationary engines are required to pass the smoke testing and present a Certificate of Compliance before the LTO issues a License to Operate.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Owners and operators of motor vehicles and stationary engines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voluntary Testing of Vehicle/Engine <ul style="list-style-type: none"> Actual vehicle or stationary engine to be tested 				
Issuance of Certificate of Compliance <ul style="list-style-type: none"> Testing Result Ticket Driver's License Registration documents of vehicle 		<ul style="list-style-type: none"> Land Transportation Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Voluntary Smoke Testing of Vehicle/Engine 1. Submit Vehicle for Testing Coordinate with the City ENRO regarding the schedule / availability of equipment and manpower. Bring the vehicle in front of the City Hall Compound. Applicant proceeds to ENRO and informs the staff that the vehicle/engine is ready for testing.			10 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO JAYSON T. VARGAS Administrative Officer II / OIC Pollution and Waste Management Division EDGARDO C. PEÑA



				Administrative Aide III
	2. Actual Testing ENRO staff performs actual testing of vehicle/engine using duly approved and accredited Smoke Testing Equipment.		25 minutes	JAYSON T. VARGAS Administrative Officer II / OIC Pollution and Waste Management Division EDGARDO C. PEÑA Administrative Aide III
3. Receive Actual Testing Ticket Receive original copy of the testing result ticket and brings the same to the City ENRO for verification.			25 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO
4. Payment of Fees Proceed to the City Treasurer's Office to pay the required amount and asks for an Official Receipt.			5 minutes	License Division CITY TREASURER'S OFFICE
	5. Recording of Official Receipt Go back to the City ENRO to have the Official Receipt recorded in the logbook.		3 minutes	JAYSON T. VARGAS Administrative Officer II / OIC Pollution and Waste Management Division IVY V. NACARIO Records Keeper (Casual)
6. Issuance of Certificate of Compliance a. Submit/Present the Result Ticket Submit the Smoke Testing result ticket to the ENRO staff who then verifies whether the result ticket has not yet expired. Tickets are valid for 2			25 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO JAYSON T. VARGAS



months from the time actual testing was conducted.				Administrative Officer II / OIC Pollution and Waste Management Division
b. Payment of Fees Proceed to the City Treasurer's Office to pay the certification fee and asks for an Official Receipt.			5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	c. Issuance of Certificate of Compliance Applicant presents the Official Receipt to the City ENRO and receives the Certification.		5 minutes	ENGR. ALEXANDER N. CANING CGDH I City ENRO JAYSON T. VARGAS Administrative Officer II / OIC Pollution and Waste Management Division
TOTAL		P	243 minutes	

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Securing Permit to Hike at Mt. Isarog Natural Park

ABOUT THE SERVICE

Individuals who wish to hike or visit the Mt. Isarog Natural Park are required to secure a hiking permit from the City ENRO and pay the necessary environmental fees to the City Treasurer's Office.

Department / Office:		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Filipino or foreigner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request letter				
• Valid ID				
• Waiver or parental consent for minors				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request and all requirements.			5 minutes	CARLOS SHERWIN SP. ESTANISLAO III Metro Aide I
	2. Verify / interview and assessment of the request.		5 minutes	ALEX M. SAN JOSE Administrative Aide III / OIC WMD
3. Payment of fees. Proceed to the City Treasurer's Office to pay the required amount, and then ask for an official receipt.		P110.00 / day for locals P550.00 / day for foreigners	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	4. Recording of official receipt for certification		2 minutes	ALEX M. SAN JOSE Administrative Aide III / OIC Watershed Mgt. Division
	5. Processing of permit		3 minutes	JULIA RAMIREZ Administrative Aide I / Clerk (Casual)
	6. Approval and issuance of permit		2 minutes	ENGR. ALEXANDER N. CANING CGDHI City ENRO
TOTAL		P	22 minutes	

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Requesting for Building Inspection of Business Permit Application

ABOUT THE SERVICE

Enterprises are required to secure a Building Clearance upon application for Business Permit to ensure that the enterprise complied with the provisions of the National Building Code, building related laws and ordinances.

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Business License Application / Assessment Form 		<ul style="list-style-type: none"> Business Licensing Division - City Treasurers Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CEO/ OBO Go to a frontline staff and present your Business License Application Form			2 minutes	SOCORRO B. FRUEL Administrative Aide I ENGR. EVANGELINE P. PASABA Engineer II (CE)
FOR NEW ENTERPRISES				
1. Submit Requirements Submit the detailed information of the business and sketch of location for site inspection and picture of building or its façade.			3 minutes	ENGR. ELMER T. ALBO Engineer III (CE) ENGR. GREGORY D. MORENO Engineer III (EE)
	2. Documents Review Technical staff review documents, if found in order, proceed to Step 7.		5 minutes	ENGR. NELSON B. PRILLES Engineer III (ME) ARCH. JOHN DARYL M. MARTINEZ Architect I
	3. Building Inspection (Optional) If building inspection is required, (<i>Site inspection is usually required for new enterprises</i>), the applicant must submit the detailed information of the		30 minutes	



	business and sketch of location for site inspection.			
4. Inquire the Result of Inspection Applicant inquires the result of inspection a day after the technical staffs conduct building inspection. He/she will receives an inspection report that list violations of the codes and ordinances found in the building			5 minutes	
5. Request for re-inspection The applicant will inform the building inspectors that corrections have been done for re-inspection.			5 minutes	
6. Re-inspection of the Building Technical staffs conduct re-inspection if the deficiencies stated in the inspection report have been corrected.			15 minutes	
7. Assessment and Approval Once all the requirements have been complied with, an assessment and clearance will be given to the applicant.			5 minutes	
TOTAL		P	1 hour and 20 minutes	

CITY ENGINEER'S OFFICE

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For more information, please contact:

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E-mail: ceo@naga.gov.ph



Securing Building Inspection Clearance for Business Permit

ABOUT THE SERVICE

A Building Permit is required prior to construction, erection, alteration, major repair, or renovation or conversion of any building / structure owned by government or private entities.

The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Department / Office:	CITY ENGINEER'S OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government
Who may avail	Any Resident
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 4 copies Lot Plan with Certification of a Geodetic Engineer (GE) that the proposed building will not encroach on adjoining properties 	
<ul style="list-style-type: none"> 4 copies Site Development Plan indicating the setback/yard distances at the front, sides and back with Perspective 	
<ul style="list-style-type: none"> 4 sets Building Plans (Architectural, Structural, Sanitary / Plumbing, Electrical, Mechanical, Electronic) 	
<ul style="list-style-type: none"> 3 copies Bill of Materials and Cost Estimates 	
<ul style="list-style-type: none"> 3 copies Specifications 	
<ul style="list-style-type: none"> 3 copies Title of Property (Transfer Certificate of Title) 	
<ul style="list-style-type: none"> 3 copies Deed of Sale/Lease Contract/Contract to Sell, if the TCT is not in the name of the owner/applicant 	
<ul style="list-style-type: none"> 4 copies Latest Tax Declaration and Certificate of Real Property Tax Payment 	<ul style="list-style-type: none"> City Assessors Office
<ul style="list-style-type: none"> 1 piece Construction Logbook 	
<ul style="list-style-type: none"> Application forms (building, Sanitary/plumbing, electrical, mechanical) 	
<ul style="list-style-type: none"> 2 copies Structural Design Computations with seismic analysis which conform to the latest NSCP – for 2 storeys and above or 1 storey with attic/ mezzanine/roof deck/penthouse 	
<ul style="list-style-type: none"> 2 copies previous approved plan or permit in case of addition, alteration and renovation 	
<ul style="list-style-type: none"> 2 copies certification regarding structural stability of existing foundation in case of addition 	
<ul style="list-style-type: none"> 2 copies Plate Load Test Analysis – for 2 storeys or 1 storey with attic/mezzanine/roof deck/penthouse 	
<ul style="list-style-type: none"> 2 copies Soil Boring Test Result – for 3 storeys and above or 2 storeys and above 	



with attic/mezzanine/roof deck/penthouse				
<ul style="list-style-type: none"> • 2 copies Clearances from other government agencies exercising regulatory functions such as: <ul style="list-style-type: none"> ○ Housing and Land Use Regulatory Board – for zoning and land use of all types of building / structure ○ Bureau of Fire Protection – for all types of building / structure ○ Environment and Natural Resources Office/Department of Environment and Natural Resources – for all commercial and industrial buildings ○ Department of Labor and Employment – for industrial buildings ○ Department of Health – for health hazard related building/structure ○ Air Transportation Office – for building/structure exceeding 45.0 meters in height ○ Philippine Tourism Authority – for tourist oriented project ○ Department of Education Culture and Sports – for educational buildings ○ Energy Regulatory Board – for gas stations 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Building Permit Application Forms. Ask for building permit application forms with the list of requirements.			2 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide I
2. Secure 1st Endorsement to Other Offices/ Agencies. ➤ Present the plans and the required supporting documents to any member of the Building Staff for initial verification of the requirements. ➤ Then, an endorsement to other offices / agency (Fire Department, ENRO, DOLE,			5 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide I ARCH. JOHN DARYL M. MARTINEZ Architect I



etc.) will be given to the applicant to secure the required clearances.				
<p>3. Submit Requirements</p> <ul style="list-style-type: none"> ➤ Submit the plans and the required supporting documents and clearances to the receiving section. ➤ In his/her absence, the other members of the Building staff will take charge. 			15 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
	<p>Evaluation and Assessment</p> <p>4. Line and Grade Verification</p> <p>Technical staff in-charge will conduct site inspection to establish and determine setbacks and grades in relation to road lots, property lines, street or highways whether existing or proposed, including road widening and construction of various public utilities and other infrastructure project.</p> <ul style="list-style-type: none"> ➤ Civil engineer evaluates and assesses Line and Grade, Structural Plans and related documents. ➤ Architects evaluates architectural plans and related documents. ➤ The 		60 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M. MARTINEZ Architect I</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p>



	<p>sanitary/master plumber evaluates and assesses the plumbing/sanitary plans and related documents.</p> <p>➤ Mechanical engineer evaluates and assesses the mechanical plans and related documents.</p> <p>➤ Electrical engineer evaluates and assesses the electrical plans, electronic plans and related documents</p>			
<p>5. Inquiry of the Status of Application</p> <p>Inquire about the result of evaluation and assessment of his application.</p>			10 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p>
	<p>6. Returned Plans and Documents</p> <p>(OPTIONAL, if there are no deficiencies, proceed to Step #9) Receive the plans and documents for correction, if there are deficiencies found in the plans and pertinent documents.</p>		10 minutes	<p>SOCORRO B. FRUEL Administrative Aide I</p>
<p>7. Submit Lacking Documents / Corrected Plans</p> <p>Submit the lacking documents / corrected plans to any member of the Building Staff for review.</p>			10 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
	<p>8. Review of Plans / Documents</p> <p>The technical staff reviews the submitted corrected</p>		15 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M.</p>



	plans and completeness of documents for processing.			<p>MARTINEZ Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>
	<p>9. Issuance of Order of Payment</p> <p>Receive the Order of Payment if the application is found to be complete and in order.</p>		5 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
<p>10. Submit Official Receipt</p> <p>Go back to the building office and submits the official receipt.</p>			2 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
	<p>11. Processing of Permits</p> <p>Building Staff processes the plans and pertinent documents for final approval of the building official.</p>		50 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M. MARTINEZ Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>
	<p>12. Approval of Permit</p> <p>Building Official approves the building permit.</p>		10 minutes	<p>ENGR. ALEXANDER N. CANING CGDH I / Acting Building Official</p>
	<p>13. Release of Permit</p> <p>Receive the approved permit</p>		5 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p>



	after one 1 day from submission of the official receipt.			SOCORRO B. FRUEL Administrative Aide I
TOTAL		P	3 hours and 10 minutes	

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Securing Certificate of Occupancy / Certificate of Use/ Certificate of Operation

ABOUT THE SERVICE

A CERTIFICATE OF OCCUPANCY /CERTIFICATE OF USE is required before any building or structure is used or occupied. It is usually secured after the completion of a building or structure.

It is also required if there is any change in the existing use or occupancy classification of a building or structure or any portion thereof

A CERTIFICATE OF OPERATION is required before any electrical/mechanical installation is used or operated. It is usually secured after the completion of the installation and the system is thoroughly tested and ready for operation.

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses G2G - Government to Government		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Certificate of Completion – properly filled up with signed and sealed by the in-charge of construction/installation (Civil/structural/architectural, and Sanitary/Plumbing, electronics) 				
<ul style="list-style-type: none"> Construction Logbook of building construction duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the architect or civil engineer in charge of the construction 				
<ul style="list-style-type: none"> Certificate of Final Electrical Inspection – properly filled up by the license electrical practitioner in-charge of installation 				
<ul style="list-style-type: none"> Fire Safety Inspection Certificate (FSIC) 		<ul style="list-style-type: none"> Bureau of Fire Protection (BFP) 		
<ul style="list-style-type: none"> As built plans for any deviations in the approved plans 				
<ul style="list-style-type: none"> Test Results (if required) for building's steel structural components, electrical and mechanical system 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Certificate of Completion Forms. Ask for Completion forms to any member of the building staff.			2 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide I
2. Secure 2nd Endorsement to Other Offices/ Agency. Present duly			5 minutes	ENGR. ELMER T. ALBO Engineer III (CE) ARCH. JOHN DARYL M. MARTINEZ



accomplished form and related documents to any member of the building staff for initial verification of the requirements. Then, 2nd endorsement will be given to secure Fire Safety Inspection Certificate (FSIC) from Fire Department and Safety Inspection Certificate from DOLE for industrial buildings.				<p>Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>
<p>3. Submit Requirements.</p> <p>Submit duly accomplished forms and related documents, Fire Safety Inspection Certificates (FSIC), DOLE safety certificate (for industrial building), as-built plans (for any deviations of the approved plan), construction logbook, test results.</p> <p>Duly accomplished Inspection Information Sheet.</p>			5 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
	<p>4. Review/Evaluate the submitted forms and pertinent documents.</p> <p>Technical staff reviews the forms and the entries of construction activities in the construction logbook.</p>		15 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M. MARTINEZ Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p>
	<p>5. Building Inspection.</p> <p>Building inspectors/technical staff conduct actual inspection of the completed building/structure in</p>		60 minutes	<p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>



	accordance with the approved plans and specifications.			
	<p>6. Preparation of Inspection Report (optional, if the building inspectors found no deviations/ violations).</p> <p>If the building inspectors find that the completed project had deviations from the approved plans, the applicant will be given an inspection report that lists the needed corrections or other documents required.</p>		15 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M. MARTINEZ Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>
<p>7. Request for re-inspection.</p> <p>The applicant will inform the building inspectors that corrections have been done for re-inspection.</p>			5 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
	<p>8. Re-inspection of the Building.</p> <p>Technical Staff conducts re-inspection if the deficiencies stated at the inspection report have been corrected.</p>		30 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M. MARTINEZ Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>



	<p>9. Issuance of Order of Payment.</p> <p>Once all the requirements have been complied with, an order of payment will be given.</p>		5 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
<p>10. Submit Official Receipt.</p> <p>Submits the official receipt</p>			2 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
	<p>11. Processing of Permits</p> <p>Building staffs prepares the certificate and processes the submitted documents for final approval of the building official.</p>		25 minutes	<p>ENGR. ELMER T. ALBO Engineer III (CE)</p> <p>ARCH. JOHN DARYL M. MARTINEZ Architect I</p> <p>ENGR. GREGORY D. MORENO Engineer III (EE)</p> <p>ENGR. NELSON B. PRILLES Engineer III (ME)</p>
	<p>12. Approval of Permit</p> <p>Acting Building Official approves the certificate of occupancy.</p>		5 minutes	<p>ENGR. ALEXANDER N. CANING CGDH I / Acting Building Official</p>
<p>13. Release of Permit</p> <p>The applicant receives the approved permit.</p>			5 minutes	<p>ENGR. EVANGELINE P. PASABA Engineer II (CE)</p> <p>SOCORRO B. FRUEL Administrative Aide I</p>
TOTAL		P	2 hours and 59 minutes	

CITY ENGINEER'S OFFICE

Room 106, G/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City
For more information, please contact:



Engr. Alexander N. Caning, City Government Department Head I / Acting City Engineer
Tel. Nos. (054) 205-2980 loc 1060
E-mail: ceo@naga.gov.ph



Securing Other Building-Related Permits

ABOUT THE SERVICE

Aside from a building permit, the Office of the Building Official/City Engineer's Office, issues other permits that are required before the renovation, construction or demolition of any structure.

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Duly accomplished Electronics Permit application form signed and sealed by a Professional Electronic Engineer (PECE)				
• Photocopy of building permit (in case of addition or alteration)				
• Electronic Plans				
• Equipment specifications				
• Design analysis, as applicable				
• Bill of materials and cost estimates				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Forms Ask for the particular permit form applied for from any member of the Building Staff.			2 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE)
2. Submit Requirements Submit the duly accomplished application form and documents to the staff in charge of receiving.			10 minutes	SOCORRO B. FRUEL Administrative Aide I
.	3. Evaluation and Assessment The technical staff evaluates and assesses the submitted plans and pertinent documents for compliance with the requirements of the building code, referral codes, laws and ordinances		20 minutes	ENGR. ELMER T. ALBO Engineer III (CE) ARCH. JOHN DARYL M. MARTINEZ Architect I ENGR. GREGORY D. MORENO Engineer III (EE) ENGR. NELSON B. PRILLES



				Engineer III (ME)
4. Inquiry of the Status of Application Inquire about the result of evaluation and assessment of his application.			5 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide I
	5. Order of Payment If the documents are in order, the applicant receives an Order of Payment.		5 minutes	
6. Submit Official Receipt Submit the official receipt to the staff in charge of receiving.			5 minutes	
	7. Processing of Permit. Building staff processes the plans and pertinent documents for final approval of the building official.		15 minutes	ENGR. ELMER T. ALBO Engineer III (CE) ARCH. JOHN DARYL M. MARTINEZ Architect I ENGR. GREGORY D. MORENO Engineer III (EE) ENGR. NELSON B. PRILLES Engineer III (ME)
	8. Approval of Permit. Building Official approves the permit.		5 minutes	ENGR. ALEXANDER N. CANING Acting Building Official
9. Release of Permit The applicant receive the approved permit.			5 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide I



TOTAL	P	1 hour and 12 mins.	
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E-mail: ceo@naga.gov.ph



Requesting Building Data

ABOUT THE SERVICES

The public may request from CEO building data such as the following:

- Copy of building plans
- Certification of issuance of building permit for a particular building

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any building owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request stating the purpose of the requested data/documents 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Building Data Go to CEO/ OBO and submit the letter of request to the receiving clerk/ staff.			2 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide I
	2. Approval/ notation of the requested data/ documents. The Building Official signifies if the requested data/documents will be provided.		5 minutes	ENGR. ALEXANDER N. CANING Acting Building Official
	3. Check Data Availability Building staff checks if the requested data/document is available and retrievable.		15 minutes	ENGR. EVANGELINE P. PASABA Engineer II (CE) SOCORRO B. FRUEL Administrative Aide
4. Payment of Fees If data/ document is available, order of payment will be given.		P50.00	5 minutes	
5. Submit Official Receipt Submits the official			2 minutes	ENGR. EVANGELINE P.



receipt to any member of building staff.				PASABA Engineer II (CE)
	6. Preparation of Requested Data/Documents Building staff prepares requested data.		20 minutes	SOCORRO B. FRUEL Administrative Aide I
	7. Issuance of Building Data/ Documents The applicants receive requested building data/documents.		5 minutes	
TOTAL		P 50.00	54 minutes	

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Filing Building-Related Complaints

ABOUT THE SERVICE

The City Engineer's Office (CEO) / Office of the Building Official acts on citizens' complaints about violations in building construction and other building related concerns. Action may be taken on buildings and other structures which have already been completed or are still undergoing construction.

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter Documenting or Stating the Complaint				
• Location / Vicinity Map				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Complaint Submit letter of complaint to the Office of the Building Official.	The letter complaint is forwarded to the Building Official for notation then forwarded to the Chief Enforcer for appropriate action.		A maximum of 15 minutes	CEO Receiving Staff
	2. Schedule of Inspection. Staff schedules inspection in the afternoon of the day the report is received. CEO Inspector inspects the reported building or structure subject of the complaint and checks if there is a violation of the Building Code.		1/2 day The day after the inspection	ENGR. ELMER T. ALBO Engineer III (CE) ENGR. GREGORY D. MORENO Engineer III (EE) ENGR. NELSON B. PRILLES Engineer III (ME)
	3. Issuance of Notice ➤ If there are violations, CEO issues to the owner of the building / structure a Notice of Illegal Construction or Notice of Violation. ➤ The notice is delivered to the owner. ➤ If the owner is not available or does not want to receive		10 minutes	ARCH. JOHN DARYL M. MARTINEZ Architect I



	the notice, the same will be sent by registered mail.			
	4. The Building Official may set/ conduct hearings with both parties		1 hour	ENGR. ALEXANDER N. CANING CGDH I / Acting Building Official
	5. Endorsement to City Legal Office If after 3 notices, the violator still has not conformed to the provisions of the Building Code, the case is endorsed to the City Legal Office for proper legal action.		10 minutes	ENGR. ALEXANDER N. CANING CGDH I / Acting Building Official
TOTAL		P	5 hours and 35 minutes	

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For more information, please contact:

Engr. Alexander N. Caning, City Government Department Head I / Acting City Engineer

Tel. Nos. (054) 205-2980 loc 1060

E-mail: ceo@naga.gov.ph



Requesting the Preparation of Plans and Programs

ABOUT THE SERVICE

One of the services rendered by the City Engineer's Office, specifically the Construction Section, is the preparation of Plans and Programs of Work as requested by barangay officials, private concerned citizens, and other offices and departments of the city government.

These usually are regarding repair and construction of:

- Drainage Systems
- Concrete Roads
- Public and Government Buildings
- Other Infrastructure Projects

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

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Any Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter Request specifying the service needed addressed to the City Mayor 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Submit request to the City Mayor's Office.	2. Staff receives and records the request in a logbook and submits the same to the City Engineer.	P	3 minutes	CRIS EDWARD I. CHAVEZ Administrative Aide I (Casual)
	3. Notation of the City Engineer The Acting City Engineer takes note and refers to the Engineer / Architect in charge		3 minutes	ENGR. ALEXANDER N. CANING CGDH I / Acting City Engineer
	4. Evaluation and Assessment The head of the Construction Section evaluates and assesses the request.		3 minutes	ENGR. EMMEL M. ADAQUE Engineer III
	5. Site Inspection and Investigation ▪ Construction Engineers			ENGR. JEMAE S.J. TABINAS Engineer II



	<p>coordinates with the person and barangay official concerned onsite.</p> <ul style="list-style-type: none"> ▪ Engineer conducts on-site measurement of the proposed project. ▪ Engineer / instrument man conduct survey work, if needed. • Engineer checks/verifies if the proposed project has a road right of way documents or the location is within public land 		<p>1/2 day</p> <p>1/2 day</p> <p>1 day</p>	<p>ENGR. ALEX V. FABIANO Engineer II</p> <p>ENGR. GONZALES B. VILLAPAÑE III Engineer II</p> <p>ENGR. JOSE RIGOR D. ARDEZA Engineer II</p> <p>ENGR. BRET OWEN S. TALAGTAG Engineer I</p> <p>ENGR. KHYRWIN O. HIDALGO Engineer I</p> <p>RICHARD B. BERMUNDO Instrument Man</p>
	<p>6. Prepare and Plan the Program of Work</p> <ul style="list-style-type: none"> ▪ Architects of the planning section and the Construction Engineer prepares detailed plans and technical specifications. ▪ He then prepares a Bill of Materials and Cost Estimates, and encoding of POW • He also prepares PERT/CPM and construction schedule 		<p>1 – 15 days</p> <p>7 days</p> <p>½ day</p>	<p>PLANNING SECTION & CONSTRUCTION SECTION</p> <p>ENGR. JEMAEEL S.J. TABINAS Engineer II</p> <p>ENGR. ALEX V. FABIANO Engineer II</p> <p>ENGR. GONZALES B. VILLAPAÑE III Engineer II</p> <p>ENGR. JOSE</p>



				RIGOR D. ARDEZA Engineer II ENGR. BRET OWEN S. TALAGTAG Engineer I ENGR. KHYRWIN O. HIDALGO Engineer I RICHARD B. BERMUNDO Instrument Man ABNER B. TOSOC Engineering Aide I JOSE ALDE P. ARLANTE Engineering Aide I
	7. Recommendation and Approval The head of the Construction Section evaluates the plans and program works and recommends for approval to the city engineer.		½ day	ENGR. EMMEL M. ADAQUE Engineer III
	8. Approval Acting City Engineer approves the plans and program of work.		5 minutes	ALEXANDER N. CANING CGDH I / Acting City Engineer
TOTAL		P	25 days and 14 minutes	

CITY ENGINEER'S OFFICE

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For more information, please contact:

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Tel. Nos. (054) 205-2980 loc 1060

E-mail: ceo@naga.gov.ph



Maintaining Drainage Systems and Other Infrastructure

ABOUT THE SERVICES

Infrastructure maintenance services provided by the City Engineer's Office include:

- Cleaning of Drainage
- Demolition Work
- Repair of Roads and Shoulders
- Repair of Drainage and Manholes
- Repair of Buildings and Other Facilities
- Asphaltting of Roads and Potholes

Individuals may request for these services.

Department / Office:		CITY ENGINEER'S OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter Request specifying the service needed				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Submit request to the personnel-in-charge.	2. Staff receives and records the request letter in a logbook then submits it to the City Engineer.	P	3 minutes	CRIS EDWARD CHAVEZ Administrative Aide I
	3. Notation of the City Engineer City Engineer takes note and refers to the engineer in charge		3 minutes	ALEXANDER N. CANING CGDH I / Acting City Engineer
	4. Evaluation and Assessment Head of the Maintenance Section evaluates and assesses the request		3 minutes	ENGR. ERVIN D. NIERVA Engineer II
	5. Site Inspection and Investigation The Maintenance Engineer conducts the site inspection to determine the scope of work to be undertaken		1/2 day	ENGR. ERVIN D. NIERVA Engineer II ARNEL R. SAN BUENEVENTUR A Construction and Maintenance Man Acting Warehouse Man
	6. Program of Work Preparation			ENGR. ERVIN D.



	Maintenance Engineer prepares plans and estimates of materials, labor and equipment required. (Required only for Repair of Roads and Shoulders, Drainage and Manholes, Buildings and Other Facilities, and Asphaltting of Roads and Potholes).		1 day	NIERVA Engineer II
	7. Recommendation The head of the Maintenance Section evaluates the plans and program works and recommends for approval to the city engineer.		3 minutes	ENGR. ERVIN DIERVA Engineer II
	8. Approval The City Engineer approves the plans and program of works.		3 minutes	ALEXANDER N. CANING CGDH I / Acting City Engineer
	9. Implementation Maintenance Engineer assigns foreman and maintenance men on site;		2 days	ENGR. ERVIN D. NIERVA Engineer II EDUARDO MASAPOL Welder II / Acting Foreman AURELIO G. CASILI Administrative Aide I Acting Foreman
TOTAL		P	3 ½ days and 15 minutes	

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Tel. Nos. (054) 205-2980 loc 1060

E-mail: ceo@naga.gov.ph



Sound System Service

ABOUT THE SERVICE

The City Government of Naga assist government agencies and community organizations with events in need for sound system setup.

Department / Office:		CITY EVENTS, PROTOCOL AND PUBLIC INFORMATION OFFICE (CEPIO)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Government Agencies Community Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Client letter-request duly endorsed by the City Mayor's Office		• City Mayor's Office		
• Duly accomplished service request form		• City Events, Protocol and Public Information Office (CEPIO)		
• Provision for food and service vehicle to sound system personnel		• Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	2. Check completeness of requirements and equipment availability.		15 minutes	JOAN SD. VALENCIA Data Encode (Job Order)
	3. Approve or deny request.		5 minutes	ALLEN L. REONDANGA CGDH I
	4. If approved, motor sound equipment and team from CEPIO to event venue.		20 minutes	Assigned sound system personnel
	5. Sound system team proceed to venue and install equipment as scheduled.		Within 2 hours upon reaching event venue for simple set up and within 6 hours for complex set up	Assigned sound system personnel
TOTAL			2 hours and 40 minutes	

CITY EVENTS, PROTOCOL AND PUBLIC INFORMATION OFFICE

G/F Raul S. Roco Library Bldg., City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Allen L. Reondanga, City Government Department Head I

Tel No. (054) 2052980 local 2020

Email address: cepio@naga.gov.ph



Securing a Health / Medical Certificate

ABOUT THE SERVICES

Firms, government and private agencies may require Health Certificates from certain persons. This is especially true for those who are applying for a driver's license with the Land Transportation Office (LTO) and people seeking employment. Schools also require students to secure a Medical Certificate before they are allowed to enrol.

Health and Medical Certificates are issued by the City Health Office (CHO).

TAXES AND FEES

Issuance of Medical Certificate / student	P100.00
Certification Fee for Employment & other purposes	P150.00
Certification Fee for Employment & other purposes (Students)	P100.00

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For Employment and Other Purposes</u> <ul style="list-style-type: none">Fecalysis resultsResults of Blood Test/ (CBC)Results of Chest X-ray(PA)Results of UrinalysisResults of Drug TestCertification Fee receipt		Laboratory Cashier		
<u>For Medical Certificate for Students</u> <ul style="list-style-type: none">Certification Fee receipt		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Health Office.	2. Personnel instruct client to pay required certification fee.		2 minutes	OLGA C. RENTOY BH Aide – OPD EMERENCIANA S. GUTIERREZ OPD – Midwife JAIME G. VASQUEZ Administrative Aide III/ Information Officer
3. Pay corresponding fee.		See fees above.	10 minutes	Revenue Collection Officer CITY TREASURER'S OFFICE
	4. Register Client. Personnel		2 minutes	OLGA RENTOY BH Aide – OPD



	accomplish certificate form, check vital signs, and refers client to the physician on duty.			
	5. Issuance of Certificate Physician on duty assesses and examines the client before signing the certificate form. Medical Certificate is issued to client.		2 minutes	DR. VITO C. BORJA II CGDH I City Health Officer II DR. JIMMY DE LA VIÑA Medical Officer III
TOTAL		P	16 minutes	

CITY HEALTH OFFICE

Naga City Center for Health and Nutrition Building, City Hall Complex, J. Miranda Avenue,
 Concepcion Pequeña, Naga City

For more information, please contact:

Dr. Vito C. Borja II, City Government Department Head I / City Health Officer II

Tel. Nos. (054) 205-2980 loc 3270

E-mail: cho@naga.gov.ph



Availing of Outpatient Consultation at City Health Office

ABOUT THE SERVICE

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services.

Service is available at the City Health Office (CHO) to any person/individual who needs medical assistance.

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Health Office.	2. Admit Client for OPD. Midwife on Duty asks client reason for consultation and writes client's data on the Individual Treatment Record.		2 minutes	MIDWIFE ON DUTY
	3. Assessment of Patient Midwife on Duty takes medical history of patient. Gets vital signs and records in the Individual Treatment Record Form (ITR). Then, refers the patient to the physician in duty.		2 minutes	MIDWIFE ON DUTY
	4. Examination of Patient Physician on Duty of the City Health Office: a. Examines patient b. Prescribes appropriate medicine and gives medical advice c. Refers patient to Pharmacy for issuance of medicine d. If hospitalization is required, fill-up referral form to the		10 minutes	DR. VITO C. BORJA II CGDH I City Health Officer II DR. JIMMY T. DELA VIÑA Medical Officer III



	hospital of choice.			
	TOTAL	P	14 minutes	

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Availing of Immunization Services

ABOUT THE SERVICES

The purpose of this service is to immunize children 0 to 11 months old from 7 vaccine preventable diseases. The City Health Office (CHO) also immunizes pregnant mothers to prevent the occurrence of Tetanus Neonatorum in infants.

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration. Go to the City Health Office.	2. Midwife on Duty asks data of child or pregnant mother to be immunized. She looks at past immunizations given to the child or pregnant mother.	P	3 minutes	ROSALINA I. RILLO, RN.MN Nurse IV EPI Nurse Coordinator MIDWIFE-IN-CHARGE in 27 BHS
	3. Immunization. Midwife on Duty gives needed immunization.		5 minutes	
	4. Post-Immunization Midwife gives instructions to mother or pregnant mother post-immunization instructions and informs her about the schedule for the next round of immunization.		2 minutes	
TOTAL		P	10 minutes	

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Availing of Maternal Care Services

ABOUT THE SERVICES

The City Health Office (CHO) provides a comprehensive maternal care program for pregnant and lactating mothers.

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Pregnant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration. Client proceeds to CHO.	2. Midwife accomplishes the Home-Based Maternity Record (HBMR) card of the mother.		5 minutes	MIDWIFE ON DUTY of the 27 BHS
	3. Pre-Natal Examination Health Education Midwife on Duty: a. Checks client's abdomen by palpitation and informs the mother of her findings. b. Gives mother health instructions on proper nutrition and maternity care. c. Emphasizes the importance of reporting to the CHO once she feels the occurrence of pregnancy danger signs. d. Gives mother maternity care services.		8 minutes	MIDWIFE ON DUTY IN 27 BHS
TOTAL		P	13 minutes	

CITY HEALTH OFFICE

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Tel. Nos. (054) 205-2980 loc 3270

E-mail: cho@naga.gov.ph



Availing of Free Medicines

ABOUT THE SERVICE

The purpose of this service is to provide the prescribed medicines to patients after the consultation and those who are walk-in patients with job orders from the Mayor's Office

Service is available at the City Health Office to any person/ individual who are residents of Naga City and who needs the medicines for treatment.

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to CHO and present prescription	2. Check the prescription presented by the client/ patient		1 minute	JOSEPHINE B. TOLEDO BHA - OPD Dispensary MIA A. DELA TRINIDAD Administrative Aide I (Casual) OPD Dispensary
	3. Record patient's data and medicines prescribed in the Dispensary Card and have it signed by patient/ client		5 minutes	
	4. Give health education on proper taking of medicines		5 minutes	
	5. Provide the medicines prescribed		2 minutes	
6. Client receives medicine			1 minute	
TOTAL		P	14 minutes	

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E-mail: cho@naga.gov.ph



Availing of Anti-Tuberculosis Drugs

ABOUT THE SERVICES

The City Health Office (CHO) manages an anti-tuberculosis program. The purpose is to identify and treat patients with tuberculosis (TB). Drugs and medicine are provided free-of charge.

WHO MAY AVAIL OF THE SERVICE

Any person, who displays the following symptoms may have tuberculosis:

- persistent coughing for 2 weeks or more
- afternoon and night fever
- progressive weight loss
- chest or back pains
- hemoptysis or recurrent blood streak sputum
- loss of appetite
- tiredness/night sweating

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry. Inquire about the TB Drug dispensary and the requirements.			2 minutes	MIDWIFE ON DUTY or MIDWIFE at BARANGAY HEALTH CENTER
2. Receive Instructions Client receives instructions for proper sputum collection.			3 minutes	MIDWIFE ON DUTY LYDEL MAE D. PASUMBAL, RMT Medten I
3. Pay corresponding Sputum Examination Fee.		P 100.00	10 minutes	Local Revenue Collection Office CITY TREASURER'S OFFICE
	3. Collection and Submission of Specimen. Midwife collects sputum specimen and submits it to the Medical Technologist for examination. Client receives information as to the		10 minutes	LYDEL MAE D. PASUMBAL, RMT Medten I



	date of release of result.			
	<p>4. If positive, Enrolment of Patient to TB Program</p> <p>TB Coordinator or Midwife on Duty:</p> <p>a. Assesses the patient, if eligible as National Tuberculosis Program (NTP) Beneficiary</p> <p>b. If eligible, enrolls patient and issues NTP identification card</p> <p>c. Gives patient info-education about TB Disease and Control and the importance of the Directly Observed Treatment for Short Course Chemotherapy with his/her treatment partner.</p> <p>d. Issues initial TB Drug. Supply to treatment partner and instruct patient where to report for his daily intake of TB drugs and schedule of follow-up sputum re-exam.</p>		30 minutes	<p>DR. JIMMY DE LA VIÑA Medical Officer III</p> <p>MIDWIFE ON DUTY or TB Nurse Coordinator</p> <p>PPMD CLERK</p> <p>DELMARI BERNARDETTE C. NORELO, R.N. Nurse I</p>
TOTAL		P100.00	55 minutes	

CITY HEALTH OFFICE

Naga City Center for Health and Nutrition Building, City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Dr. Vito C. Borja II, City Government Department Head I / City Health Officer II

Tel. Nos. (054) 205-2980 loc 3270

E-mail: cho@naga.gov.ph



Availing of Leprosy Drugs

ABOUT THE SERVICES

The City Health Office (CHO) manages this program. The purpose is to identify and treat patients with leprosy. Drugs and medicine are provided free-of-charge.

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Inquire about skin diseases and the requirement for availing the free leprosy drugs.			2 minutes	MIDWIFE ON DUTY
	2. Instructions Midwife directs patients to the nurse coordinator.		1 minute	
	3. Assessment Nurse assesses patient for signs and symptoms of leprosy.		10 to 15 minutes	ROSALINA I. RILLO, RN,MN Nurse IV Nurse Leprosy Coordinator
	4. Enrolment Enrolls patients for multi-drug therapy and gives lecture to patient.		30 minutes	
TOTAL		P	48 minutes	

CITY HEALTH OFFICE

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Dr. Vito C. Borja II, City Government Department Head I / City Health Officer II

Tel. Nos. (054) 205-2980 loc 3270

E-mail: cho@naga.gov.ph



Availing of Dental Examination, Tooth Extraction

ABOUT THE SERVICES

This service is available to pre-school and school-age children, pregnant mothers and other adults to prevent and treat dental diseases.

Clients may avail of the service at CHO. Tooth extraction is available on Tuesdays and Thursdays while dental consultation is done at the different barangays on Mondays, Wednesdays and Fridays.

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register name in a logbook and receive a call number.	Midwife on duty takes and records patient's vital sign.		5 minutes	ARIANE MARTIRES Dental Aide (Job Order)
	2. Tooth Examination Dentist performs: a. Tooth examination b. Tooth extraction (if needed) c. Post-extraction instructions about oral health d. Prescribes medicine, if needed.	P150.00 / tooth	45 minutes	DR. ZORAIDA G. ALCERA Dentist III DR. ERIC V. PABICO Dentist I MA. YVONNE M. RUSTIA Dentist I
TOTAL		P150.00	50 minutes	

CITY HEALTH OFFICE

Naga City Center for Health and Nutrition Building, City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Dr. Vito C. Borja II, City Government Department Head I / City Health Officer II

Tel. Nos. (054) 205-2980 loc 3270

E-mail: cho@naga.gov.ph



Availing of STI / HIV / AIDS Prevention & Control Examinations

ABOUT THE SERVICE

The City Health Office runs an aggressive STI / HIV / AIDS Prevention & control Program for key populations.

The objective of the program is to diagnose and treat clients with Sexually Transmissible Infections. Regular examinations are recorded in a Health Card.

TAXES AND FEES

Gram-Stain Examination Fee	P50.00	HIV/AIDS Test	P500.00
Issuance of Health Card	P100.00	RPR	P150.00
		Hepatitis B Screening	P150.00

Department / Office:		CITY HEALTH OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Inquire about laboratory services given and the requirements.			1 minute	MA. GRACE E. GUEVARA, RMT Medical Technologist II LYDEL MAE D. PASUMBAL, RMT Medical Technologist I DELMARI BERNARDETTE C. NORELO, R.N. Nurse I
2. Payment of Fees Proceed to the City Treasurer's Office to pay the required fees.			15 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
3. Present Official Receipt Present Official Receipt for examination fee.			1 minute	MA. GRACE E. GUEVARA, RMT Medical Technologist II
	4. Registration Nurse / Laboratory Aide:			DELMARI BERNARDETTE C. NORELO, R.N. Nurse I



	<ul style="list-style-type: none"> a. Registers and interviews clients b. Records complaint and previous examination c. Gives instructions on examination procedures d. Collects vaginal / endocervical / urethral specimen e. Collects blood for screening 		10 minutes	
	5. Examination Medical Technologist: <ul style="list-style-type: none"> a. Advises client about the time of release of results b. Release results. 		30 minutes	MA. GRACE E. GUEVARA, RMT Medical Technologist II
	6. Diagnosis & Treatment Diagnosis and prescribes medications to clients with positive result		30 minutes	DR. VITO C. BORJA II CGDH I City Health Officer
	7. Counselling Provides pre and post counselling for HIV screening		1-2 hours	MA. GRACE E. GUEVARA, RMT Medical Technologist II MARGARITA ROMINA D. BARRION, RN Nurse I Nurse Program Coordinator on Reproductive Health
	8. Release of Health Card City Health Officer: <ul style="list-style-type: none"> a. Signs Health Card of clients with negative 		5 minutes	DR. VITO C. BORJA II CGDH I



	results and release card b. Gives medicine advises clients with positive results and hold card			City Health Officer II
TOTAL		P	4 hrs and 30 mins	

CITY HEALTH OFFICE

Naga City Center for Health and Nutrition Building, City Hall Complex, J. Miranda Avenue,
Concepcion Pequeña, Naga City

For more information, please contact:

Dr. Vito C. Borja II, City Government Department Head I / City Health Officer II

Tel. Nos. (054) 205-2980 loc 3270

E-mail: cho@naga.gov.ph



Applying for a Job Vacancy

ABOUT THE SERVICE

APPLICATION FOR work in the City Government Office of Naga is open to all. Interested and qualified applicants should signify their interest in writing. The vacant positions are published at the City Hall Bulletin boards, city website at www.naga.gov.ph and at CSC Bulletin of Vacant Positions. Qualified applicants are advised to hand in or send through courier/email their application to City Human Resource Management Office, Room 207, 2nd Floor, Naga City Hall, J Miranda Avenue, Concepcion Pequeña, Naga City or at www.chrmo@naga.gov.ph.

Department / Office:		CITY HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Job Seeker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture 		<ul style="list-style-type: none"> CHRM Office CS Form 212, Revised 2017 (PDS) can be downloaded at www.csc.gov.ph 		
<ul style="list-style-type: none"> Performance rating in the last rating period (if applicable) 				
<ul style="list-style-type: none"> Photocopy of certificate of eligibility / rating / license 				
<ul style="list-style-type: none"> Photocopy of Transcript of Records 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check for Job Vacancy. Proceed to City Hall and checks the CHRMO Bulletin Board found at the right side of the main entrance of the office. He/she may also check at the Civil Service Commission Bulletin of Vacant Position, Jobstreet or the city website @ www.naga.gov.ph	2. Recruitment. Update list of vacancies. Publish/post vacant positions upon receipt of approval of filling up of vacancy.	None	3 minutes	MARY JANE F. CAPONGA Administrative Officer II (HRMO I) NAPOLEON V. SARTO, JR. Administrative Aide IV (Bookbinder II) NOLASCO E. JESALVA CGADH I (Assistant City HRMO I)
3. Submission of Application. Submit an application letter specifying the position applied together with the requirements.	4. Receives applications (for all levels), check completeness of the requirements including the Personal Data Sheet (PDS).	None	2 minutes	GERALDINE SJ. CASTILLO Administrative Assistant II (HRMA) NAPOLEON V. SARTO, JR. Administrative Aide IV (Bookbinder II)
5. Preliminary	6. Interview	None	5 minutes	NOLASCO E.



Interview Undergo an interview with the City Human Resource Management Officer upon filing of application, to know whether the applicant meets the minimum qualification requirements of the position.	applicants upon submission of application.			JESALVA CGADH I (Assistant City HRMO I) ALVIN J. BELANO Youth Development Officer I
	7. Inform applicants whether or not they qualify for the next assessment process.	None	5 minutes	ALVIN J. BELANO Youth Development Officer I GERALDINE S.J. CASTILLO Administrative Assistant II (HRMA)
8. Applicant undergoes paper and pen qualifying examination.	9. Prepare and post selection line-up of qualified applicants for the next phase from end of paper qualification.	None	30 minutes	ALVIN J. BELANO Youth Development Officer I GERALDINE S.J. CASTILLO Administrative Assistant II (HRMA)
	10. Qualified applicant is advised/ notified for the schedule of Behavioural Event Interview (BEI) by the Human Resource Merit Promotion and Selection Board (HRMPSB).	None	3 minutes	ALVIN J. BELANO Youth Development Officer I NAPOLEON V. SARTO, JR. Administrative Aide IV (Bookbinder II)
	11. Selection HRMPSB deliberate, screen, and interview applicants (all levels) who meets the minimum requirements of the position.	None	5 minutes	Human Resource Merit Promotion and Selection Board (HRMPSB) ALVIN J. BELANO Youth Development Officer I



	Submits to the City Mayor/ City Vice Mayor the assessment folder and HRMPSB Resolutions/ minutes for the selection among the top give (5) candidates for issuance of appointment to the vacant position.		5 minutes	NOLASCO E. JESALVA CGADH I (Assistant City HRMO I)
	12. Placement The applicant selected by the City Mayor/ City Vice Mayor for the position is informed. Prepare and print appointment papers and other documents to the attached thereat.	None	2 minutes 15 minutes	ALVIN J. BELANO Youth Development Officer I MARY JANE F. CAPONGA Administrative Officer II (HRMO I) MARY JANE F. CAPONGA Administrative Officer II (HRMO I) NAPOLEON V. SARTO, JR. Administrative Aide IV (Bookbinder II) NOLASCO E. JESALVA CGADH I (Assistant City HRMO I)
TOTAL		None	1 hour and 17 minutes	

CITY HUMAN RESOURCE MANAGEMENT OFFICE

Room 207, 2/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, NagaCity
Nolasco E. Jesalva, City Government Assistant Department Head I / Acting CHRMO

Tel No. (054) 205-2980 loc 2070

Fax (054) 473-0467

E-mail: chrmo@naga.gov.ph



Filing of Application for Leave of Absence

ABOUT THE SERVICE

Employees of the city appointed on a permanent, temporary and casual are entitled to 15 days' vacation and 15 days' sick leave with full pay. Employees accrue leave credits of 1.25 days each for vacation and sick leave every month.

Actual leaves are deducted from the leave credits. However, if an employee's leave of absence goes beyond the accrued credits, he/she shall be on leave without pay.

Applications for vacation leave must be filed at least 5 days before the leave. For sick leave, the application must be filed immediately after an employee returns from such leave.

Department / Office:		CITY HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Government Employees (Permanent and Casual)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Leave (CSC Form No. 6) – 3 copies 		<ul style="list-style-type: none"> City Human Resource Management Office 		
<ul style="list-style-type: none"> Medical Certificate for sick leave exceeding 5 days 		<ul style="list-style-type: none"> Naga City Hospital or at the Naga City Health Office 		
<ul style="list-style-type: none"> Clearance from money and / or property accountabilities if leave will last for 30 days or more 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Properly accomplish the Form: <ul style="list-style-type: none"> Fill-up the form with complete name, date of application, and other information indicated thereof. Indicate the following data in the Application for Leave of Absence Form: <ul style="list-style-type: none"> Inclusive dates of leave of absence, The details of leave of absence applied, and Signature of employees and the authorized officer on the space provided 		None		



2. File Application for Leave Submit to the CHRMO the Application for Leave of Absence. Application for sick leave in excess of five (5) days shall be accompanied with by a proper medical certificate.	3. Receives employee application for leave of absence.	None	2 minutes	CRISTINA L. VIBAL Administrative Assistant II (HRMA)
	4. Processing of Leave Form Employee waits while the CHRMO staff records the application for leave, checks the supporting documents and computes the accrued leave credits.	None	3 minutes	CRISTINA L. VIBAL Administrative Assistant II (HRMA)
	5. Certification of Leave Credits Receives and certifies employee leave credits.	None	2 minutes	CRISTINA L. VIBAL Administrative Assistant II (HRMA) NOLASCO E. JESALVA CGADH I (Assistant City HRMO I)
	6. Approval by the City Mayor/ Vice Mayor Employee receives the processed Application for Leave of Absence Form to the City Mayor/ Vice Mayor for approval.	None	2 minutes	NELSON S. LEGACION City Mayor CECILIA VELUZ - DE ASIS Vice Mayor
	7. Receives copy of the approved application for leave for record and file.		2 minutes	CRISTINA L. VIBAL Administrative Assistant II (HRMA)
TOTAL		None	9 minutes	

CITY HUMAN RESOURCE MANAGEMENT OFFICE

Room 207, 2/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, NagaCity
Nolasco E. Jesalva, City Government Assistant Department Head I / Acting CHRMO



Tel No. (054) 205-2980 loc 2070
Fax (054) 473-0467
E-mail: chrmo@naga.gov.ph



Securing Service Record, Certificate of Employment and other Personnel Records

ABOUT THE SERVICE

City Government employees may request with the CHRMO for copies of their service records, certificate of employment and other certifications.

These are usually a requirement for:

- GSIS, BIR, SSS Membership
- Housing loan
- Salary loans and other forms of loans
- Credit card applications
- Step Increment/Promotions
- Retirement and terminal leave purposes
- Employment to other firms/agencies upon resignation from the city government

Department / Office:		CITY HUMAN RESOURCE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter request for the purpose 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form. Submits the request using the form by checking the requested documents and the purpose thereof.	2. Receives employee's request.	None	2 minutes	MARIA CIELO G. SORSONA Administrative Aide VI (Data Controller I)
	3. Print Record CHRMO staff prepares and prints the service record of employee.	None	3 minutes	MARIA CIELO G. SORSONA Administrative Aide VI (Data Controller I) CRISTINA L. VIBAL Administrative Assistant II (HRMA)
	4. Prepare and print the Certificate of Employment, or other documents stated in the request.	None	3 minutes	MARIA CIELO G. SORSONA Administrative Aide VI (Data Controller I) GERALDINE S.J. CASTILLO Administrative



				Assistant II (HRMA) MARY JANE F. CAPONGA Administrative Officer II (HRMO I)
	5. Approval of the Record. Receives, approve and affix signature in the Service Record / Certificate of Employment.	None	2 minutes	NOLASCO E. JESALVA CGADH I (Assistant City HRMO I)
	6. Issuance of Record to client.	None	2 minutes	NAPOLEON V. SARTO, JR. Administrative Aide IV (Bookbinder II)
TOTAL		None	12 minutes	

CITY HUMAN RESOURCE MANAGEMENT OFFICE

Room 207, 2/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, NagaCity

Nolasco E. Jesalva, City Government Assistant Department Head I / Acting CHRMO

Tel No. (054) 205-2980 loc 2070

Fax (054) 473-0467

E-mail: chrmo@naga.gov.ph



Issuance and Authentication of Clearances

ABOUT THE SERVICE

This service is particularly available to city officials and ordinary employees of the City Government in connection with various transactions entered into which require proof of clean and/or good employment record with the government.

Those who would like to avail of the service may proceed/visit at the City Legal Office.

Department / Office:		CITY LEGAL OFFICE		
Classification:		Simple (3D)		
Type of Transaction:		G2G - Government to Government		
Who may avail		Employees of the City Government of Naga		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> City Government ID 		<ul style="list-style-type: none"> To be personally carried out by client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up of clearance form.	2. The records-in-charge shall receive the clearance form and record to the log book.	None	1 – 2 minutes	FATIMA THERESA A. SERVINO Administrative Aide I
3. Interview Look for the designated Records Officer.	4. The designated Records Officer will obtain information on your personal circumstances and the purpose for which the certification/ clearance is being requested.		2 – 4 minutes If without any history of complaints or derogatory records; 2 days if with history of complaints or derogatory records	FATIMA THERESA A. SERVINO Administrative Aide I
	5. Preparation of Certificate Records Officer prepares the certification or clearance.		2 – 5 minutes	FATIMA THERESA A. SERVINO Administrative Aide I
	6. Approval City Legal Officer signs the certification or clearance.		2 – 3 minutes	ATTY. MCGYVER GERARD S. ORBINA Acting City Legal Officer
	7. Recording and Releasing of Document The document will be recorded in the logbook and		2 – 3 minutes	FATIMA THERESA A. SERVINO Administrative Aide I



	release of the same.			
	TOTAL	P	17 minutes if without any history of complaints or derogatory records / 2 days and 13 minutes if with history of complaints or derogatory records	

CITY LEGAL OFFICE

3rd Floor, LTFRB Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Atty. Mcgyver Gerard S. Orbina, Acting City Legal Officer/ Attorney III

E-mail: clo@naga.gov.ph



Requesting Written Legal Opinion

ABOUT THE SERVICE

As the city's legal counsel, the City Legal Officer and Attorney III are depended upon by various city departments and the barangays on issues involving interpretation or applicability of the law. The office renders legal opinion on the basis of a written query and given a particular set of facts.

Those who would like to avail of the service may proceed/visit at the City Legal Office.

Department / Office:		CITY LEGAL OFFICE		
Classification:		Highly Technical (20D)		
Type of Transaction:		G2G - Government to Government		
Who may avail		Various City Hall Departments and Barangays		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Legal Document		• To be personally carried out		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents/ Submits the Case in Written Form.	2. The records- in-charge receives the request who acknowledges receipt thereof.		1 – 2 minutes	FATIMA THERESA A. SERVINO Administrative Aide I
	3. Research. The Legal Researcher (LR) conducts the appropriate research.		4 – 10 days	ATTY. CHRISMUND A. LEAÑO Legal Researcher
	4. Preparation of Written Legal Opinion. Acting City Legal Officer prepares written opinion.		3 – 8 days	ATTY. MCGYVER GERARD S. ORBINA Acting City Legal Officer ATTY. ARMEEN ALAIN B. GOMEZ Attorney IV
	5. Recording of Document. The document will be recorded in the logbook before delivery and leave a copy as file.		2 – 5 minutes	FATIMA THERESA A. SERVINO Administrative Aide I
	6. Delivery of Written Legal Opinion.		Immediately	JOSEPH O. SALAMIA Administrative Aide I (UWI) FATIMA THERESA A. SERVINO



				Administrative Aide I
	TOTAL	P	18 days and 10 minutes	

CITY LEGAL OFFICE

3rd Floor, LTFRB Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Atty. Mcgyver Gerard S. Orbina, Acting City Legal Officer/ Attorney III

E-mail: clo@naga.gov.ph



Securing Mayor's Clearance and Certificate of Good Moral Character

ABOUT THE SERVICE

This service is for individuals who need to secure a Mayor's Clearance before they can apply for a firearms license. People seeking employment are sometimes also required to secure the same, especially for applicants to the Philippine National Police (PNP) and to the Armed Forces of the Philippines (AFP). Some schools and overseas employment agencies require their students/recruits to secure a Certificate of Good Moral Character before they are allowed to enroll or apply.

TAXES AND FEES

Mayor's Clearance

For firearms permit application	P 200.00
For tourist passport and visa application	200.00
For Overseas Contract Work Passport	100.00

Certifications

For employment, scholarship, study grants or other purposes not specified above	P 50.00
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Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Individuals who need to secure Mayor's Clearance and Certificate of Good Moral Character		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Mayor's Clearance		<ul style="list-style-type: none"> Naga City Police Office Regional Trial Court-Naga City City Treasurer's Office Bureau of Internal Revenue City Treasurer's Office 		
For Certificate of Good Moral Character		<ul style="list-style-type: none"> Barangay City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	2. Evaluation of submitted documents.		1 minute	GRACE S. SEGUI Administrative Aide I (Casual)
				LAURIE JANE P. PURCA Administrative Aide (Job Order)
3. Payment of Fees.		See fees above.	5 minutes	Local Revenue Collection Officer CITY TREASURER'S



				OFFICE
	4. Preparation of Clearance or Certification.		5 minutes	GRACE S. SEGUI Administrative Aide I (Casual) LAURIE JANE P. PURCA Administrative Aide (Job Order)
	5. Approval of City Mayor. City Mayor approves the Clearance or Certification.		1 minute	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CDGH I City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
	6. Release of Clearance or Certification.		1 minute	GRACE S. SEGUI Administrative Aide I (Casual) LAURIE JANE P. PURCA Administrative Aide (Job Order)
TOTAL			13 minutes	

CITY MAYOR'S OFFICE

Room 201, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Nelson S. Legacion, City Mayor

Tel. Nos. (054) 205-2980 loc 2010

E-mail: mayorlegacion@naga.gov.ph



Securing Permit on All Advertising and Promotional Activities

ABOUT THE SERVICES

Corporations, groups and other entities who wish to promote or advertise their product/s, service/s or events to the public through installation/posting of billboard, signage, streamers, posters, fliers and/or other similar materials.

TAXES/FEES

• Billboards or signboards for advertisements of Business, per sq. m. or fraction thereof	Single face P 40.00 / sq. m. / annum Double face P 80.00 / sq. m. / annum
• Billboards or signs for professionals, per sq. m. or fraction thereof	P 30.00 / sq. m./ annum
• Billboards, signs or advertisements for business and professionals painted on any building or structure or otherwise separated or detached therefrom, per sq. m. or fraction thereof	
• Advertisement by means of placards, per sq. m. or fraction thereof	
• Advertisements by means of promotional sale (house to house) per day or fraction thereof	P 100.00 / day
• Advertisement by means of streamers (tarpaulins)	P 4.00 / sq.m. / day
• Posters	P 2.00 / piece
• Advertisement by means of vehicles, balloons, kits, etc.	P 60.00 per vehicle per day or fraction thereof 120.00 per vehicle per week or fraction thereof 240.00 per vehicle per month or fraction thereof

Department / Office:	CITY MAYOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2B - Government to Businesses
Who may avail	Corporations, business firms and other entities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Letter Request addressed to the City Mayor, with the following attachments: a. Design b. Details/Specifications c. Total Number of Tarps/Posters/Signage d. Duration e. Site/location/sketch plan of the project.	• Requesting Party
• Affidavit of undertaking to assume all obligation and liabilities cause to any third party by reason of such project	•
• Such other documents/papers that the city may require	•
• If the site/location is a private property, applicant must present written document showing the consent of the owner.	• Owner of Private Property



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements.			1 minute	GRACE S. SEGUI Administrative Aide I (Casual)
2. Payment of Fees.		see Table above	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	3. Preparation of Mayor's Permit.		5 minutes	GRACE S. SEGUI Administrative Aide I (Casual)
	4. Approval of Permit by City Mayor or his authorized representative.		1 minute	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
	5. Release of Permit.		1 minute	GRACE S. SEGUI Administrative Aide I (Casual)
TOTAL			12 minutes	

CITY MAYOR'S OFFICE

Room 201, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Nelson S. Legacion, City Mayor

Tel. Nos. (054) 205-2980 loc 2010

E-mail: mayorlegacion@naga.gov.ph



Permit to Conduct Motorcade or Parade

ABOUT THE SERVICE

Corporations, business establishments, non-government organizations and other entities that wish to stage a motorcade/parade and/or procession around the city are required to get a permit from the CMO prior to the scheduled activity. This ensures coordination and orderly traffic management during the activity.

Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Corporations, business establishments, non-government organizations and other entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter addressed to the City Mayor, indicating: <ul style="list-style-type: none"> Schedule of motorcade or parade, Planned route, and Purpose of the activity 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter.			1 minute	RUBY A. SERRANO Data Encoder (COS)
2. Payment of Fees at City Treasurer's Office.		P60.00 / vehicle / day or fraction thereof for advertisement by means of vehicles, balloons, kits, etc.	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	3. Preparation of Mayor's Permit.		5 minutes	GRACE S. SEGUI Administrative Aide I (Casual)
	4. Approval of City Mayor or his authorized representative.		1 minute	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
		TOTAL	12 minutes	



CITY MAYOR'S OFFICE

Room 201, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Nelson S. Legacion, City Mayor

Tel. Nos. (054) 205-2980 loc 2010

E-mail: mayorlegacion@naga.gov.ph



Using Government Facilities

ABOUT THE SERVICE

THE NAGA CITY GOVERNMENT offers the use of the following facilities ideal for seminars, conferences, gatherings, sports events and other activities:

- Plaza Quezon
- Plaza Rizal
- Plaza Quince Martires
- Naga City People's Hall
- City Youth Center
- Naga City Civic Center
- Metro Naga Sports Complex
- Naga City Gymnasium
- Jesse M. Robredo Coliseum
- Auditorium of Jesse M. Robredo Museum

FEES

NAGA CITY YOUTH CENTER (ROOMS)

Big Rooms w/ Four (4) Beds	P 1,500.00 / night
Small Rooms w/ Two (2) Beds	P 750.00 / night

PLAZA QUEZON

With or Without the use of city facilities at whatever time	P 2,250.00 / day
For use of Rallies or Demonstration	P 1,500.00 / day

METRO NAGA SPORTS COMPLEX

FACILITY	RENTAL FEE
Athletic Ground, Stadium, Baseball, Softball Field and Tennis Court	P 10.00 per person non-student P 5.00 per person for students
Parking of Vehicles	P 10.00 per day unit
Swimming Pool	P 75.00 Non Student P 25.00 Student, Senior Citizen & PWD

NAGA CITY GYMNASIUM (For Gymnastics use only)

DAYTIME price per hour	NIGHTTIME price per hour
W/out use of electricity – P 185.00	Using 6 light bulbs – P 370.00
W/ Sound System/Equipment – 450.00	Using 6 light bulbs and Sound System – P 525.00 Using 18 light bulbs – P 500.00 Using 18 light bulbs and Sound System – P 1,500.00

Department / Office:	CITY MAYOR'S OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Any Resident
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Letter-request addressed to the City Mayor, specifying the following: <ul style="list-style-type: none"> ○ government facility to be used, ○ date of use, 	<ul style="list-style-type: none"> • Requesting Party



<ul style="list-style-type: none"> o time of use, and o purpose of use 				
<ul style="list-style-type: none"> • Such other documents/papers that the city may require 		<ul style="list-style-type: none"> • 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements.			1 minute	GRACE S. SEGUI Administrative Aide I (Casual)
2. Payment of Fees.		see Table above	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	3. Preparation of Mayor's Permit.		1 minute	GRACE S. SEGUI Administrative Aide I (Casual)
	4. Approval of Permit by the Mayor or his authorized representative.		1 minute	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
	5. Release of Permit.		1 minute	GRACE S. SEGUI Administrative Aide I (Casual)
TOTAL		P	9 minutes	

CITY MAYOR'S OFFICE

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For more information, please contact:

Nelson S. Legacion, City Mayor

Tel. Nos. (054) 205-2980 loc 2010

E-mail: mayorlegacion@naga.gov.ph



Availing of Public Assistance

ABOUT THE SERVICE

INDIGENTS may request the City Mayor's Office for referral, recommendations, endorsements or communications so that they can avail of certain services, for free or with a discount. Public Customer Assistance cover the following areas:

1. Medical Assistance
2. PCSO/PAGCOR Referrals
3. Burial Assistance
4. Request for Transportation Discount

Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Indigent Residents of Naga City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For Medical Assistance</u> <ul style="list-style-type: none">• Medical Prescription/Clinical Diagnosis/Doctor's Referral• Certificate of Indigency• Identification Card of Requesting Party		<ul style="list-style-type: none">• Client's private doctor or doctors of the City Health Office• Barangay• COMELEC or other government agencies issuing valid IDs		
<u>For PCSO/PAGCOR Referrals</u> <ul style="list-style-type: none">• Medical Prescription/Clinical Diagnosis/Doctor's Referral• Certificate of Indigency• Social Case Study• Identification Card of Requesting Party		<ul style="list-style-type: none">• Client's private doctor or doctors of the City Health Office• Barangay• CSWDO• COMELEC or other government agencies issuing valid IDs		
<u>For Burial Assistance</u> <ul style="list-style-type: none">• Death Certificate• Funeral Bill• Certificate of Indigency• Identification Card of Requesting Party		<ul style="list-style-type: none">• City Civil Registrar• Servicing Funeral Home/Parlor/Mortuary• Barangay• COMELEC or other government agencies issuing valid IDs		
<u>For Transportation Discount</u> <ul style="list-style-type: none">• Identification Card of Requesting Party		<ul style="list-style-type: none">• COMELEC or other government agencies issuing valid IDs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MEDICAL AND BURIAL ASSISTANCE				
1. Submission of Required Documents.			1 minute	LAURIE JANE P. PURCA Administrative Aide (Job Order) ESABEL A. MARFEGA Administrative Aide (Job Order)
	2. Recording of Request.		2 minutes	
	3. Issuance of Job Order.		2 minutes	
REQUEST FOR TRANSPORTATION DISCOUNT AND EDUCATIONAL ASSISTANCE				
1. Submission of Required Documents.			1 minute	LAURIE JANE P. PURCA Administrative



				Aide (Job Order) ESABEL A. MARFEGA Administrative Aide (Job Order)
	2. Recording of Request.		2 minutes	ROCHELE C. TRANSONA Administrative Aide (COS)
	3. Approval by the City Mayor or his duly-authorized representative.		1 minute	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
REQUEST FOR PCSO/ PAGCOR REFERRAL				
1. Submission of Required Documents.			1 minute	LAURIE JANE P. PURCA Administrative Aide (Job Order)
	2. Recording of Request.		2 minutes	ESABEL A. MARFEGA Administrative Aide (Job Order)
	3. Preparation of Referral		5 minutes	JERROLD R. RITO Administrative Assistant II (Casual)
	4. Approval by the City Mayor		2 minutes	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
TOTAL			20 minutes	

CITY MAYOR'S OFFICE

Room 201, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City
For more information, please contact:



Nelson S. Legacion, City Mayor
Tel. Nos. (054) 205-2980 loc 2010
E-mail: mayorlegacion@naga.gov.ph



Securing Senior Citizen Identification Card

ABOUT THE SERVICE

OSCA issued Senior Citizen's Identification Card for the availment of benefits and privileges mandated under RA 9994.

Department / Office:	OFFICE FOR SENIOR CITIZENS AFFAIRS
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	<ul style="list-style-type: none"> Individuals who are sixty (60) years of age and above, and: <ul style="list-style-type: none"> Residents of Naga City for at least one (1) year Registered voter of the City of Naga (except bedridden senior citizens pursuant to Ordinance No. 2018-053)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>FOR NEW APPLICANT</u> <ul style="list-style-type: none"> Photocopy of Birth Cert or any Valid ID's with Birth date Barangay Cert. of Residency Photocopy of Naga City Voter's I.D/Voter's Cert./COMELEC Registration for non-bedridden applicants Three (3) pcs 2x2 identical picture for the Application form and for the Purchase Booklets Authorization letter if applicant cannot personally apply indicating therein the authorized person, relationship to the applicant, and reasons for such authorization, subject to the verification of the CSWDO for which a written certification should be issued <p><i>Note: Issuance of ID for the first time shall be free of charge)</i></p>	<ul style="list-style-type: none"> PSO (if the applicant doesn't have a copy) Barangay Hall (applicant's respective brgy.) COMELEC (if applicant doesn't have a copy)
<u>FOR RENEWAL / TRANSFEREE / MUTILATED ID CARD</u> <ul style="list-style-type: none"> Existing OSCA Identification Card (SCID) Barangay Cert. of Residency Photocopy of Naga City Voter's I.D/Voter's Cert./COMELEC Registration for non-bedridden applicants Three (3) pcs 2x2 identical picture for the Application form and for the Purchase Booklets Replacement fee of (P100.00) for renewal, mutilated ID Card payable at the City Treasurer's Office. Authorization letter if applicant cannot personally apply indicating therein the authorized person, relationship to the 	<ul style="list-style-type: none"> Barangay Hall (Respective Barangay) COMELEC City Treasurer's office (Collecting Office)



applicant, and reasons for such authorization, subject to the verification of the CSWDO for which a written certification should be issued				
<u>FOR LOST SENIOR CITIZENS ID CARD</u> <ul style="list-style-type: none"> Barangay Cert. of Residency Affidavit of loss Photocopy of Naga City Voter's I.D/Voter's Cert./COMELEC Registration for non-bedridden applicants Three (3) pcs 2x2 identical picture for the Application form and for the Purchase Booklets Replacement fee of (PHP 100.00) payable at the City Treasurer's Office. Authorization letter if applicant cannot personally apply indicating therein the authorized person, relationship to the applicant, and reasons for such authorization, subject to the verification of the CSWDO for which a written certification should be issued. 		<ul style="list-style-type: none"> Barangay Hall (Respective Barangay) PAO or other law office COMELEC Treasurer's Office (Collecting Officer) 		
<u>FOR REPLACEMENT OF PURCHASE BOOKLETS:</u> <ul style="list-style-type: none"> Issuance of Purchase Booklets shall be free of charge for the first time, however, an amount of (P25.00) shall be charge for replacement of lost, worn out mutilated, and fully filled up or consumed Booklets (either Medicines or Basic Necessities & Prime Commodities) payable to City Treasurer's Office. <p><i>Note: All indigent SC duly certified by the CSWDO shall be given free replacement of lost, ID and exhausted/used booklets.</i></p>		<ul style="list-style-type: none"> City Treasurer's Office (Collecting Officer) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR NEW APPLICANTS				
1. Client drops by OSCA and inquires on how to secure SC ID.	2. Provide client a copy of the Application Form with a list of requirements.	Free of charge for the first issuance	15 – 30 minutes	EDGARDO S. PASION Office Staff (COS) HARJAN T. BORAL (Job Order) JAIME R. REBLANDO OSCA Program Director
3. Once all the requirements are complete, submit the filled-up application form for evaluation, approval and endorsement.	4. Evaluate the application and the supporting requirements. If complete, sign and approve the application form.			
	5. Endorse client for data encoding, picture taking and			



issuance of SC ID.					JONATHAN F. MILANO Administrative Aide I (Casual)
6. Client proceeds to the staff for data encoding, picturing and SC ID issuance.					
	7. Issue the SC ID to the client and record the transaction in the logbook.				JOSHUA CALLEJA (Job Order)
FOR RENEWAL / TRANSFEREE / MUTILATED ID CARD					
1. Client drops by OSCA and inquires on how to renew/ transfer SC ID.	2. Provide client information and a list of requirements, along with an order of payment slip to be paid at the City Treasurer's Office (CTO).	P 100.00	15 – 30 minutes		EDGARDO S. PASION Office Staff (COS)
3. Client pays fee at the CTO.					JAIME R. REBLANDO OSCA Program Director
4. Once all the requirements are complete, submit the filled-up application form for evaluation, approval and endorsement.	5. Evaluate the application and the supporting requirements. If complete, sign and approve the application form.				JONATHAN F. MILANO Administrative Aide I (Casual)
	6. Endorse client for data encoding, picture taking and issuance of SC ID.				HARJAN T. BORAL (Job Order)
7. Client proceeds to the staff for data encoding, picturing and SC ID issuance.					
	8. Issue the SC ID to the client and record the transaction in the logbook.				
FOR LOST SC ID CARD					
1. Client drops by OSCA and inquires on how to replace lost SC ID.	2. Provide client a copy of the Application Form with a list of requirements, along with an order of payment slip to be paid at the City Treasurer's Office	P 100.00	15 – 30 minutes		EDGARDO S. PASION Office Staff (COS)
					LANCE DI S



	(CTO).				RICAFRENTE (Job Order)
3. Client pays fee at the CTO.					JAIME R. REBLANDO OSCA Program Director
4. Once all the requirements are complete, submit the filled-up application form for evaluation, approval and endorsement.	5. Evaluate the application and the supporting requirements. If complete, sign and approve the application form.				JONATHAN F. MILANO Administrative Aide I (Casual)
	6. Endorse client for data encoding, picture taking and issuance of SC ID.				ANGELICA B. CORDIAL Office Staff (COS)
7. Client proceeds to the staff for data encoding, picturing and SC ID issuance.					
	8. Issue the SC ID to the client and record the transaction in the logbook.				
FOR REPLACEMENT OF PURCHASE BOOKLETS					
1. Client drops by OSCA and inquires on how to replace lost SC ID.	2. Provide client a copy of the Application Form with a list of requirements, along with an order of payment slip to be paid at the City Treasurer's Office (CTO).	P 25.00		5 – 15 minutes	HARJAN T. BORAL (Job Order)
3. Client pays fee at the CTO.					JOSHUA PERFECTO NL. CALLEJA JR. Administrative Aide (Job Order)
4. Once all the requirements are complete, submit the filled-up application form for evaluation, approval and endorsement.	5. Evaluate the application and the supporting requirements. If complete, sign and approve the application form.				HERMOGENA M. BALAHIBO Clerk (COS)
	6. Endorse client for data encoding, picture taking and issuance of SC ID.				
7. Client proceeds to the staff for data encoding, picturing and SC ID					



issuance.				
	8. Issue the desired booklet(s) with printed or typewritten data of the holder to the client and record the transaction in the logbook.			
TOTAL		P		

OFFICE FOR SENIOR CITIZENS AFFAIRS

Senior Citizens Center Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Jaime R. Reblando. OSCA Program Director

Tel. No. 205 -2980 loc 3170

Email: oscanagacity@yahoo.com



Burial Assistance for Naga City Senior Citizen Registered with OSCA

ABOUT THE SERVICE

This is being granted to all Senior Citizens of Naga Registered with OSCA as an additional benefit/privilege enumerated in Section 4 of RA 9994.

Department / Office:		OFFICE FOR SENIOR CITIZENS AFFAIRS		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All Senior Citizens of Naga City registered with OSCA		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Deceased Senior Citizen's ID card Death Certificate 		<ul style="list-style-type: none"> Office of the Local Civil Registrar 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client drops by OSCA and inquires about requirements to avail the assistance.	2. Provide information and a list of requirements.		5 – 15 minutes	EDGARDO S. PASION Office Staff (COS)
3. Once all requirements are secured, client submits them for evaluation and approval.	4. If client has all the requirements, review and sign the application. If upon evaluation, there are discrepancies of information, advise the client to secure an Affidavit of two disinterested person to justify that the deceased Senior Citizen is from that barangay.			LANCE DLS. RICAFFRENTE (Job Order) RAYMUIND DL. ANTONIO Administrative Aide (Job Order) JOSHUA PERFECTO NL. CALLEJA JR. Administrative Aide (Job Order)
	5. Instruct the client to proceed to CSWDO for processing and release of assistance.			JAIME R. REBLANDO OSCA Program Director
6. Client brings the approved application to the CSWDO for thee processing and release of assistance.	7. Record the transaction in the log book.			HERMOGENA M. BALAHIBO Clerk (COS)
TOTAL		P	15 minutes	

OFFICE FOR SENIOR CITIZENS AFFAIRS

Senior Citizens Center Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Jaime R. Reblando. OSCA Program Director



Tel. No. 205 -2980 loc 3170
Email: oscanagacity@yahoo.com



Availing of the Library Services

ABOUT THE SERVICE

The service provides now a full spectrum of services to visually impaired (V.I.) persons of the City as well as V.I. in the whole Bicol Region. The center is devoted to the removal of obstacles that prevent Nagueños from reaching the fullest potential that God has given them. This will help the V.I.s to promote independence through support services which includes **Counseling, Rehabilitation, Education, Employment, Awareness, and Livelihood Programs**. This service will also give the V.I.s an avenue to be self-reliant, productive, and independent.

Visually impaired persons need to learn to read through the **Braille System**. Orthopedically handicapped persons or hearing impaired persons with chronic illness can use the computer w/o any assistance, but persons w/ visual impairment cannot. They need to learn to use Computer Adaptive Hardware & Software.

Visually Impaired persons navigate places through the use of **White Folding Cane**.

Visually impaired individuals in the city need a place to learn about Computer Adaptive Hardware & Software, assistive devices, and persons equipped with knowledge & skills to cater to their immediate needs and help them to become productive individuals.

The Resource Center for the Blind Naga offers variety of services that suit the needs of visually impaired persons.

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually Impaired Persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Eligibility – any person whose vision or visual field is totally impaired are eligible to receive the services. Persons who have problems with glare, contrast sensitivity, and other disorders are also included. 				
<ul style="list-style-type: none"> Visually impaired persons who are knowledgeable in handling assistive devices, can write and read in braille. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visually Impaired registrants should sign in Registration Form.		P	2 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual) Any Assigned Job Order / Contractual
2. Accomplish Profiler Form (if new)			5 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual) FELIX P. CHAVEZ, II Administrative Aide I (Casual)



				TERESITA M. DOMER Senior Administrative Assistant I (Officer-in- Charge)
TOTAL		P	7 minutes	

RESOURCE CENTER FOR THE BLIND

G/F Raul S. Roco Library Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Teresita M. Domer, Senior Administrative Assistant I (Officer-in-Charge)

Tel. Nos. 205-2980 Loc. 3150

Email: rcbnaga@gmail.com



Awareness Program

ABOUT THE SERVICE

The Resource Center for the Blind (RCB) conducts seminars & forums, as well as outreach programs to the barangays in Naga City. Among the topics discussed during said seminars and forums is the existence of the Code of Ethics and the monitoring & implementation of all disability selected laws. Observe & celebrate all celebrations involving persons with disabilities, particularly White Cane Day & Eye Sight Saving Month. Through these, the eye center may be able to link with the LGU in the implementation of programs & projects.

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> For scheduled programs 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Project proposal approved by the City Mayor.	P	Depends upon the approval of the Mayor	TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)
	2. Implementation of the project Dissemination of letter/ invitation to concerned agencies, group or individual etc.		Depending on the kind of Training to be implemented 1 or 2 days	MARK BOY I. TESORERO Administrative Aide I (Casual) FELIX P. CHAVEZ, II Administrative Aide I (Casual) JOSEPH M. BAUTISTA Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)
3. To show up on said scheduled programs stated on the letter invitation (date, time & venue)				MARK BOY I. TESORER Administrative Aide I (Casual) FELIX P. CHAVEZ, II Administrative



				Aide I (Casual) JOSEPH M. BAUTISTA Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I (Officer-in- Charge)
TOTAL		P	2 Days	

RESOURCE CENTER FOR THE BLIND

G/F Raul S. Roco Library Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Teresita M. Domer, Senior Administrative Assistant I (Officer-in-Charge)

Tel. Nos. 205-2980 Loc. 3150

Email: rcbnaga@gmail.com



Availing of Orientation and Mobility Training

ABOUT THE SERVICE

Orientation and Mobility Training is very crucial for those who have just lost their sight. Many visually impaired people are not able to participate fully in society, simply because they do not have the skills and the knowledge of adaptation. Orientation and Mobility Training seeks to empower visually impaired people with such skills. The training also enables the visually impaired to travel independently.

The center also caters to walk-in clients who wish to educate themselves to handle and adapt their own knowledge about orientation and mobility (OM).

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually Impaired Persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> All Visually Impaired should have his/her own white folding cane. If they don't still have one, the center has available canes for sale. 				
<ul style="list-style-type: none"> Sighted guide 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration		P	1 minute	MARK BOY I. TESORERO Administrative Aide I (Casual) Any Assigned Job Order
2. Accomplish Profiler Form for new applicant			5 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)
3. Approach the responsible personnel for One on One Training. <u>For every scheduled Training:</u> 1. Project proposal approved by the City Mayor 2. Implementation of			Depending on the kind of Training to be implemented 1 or 2 days	TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge) MARK BOY I. TESORERO Administrative Aide I (Casual)



the project				
a) Dissemination of letter / invitation to concerned agencies; group or individual etc.				<p>FELIX P. CHAVEZ, II Administrative Aide I (Casual)</p> <p>JOSEPH M. BAUTISTA Administrative Aide I (Casual)</p>
TOTAL		P	2 days and 6 minutes	

RESOURCE CENTER FOR THE BLIND

G/F Raul S. Roco Library Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Teresita M. Domer, Senior Administrative Assistant I (Officer-in-Charge)

Tel. Nos. 205-2980 Loc. 3150

Email: rcbnaga@gmail.com



Availing of Rehabilitation Services

ABOUT THE SERVICE

Visually impaired (VI) people, given the necessary skills, have the potential to make valuable contributions to society. In order for them to do so, they require a range of rehabilitation services which include Independence Training by qualified orientation and mobility practitioners who work hand in hand with other rehabilitation, persons like social workers, occupational therapist & ophthalmologists. Apart from these, the center also caters eye screening programs to children and the elderly, and give them the appropriate eyeglasses refracted for them, through the Eye Distribution Program.

A. Eye Screening

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually Impaired Persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Visually impaired / legally blind 				
<ul style="list-style-type: none"> Registered voter of Naga City but not limited to all VI's of the city 		<ul style="list-style-type: none"> Commission on Election 		
<ul style="list-style-type: none"> Certificate of Indigency 		<ul style="list-style-type: none"> Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visually Impaired registrants should sign in registration form.		P	2 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual)
2. Accomplish Profiler Form (if new)			5 minutes	MARK BOY I. TESORERO Admin. Aide I (Casual) FELIX P. CHAVEZ, II Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I
	3. Registrants will be informed on when to be screened		5 minutes	FELIX P. CHAVEZ, II Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I
	4. After the scheduled eye screening the V.I.		5 minutes	MARK BOY I. TESORERO Administrative



	will be informed to bring with them the optometrist case history (optional) to claim the eye glasses during distribution program			Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I
TOTAL		P	17 minutes	

B. Cataract Surgery

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually Impaired (VI) Persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Registered voter of Naga City but not limited to VI's of the city 		<ul style="list-style-type: none"> Comelec 		
<ul style="list-style-type: none"> Philhealth member or not. If member, Philhealth card is required. 		<ul style="list-style-type: none"> Philhealth 		
<ul style="list-style-type: none"> Medical abstract from the doctor 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in Registration Form.		P	2 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual)
2. Present the required documents to the assigned personnel.			5 minutes	TERESITA M. DOMER Senior Administrative Assistant I
	3. After total assessment / further evaluation, referral letter will be given, addressed to the legitimate partner of the center.		15 minutes	TERESITA M. DOMER Senior Administrative Assistant I
Note: Individualized patient, will be referred to our partner government agency. If there is a bigger population of patients, the cataract screening program will be scheduled in the center.			1 day	TERESITA M. DOMER Senior Administrative Assistant I
TOTAL		P	22 minutes	

RESOURCE CENTER FOR THE BLIND

G/F Raul S. Roco Library Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Teresita M. Domer, Senior Administrative Assistant I (Officer-in-Charge)

Tel. Nos. 205-2980 Loc. 3150

Email: rcbnaga@gmail.com



Availing of Counselling Services

ABOUT THE SERVICE

The Resource Center for the Blind provides psychological assistance such as **Cognitive Behavioral Therapy Motivation**. This is of vital importance as it instills and encourages the acceptance of the loss of sight.

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually impaired individuals or soon to be visually impaired or soon to lose their visual senses / visual loss.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visually Impaired registrants should sign in Registration Form.		P	2 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual)
2. Accomplish Profiler Form (if new)			5 minutes	MARK BOY I. TESORERO Administrative Aide I (Casual) FELIX P. CHAVEZ, II Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)
3. Approach the assigned personnel for counselling or for scheduled counselling			½ day 5 - 10 minutes	FELIX P. CHAVEZ, II Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)
TOTAL		none	4 hours 17 min.	

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Availing of Educational Services

ABOUT THE SERVICE

Visual Impairment changes the way children obtain information about the world where they grow and function, and limits opportunities to learn through observation of visual elements in the school curriculum and the people around them. This means that, in addition to their regular classroom studies, children who are blind or visually impaired need to learn specialized skills from teachers and other people who are specially trained to teach these skills, such as certified instructors of visually impaired children and orientation and mobility specialists. The specialized skills visually impaired children must learn include:

1. **Technology and Computer Proficiency** - using computer and telecommunication equipment and software adapted for blind or visually impaired people.
2. **Literacy** - reading and writing with Braille, large print, optical devices, or training in the effective use of available vision.
3. **Safe and Independent Mobility** - using specific orientation and mobility techniques, long canes, or other mobility tools.
4. **Social Interaction Skills** - understanding body language and other visual concepts.
5. **Personal Management and Independent Living Skills** - learning specialized techniques for personal grooming, food preparation, money management, and other tasks.

Although many school programs provide the specialized instruction needed by students who are visually impaired, there is still so much room for improvement. Too many visually impaired students leave school without having mastered the skills or knowledge essential for further education, gainful employment, and independent living at home and in their communities.

The center conducts daily tutorials to those who are interested VI's, to learn the braille system and other assistive and adoptive devices.

Specialized Computer

JAWS (Job Access With Speech) - Assisted

One of the adaptive devices which provide speech technology that works on Windows operating systems to provide access to today's popular software and internet.

DAISY (Digital Accessible Information System)

Guide to people with print disabilities and a player which converts printed materials into audio format.

Talks

Installation of screen reading software to selected cellular phones only to provide access to visually impaired.

Provision of different gadgets and deliver on SALE solely distributed by the center (Bicol Region).



Availing of the Livelihood Program

ABOUT THE SERVICE

Daily living services – in response to the growing demands of our constituents, RCB's newest massage therapy clinic, is situated at Gazebo Plaza Rizal Naga City. Through **Mayor NELSON S. LEGACION**, massage center is being managed by the Naga City Visually Impaired Association (NACIVIA). This is a concrete example of one of our Livelihood Programs.

NOTE:

The center also caters to daily living services to promote the integration of the visually impaired to sighted community.

- a.) Assisting them in transporting to different offices of LGU-NAGA
- b.) Assisting them in the purchase of their basic commodities, etc.
- c.) Facilitating and assisting transportation – conveyance to and from.

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually Impaired Persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter report to concerned personnel.	2. The request then will be evaluated. If viable, the center will then propose the project to the Mayor.	P	3 minutes	TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)
	3. Dissemination of the approved letter to all people concerned.		1 to 2 days	MARK BOY I. TESORERO Administrative Aide I (Casual)
	4. Implementation of project		½ or 1day	MARK BOY I. TESORERO Administrative Aide I (Casual) FELIX P. CHAVEZ, II Administrative Aide I (Casual) JOSEPH M. BAUTISTA Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative



				Assistant I (Officer-in-Charge)
TOTAL		P	3 days and 3 minutes	

RESOURCE CENTER FOR THE BLIND

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For more information, please contact:

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Email: rcbnaga@gmail.com



Availing of the Employment Services

ABOUT THE SERVICE

Visually impaired persons can perform almost any job you can imagine; be it a lawyer, an artist, accountant, customer service representative: etc. We cannot count the number of different jobs people who are visually impaired are engaged in today or will be in the future. Possibilities are tremendous. Legislative & societal changes have reduced the stigma towards visually impaired workers and the attitudes toward people w/ disabilities have generally improved. Available assistive technology makes it easier for people who are visually impaired to perform many jobs that they never could have done before.

Proper Training: appropriate tools; ability to sell oneself and a willing attitude on the part of employers constitute a winning formula.

The center provides referrals/recommendations to eligible V.I. persons to other business institutions who are visually impaired ready & friendly.

Department / Office:		RESOURCE CENTER FOR THE BLIND		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visually Impaired Persons		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> – At least college graduate – Proficient in Braille reading and writing – Computer literate – Willing to be assigned in other areas. – Independent <p>Bring complete resume, scholastic records/documents, etc.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration		P	2 minutes	Any Assigned Job Order / Contractual
2. Accomplish Profiler Form (if new)			5 minutes	<p>MARK BOY I. TESORERO Administrative Aide I (Casual)</p> <p>FELIX P. CHAVEZ, II Administrative Aide I (Casual)</p> <p>TERESITA M. DOMER Senior Administrative Assistant I (Officer-in-Charge)</p>
3. Submit required documents for review to the			10 minutes	MARK BOY I. TESORERO Administrative



assigned personnel				Aide I (Casual) FELIX P. CHAVEZ, II Administrative Aide I (Casual) TERESITA M. DOMER Senior Administrative Assistant I (Officer-in- Charge)
TOTAL		P	17 minutes	

RESOURCE CENTER FOR THE BLIND

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Tel. Nos. 205-2980 Loc. 3150

Email: rcbnaga@gmail.com



Plumbing and Shallow Well Services

ABOUT THE SERVICE

The office of Water Services Division is committed to render services and pledges to the residents of Naga City.

Department / Office:		WATER SERVICES DIVISION		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Residents of Naga City		
CHECKLIST OF REQUIREMENTS				
Bring letter of request for: <ul style="list-style-type: none">• New installation or replacement/repair of Jetmatic pumps• Installation of public faucets.• Installation for lateral lines.				
Job Order for: Installation/repair of water facilities at all government-owned buildings.		<ul style="list-style-type: none">• City Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUEST FOR INSTALLATION OF SHALLOW WELL				
1. Inspection of request.				EMILIA B. CAYONTE L. Inspector
	2. Inspection.		1 day	FRANCIS O. SAROL Plumber I ROLANDO M. DEL CASTILLO Const. Maint. Man JULIO R. STO. DOMINGO Casual ERWIN S. MILLAPRE Administrative Aide I (Casual)
	3. Drilling/ Implementation of shallow well		1 – 3 days	Shallow well drillers: VILLARANDO B. ORTUA, JR. Job Order PABLO O. QUINAO, JR. Job Order



REPAIR/ REPLACEMENT OF JETMATIC PUMP				
1. Inspection of request.				ROLANDO M. DEL CASTILLO Const. Maint. Man
	2. Inspection.		1 day	FRANCIS O. SAROL Plumber I
	3. Repair/ replacement of Jetmatic pump.		1 day	FRANCIS O. SAROL Plumber I ROLANDO M. DEL CASTILLO Const. Maint. Man FREDDIE M. CEA Job Order RONALD G. DE JESUS Job Order MARLON Q. POSUGAC Administrative Aide I (Casual) ERWIN S. MILLAPRE
REQUEST FOR INSTALLATION OF PUBLIC FAUCET				
1. Inspection of Request.			1 day	EMILIA B. CAYONTE L. Inspector FRANCIS O. SAROL Plumber I ROLANDO M. DEL CASTILLO Const. Maint. Man
	2. Endorsement to MNWD.		1 day	EMILIA B. CAYONTE L. Inspector



	3. Pipe laying.		1 day	MNWD and all WSD personnel MARLON Q. POSUGAC Admin Aide I (Casual) JULIO R. STO. DOMINGO Administrative Aide I (Casual(ERWIN S. MILLAPRE Administrative Aide 1 (Casual)
REQUEST FOR INSTALLATION OF LATERAL LINES				
1. Inspection of Requests.			1 day	EMILIA B. CAYONTE L. Inspector ROLANDO M. DEL CASTILLO Const. Maint. Man FRANCIS O. SAROL Plumber I
	2. Endorsement to MNWD		Half day	EMILIA B. CAYONTE L. Inspector
TOTAL		P		

WATER SERVICES DIVISION – CITY MAYOR’S OFFICE

Old LTO Building., City Hall Compound, Ma. Cristina St., Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Joseph Ronaldo O. Bulaong, Engineer II / Head of Office

Tel. Nos. (054) 205-2980 loc 3220

E-mail: Bemosh14@gmail.com



Securing Zoning Clearance for Business Permit

ABOUT THE SERVICE

Enterprises are required to secure a Zoning Clearance upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Businessmen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Business License Application/Assessment Form 		<ul style="list-style-type: none"> City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CPDO. Go to a frontline staff and present your Business License Application Form.		P 100.00	1 minute	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator TRISHA MARIE O. ALBEUS Office Staff ROSEMARIE I. CIUDADANO Planning Officer II JAMES NATHANIEL REFUGIO Instructor I NESSY P. SALES Project Statistician II
	2. Review of Documents. Zoning official checks the location of the business against the land use plan		1 minute	
	3. Site Inspection (optional). If site inspection is required, frontline officer refers the same to the Zoning Administrator, zoning official or their authorized representative. Site inspection is usually required for new enterprises.		1 hour 3 minutes	
	4. Processing of Documents. Frontline personnel processes and records transaction.			
	5. Approval. The Zoning Administrator approves the		3 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development



	clearance; and signs the Business License Application Form. The Approval is encoded into the unified business tracking database.			Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Project Statistician II
TOTAL		P 100.00	1 hour and 8 minutes	

CITY PLANNING AND DEVELOPMENT OFFICE

Room 208, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Wilfredo B. Prilles, Jr., City Government Department Head I / City Planning and Development Coordinator

Tel. No. (054) 205-2980 Loc. 2080

E-mail: cpdo@naga.gov.ph



Securing Zoning Clearance for Building Permit

ABOUT THE SERVICE

All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a zoning clearance upon application for building permit.

This should be done before the start of construction to ensure that the building / business is allowed in the chosen location as per the Naga City Comprehensive Land Use Plan (CLUP).

TAXES AND FEES

TYPE OF STRUCTURE / PROJECT COST	CLERANCE FEE
a. Single Residential structure attached or detached	
1. P 100,000 and below	P 288.00
2. Over P 100,000.00 to P 200,000.00	P 576.00
3. Over P 200.00	P 720 + (1/10 of 1% in excess of P 200,000)
b. Apartment/Townhouses	
1. P 500,000 and below	P 1,440.00
2. Over P 500,000.00 to 2 Million	P 2,160.00
3. Over 2 Million	P 3,600.00 + (1/10 of 1% in excess of P 2 Million regardless of the number of floors)
c. Dormitories	
1. P 2 Million and below	P 3,600.00
2. Over P 2 Million	P 3,600.00 + (1/10 of 1% in excess of P 2 Million regardless of the number of floors)
d. Institutional Project cost of which is:	
1. below P 2 Million	P 2,880.00
2. Over P 2 Million	P 2,880.00 + (1/10 of 1% of cost in excess of P2 Million)
e. Commercial, Institutional and Agro-Industrial Project Cost of which is:	
1. Below P 100.00	
2. Over P 100.00 – P 500.00	P 1,440.00
3. Over P 500.00 – P 1M	P 2,160.00
4. Over P 1Million – P 2Million	P 2,880.00
5. Over P 2 Million	P 4,320.00
	P 7,200.00 + (1/10 of 1% of cost in excess of P 2Million)
f. Special Uses / Special Projects (Gasoline Station, Cell Sites, Slaughter house, treatment plant, etc.)	
1. Below P 2 Million	P 7,200.00 + (1/10 of 1% of cost in excess of P 2Million)
2. Over P 2 Million	P 7,200.00 + (1/10 of 1% of cost in excess of P 2Million)
g. Alteration / Expansion (affected areas / cost only)	Same as the original application



Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G – Government to Government		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application form for zoning Clearance, duly notarized – 2 copies 		<ul style="list-style-type: none"> City Planning and Development Office 		
<ul style="list-style-type: none"> Building Plan duly signed by a Civil Engineer / Architect– 1 set 				
<ul style="list-style-type: none"> Perspective duly signed by a Civil Engineer / Architect– 1 set 				
<ul style="list-style-type: none"> Lot Plan – 1 copy 				
<ul style="list-style-type: none"> Bill of Materials – 1 copy 				
<ul style="list-style-type: none"> Specifications – 1 copy 				
<ul style="list-style-type: none"> Transfer Certificate of Title (TCT) or Deed of Sale – 1 copy 				
<ul style="list-style-type: none"> Real Property Tax Declaration – 1 copy 		<ul style="list-style-type: none"> City Assessor's Office 		
<ul style="list-style-type: none"> Certificate of updated Real Property Tax Payment 		<ul style="list-style-type: none"> City Treasurer's Office 		
<ul style="list-style-type: none"> Environmental Clearance Certificate (ECC), when applicable 		<ul style="list-style-type: none"> Department of Environment and Natural Resources 		
<ul style="list-style-type: none"> If lot is not owned: <ul style="list-style-type: none"> - Contract of Lease – 1 copy - Authorization to Occupy Lot 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment of Fees Have your clearance fees assessed by a Zoning Official, Bring along your notarized application form.			5 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator TRISHA MARIE O. ALBEUS Office Staff ROSEMARIE I. CIUDADANO Planning Officer II JAMES NATHANIEL REFUGIO Instructor I NESSY P. SALES Project Statistician II



2. Payment of Fees Proceed to the City Treasurer's Office; pay the requisite fees; and secure an Official Receipt			5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
3. Submission of Requirements Present the Official Receipt to the CPDO and submit all requirements			3 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Project Statistician II
	4. Review and Verification Officer-in-charge reviews and verifies submitted requirements		7 minutes	
	5. Preparation of Locational Clearance Officer-in-charge prepares, processes and records Locational Clearance		15 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Project Statistician II
	6. Approval of Locational Clearance Officer-in-charge secures the signature of the Zoning Administrator.		2 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator / Zoning Administrator
TOTAL		P	37 minutes	



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For more information, please contact:

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Coordinator

Tel. No. (054) 205-2980 Loc. 2080

E-mail: cpdo@naga.gov.ph



Applying for Reclassification of Land

ABOUT THE SERVICE

All lot owners requesting for conversion of their property to non-agricultural use are required to secure approval for reclassification.

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Landowner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Application in the name of the owner of the land				
• Special Power of Attorney, If applicant is other than the owner of the land				
• Original or Transfer Certificate of Title and/or other documents establishing ownership of the land				
• Certificate of Updated Real Property Tax Payments		• City Treasurer's Office		
• Locational Plan and/or Vicinity Map				
• Detailed Feasibility Study of the proposed project or intended use of the land				
• Sworn Certificate of Commitment from the owner and developer that the proposed project would be implemented within three (3) months, and completed within three (3) years, from the issuance by the Department of Agrarian Reform of an Order of Conversion				
• Barangay Resolution endorsing the proposed project or intended use of the land as in harmony with the Barangay Development Plan		• Barangay Hall		
• Certification that the land is not irrigated or irrigable		• National Irrigation Administration		
• Certification for the food sufficiency program of the region. If any		• Department of Agriculture Office		
• Certification that the land is not subject of a voluntary Offer for sale, Voluntary Land Transfer or Notice of Coverage under RA 6657, and that the reclassification of the property will not prejudice the rights of any agrarian reform beneficiary		• Department of Agrarian Reform Office		
• Certification from the that the land is not environmentally critical, and that the proposed project or intended use is ecologically safe and bound		• Department of Environment and Natural Resources Office		
• Site Zoning Classification		• City Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Request Letter			30 minutes	



Submit letter-request together with complete requirements		Reclassification fee P 2,000.00 / ha Inspection fee P 1,000.00/ ha		
	2. Review and Evaluation Zoning personnel conducts review, site visits and complete evaluation of application.		Maximum of 5 days	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator I
	3. Submission of consolidated evaluation report to SP and members of Land Use Committee		30 minutes	ROSEMARIE I. CIUDADANO Planning Officer II
	4. Issuance of Ordinance Assuming approved by SP, signed by Secretary to the SP, City Vice-Mayor and City Mayor			NESSY P. SALES Statistician II
TOTAL		P	5 days and 1 hour	

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Securing Certificate of Site Zoning Classification

ABOUT THE SERVICE

Site Zoning Certificate is required in applying for Land Reclassification, Land Conversion, PALC, ECC, or LGU head endorsement.

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B – Government to Businesses G2G – Government to Government		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter-request addressed to the Zoning Administrator/City Planning and Development Coordinator				
• Lot Plan with vicinity map drawn to scale signed by a Geodetic Engineer				
• Transfer Certificate of Title (TCT) or Deed of Sale				
• Real Property Tax Declaration		• City Assessor's Office		
• Updated Certificate of Real Property Tax Payment		• City Treasurer's Office		
• Special Power of Attorney of land owner's authorized representative, if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter Submit letter-request together with the requirements.			5 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
	2. Review and Verification CPDO staff does research, review and verification.	P 720.00 / ha.	1 hour	ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
	3. Issuance of Certificate		(Maximum of 4 hours)	WILFREDO B. PRILLES, JR. CGDH I



	Applicant receives the Certificate of Site Zoning Classification.			City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
TOTAL		P	5 hours and 5 minutes	

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E-mail: cpdo@naga.gov.ph



Applying for Rezoning

ABOUT THE SERVICE

All lot owners requesting for rezoning of their property from non-Agricultural to residential, commercial, industrial and institutional use are required to secure approval for rezoning.

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens G2B – Government to Business G2G – Government to Government		
Who may avail		Landowners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of intent addressed to Mr. Wilfredo B. Prilles, Jr.				
• Letter of application in the name of the owner of the land				
• Special Power of Attorney, if applicant is other than the owner of the land				
• Photocopy of Original or Transfer Certificate of Title and/or other documents establishing ownership of the land				
• Location plan and/or vicinity map				
• Detailed Feasibility Study of the proposed project or intended use of the land as in harmony with Barangay Development Plan				
• Certificate as to site zoning classification		• City Planning and Development Office		
• Barangay Resolution		• Barangay Hall		
• Certificate of updated Real Property Tax payment duly signed and certified		• City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter Submit letter request together with complete requirements			30 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
	2. Review and Evaluation Zoning personnel conducts review, site visits and complete evaluation of		Maximum of 5 days	



	application.			
	3. Submission of consolidated evaluation report to SP and members of the Land Use Committee	Rezoning Fee P 2,000.00 / ha. Inspection Fee P 1,000.00 / ha.	30 minutes	
	4. Issuance of Ordinance Assuming it is approved by SP, signed by Secretary to the SP, City Vice-Mayor and City Mayor		1 hour	
TOTAL		P	5 days and 2 hours	

CITY PLANNING AND DEVELOPMENT OFFICE

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Tel. No. (054) 205-2980 Loc. 2080

E-mail: cpdo@naga.gov.ph



Securing Preliminary Approval and Locational Clearance (PALC) for Subdivision Developer

ABOUT THE SERVICE

All subdivision developers are required prior to issuance of final development permit to secure Preliminary Approval and Locational Clearance (PALC) for its subdivision projects.

TAXES AND FEES

Projects under **PD 957**

Preliminary Approval for Locational Clearance (PALC)

Processing Fee P 360.00/ha. or a fraction thereof

Inspection Fee P 1,500.00/ha. regardless of density

Projects under **BP 220**

Preliminary Approval for Locational Clearance (PALC)

Processing Fee:

a. Socialized Housing P 90.00/ha.

b. Economic Housing P 216.00/ha.

Inspection Fee:

a. Socialized Housing P 1,500.00/ha.

b. Economic Housing P 1,500.00/ha.

INDUSTRIAL/COMMERCIAL SUBDIVISION

Preliminary Approval for Locational Clearance (PALC) P 432.00/ha.

Inspection Fee P 1,500.00/ha.

FARMLOT SUBDIVISION

Preliminary Approval for Locational Clearance (PALC) P 288.00/ha.

Inspection Fee P 1,500.00/ha.

MEMORIAL PARK/CEMETERY PROJECT/COLUMBARIUM

Preliminary Approval for Locational Clearance (PALC)

a. Memorial Projects P 720.00/ha.

b. Cemeteries P 288.00/ha.

c. Columbarium P 3,600.00/ha.

Inspection Fee

a. Memorial Projects P 1,500.00/ha.

b. Cemeteries P 1,500.00/ha.

c. Columbarium P 1,500.00/ha.

UPLC Legal Research Fee - Computation of Legal Research Fee for the University of the Philippines Law Center (UPLC) remains at One Percent (1%) of every charged but shall in No Case Be Lower than P12.00

Department / Office:	CITY PLANNING AND DEVELOPMENT OFFICE
Classification:	Complex
Type of Transaction:	G2C - Government to Citizens G2B - Government to Businesses



		G2G – Government to Government		
Who may avail		Subdivision Developers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Applicant's Letter of Intent				
• Site Zoning Certification		• City Planning Development Office		
• Barangay Clearance		• Barangay Hall		
• Current Business Permit		• City Treasurer's Office		
• Certified True Copy of Land Title/s for the property/ies subject of the application				
• Certified true copy of Tax Declaration/s for the property/ies subject of the application		• City Assessor's Office		
• Certification of updated Realty Tax Payment		• City Treasurer's Office		
• Site Development Plan (Schematic Plan)				
• the Land Title Survey Plan of lot(s) described in /s				
• Vicinity Map				
• Topographic Plan				
• Right to Use or Deed of Sale or Right-of-Way for access road and other Utilities when applicable				
• DAR Certification		• Department of Agrarian Reform		
• Statement of Proposed Mode of Compliance to Socialized Housing Development requirement under Section 18 RA 7279				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter Submit letter-request together with complete requirements.		P	30 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
	2. Review and Evaluation Zoning personnel conducts review, site visits and complete evaluation of application.		Maximum of 5 days	
	3. Submission of technical evaluation to SP and members of Land Use Committee.		30 minutes	
	4. Issuance of Certificate		1 day	



	After SP approval, PALC Certificate will be issued to be signed by CPDO Chief, Land Use Chairman and City Mayor.			
TOTAL		P	6 days and 1 hour	

CITY PLANNING AND DEVELOPMENT OFFICE

Room 208, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Wilfredo B. Prilles, Jr., City Government Department Head I / City Planning and Development

Coordinator

Tel. No. (054) 205-2980 Loc. 2080

E-mail: cpdo@naga.gov.ph



Securing Alteration Permit (AP) for Subdivision Project

ABOUT THE SERVICE

All subdivision developers are required to secure Alteration Permit (AP) if changes will be made in the approved development plans.

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G – Government to Government		
Who may avail		Subdivision Developers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Plan showing the proposed alteration duly signed and sealed by a Licensed Architect/Engineer				
• Letter of Intent stating the proposed/reason for the proposed alteration/conversion				
• Sworn Statement that the affected lots/units for alteration have not been sold				
• Minutes of the General Assembly of buyers/homeowners for purposes of discussing the proposed alteration of plan, and the written conformity of the duly organized homeowners association or in the absence thereof, majority of the lot/unit buyers		Homeowners Secretary		
• Certified true copy of title (s) of the affected lots/units if the said lots/units have been titled				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter Submit letter-request together with complete requirements		See Table below	30 minutes	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
	2. Review and Evaluation Zoning personnel conducts review, site visits and complete evaluation of		Maximum of 5 days	



	application.			
	3. Submission of consolidated evaluation report to SP and members of Land Use Committee		30 minutes	
	4. Issuance of Certificate After SP approval, Alteration Certificate will be issued to be signed by CPDO Chief, Land Use Chairman and City Mayor		1 day	
TOTAL		P	6 days and 1 hour	

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Securing Development Permit (DP) for Subdivision Project

ABOUT THE SERVICE

All subdivision developers are required to secure a Development Permit (DP) for its subdivision projects.

TAXES AND FEES

Projects under **PD 957**

Final Approval and Development Permit	P 2,880.00/ha. regardless of density
Additional Fee on Floor Area of housing component	P 3.00/sq.m.
Inspection Fee	P 1,500.00/ha. regardless of density

Projects under **BP 220**

Final Approval and Development Permit	
Processing Fee:	
a. Socialized Housing	P 600.00/ha.
b. Economic Housing	P 1,440.00/ha
Inspection Fee:	.
a. Socialized Housing	P 1,500.00/ha
b. Economic Housing	P 1,500.00/ha..

INDUSTRIAL / COMMERCIAL SUBDIVISION

Final Approval and Development Permit	P 720.00/ha.
Inspection Fee	P 1,500.00/ha.

FARM LOT SUBDIVISION

Final Approval and Development Permit	P 1,440.00/ha.
Inspection Fee	P 1,500.00/ha

MEMORIAL PARK / CEMETERY PROJECT / COLUMBARIUM

Final Approval and Development Permit	
Processing Fee:	
a. Memorial Project	P 3.00/sq.m
b. Cemeteries	P 1.50/sq.m.
c. Columbarium	P 7.20/sq.m of land area
	P 3.00/sq.m of floor area
	P 23.05/sq.m of Gross floor area
Inspection Fee:	
a. Memorial Project	P 1,500.00/ha.
b. Cemeteries	P 1,500.00/ha.
c. Columbarium	P 1,500.00/ha



UPLC Legal Research Fee - Computation of Legal Research Fee for the University of the Philippines Law Center (UPLC) remains at One Percent (1%) of every charged but shall in no case be lower than P12.00

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Subdivision Developers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Applicant's Letter of Application				
• Documents of Ownership and Financial				
• Certified Xerox copy of the Joint Venture Agreement (JVA), if the project is a joint undertaking between the landowner and a housing developer				
• Subdivision Development Plan				
• Engineering Plans consisting of: <ul style="list-style-type: none"> o Water System Layout Plan o Power Supply System Plan o Drainage and Sewer System Plan o Road System Plan o Site Grading Plan 				
• List of names of duly licensing professionals				
• Waste Management Plan		• Solid Waste Management Office		
• Certification / clearance on the suitability of design of the subdivisions water system		• Metro Naga Water District		
• Comment on the proposed Power Supply System		• CASURECO II		
• Certified true copy of DAR Conversion Oder or DAR Clearance		• Department of Agrarian Reform Office		
• Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) whichever is applicable		• Department of Environment and Natural Resources Office		
• Traffic Impact Assessment (TIA), for subdivision projects 30 hectares and above				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter Submit letter-request together with complete requirements.			30 minutes	WILFREDO B. PRILLES, JR. CDGH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II NESSY P. SALES Statistician II
	2. Review and			



	Evaluation Zoning personnel conducts review, site visits and complete evaluation of application.		Maximum of 5 days	
	3. Submission of consolidated evaluation report to SP and members of Land Use Committee.		30 minutes	
	4. Issuance of Certificate After SP approval, DP Certificate will be issued to be signed by CPDO Chief, Land Use Chairman and City Mayor.		1 day	
TOTAL		P	6 days and 1 hour	

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Securing Data from the City Planning and Development Office

ABOUT THE SERVICE

Information about the city and its development plans are available at the CPDO.

Information available includes:

- Socio-Economic Profile
- Land Use Plan
- Economic Development Data
- Other City Statistics

Department / Office:		CITY PLANNING AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Approach a frontline staff who will refer you to the person in charge of the data being requested.			1 minute	WILFREDO B. PRILLES, JR. CGDH I City Planning and Development Coordinator ROSEMARIE I. CIUDADANO Planning Officer II CECILLE S. DAPLIN Planning Officer IV NORMAN PAUL C. POSUGAC Planning Officer III ODILIO G. NATE Project Development Officer II HERLYN L. DELOS REYES Engineer I MA.TERESA S. VILLADARES Assistant



				<p>Statistician</p> <p>NESSY P. SALES Statistician II</p> <p>ARNOLD V. APUADA Administrative Aide IV / Bookbinder II</p>
	<p>2. Verify Information Availability</p> <p>Person-in-charge verifies if information required is available</p>		3 minutes	
	<p>3. Access information</p> <p>If data is available, you will be requested to wait while the person-in-charge accesses the information. Otherwise, you will be referred to other probable sources of information</p>		5 minutes	
	<p>4. Review and Verification</p> <p>Person-in-charge reviews and verifies the information to be given.</p>		5 minutes	
	<p>5. Photocopy Documents</p> <p>If you need to photocopy documents, you will be asked to leave an ID card before you can take the documents out of the office.</p>		5 minutes	
<p>6. Register in the Logbook</p> <p>Sign a logbook for record purposes. If documents were photocopied, return the original documents and retrieve your ID card.</p>			1 minute	



	TOTAL	P	20 minutes	
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Availing of Counselling on Nutrition and Family Planning

ABOUT THE SERVICES

COUNSELING is a major interpersonal tool used to motivate clients for family planning method acceptance.

It can also provide mothers of malnourished children and malnourished pregnant/lactating mothers some information on nutrition geared towards improving nutritional status.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Information Go to CPNO, approach the person in-charge and state your request for information/ service.		P	5 to 20 minutes	ROSEMARIE V. ZUNIEGA Nutrition Officer I ALVIN V. VILLACRUZ Barangay Health Aide
2. Register in the Logbook Write your name in a logbook provided for the purpose.				CELESTE R. JOSON Administrative Aide IV CHRISTINE JOY S. CASAIS Administrative Aide I
	3. Counselling Person-in-charge conducts counselling and may issue IEC materials for reference.			JOSE ROLANDO F. TANDOG Administrative Aide I JOY F. MACARAIG Population Program Officer IV MARISON V. BALONA Population Program Officer I SHIRYL ANN C. MALATE



				Population Program Officer I HANNAH O. CARIDO Population Program Officer I
TOTAL		None	20 minutes	

CITY NUTRITION AND POPULATION OFFICE

Naga City Center for Health and Nutrition Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Ray-An Cydrick G. Rentoy, Acting Department Head

Tel. Nos. (054) 205-2980 local 3250

E-mail: cpno@naga.gov.ph



Requesting Information on Nutrition, Population and Family Planning

ABOUT THE SERVICES

THE CITY Population and Nutrition Office (CPNO) provide updated data on nutrition, population and family planning for the general populace. Information, Education and Communication (IEC) materials such as pamphlets, brochures and booklets are also made available.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients who would like to avail of specific data may contact the appropriate person-in-charge	2. Client will be directed to the appropriate person-in-charge	None	5 minutes	JOY F. MACARAIG Population Program Officer IV ROSEMARIE V. ZUNIEGA Nutrition Officer I RAY-AN CYDRICK G. RENTOY City Population and Nutrition Officer
TOTAL		None	5 minutes	

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Availing of Supplemental Feeding Preparations

ABOUT THE SERVICES

The City Population and Nutrition Office (CPNO) provides supplemental feeding to walk-in malnourished pre-schoolers and pregnant mothers to improve their nutritional status. This forms part of the City's campaign against malnutrition in pre-schoolers and expectant mothers.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Services Request for supplemental feeding preparation		None	18 minutes	ROSEMARIE V. ZUNIEGA Nutrition Officer I CELESTE R. JOSON Administrative Aide IV
	2. Assessment of Nutritional Status Person-in-charge evaluates the nutritional status of the child or pregnant mother through physical assessment and weight taking.			
	3. Data Gathering and Counselling If client is found severely malnourished, person-in-charge conducts data gathering and one-on-one counselling with the mother or guardian to improve the nutritional status of the child or pregnant mother.			
4. The client is asked to register the mother and child's name in a logbook for record and monitoring purposes.	5. Release of Supplemental Feeding Preparations Client receives supplemental feeding preparations from person-in-charge.			
TOTAL		None	18 minutes	



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Availing Services of the Naga City Breastfeeding Center

ABOUT THE SERVICES

The Naga City Breastfeeding Center located at the left wing of City Hall main building was established in 2011 to cater to breastfeeding women, whether employees or clients visiting the Naga City Hall.

The center provides a conducive place for mothers who are breastfeeding their infants. Counselling and other IEC materials are provided to clients as well.

The center is also equipped with refrigerator so as working mothers at city hall can temporarily store their expressed milk during office hours.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Breastfeeding Women		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Logbook Write your name in a logbook provided for the purpose		None	5 minutes	JOY CHRISTINE S. CASAIS Administrative Aide I
	2. Interview and Counselling The person-in-charge will ask for some pertinent data in relation to breastfeeding and conducts counselling		5 to 10 minutes	
	3. Breastfeeding at the Center The person-in-charge will assist you in breastfeeding your infant		15 to 20 minutes	
	4. Video Presentation While you are breastfeeding your infant, you can watch the video clips on breastfeeding being played		10 to 15 minutes	
	5. Issuance of IEC materials The person-in-charge		5 minutes	



	issues IEC materials on breastfeeding			
	6. Issuance of referral Form The person-in-charge issues Referral Form to be given to the client's respective Barangay Nutrition Scholar for monitoring at the barangay level		5 minutes	
TOTAL		None	1 hour	

CITY NUTRITION AND POPULATION OFFICE

Naga City Center for Health and Nutrition Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

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Securing Family Planning Supplies for Walk-in Clients

ABOUT THE SERVICE

Aside from DMPA injections, the City Population and Nutrition Office (CPNO) dispenses family planning supplies to clients who would like to use contraceptives.

The usual supplies consist of condoms and family planning pills. These are given for free.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Men and women of reproductive age		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Evaluation of Customer Approach the person-in-charge. She will evaluate you through medical and obstetrical gynecological history-taking to determine if pills or condoms are not contraindicated.		None	10 minutes	MARISON V. BALONA Population Program Officer I
	2. Issuance of Supplies Person-in-charge issues supplies of condoms or pills. She will also discuss with you the method, how it works, as well as their normal side effects.			
3. Register in the Logbook Write your name in a logbook provided for the purpose. This will be used to support the documentation.				
TOTAL		None	10 minutes	

CITY NUTRITION AND POPULATION OFFICE

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Arranging Administration of DMPA Injections

ABOUT THE SERVICES

Depo-Medroxy Progesterone Acetate (DMPA) is a temporary and long-acting family planning method given via intra-muscular injection.

Women of Reproductive Age (WRAs) may request the CPNO to provide this service for free. DMPA must be administered every 3 months.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Women aged 15-49 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DMPA Injection Go to the CPNO and present your DMPA card to the person-in-charge.	2. For new acceptors, person-in charge conducts medical and obstetrical / gynecological history taking to evaluate if DMPA injection is not contraindicated. She, then, informs the client about how DMPA works and its normal side effects.	None		
3. Validation of record and appointment date.	4. For current users, person-in-charge validates record and appointment date (whether DMPA is supposed to be injected on a particular date) and takes your blood pressure.		5 to 10 minutes	MARISON V. BALONA Population Program Officer I
5. Administration of DMPA injection	6. If your blood pressure is within normal range, person-in-charge administers DMPA injection.			SHIRYL ANN C. MALATE Population Program Officer I
7. Next Appointment	8. Person-in-charge confirms your next appointment reflected in your DMPA client card			HANNAH O. CARIDO Population Program Officer I
				JOY F. MACARAIG Population Program Officer IV



9. Register in the Logbook Write your name in a logbook provided for the purpose.				
TOTAL		None	10 minutes	

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Attending Pre-Marriage Orientation and Counseling (PMOC)

ABOUT THE SERVICES

The City Population and Nutrition Office (CPNO) spearheads the conduct of Pre-Marriage Orientation and Counseling (PMOC) to all would-be couples. A PMOC Certificate of Compliance is a pre-requisite in securing a marriage license.

PMOC seminars are held every Wednesday from 8:00 am to 12:00 noon conducted by accredited Pre-Marriage Counselors from City Population and Nutrition Office, City Health Office and City Social Welfare and Development Office. The PMOC Certificate of Compliance is awarded to the participants right after the activity.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Couples applying for marriage license		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration With your partner, proceed to the CPNO before 8:00 am and register your names in a logbook provided for the purpose.	2. Person-in-charge provides the logbook	None	5 minutes	HANNAH O. CARIDO Population Program Officer I
	3. Profiling of Couples The person-in-charge will conduct the profiling of each couple through an interview using the Responsible Parenthood-Family Planning (RP-FP) Form 1		10 minutes	SHIRYL ANN C. MALATE Population Program Officer I HANNAH O. CARIDO Population Program Officer I
4. Accomplishing the Marriage Expectations Inventory (MEI) & PMOC questionnaire Couples will be given time to answer individually the MEI and PMOC questionnaire. When done, it will be collected by the person-in-charge	5. Person-in-charge provides the MEI forms, PMOC questionnaires and other IEC materials		15 minutes	SHIRYL ANN C. MALATE Population Program Officer I
5. Conduct of Seminar	6. Persons-in-charge			



Proceed to the counselling room located within the CPNO. This is where PMOC seminars are held.	conduct the PMOC seminar		3.5 hours	JOY F. MACARAIG Population Program Officer IV SHIRYL ANN C. MALATE Population Program Officer I HANNAH O. CARIDO Population Program Officer I
	7. Awarding of Certificates PMOC Certificates of Compliance are given right after the seminar.			
TOTAL		None	4 hours	

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Availing the Services of the Naga City Teen Center

ABOUT THE SERVICE

The Naga City Teen Center located within the Naga City Population and Nutrition Office was established on May 28, 2017. The Center is supervised by the CPNO and facilitated by volunteer youth, the trained Naga City Teen Peer Counselors from different schools and barangays in the city.

The Center provides direct interventions toward the prevention of risky sexual and non-sexual behaviours among young people, provides an opportunity for them to talk about various issues and concerns affecting them. Young people can also receive counselling and develop skills necessary in managing their lives responsibly.

This is a teen-friendly center where they can also hang out and play games, listen to music, conduct small group activities, watch movies, or simply talk with each other.

Referrals to other line agencies of the City Government of Naga is also made should there be a need for additional services.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Youth		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Write your name in the logbook provided for the purpose.		None	2 minutes	SHIRYL ANN C. MALATE Population Program Officer I HANNAH O. CARIDO Population Program Officer I
	2. Interview The person-in-charge will ask for some details regarding the reason of your visit.		5 to 10 minutes	
	3. Availing of the Services The person-in-charge will assist you in the service/s you want to avail.		30 minutes to 1 hour	
TOTAL		None	1 hour and 12 minutes	

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Availing Service for Progestin-only Subdermal Implant (PSI) insertion, Removal and Replacement

ABOUT THE SERVICES

The Progestin-only Subdermal Implant (PSI) is a new family planning method which is an effective approach to meeting the need for more beneficial and convenient manner of birth spacing among women of reproductive age.

The implant consists of a single, matchstick-sized rod that contains the hormone progestin. The contraceptive implant is inserted in the woman's non-dominant arm and can provide protection up to three years.

Department / Office:		CITY NUTRITION AND POPULATION OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CPNO and request for PSI services.	2. Person-in-charge will conduct initial assessment to client. If client qualifies for PSI, person-in-charge will accomplish necessary forms and will inform the client all relevant information about PSI.	None	15 minutes	JOY F. MACARAIG Population Program Officer IV MARISON V. BALONA Population Program Officer I SHIRYL ANN C. MALATE Population Program Officer I
	3. PSI service provider will perform the needed procedure (Insertion/ Removal/ Replacement) Service provider will give final instructions to the client.		15 minutes	HANNAH O. CARIDO Population Program Officer I
TOTAL		None	30 minutes	

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Securing a Certificate of Indigency

ABOUT SERVICE

A certificate of indigency is issued for clients who will avail of the services of the Local Civil Registrar (LCR), the Public Attorney's Office (PAO) for free legal services and other government and non-government organizations' welfare agencies

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		<ul style="list-style-type: none"> Individuals or client whose birth certificate and other documents in the Local Civil Registrar have typographical errors or discrepancies Individuals or clients who wants to avail of free legal services at the Public Attorney's Office Individuals or clients who want to avail of other welfare services of other government and non-government organizations Other purposes 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Local Civil Registrar				
<ul style="list-style-type: none"> Barangay Certificate of Indigency 		<ul style="list-style-type: none"> Barangay 		
For Public Attorney's Office				
<ul style="list-style-type: none"> Certificate of Indigency Certification of Non-Property Holdings Certificate of Non-Income Tax Filer 		<ul style="list-style-type: none"> Barangay City Assessor's Office BIR 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Write your name and the purpose of the visit on the logbook.			1 minute	SOCIAL WELFARE VOLUNTEER on duty
	2. Interview You will be interviewed by CSWDO Personnel to get pertinent information. The result of the interview is written on the certificate being requested.		10 minutes	EDEN T. SAN ANDRES Community Affairs Assistant II EVANGELINE S. MANALO Social Worker Officer III MARILOU M. PALACIO Social Worker (COS) JEANETTE B. ALARCON Social Worker



	3. Home Visit Home visit follows, if necessary.		1 hour	EDEN T. SAN ANDRES Community Affairs Assistant II EVANGELINE S. MANALO Social Worker Officer III MARILOU M. PALACIO Social Worker (COS) JEANETTE B. ALARCON Social Worker
	4. Preparation of Certificates CSWDO personnel prepare the certificate of indigency in 2 copies.		5 minutes	GLORIA Z. RODRIGUEZ Administrative Aide I MERGIE C. ASPA Administrative Aide I (Casual) MARION LUIS M. ROMANO Project Officer NIÑO ANGELO O. NAVIA Administrative Aide (Job Order)
	5. Approval and Release of Certificate CSWDO Chief approves the certificate of indigency. Client receives his copy.		1 minute	ANNABEL SJ. VARGAS CGDH I CSWD Officer
TOTAL		P	1 hour and 17 mins.	

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

G/F Social Development Center Bldg., City Hall Complex, J. Miranda Avenue., Concepcion Pequeña, Naga City

For more information, please contact:

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Tel No. (054) 205-2980 loc 3040
E-mail: cswdo@naga.gov.ph



Availing of Assistance in Crisis Situations

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) provide emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

Medical Assistance

- Hospitalization Expenses
- Medical Treatment and Procedures (Medicine & Medical Laboratory)
- Other Medical Expenses

Food Assistance/Non-Food Assistance

* Vulnerable Individuals

- Immediate provision of food packs
- Cash Assistance equivalent to the cost of food packs

Educational Assistance

- Tuition Fees Augmentation
- School supplies
- Transportation expenses
- Other school expenses

Transportation Assistance

- Return to Provinces permanently
- Seek medical intervention
- Attend emergency concerns
- Stranded/Victims of pick pockets

Burial Assistance

- Funeral Cost and related expenses
- Bringing remains of the deceased to their residence or burial site
- Cremation Cost

Assistance for other Support Services

- Provision of outright Cash
 - Provided to individuals and families in extremely difficult circumstances

Department / Office:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Individuals and Families in inadequate resources
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • <u>Medical Assistance</u> Prescription, Laboratory Request, Certificate of Indigency, Hospital Bill, Medical Certificate or Abstract 	<ul style="list-style-type: none"> • Naga City Hospital / City Health Office / Concerned Hospital
<ul style="list-style-type: none"> • <u>Food and Transportation Assistance</u> Police Blotter (if victim of pick pockets), Medical Certificate and Referral from doctor 	<ul style="list-style-type: none"> • Philippine National Police / City Health Office / Naga City Hospital / Bicol Medical Center
<ul style="list-style-type: none"> • <u>Educational Assistance</u> Certificate of Indigency, present school assessment or statement of account, school 	<ul style="list-style-type: none"> • Barangay, School where the student was enrolled, COMELEC



OD, Voter's ID/Certification				
<ul style="list-style-type: none"> Burial Assistance Photocopy of relative's Death Certificate, OSCA ID and Certification of membership from the OSCA (if Senior Citizen), PWD ID and Certification of membership from PDAO (if PWD), Solo Parent ID (if Solo Parent), Affidavit of residency (if deceased died outside Naga City but a registered resident of Naga City), Original Funeral Contract 		<ul style="list-style-type: none"> Local Civil Registrar, Office of Senior Citizens Affairs / Persons with Disabilities Office / Solo Parent Office, Public Attorney's Office, Funeral Parlor Concerned 		
<ul style="list-style-type: none"> Emergency Shelter Assistance Barangay Certification and Certification from the Bureau of Fire Protection 		<ul style="list-style-type: none"> Barangay, Bureau of Fire Protection 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Conduct Client's Orientation for Screening and Verification. The Social Worker in-charge will conduct the orientation on the necessary requirement needed and steps to follow.		10 – 15 minutes	SOCIAL WORKER OF THE DAY NIÑO ANGELO O. NAVIA Administrative Aide (Job Order) SHILEY H. BORERO Administrative Aide (Job Order)
	2. Assigning of Numbers After the orientation, the distribution of assigned number will follow.		1 minute	SOCIAL WORKER AND SOCIAL WELFARE VOLUNTEER
	3. Assessment A Social Worker will interview and assess the client's needs.		5 – 10 minutes	EDEN T. SAN ADRES Community Affairs Assistant II SHIELA P. CONDENO Project Development Officer II EVANGELINE S. MANALO Social Worker Officer III JEANETTE B. ALARCON Social Welfare



				Aide (Casual) MARILOU M. PALACIO Social Worker (COS)
	4. Provision of Assistance Social Worker will release assistance needed. CSWDO personnel provides financial assistance or refers the client to the following for free provisions of the service: <ul style="list-style-type: none"> - Pharmacy - Laboratory - Hospital - Funeral Parlor - Transport Companies 		2 minutes	GLORIA Z. RODRIGUEZ Administrative Aide I MARIA CARMEN A. MORALDE Social Welfare Aide MERGIE C. ASPA Administrative Aide I MARILOU M. PALACIO Social Worker (COS) ARNOLD B. AZORES Social Welfare Aide ANGIELINE A. MORILLO Administrative Aide I MARIAN C. VILLAFLORES Administrative Aide I
TOTAL		P	28 minutes	

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Availing of Care and Protection for Children under the Difficult Circumstances, including CICL

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) assists children and youth whose basic needs have been deliberately unattended to by their parents or guardians, or have been victims of any form of child abuse or children in conflict with law.

Department / Office:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	<ul style="list-style-type: none"> • Street Children • Abandoned, Orphaned and Neglected Children • Physically-Abused Children • Sexually Abused Children • Victims of rape, incest and act of lasciviousness • Emotionally Abused Children • Psychologically Abused Children (Bullied/Depressed children) • Minors with drug cases
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>FOR CHILD IN-CONFLICT WITH THE LAW</u> <ul style="list-style-type: none"> • Referral from Law enforcement Officer (LEO) • Birth Certificate • Medical Certificate • Sworn Statement 	<ul style="list-style-type: none"> • Barangay Tanod, Barangay Council for the Protection of Children, Philippine National Police, National Bureau of Investigation, Criminal Investigation and Detection Group • Local Civil Registrar, Philippine Statistic Administration • Bicol Medical Center, Preferred Provider Organization, National Bureau of Investigation, Provincial Police Office, Naga City Hospital, City Health Office • Philippine National Police, National Bureau of Investigation, Criminal Investigation and Detection Group
<u>FOR SURRENDERED CHILD</u> <ul style="list-style-type: none"> • Letter of application • Child Study Report • Birth Certificate • Deed of Voluntary Commitment • Photocopy of Valid ID of parent • Certificate of Notarial Act • Oldest and Recent picture of the child (3x5 size) • Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) 	<ul style="list-style-type: none"> • Department of Social Welfare and Development (DSWD)
<u>FOR NEGLECTED CHILD</u> <ul style="list-style-type: none"> • Child Study Report • Notarized Petition • Birth Certificate 	



<ul style="list-style-type: none"> • Tri-media Certification (Newspaper, radio, TV) • Barangay Blotter Report/ Police Blotter • Returned Registered mail to the last known address of the parent • Oldest and recent picture of the child (3x5 size) • Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) 		<ul style="list-style-type: none"> • Department of Social Welfare and Development (DSWD) 		
<u>FOR FOUNDLING CHILD</u> <ul style="list-style-type: none"> • Child Profile • Police/ Barangay Report • Media Certification (Newspaper, Radio, TV) • Oldest and recent picture of the child (3x5 size) • Dental Aging Assessment • Bone Aging Assessment • Child Study Report • Notarized Petition • Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) 		<ul style="list-style-type: none"> • Department of Social Welfare and Development (DSWD) 		
<u>FOR R.A. 11222 (SIMULATED BIRTH CERT.)</u> <ul style="list-style-type: none"> • Petition for adoption with application for Rectification of Simulated Birth Certificate (Affidavit) • Copy of Simulated Birth Record • Affidavit of Admission • Barangay Certification • Affidavit of two (2) disinterested persons • Certification Declaring a Child Legally Available for Adoption (CDCLAA) • Photographs of both child and petitioners 		<ul style="list-style-type: none"> • Department of Social Welfare and Development (DSWD) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR CHILD IN-CONFLICT WITH THE LAW (CICL), CASES OF CHILDREN AT RISK (CAR), CHILDREN IN NEED OF SPECIAL PROTECTION (CNSP)				
1. Client reports to office or makes a call.				
2. Submit necessary documents for interview.	3. Conduct interview, assessment, and counselling (rescue, as needed). Coordinates with PNP-Women Children Protection Center (PNP-WCPD), Barangay Council for the Protection of		1 hour 30 minutes	EVANGELINE S. MANALO Social Worker Officer III EDEN T. SAN ANDRES Community Affairs Assistant SHIELA P. CONDENO Project



	Children (BCPC).			Development Officer II
	4. Provide temporary shelter (NCCH), as well as basic needs (CAR, CICL, and CNSP).		6 months as needed	JEANETTE B. ALARCON Social Welfare Assistant (Casual) MARILOU M. PALACIO Social Worker (COS)
	5. Determination of discernment (CICL).		1 hour	EVANGELINE S. MANALO Social Worker Officer III NCCH Staff
	6. Home visitation. Coordinates with other agencies (CAR, CICL, and CNSP).		2 hours	EVANGELINE S. MANALO Social Worker Officer III
	7. Attend court hearings (CICL).		2 hours	EVANGELINE S. MANALO Social Worker Officer III
	8. Enrol victim on Home Study Program and ALS.		6 months	EVANGELINE S. MANALO Social Worker Officer III NCCH Staff
	9. Conduct pre-discharge case conference.		30 minutes	
	10. Sign on discharge slip and gate pass.		5 minutes	
R.A. 9523 (ADOPTION)				
1. Inquire and apply to social worker concerned.	2. Interview and assess applicants if eligible.		30 minutes to 1 hour	EVANGELINE S. MANALO Social Worker Officer III EDEN T. SAN ANDRES Community Affairs Assistant
	3. If eligible, provide checklist of requirements for adoption.		6 months	
4. Applicant submits the requirements.	5. Receives and submits documents to the DSWD Regional Office for review of child's dossiers.			
	6. If complete, DSWD FO V sends child's adoption documents to DSWD Central			



	Office for review and issuance of CDCLAA signed by the DSWD Secretary.			
	7. DSWD FO V receives CDCLAA and sends it to CSWDO.			
	8. CSWDO awards CDCLAA to the applicant.			
9. Applicant receives certification.				
R.A. 11222 (SIMULATED BIRTH CERTIFICATE)				
1. Inquire and apply to social worker concerned.	2. Interview and assess applicants if eligible.		30 minutes to 1 hour	EVANGELINE S. MANALO Social Worker Officer III EDEN T. SAN ANDRES Community Affairs Assistant
	3. If eligible, provide checklist of requirements for R.A. 11222.		6 months	
4. Applicant submits the requirements.	5. Receive and examine the petition for adoption with application for rectification of Simulated Birth Certificate shall be in the form of an affidavit.			
	6. Endorsement of documents to the DSWD Regional Office.			
	7. If complete, send child's adoption documents to DSWD Central Office for review. DSWD Central Office issues Order of Adoption and sends it back to DSWD FO V.			
	8. Regional Office provides Order of Adoption to CSWDO, PSA, and LCR.			
	9. CSWDO provides copy to the Applicant.			
10. Applicant receives copy of Order of				



Adoption.				
TOTAL		P	6 months and 1 hour	

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Securing a Social Case Study Report

ABOUT THE SERVICE

A case report made by a social worker for indigent clients who will secure medical and other assistance to PCSO, NGO's and other private and government hospitals/offices

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		<ul style="list-style-type: none"> • Patients undergoing treatment and medication • Claims for burial benefits/ assistance • Claims for financial incentive for educational assistance of the Naga City School Board 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>For walk in</u> <ul style="list-style-type: none"> • Medical abstract • Hospital bill • Proof of School Assessment • Certificate of Barangay residency/ indigency 		<ul style="list-style-type: none"> • Hospital where the patient is confined • Hospital where the patient is confined • School where the student is enrolled • Barangay • 		
<u>For referred clients</u> <ul style="list-style-type: none"> • Referral (from referring Social worker for SCSR) • Medical Abstract • Laboratory Request (if needed) • Hospital bill 		<ul style="list-style-type: none"> • Hospital • Hospital • Hospital 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose.			1 minute	SOCIAL WELFARE VOLUNTEER on duty
	2. Interview Social Worker will interview you to get pertinent information. The social worker prepares the Social Case Study Report by filling out the Social Case Study Form. (you may be required to submit a sketch of your residence if home visit is necessary)		30 minutes	EDEN T. SAN ANDRES Community Affairs Assistant II SHIELA P. CONDENO Project Development Officer II EVANGELINE S. MANALO Social Worker Officer III JEANETTE B.



				ALARCON Social Welfare Aide (Casual) MARILOU M. PALACIO Social Worker (COS) ANNABEL SJ. VARGAS CGDH I CSWD Officer
	3. If home visit is not necessary, the Social Worker prepares and prints the final 2 copies of the report.		5 minute	EDEN T SAN ANDRES Community Affairs Assistant II SHIELA P. CONDENO Project Development Officer II EVANGELINE S. MANALO Social Worker Officer III JENEATTE B. ALARCON Social Welfare Aide (Casual) MARILOU M. PALACIO Social Worker (COS)
	4. Approval and Release of Report CSWDO Chief approves report. You are then, given your copy.		1 minute	ANNABEL SJ. VARGAS CGDH I CSWD Officer
TOTAL			37 minutes	

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Promoting the Welfare of Socially Disadvantaged Women (WEDC)

ABOUT SERVICE

The City Social Welfare and Development Office (CSWDO) answers disadvantaged women's need for the prevention and eradication of exploitation, domestic violence and all forms of abuses against women.

This program provides services for the following:

- Victims of sexual abuse (under R.A. No. 8353 Anti-Rape Law)
- Maltreated/ Battered/ Violence Against Women and their Children (under R.A. No. 9262)
- Women who are emotionally and psychologically disturbed
- Children and women who are victims of human trafficking/ Involuntary Prostitution (Under R.A. No. 9208 TIP Cases)

These women or concerned citizens and other involved authorities may request for any of the following services:

- Rescue of victims
- Counselling
- Assistance in securing medico-legal services and reporting to the Women and Children Protection Desk for the filing of case to the City Prosecutor's Office
- Assistance in Filing a Case
- Provision of temporary shelter and custodial care (as need arises)
- Referral to other welfare agencies appropriate service needed by the victim

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Women in Especially Difficult Circumstances		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral and Previous Barangay Blotters/ Records		• Barangay VAWC Desk Officer		
• Marriage Certificate and Birth Certificate of Children		• Local Civil Registrar		
• Medico-legal		• Bicol Medical Center, National Bureau of Investigation, Provincial Police Office		
• Police Blotter		• PNP-WCPD (Women and Children Protection Desk)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Rescue.		1 – 3 days	EVANGELINE S. MANALO Social Welfare Officer III SHIELA P. CONDENO Project Development Officer II
	Referral to nearest hospital for check-up/ endorsement for Medico-Legal.			
	2. Provision of medical assistance, transportation, etc.			
	3. Counselling.			
	4. Coordination with other support			



	services (agencies, relatives, etc.)			EDEN T. SAN ANDRES Community Affairs Assistant II
	5. Assist/ guide victim in filing a case.			
	6. Endorsement/ Referral letter to concerned MSWDO (if victim is transient).			JEANETTE B. ALARCON Social Welfare Assistant (Casual)
				MARILOU M. PALACIO Social Worker (COS)
				JOCELYN G. AGUILA Social Worker (COS)
TOTAL			1 – 3 days	

CONTACT PERSONS

EVANGELINE S. MANALO	- Social Welfare Officer III
FRANCIA C. CASARENO	- Social Welfare Officer I
SHIELA P. CONDENO	- Social Welfare Officer I
JEANETTE B. ALARCON	- Social Welfare Aide (Casual)
EDEN T. SAN ANDRES	- Community Affairs Assistant II
JOCELYN G. AGUILA	- Social Worker (COS)

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Availing of Disaster Relief Assistance

ABOUT SERVICE

The City Social Welfare and Development Office (CSWDO) pro-actively provides assistance to Individuals and families who are victims of natural or man-made calamities such as typhoons, flooding, and fire.

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay or Police Blotter or Certificate from the Bureau of Fire Protection 		<ul style="list-style-type: none"> Barangay Hall/ Philippine National Police/ Bureau of Fire 		
<ul style="list-style-type: none"> Barangay Certification of Residency 		<ul style="list-style-type: none"> Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. CSWDO disaster relief assistance covers:	P		ARNOLD B. AZORES Social Worker Aide
	<ul style="list-style-type: none"> Repacking of goods/Food Commodities 		1 hour	
	<ul style="list-style-type: none"> Delivery of food commodities to evacuation center 		1 hour	MERGIE C ASPA Administrative Aide I (Casual)
	<ul style="list-style-type: none"> Distribution of relief goods 			GLORIA Z. RODRIGUEZ Administrative Aide I (Casual)
	<ul style="list-style-type: none"> Counselling for individuals and families who have been emotionally and psychologically depressed by the disaster (Psychological Services) 		30 minutes	SHIELA P. CONDENO Project Development Officer II
	<ul style="list-style-type: none"> Provision of food packs to victim and/ or families due to COVID-19. 			ANGIELINE A. MORILLO Administrative Aide I (Casual)
				ANNABEL SJ. VARGAS CGDH I CSWD Officer
				EVANGELINE S. MANALO Social Worker Officer III
				MARLON LUIS M. ROMANO (COS)



				NIÑO ANGELO O. NAVIA Administrative Aide (Job Order) EDEN T. SAN ANDRES Community Affairs Assistant II MARILOU M. PALACIO Social Worker (COS)
TOTAL		P	2 hours and 30 minutes	

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Enrolling at EDUCARE Service Program

ABOUT THE SERVICE

The city government runs an early education program for all pre-schoolers in the city called Naga Early Education and Development (NEED), the program is managed by the CSWDO, NEED combines the Department of Social Welfare and Development's (DSWD) traditional day care services with Montessori-type pre-school education.

There are currently 76 Schools Educare Centers under the NEED program. There is an average of 2 for each of the city's 27 barangays. Aside from those in the barangays, the city maintains a model day care center/ preschool at Barangay Tinago-the Naga City SEED Montessori.

The Educare Service Program usually charges a minimal monthly fee. This is determined in consultation with the CSWDO, the barangay where the Educare is located, and the Parents Effectiveness Service and homeowner's association, if any.

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All Pre-schoolers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Birth certificate		• City Civil Registrar Office		
• Certificate of residency		• Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the child to the Educare center near the child's residence with birth certificate				Educare Teacher in the barangay
2. The child will be assessed using the ECCD checklist	4. Interview parent/s child for pre - assessment		5 minutes	Educare Teacher in the barangay
3. The child needs to take Pre - test	5. The teacher will conduct an oral and written test to assess the child's knowledge		10-15 minutes	Educare Teacher in the barangay
6. The child may enroll right after assessment	7. The teacher will facilitate the enrollment process		5 minutes	Educare Teacher in the barangay
TOTAL		P	25 minutes	

Educare Centers Masterlist

Parents who would like to enrol their children at any of the city's Educare may contact their Barangay Captain or the nearest Educare worker/teacher based on the following master list.

BARANGAY	NAME CENTER	LOCATION	DAY CARE WORKER/TEACHER
Abella	Educare Center I	Barangay Hall Barangay Hall	ZARILU A. GABO
BagumbayanNorte	Educare Center I	Barangay Hall	MA. ELENA P. LOZANO



Bagumbayan Sur	Educare Center I Educare Center II	Barangay Hall Barangay Hall	GEMMA MUÑOZ GINA BELBIS PAULA PALEAN
Balatas	Educare Center I Educare Center II Educare Center III	Barangay Hall Barangay Hall Barangay Hall	GEMMA M. BADANOY HAZEL E. PORTUGUEZ JUNABEL SJ. AYNERA
Calauag	Educare Center I Educare Center II Educare Center III	Barangay Hall St. Vincent CLUPA	SALVE G. LEONEN GLORIA L. MORALES VIRGINIA G. SACAYAN
Cararayan	Educare Center I Educare Center II Educare Center III Educare Center IV Educare Center V	Bliss Site Langon San Rafael Coresite Salunguigui	GLENDA C. SAPUSAO ELNORA V. BERISO APRIL BERNADETTE M. MORON ELIZABETH BIBAL MELANIE C. AGAVANTE BELMA M. SABENIANO JULIETA B. AVILA JENNYLYN A. LIM
Carolina	Educare Center I Educare Center II Educare Center III Educare Center IV Educare Center V Educare Center VI	Yabo Austria Upper Carolina Barangay Hall Dona Moscoso Morada	DAISY ALVAREZ NORYDIE R. PORTO LIGAYA CALUZA JOLLY N. VALE REBECCA D. SAN ANDRES ANA BALINGASA (on foot – JOY MARASIGAN)
Concepcion Grande	Educare Center I Educare Center II Educare Center II Educare Center III	Barangay Hall Barangay Hall Zone 3 Zone 3 Villa Grande	JANET P. DELOS SANTOS MELOJENE Z. BAGASALA DIANA KATANDO LADY JAILU A. GAMEL GENALYN LEONARDO
Concepcion Pequeña	Educare Center I Educare Center II Educare Center III Educare Center IV Educare Center V Educare Center VI Educare Center VII Educare Center VIII Educare Center IX Educare Center X SEED II SEED II	Dona Clara Dona Clara Zone 3 J.B. Meliton Elem. Sch. Naga City Subd. San Antonio Zone 7 Villa Virginia Subd. Barangay Hall Barangay Hall City Hall	LORENA L. ESTAYANI JOCELYN C. VALEN LOURDES R. BORLAZA VILMA R. CANLAS ALITA GERNA LAILANIE L. NAVARRO NIKKI DELOS SANTOS MA. THERESA Y. STO. TOMAS ALITA GERNA MADONNA AYCANDO MIA T. FELIPE ELIZABETH BARTOLOME CHARISMA ZAMUDIO ESCUETA GLACY ANN RITO EDNA SAN JOSE NORALYN BRIONES LAURA BRIONES
Dayangdang	Educare Center I	Barangay Hall Barangay Hall	SUSAN I. MARISCAL MELODY PAGLINAWAN
Dinaga	Educare Center I	Barangay Hall	CHERRY N. FLORANZA
Del Rosario	Educare Center I Educare Center II	Zone 1 Villa Corazon Subd.	JENNIFER V. BADILLA SONIA D. OLLETA



	Educare Center III	Villa Corazon Subd.	MELISSA BLANQUERA
Igualdad	Educare Center I Educare Center II	Bethelite Temple Barangay Hall	MARY JO A. DIAMSAYAO ROSALYN C. EBUENGA
Lerma	Educare Center I Educare Center II	Barangay Hall Barangay Hall	AMALIA T. SABANGAN CONIE MENESES-PATUNGAN
Liboton	Educare Center I Educare Center II	Barangay Hall Barangay Hall	MARIANNE R. RIVERA NOREENZITA B. ABREU
Mabolo	Educare Center I Educare Center II	Mabolo Elem. Sch. Pagdaicon	ELIZABETH B. LLADONES RUBELYN G. BRIONES
Pacol	Educare Center I Educare Center II Educare Center III Educare Center IV	Barangay Hall Green Valley Subd. Km. 5 San Alfonso Subd.	EDITA M. OTILLA EDNA P. MIMAY MA. VICTORIA M. OTILLA MARICEL O. ALMAZAR
Panicuason	Educare Center I Educare Center II	Barangay Hall Yabo	EILAINÉ HISOLER CRISTINA TERRENAL BEVERLY E. ABASOLA
Peñafrancia	Educare Center I Educare Center II Educare Center III	UECN Compound Santiago I St. Jude	KAREN CAUBANG SALVACION M. DE LA CRUZ MARIBETH B. AMPARADO
Sabang	Educare Center I Educare Center II	Metroville Metroville	ANN MICHELLE Y. SAN BUENAVENTURA APRIL M. ENRIQUEZ
San Felipe	Educare Center I Educare Center II	BagongSirang	MYLA SARTE RUDELYN FAUSTO MYRILL I. IMPERIAL
San Francisco	Educare Center I	Barangay Hall Barangay Hall	MA. CRISTINA C. LADAGA
San Isidro	Educare Center I Educare Center II Educare Center III Educare Center IV	Barangay Hall Barangay Hall Zone 7 Masipag	TERESITA R. JORNALES JENNIFER T. ABRERA BRENDALY D. FELIN VIRGINIA C. IBARRETA
Sta. Cruz	Educare Center I	Barangay Hall Barangay Hall	ANGELINA V. ZALETA AMALIA DE VERGARA
Tabuco	Educare Center I Educare Center II Educare Center III Educare Center IV	Renacimiento St. PNR Road PNR Road Pingol	GEMMA ROSE MARCIAL HAZEL ABAGAT MA. CECILIA P. ESTRELLA
Tinago	Educare Center I Educare Center II SEED I	Barangay Hall Tinago Elem. Sch.	HELEN A. ADOLFO MA. CORAZON H. PARCON
Triangulo	Educare Center I Educare Center II Educare Center III	Barangay Hall Barangay Hall Rotary Club Cmpd.	ELENA COLINARES LUZ M. FLORDELIZ JULIET CALA

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

G/F Social Development Center Bldg., City Hall Complex, J. Miranda Avenue., Concepcion

Pequeña, Naga City

For more information, please contact:

Annabel SJ. Vargas, City Government Department Head I / City Social Welfare Development Officer

Tel No. (054) 205-2980 loc 3040

E-mail: cswdo@naga.gov.ph



Availing the SANGGAWADAN Program

ABOUT THE SERVICE

The City Social Welfare and Development Office (CSWDO) assists indigent in-school children, street children, and potentially working children in the City of Naga to encourage and motivate them to finish their schooling from kindergarten up to senior high school, to decrease drop-out rates and reduce vulnerability of children in the streets.

Department / Office:		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		<ul style="list-style-type: none"> Indigent student/ beneficiary whose gross family income does not exceed the amount of Nine Thousand One Hundred Forty Pesos (P9,140.00) A student/ beneficiary must belong to a family with at least three (3) children A student/ beneficiary must be studying in a public school, except those indigent children enrolled in private school by reason of scholarship grant A child-beneficiary must not be repeater of any grade level Parent/ Guardian of the beneficiary must be a registered voter of Naga City 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application form duly accomplished with 2"x2" picture of the student/ beneficiary 		<ul style="list-style-type: none"> CSWDO/ SANGGAWADAN OFFICE 		
<ul style="list-style-type: none"> Certificate of Indigency 		<ul style="list-style-type: none"> Barangay 		
<ul style="list-style-type: none"> School card (Form 138) of the child beneficiary 		<ul style="list-style-type: none"> School where the Child Beneficiary is enrolled 		
<ul style="list-style-type: none"> School ID of the child beneficiary 		<ul style="list-style-type: none"> -do- 		
<ul style="list-style-type: none"> Voter's ID of the parent/s guardian 		<ul style="list-style-type: none"> COMELEC 		
<ul style="list-style-type: none"> Memorandum of Agreement (MOA) duly filled-out and signed by parent or guardian 		<ul style="list-style-type: none"> CSWDO/ SANGGAWADAN OFFICE 		
<ul style="list-style-type: none"> Birth certificate of student/ beneficiaries and their siblings, his/her parents or guardian 		<ul style="list-style-type: none"> Local Civil Registrar/ PSA 		
<ul style="list-style-type: none"> Parents' birth certificate or marriage contract 		<ul style="list-style-type: none"> Local Civil Registrar/ PSA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intake interview	2. Worker conducts intake interview using Sanggawadan profile form		5 minutes	ANNABEL S.J. VARGAS CGDH I CSWD Officer
3. Submission of documentary requirements	4. Upon receiving of documentary requirements, worker conducts home visitation		10 – 15 minutes	JEANETTE B. ALARCON Social Welfare Aide (Casual)
	5. Once validated, client is accepted and is endorsed to barangay		5 hours	MARIA CARMEN A. MORALDE Social Welfare Aide



	organization of Sanggawadan			EMMA JEAN B. SAN BUENEVENTUR A
	6. Once admitted, client is entitled to the following benefits: - free school fess - Rice subsidy - Free hospitalization or medical assistance in government run hospitals within the city of Naga - Death or Burial Assistance - Livelihood project assistance - Incentives to exemplary students including tertiary scholarship grants		5-10 minutes	
	7. Worker provides orientation on the Program followed by a MOA signing		1 hour	
	8. Worker conducts monthly meetings with integration of parent effectiveness service, counseling and skills training		5 hours	
9. Regular attendance to monthly meetings				
TOTAL			11 hours and 30 mins.	

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

G/F Social Development Center Bldg., City Hall Complex, J. Miranda Avenue., Concepcion Pequeña, Naga City

For more information, please contact:

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Tel No. (054) 205-2980 loc 3040

E-mail: cswdo@naga.gov.ph



Issuance of Solo Parent ID and Certificate of Indigency

ABOUT THE SERVICE

A Certificate of Indigency is issued for clients who will avail of the services of the Naga City Solo Parents Affairs Office (NCSPAPO).

Department / Office:	NAGA CITY SOLO PARENTS AFFAIRS OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	<p>Individuals who falls under any of the following categories:</p> <ul style="list-style-type: none"> • A woman who gave birth as a result of rape • Parent left solo solo or alone with the responsibility of parenthood due to death of spouse • Parent left solo solo or alone with the responsibility of parenthood while the spouse is detained • Parent left solo solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse • Parent left solo solo or alone with the responsibility of parenthood due to legal separation or de facto separation from spouse • Parent left solo solo or alone with the responsibility of parenthood due to declaration of nullity or annulment of marriage • Parent left solo solo or alone with the responsibility of parenthood due to abandonment of spouse • Unmarried mother/ father who has preferred to keep and rear her/ his child/ children • Any other person who solely provides parental care and support to a child or children • Any family member who assumes the responsibility of head of family
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<u>For New Applicants</u> <ul style="list-style-type: none"> • 1pc 1x1 and 1pc 2x2 photos • Certification on Solo Parents New Application • Photocopy of birth certificate of minor dependents • Affidavit of guardianship (if applicable) • Photocopy of Voter's ID or Voter's Registration • Duly accomplished application form • Duly accomplished ID form 	<ul style="list-style-type: none"> • Barangay • Philippine Statistics Authority • Public Attorney's Office • COMELEC • Naga City Solo Parents Affairs Office • Naga City Solo Parents Affairs Office



For Renewal				
<ul style="list-style-type: none"> • Certification on Solo Parents Renewal of Membership • Duly accomplished renewal form 		<ul style="list-style-type: none"> • Barangay • Naga City Solo Parents Affairs Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration. Write your name and the purpose of the visit on the logbook.			1 minute	
	2. Interview. You will be interviewed by the staff to get pertinent information based on your purpose of the visit written on the logbook.		5 minutes	MARIA EVA C. GREGORIO Social Welfare Assistant
	3. Verification. Checking of the list of requirements depending on the services offered by the NCSPAO.		2 minutes	
	4. Preparation of Certificates NCSPF staff prepares the certificate of indigency in 2 copies.		5 minutes	MARIA EVA C. GREGORIO Social Welfare Assistant JEZZEL R. SANTIAGO Administrative Aide
	5. Approval and release of certificate and/ or implementation of the services asked for by the client.		2 minutes	ANNABEL S.J. VARGAS CGDH I CSWD Officer
TOTAL				

NAGA CITY SOLO PARENTS AFFAIRS OFFICE

2/F Ako Bicol Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Annabel S.J. Vargas, City Government Department Head I / City Social Welfare Development Officer

Tel No.: (054) 205-2980 loc 3040

E-mail: cswdo@naga.gov.ph



Applying / Renewing a Business Permit

ABOUT THE SERVICE

All enterprises are required to secure a Business License and Mayor's Permit, and pay business taxes before the start of commercial operations.

The license must be renewed from January 1 to 20, every year, otherwise penalties are imposed after this period.

Business taxes for new enterprises are based on capitalization. Those for succeeding years are computed as a percentage of gross receipts/sales. Payments may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter.

Renewal of licenses may take 30 minutes or 2 hours depending on the results of verification made by a Local Revenue Collection Officer. Verification determines whether an applicant still has to secure clearances from various offices (CPDO, CEO/City Building Office, CHO & BFP). Processing of licenses for these applicants will take approximately 2 hours. Otherwise, only 30 minutes are required to secure a license.

Before applying for renewal of business license, firms may log on to the city government's e-biz online facility (www.naga.gov.ph/ebusiness) to check whether they still need to secure building, zoning, fire and/or sanitary inspection clearances before their applications can be processed. E-biz online connects firms to the city's unified business tracking system which contains information on the results of inspections done by various offices during the previous year.

TAXES AND FEES

- Business Taxes → Based on type of business and capitalization (new enterprises) or annual gross receipts (existing enterprises) *
- Mayor's Permit Fee → Based on Asset Size *
- Sanitary Inspection Fee → Based on type of establishment *
- Fire Safety Inspection Clearance Fee → Based on type of establishment *
- Building Inspection Fee → Based on type of structure **
- Garbage Fee → Based on type of establishment and product(s) sold ***
- Health Card Fee → P 150.00 per employee
- Business Plate (new firms) → P 200.00 per business plate
- Business plate Sticker (renewal) → P 30.00 per sticker

Please refer to the following ordinances posted at www.naga.gov.ph/ordinances:

* Ordinance No. 2004-123 – Revised Revenue Code

Ordinance No. 2013-065 – Some Amendments to Ord. No. 2004-123

** Ordinance No. 1997-081 – Revised Building Code

*** Ordinance No. 2004-030 – Upgrading of Garbage Fees

Ordinance No. 2009-065 – Amendment on Sec. 86A of Ord. 2004-123

Department / Office:	CITY TREASURER'S OFFICE
Classification:	Simple
Type of Transaction:	G2B - Government to Businesses



Who may avail		Business Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW <ul style="list-style-type: none"> • Business License • Application/Assessment Form • Community Tax Certificate • Barangay Business Clearance <p><i>Additional Requirements for New Applications:</i></p> <ul style="list-style-type: none"> • Articles of Incorporation (for corporations) • Business Name Registration (for sole proprietorships) • Cooperative Development Authority Registration (for cooperatives) • Registration Certificate Form • DTI – for Single Proprietorship • SEC – for Corporation/ Partnership • Secretary's Certificate/ Board • Resolution (to establish a branch) Amount of Capitalization authorized person to transact and sign) • CDA – for Cooperatives • 2x2 picture of Owner/ Manager/ Accountant • 3x4 picture of establishment façade 		<ul style="list-style-type: none"> • City Treasurer's Office • City Treasurer's Office • City Treasurer's Office or Barangay Hall • Barangay Hall (during BOSS – at City Hall) <ul style="list-style-type: none"> • Securities and Exchange Commission • Department of Trade and Industry <ul style="list-style-type: none"> • Cooperative Development Authority 		
RENEWAL <ul style="list-style-type: none"> • Business License • Application/ Assessment Form • Community Tax Certificate • Barangay Business Clearance • BIR Form from previous year-1701Q (1st -3rd Quarter), 2551M (Oct-Dec) • For Branches, Declaration of Gross Receipts/ Sales certified by Accountant or Manager • Real Property Tax Clearance <p><i>Additional Requirements for Renewal:</i></p> <ul style="list-style-type: none"> • Submit Barangay • Business Clearance • Comm. Tax Cert • Income Tax Return or Certificate of Gross Receipt signed by owner or Manager <p><u>Clearances/Permit</u></p> <ul style="list-style-type: none"> • Zoning Clearance • Sanitary Permit Building/ Occupancy Permit • Environmental Clearance • Fire Safety Inspection Clearance 		<ul style="list-style-type: none"> • City Treasurer's Office • City Treasurer's Office • City Treasurer's Office or Barangay Hall • Barangay Hall (during BOSS – at City Hall) <ul style="list-style-type: none"> • City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BUSINESS ONE-STOP SHOP at the Naga City People's Hall (Every first month of the year)				
1. Submit Application Form at Naga City People's Hall.				FREDELSA A. DY Administrative Aide I (Casual)
Secure and fill-up				MELINDA S.



Application Form.				ASPRA Administrative Aide II
2. Secure Documentary Requirements & Clearances * <i>Deficiency/ies of requirement in any office/ agency must be settled before it could be encoded in the system.</i> * <i>If all requirements are complied with, there is no need for backdoor processing. Person involved must proceed to Encoding & Verification.</i>				CITY PLANNING AND DEVELOPMENT OFFICER CITY HEALTH OFFICER CITY BUILDING OFFICER CENR OFFICER BUREAU OF FIRE PROTECTION CITY DIRECTOR
	3. Encoding and verification.		5 minutes	DEXTER B. QUIAPO Revenue Collection Clerk II JUDITO FELIX M. BOTOR Revenue Collection Clerk I ERIC S. ALANO Metro Aide I RAYMOND B. NASAYAO Administrative Aide II RONAN EMMANUEL A. CUYO Revenue Collection Clerk I JAZMIN R. DIZON (Job Order)
	4. Assessment, approval, and billing statement printing.		10 minutes	GRACE M. MARCO Local Revenue Collection Officer II DEXTER B. QUIAPO Revenue Collection Clerk II



				<p>RONAN EMMANUEL A. CUYO Revenue Collection Clerk I</p> <p>GLADINA S. POSUGAC Local Treasury Operations Officer IV</p> <p>MARIA SOCORRO R. GAYANILO CGADH I / Acting City Treasurer</p> <p>GREGORIA NILDA B. ABONAL CGDH I City Treasurer</p> <p>CECLIA A. BACOLO OIC – Assistant City Treasurer</p>
<p>5. Pay at the City Treasurer's Office.</p> <p>Proceed to Windows 3 to 8 with billing statement printout on hand.</p>	<p><u>Payment Options:</u> Annually, Semi- annually, and quarterly</p> <p>Alternate transaction adaption to all windows/counters for PWD, Senior Citizens, Pregnant Women for payment of taxes and payment of fees and charges</p> <p><u>Payment thru:</u> - POS - Over the counter(LBP) - ePayment (LBP)</p> <p>Separate processing and payment for BFP at the Naga City People's Hall.</p>		5 minutes	<p>Collecting Personnel:</p> <p>OLGA B. IMPERIAL Revenue Collection Clerk II</p> <p>JOEL R. ARROYO Revenue Collection Clerk II</p> <p>MARY JANE S. BELLEZA Revenue Collection Clerk I</p> <p>CRISTHABELLE B. VELARDE Revenue Collection Clerk I</p> <p>HAIDE C. SEMPUEGO Revenue Collection Clerk I</p> <p>LEO RICARDO N.</p>



				<p>GENERAL Collector Designate</p> <p>TUDY T. ESTRELLA Revenue Collection Clerk II</p> <p>ANGELINE B. BATAC Revenue Collection Clerk I</p> <p>Reliever:</p> <p>DEXTER B. QUIAPO Revenue Collection Clerk II</p> <p>RAYMOND B. NASAYAO Collection Designate Bookbinder I</p> <p>ROSABELINDA R. DEL VILLAR Admin Aide IV</p> <p>RONAN EMMANUEL A. CUYO Revenue Collection Clerk I</p> <p>MARILYN S. EMBESTRO Administrative Officer V (Cashier III)</p>
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6. Claim (Naga City People's Hall). Issuance of Permits and Registration Plates/ Stickers. * <i>All pertinent documents, i.e., Mayor's Permit, Sanitary Permit, Health cards, Business Plates (new), stickers (renewal) and FSIC are released simultaneously.</i>			5 minutes	Releasing Personnel: DARWIN B. MORTE Administrative Aide (Casual) ALEXANDER B. COLAMBO Administrative Aide (Casual) SALVADOR C. SATO II Administrative Aide I (Casual) BOBBY A. MARTINEZ Administrative Aide I (Casual) GENARD R. SAN JOSE Administrative Aide (Casual) JOMAR V. BENITO Administrative Aide I (Casual) Field Worker
TOTAL		P	25 minutes	
REGULAR BUSINESS REGISTRATION AND RENEWAL (February to December)				
1. Secure and fill-up Application Form. Attach all requirements.				DEXTER B. QUIAPO Revenue Collection Clerk II ERIC S. ALANO Metro Aide I JAZMIN R. DIZON (Job Order) RONAN EMMANUEL A. CUYO Revenue Collection Clerk I
2. Secure clearances. 2a. New applicants and those for				WIFREDO B. PRILLES, Jr. CGDH I (CPDO)



<p>renewal with deficiencies:</p> <ul style="list-style-type: none"> – CPDO – CBO – CHO – ENRO – BFP <p>2b. Those for other renewal, will have to pass CHO & BFP</p> <p><i>* Actual Inspections are conducted for all new enterprises.</i></p> <p><i>* Renewal - Processing by exception.</i></p>				<p>(Zoning)</p> <p>ENGR. ALEXANDER N. CANING CGDH I (CEO / CBO) (Building)</p> <p>DR. VITO C. BORJA II CGDH I (CHO) (Sanitary)</p> <p>F/C INSP. EMMANUEL G. RICAFORT City Fire Marshall (Fire Safety)</p>
	<p>3. Assessment, Verification, and Approval.</p> <p>LRCO validates submitted information at BPL System and assesses taxes, fees and charges.</p> <p>City Treasurer reviews and approves assessment and affixes her signature on the printout.</p> <p>Printout Billing Statement.</p>		10 minutes	<p>GRACE M. MARCO Local Revenue Collection Officer II</p> <p>MARIA SOCORRO R. GAYANILO CGADH I / Acting City Treasurer</p> <p>JAZMIN R. DIZON (Job Order)</p> <p>ERIC S. ALANO Metro Aide I</p> <p>RONAN EMMANUEL A. CUYO Revenue Collection Clerk I</p>
<p>4. Payment.</p> <p>Proceed to Windows 3 to 8 and pay the taxes, fees and other taxes appearing in the printout.</p> <p>Business owners have the option to pay on an annual, semi-annual or quarterly basis.</p> <p><i>* With Priority lane designated for</i></p>			5 minutes	<p>Collecting personnel:</p> <p>OLGA B. IMPERIAL Revenue Collection Clerk II</p> <p>JOEL R. ARROYO Revenue Collection Clerk II</p> <p>MARY JANE S. BELLEZA Revenue Collection Clerk II</p>



<p><i>Pregnant Women, PWD & Senior Citizens.</i></p> <p><i>* Payments for Fire Inspection Fee are accepted by BFP Personnel.</i></p>				<p>CRISTHABELLE B. VELARDE Revenue Collection Clerk I</p> <p>HAIDE C. SEMPUEGO Revenue Collection Clerk I</p> <p>LEO RICARDO N. GENERAL Collector Designate</p> <p>TUDY R. ESTRELLA Revenue Collection Clerk II</p> <p>Reliever:</p> <p>ANGELINE B. BATAC Revenue Collection Clerk I</p> <p>RAYMOND B. NASAYAO Collector Designate</p> <p>ROSABELINDA R. DEL VILLAR Administrative Aide IV</p> <p>MARILYN S. EMBESTRO Administrative Officer V (Cashier III)</p>
	<p>5. Claim.</p> <p>Issuance of permits and registration Plate/Stickers.</p> <p><i>* All pertinent documents, i.e., Mayor's Permit, Sanitary Permit, health cards, business plates (new), sticker (renewal) and FSIC are released simultaneously.</i></p>		<p>6 minutes</p>	<p>DEXTER B. QUIAPO Revenue Collection Clerk II</p> <p>JAZMIN R. DIZON (Job Order)</p> <p>ERIC S. ALANO Metro Aide</p> <p>RONAN EMMANUEL A. CUYO</p>



				Revenue Collection Clerk I
	TOTAL	P	21 minutes	

**Other additional Requirements for registration and for Issuance of Mayor's Permit:
(Depending upon the nature of the business)**

Branch Office-Corporation -	Board Resolution indicating capital investment
Auto Repair Shop, Radio & other Electronic Shops	DTI Accreditation Certificate
Dealers of Rice & Corn	NFA License
Drugstore	BFAD License
General/Specialty Eng'g./Contractor	PCAB Contractor's License
Messenger & Courier Services	DOTC Permit
Pest Control Services	Pest Control License
Real Estate Broker	DTI Issued Re-Broker License
Recruitment Agency	DOLE Permit (local) POEA(License)
Rent-a-car & Transport Services	LTFRB License
Firearms & explosives	Camp Crame License to operate
Security Agency	Permit to operate from PNP HQ (Camp Crame)
Telecommunication ,cell phone repair shop	NTC License TESDA Vocational/Technical School
Pawnshop	New-with condition MP-"application for Registration with BSP" Foreign Exchange Money Transfer • Renewal: 1. Certification of Registration Money Remittance 2. BSP Clearance on reportorial requirement FX, MC, RA Money Changer
Gasoline Station	DOE - Certificate of Compliance
Educational Institution/School	DepEd Registration Certificate
Lotto	PAGCOR/PCSO Certificate Resolution from Sangguniang Panlungsod
Dental Laboratory	Phil Dental Association Registration Certificate

CITY TREASURER'S OFFICE

Room 101, G/F Main Building, J. Miranda Avenue, City Hall Complex, Concepcion Pequeña, Naga City

For more information, please contact:

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Tel. Nos. (054) 205-2980 loc 1020

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Retiring a Business License

ABOUT THE SERVICE

Enterprises that have closed or ceased to exist, or whose ownership has changed, must file with the CTO an application for Retirement of Business.

This should be done to update the city government's records and to avoid accumulation of tax payments and penalties.

Department / Office:		CITY TREASURER'S OFFICE		
Classification:		Complex		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Businessmen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Business Retirement – 2 copies 		<ul style="list-style-type: none"> City Treasurer's Office 		
<ul style="list-style-type: none"> Barangay Certification regarding cessation of business 		<ul style="list-style-type: none"> Barangay Hall 		
<ul style="list-style-type: none"> Previous permit or license (to be surrendered) 				
<ul style="list-style-type: none"> Business Plate 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application and Verification of Payments Secure and fill out Application for Business Retirement Form.	Verify payments of previous taxes and fees due		12 minutes	GRACE M. MARCO Local Revenue Collection Officer II
	2. Inspection of business establishment To be scheduled (unannounced to the applicant)		3 days	Business License Division Field Workers
	3. Check and review for approval		2 minutes	GRACE M. MARCO Local Revenue Collection Officer II
	4. Recommendation for approval		2 minutes	MARIA SOCORRO R. GAYANILO CGADH I / Acting City Treasurer
	5. Approval		2 minutes	NELSON S. LEGACION City Mayor
	6. Issuance / release of Request		2 minutes	DEXTER B. QUIAPO Revenue Collection Clerk II



				RONAN EMMANUEL A. CUYO Revenue Collection Clerk I
TOTAL		P	3 days and 20 minutes	

CITY TREASURER'S OFFICE

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For more information, please contact:

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Paying Real Property Taxes

ABOUT THE SERVICES

Owners of land and buildings have to pay real property taxes annually. Taxes are a percentage of the property's taxable value.

Taxable value is computed by multiplying a land or building's Fair Market Value (FMV) to its Assessment Level. Both the FMV and the Assessment Level are based on an ordinance passed by the Sangguniang/City Council. The City Assessor's Office submits to the Sangguniang a new Schedule of Fair Market Values every 3 years. Real property tax payments are made at the Land Tax Division of the CTO. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given to those who pay in advance and those who pay on time.

TAXES, FEES AND DISCOUNTS

TAXES

Basic Real property Tax = Fair Market value X Assessment Level X Basic Tax Rate

Additional Tax (Special Education Fund) = Fair Market Value X Assessment Level X 1.00%

FAIR MARKET VALUE

Based on the Schedule of Fair Market Values proposed by the City Assessor and approved by the Sangguniang Panlungsod.

ASSESSMENT LEVEL

On Land

TYPE	ASSESSMENT LEVEL
Residential	15%
Agricultural	30%
Commercial	30%
Industrial	40%
Mineral	30%

ASSESSMENT LEVEL

FAIR MARKET VALUE	RESIDENTIAL	AGRICULTURAL	COMMERCIAL / INDUSTRIAL	TIMBERLAND
175,000 - 200,000	10%	15%	20%	25%
200,000 – 500,000	15%	20%	25%	30%
500,000 – 750,000	20%	25%	30%	35%
750,000 – 1,000,000	25%	30%	35%	40%
1,000,000 – 2,000,000	30%	35%	40%	45%
2,000,000 – 5,000,000	35%	40%	45%	50%
5,000,000 – 10,000,000	40%	40%	50%	50%
10,000,000 – up	45%	40%	55%	50%

	BASIC TAX RATE	SEF TAX RATE
Residential	1.00%	1%
Commercial, Industrial, Agricultural	1.25%	1%



DISCOUNTS AND PENALTIES

Prompt payment (paid on or before the last working day of the quarter)	10% discount if basic tax, SEF and other levies paid the deadline)
Advance payment (paid before January 1 of the current year)	20% discount on basic tax, SEF and other levies 1 of the taxable year)
Failure to pay tax	2% interest per month on the unpaid amount or fraction thereof; but total interest shall not exceed 72%.

For details, please refer to the following ordinances posted at www.naga.gov.ph/ordinances:

- Ordinance No. 1993-042 – Real Property Ordinance, as amended by Ordinance No. 1996-050 - Real Property Tax Assessment, Levy and Collection
- Ordinance No. 1993-042 – Real Property Ordinance, as amended by Ordinance No. 2002-031 - Real Property Tax Discount Rates
- Ordinance No. 1993-060 – Revised Revenue Code
 - Ordinance No. 2001-085 – Schedule of Fair Market Values
 - Ordinance No. 2008-080 – Schedule of Fair Market Values

Department / Office:		CITY TREASURER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Landowner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Copy of latest Real Property Tax Declaration • Photocopy of latest Real Property Tax payment / Official Receipt 		<ul style="list-style-type: none"> • City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Computation of Real Property Tax. Present the requirements at the Computer Area.	2. A tax bill or Real Property Tax Order of Payment (RPTOP) is, then, printed.		4 minutes per tax declaration	ARIEL M. MACALALAD Admin. Aide II ROLANDO A. BOBIS JR. Local Revenue Collection Officer I VERGIE B. GABRINAO Administrative Aide (Casual) MARILYN J. MENDOZA Administrative Aide (Casual)
3. Payment Present the tax bill to an assigned collector at the payment counter; and pay the		See rates above.	5 minutes per tax declaration	Collecting personnel: OLGA B. IMPERIAL Revenue



taxes due.				<p>Collection Clerk II</p> <p>JOEL R. ARROYO Revenue Collection Clerk II</p> <p>MARY JANE S. BELLEZA Revenue Collection Clerk II</p> <p>CHRISTHABELLE B. VELARDE Revenue Collection Clerk II</p> <p>HAIDE C. SEMPUEGO Revenue Collection Clerk I</p> <p>LEO RCARDO N. GENERAL Collector Designate</p> <p>DEXTER B. QUIAPO Revenue Collection Clerk II</p> <p>Reliever:</p> <p>TUDY T. ESTRELLA Revenue Collection Clerk II</p> <p>RONAN EMMANUEL A. CUYO Revenue Collection Clerk I</p> <p>ROSABELINDA R. DEL VILLAR Admin Aide IV</p> <p>MARILYN S. EMBESTRO Administrative Officer V Cashier II</p>
TOTAL		P	9 minutes	



CITY TREASURER'S OFFICE

Room 101, G/F Main Building, J. Miranda Avenue, City Hall Complex, Concepcion Pequeña, Naga City

For more information, please contact:

Mrs. Maria Socorro R. Gayanilo, City Government Acting Department Head I/ Acting City Treasurer

Tel. Nos. (054) 205-2980 loc 1020

E-mail: cto@naga.gov.ph



Paying Transfer Taxes

ABOUT THE SERVICE

Transfer Taxes are paid for transactions involving transfer of ownership of real property.

The tax should be paid within 60 days from the date of execution of the deed as regards sale, barter, donation or any mode of transferring ownership; or from the date of the decedent's death, in case of transfer by succession.

Payments are made at the Land Tax Division of the CTO.

Department / Office:		CITY TREASURER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Copy of Real Property Tax Declaration • Deed of Sale, Donation, Exchange, Judicial/Extra Judicial Settlement, Affidavit of Consolidation, or any applicable document proving transfer of property Ownership 		<ul style="list-style-type: none"> • City Assessor's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Computation of Transfer Tax. Present the required documents to the assigned personnel who, then assesses the tax due.	2. The Transfer Tax Bill is computed and released to the taxpayer.		15 – 20 minutes	JOCELYN D. DOLOIRAS Local Revenue Collection Officer II ROLANDO A. BOBIS JR. Local Revenue Collection Officer I ARIEL M. MACALALAD Administrative Aide II
3. Payment The taxpayer pays the required taxes to the assigned collector at the counter.	4. An Official Receipt is issued.		5 minutes	Collecting Personnel: OLGA B. IMPERIAL Revenue Collection Clerk II JOEL R. ARROYO Revenue Collection Clerk II MARY JANE S. BELLEZA Revenue



				Collection Clerk II
				CRISTHABELLE B. VELARDE Revenue Collection Clerk II
				HAIDE C. SEMPUEGO Revenue Collection Clerk II
				LEO RICARDO N. GENERAL Collector Designate
				DEXTER B. QUIAPO Revenue Collection Clerk II
				Reliever:
				TUDY T. ESTRELLA Revenue Collection Clerk II
				RONAN EMMANUEL A. CUYO Revenue Collection Clerk I
				ROSABELINDA R. DEL VILLAR Admin Aide IV
				MARILYN S. EMBESTRO Administrative Officer V Cashier III
	TOTAL	P	25 minutes	

CITY TREASURER'S OFFICE

Room 101, G/F Main Building, J. Miranda Avenue, City Hall Complex, Concepcion Pequeña, Naga City

For more information, please contact:

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E-mail: cto@naga.gov.ph



Securing Certificate of Real Property Tax Payments

ABOUT THE SERVICE

A certificate of Real Property Tax Payments is required, in certain transactions (e.g. securing a Building Permit), to prove that taxes on real property have been paid and updated. This may be secured from the Land Tax Division of the CTO.

Department / Office:		CITY TREASURER'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Landowners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Copy of Latest Real Property Tax Declaration 		<ul style="list-style-type: none"> • City Assessor's Office 		
<ul style="list-style-type: none"> • Community Tax Certificate 		<ul style="list-style-type: none"> • City Treasurer's Office 		
<ul style="list-style-type: none"> • Certification Fee Payment – Official Receipt 				
<ul style="list-style-type: none"> • If the purpose of the requested certification is for transfer of property ownership, the following are further required: <ul style="list-style-type: none"> – Document supporting the transfer of ownership, duly notarized – Transfer Tax Payment – Official Receipt 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements.			3 minutes	SALVE LUZ A. OJEDA Administrative Aide II ALVIN ANGELO Q. ALANGCO (Job Order)
2. Pay corresponding fees.		Cert Fee - P50 / Tax Declaration Research Fee – P75 / Tax Declaration	3 minutes	Collecting Personnel: OLGA B. IMPERIAL Revenue Collection Clerk II JOEL R. ARROYO Revenue Collection Clerk II MARY JANE S. BELLEZA Revenue Collection Clerk II CRISTHABELLE B. VELARDE Revenue Collection Clerk II



				<p>HAIDE C. SEMPUEGO Revenue Collection Clerk II</p> <p>LEO RICARDO N. GENERAL Collector Designate</p> <p>DEXTER B. QUIAPO Revenue Collection Clerk II</p> <p>Reliever:</p> <p>TUDY T. ESTRELLA Revenue Collection Clerk II</p> <p>ANGELINE B. BATAC Revenue Collection Clerk I</p> <p>RONAN EMMANUEL A. CUYO Revenue Collection Clerk I</p> <p>RAYMOND B. NASAYAO Collector Designate</p> <p>ROSABELINDA R. DEL VILLAR Admin Aide IV</p> <p>MARILYN S. EMBESTRO Administrative Officer V Cashier III</p>
3. Present the requirements at the Computer Area and inform the assigned personnel as to the purpose of the requested certificate.	4. Printing of Certificate.		15 minutes	<p>PRINCESS CHRISTINE I. NAPIGQUIT Clerk (Job Order)</p> <p>ALVIN ANGELO Q. ALANGCO (Job Order)</p>



				VERGIE B. GABRIANO (Job Order)
5. Verification of Certificate The printed certificate, along with the Individual Property Card, is forwarded to the assigned personnel. A check is made on completeness of real property tax payments and the accuracy of data printed on the certificate.			20 minutes	JOCELYN D. DOLOIRAS Local Revenue Collection Officer II ROLANDO A. BOBIS JR. Local Revenue Collection Officer I
6. Approval and Issuance. The Chief of the Land Tax Division initials the certificate and forwards the same to the City Treasurer for his signature. It is then released to the client.			5 minutes	CECILIA A. BACOLO Local Revenue Collection Officer IV MARIA SOCORRO R. GAYANILO CGADH I / Acting City Treasurer
TOTAL		P	38 minutes	

CITY TREASURER'S OFFICE

Room 101, G/F Main Building, J. Miranda Avenue, City Hall Complex, Concepcion Pequeña, Naga City

For more information, please contact:

Mrs. Maria Socorro R. Gayanilo, City Government Acting Department Head I/ Acting City Treasurer

Tel. Nos. (054) 205-2980 loc 1020

E-mail: cto@naga.gov.ph



Accessing Veterinary Services

ABOUT THE SERVICE

The City Veterinary Office provides veterinary services for livestock, poultry, and pets, especially dogs. Veterinary services cover consultation, vaccination (e.g. Anti-Rabies, Newcastle Disease, Hemosep, Hog Cholera), deworming (e.g. livestock, poultry, and pets), castration (e.g. pet animals and livestock animals), pregnancy diagnosis, and treatment.

Clients may bring their livestock/ pets directly to the CVO for treatment; or request that services be scheduled in their area.

Department / Office:		CITY VETERINARY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request For Services Go directly to the CVO, bringing along your livestock / pet for treatment – or – Request that services be scheduled for your area.		P	15 minutes	CVO personnel
	2. Interview/ Assessment Veterinarian takes the animal's medical history, conducts medical examination, does tentative diagnosis, and requests for owner information.		Scheduled services: Next day Walk-in clients: 30 minutes	DR. JUNIOS J. ELAD, JR. CGDH I City Veterinary Officer JAIME A. HALCON JR. Agricultural Technologist - Livestock DR. MARILEE P. LINGUA Agricultural Technologist
	3. Treatment Veterinarian treats the animal, provides you will relevant information and prescribes		Urgent request (e.g. calving) Immediate response	DR. JUNIOS J. ELAD, JR. CGDH I City Veterinary Officer



	medicine for home medication, if any. Whenever available, veterinary supplies are provided by CVO. Otherwise, you will have to secure these on your own.			JAIME A. HALCON, JR. Agricultural Technologist - Livestock DR. MARILEE P. LINGUA Agricultural Technologist
PREGNANCY DIAGNOSIS				
1. Go directly to the CVO, and request for Pregnancy Diagnosis.	2. Conducts P.D. through rectal palpation.		Schedule Service: Next day	JAIME A. HALCON JR. Agricultural Technologist - Livestock DR. MARILEE P. LINGUA Agricultural Technologist FROILAN S. NAVARRO Livestock Inspector Designate
DOG SURRENDER				
1. Go directly to the CVO, request for dog catching.	2. Conduct dog catching.		Within the day	Dog Impounding Team
ANIMAL PRODUCTION (LARGE RUMINANTS)				
1. Request for service.	2. Conduct pregnancy diagnosis and Estrus Synchronization.		By schedule	JAIME A. HALCON JR. Agricultural Technologist - Livestock DR. MARILEE P. LINGUA Agricultural Technologist FROILAN S. NAVARRO Heavy Equipment Operator II
TOTAL		P		

CITY VETERINARY OFFICE

Maharlika Highway, Zone 3, Del Rosario, Naga City

For more information, please contact:

Dr. Junios J. Elad, Jr., City Government Department Head I / City Veterinary Officer

Tel. No. (054) 881-9573

E-mail: cvo@naga.gov.ph



Large Ruminants Registration and Securing Livestock Shipping Permit, Veterinary Health and Death Certificates, and Meat Inspection for Hot Meat

ABOUT THE SERVICE

Large Ruminants Registration (Certificate of Ownership) and Livestock Shipping Permits, along with Health Certificates, are required from shippers before cattle, carabao, swine and other livestock can be transported outside the city.

Health Certificates are issued to certify that the animals to be transported live do not have any communicable diseases. These are also required for pet dogs and cats before they can be shipped to other areas.

Death Certificates for livestock are needed by crop and livestock insurance companies before they can process claims for indemnity. The City Veterinary Office issues these permits and certificates.

Department / Office:		CITY VETERINARY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Any client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Certificate and Livestock Shipping Permit <ul style="list-style-type: none"> Barangay Clearance License as Shipper (for livestock) Certificate of Ownership or Transfer (cattle and carabao) Vaccination records 		<ul style="list-style-type: none"> Barangay Hall 		
Death Certificate <ul style="list-style-type: none"> Barangay Certification or Affidavit of 2 disinterested persons attesting to the death Certificate of Ownership or Transfer (cattle and carabao) Community Tax Certificate 		<ul style="list-style-type: none"> Barangay Hall Barangay Hall / City Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LARGE RUMINANTS REGISTRATION				
1. Request visit for cowlicks identification.	2. Conduct site visitation.		Within the day	FROILAN S. NAVARRO Livestock Inspector Designate
HEALTH CERTIFICATE AND LIVESTOCK SHIPPING PERMIT				
1. Request for certificate/ permit. Bring the animals(s) to the CVO and request for issuance of the certificate permit. For livestock, especially large ruminants, you may		P	Within the day	DR. JUNIOS J. ELAD, JR. CGDH I City Veterinary Officer JAIME A. HALCON JR. Agricultural Technologist - Livestock



request that the certifying officer visit the animal at the shipper's pooling and loading area.				<p>FROILAN S. NAVARRO Livestock Inspector Designate</p> <p>Administrative Staff</p>
<p>2. Inspection</p> <p>Veterinarian inspects the animals and ensures that they do not have any communicable diseases.</p>				<p>DR. JUNIOS J. ELAD, JR. CGDH I City Veterinary Officer</p> <p>JAIME A. HALCON JR. Agricultural Technologist - Livestock</p> <p>DR. MARILEE P. LINGUA Agricultural Technologist</p>
<p>3. Preparation of certification</p> <p>Veterinarian prepares and approves the certification/permit and attaches the requirements above.</p> <p>The certificate/permit should be presented by the shipper at checkpoints located along the highways leading to the livestock's destination.</p>				<p>JAIME A. HALCON JR. Agricultural Technologist - Livestock</p> <p>Administrative Staff</p>
DEATH CERTIFICATE				
<p>1. Request for certificate</p> <p>Report to the CVO the death of the livestock and request for issuance of a death certificate.</p>				<p>JOAN C. VILLAMOR Administrative Aide IV (Clerk II)</p> <p>JAIME A. HALCON JR. Agricultural Technologist - Livestock</p> <p>DR. MARILEE P. LINGUA Agricultural Technologist</p>
2. Inspection and				



<p>photographic evidence</p> <p>The Livestock Officer will go with you to the area where the dead livestock is being held. He validates the cause of death.</p> <p>Takes photographs of the dead animal. The photos must be taken from at least 3 positions.</p>			<p>15 minutes May vary depending on travel time</p>	<p>DR. JUNIOS J. ELAD, JR. CGDH I City Veterinary Officer</p> <p>JAIME A. HALCON JR. Agricultural Technologist - Livestock</p> <p>DR. MARILEE P. LINGUA Agricultural Technologist</p>
<p>3. Preparation of certification</p> <p>Livestock Officer prepares a Necropsy Report. The City Veterinarian certifies this.</p>			<p>Within the day</p>	<p>JAIME A. HALCON JR. Agricultural Technologist- Livestock</p> <p>Administrative Staff</p>
<p>4. Submission to insurance company.</p> <p>Submit the report / certification along with the requirements above, \to the livestock insurance company.</p> <p>The insurance company re-validates the cause of death and processes the insurance claim.</p>				<p>Administrative Staff</p>
MEAT INSPECTION (FOR HOT MEAT)				
<p>1. Request for inspection</p>	<p>2. Conduct surprise inspection.</p>			<p>JAIME A. HALCON JR. Agricultural Technologist - Livestock</p> <p>DR. MARILEE P. LINGUA Agricultural Technologist</p>



				JESSIE A. CARDINAL Administrative Aide I (Casual)
TOTAL		P		

CITY VETERINARY OFFICE

Maharlika Highway, Zone 3, Del Rosario, Naga City

For more information, please contact:

Dr. Junios J. Elad, Jr., City Government Department Head I / City Veterinary Officer

Tel. No. (054) 881-9573

E-mail: cvo@naga.gov.ph



Applying for the Naga's Tertiary Scholarship Program (NTSP)

ABOUT THE SERVICE

The Naga's Tertiary Scholarship Program (NTSP) provides scholarship benefits to poor but deserving students enrolled or enrolling in colleges/universities and technical vocational education courses and training. It promotes the right of the city's constituents to quality education at all levels. Through NTSP, the city established an access mechanism to tertiary education for its poor but deserving students thereby guaranteeing the completion of the college or technical vocational education and training of at least one (1) family member in each family in the city.

Those who would like to avail of the program may apply at Education, Scholarships and Sports Office (ESSO).

Department / Office:	EDUCATION, SCHOLARSHIPS AND SPORTS OFFICE (ESSO)
Classification:	Highly Technical (20D)
Type of Transaction:	G2C - Government to Citizens
Who may avail	<ul style="list-style-type: none"> • A Filipino citizen and resident of the City of Naga; • With good moral character and without any derogatory record; • Not more than twenty-five (25) years old at the time of filing of application; • A high school graduate with 75% percentile rank or above in the National Secondary Achievement Test (NSAT) or at least 80% average with no failing grade in any subject or has not yet completed a tertiary course, except for vocational scholars; • With weighted average of at least 2.5 or 80% in the last semester in college, if attended any; • Has passed the entrance examination, if required, of the school where he or she intends to enroll on; • With parents/guardians having a gross annual income of not more than Php180,000.00; and • Not presently enjoying any scholarship or study grant.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Application Form 	<ul style="list-style-type: none"> • Education, Scholarships & Sports Office (ESSO)
<ul style="list-style-type: none"> • 1 ½ x 2 inches photo or passport size photo w/ name tag and remember that computer or machine generated photo will not be accepted 	
<ul style="list-style-type: none"> • Latest BIR Income Tax Return (ITR) of applicant's parents/guardians; 	<ul style="list-style-type: none"> • Bureau of Internal Revenue (BIR) – Naga Office
<ul style="list-style-type: none"> • An affidavit of applicant's parents/guardians stating the reason for not filing the Income Tax Return (ITR), if the above second requirements is not applicable; 	<ul style="list-style-type: none"> • City Legal/ Public Attorney's Office
<ul style="list-style-type: none"> • High School Report Card (Form 138) for incoming freshmen; 	<ul style="list-style-type: none"> • School/ College/ University



<ul style="list-style-type: none"> National College Assessment Examination (NCAE) Result 		<ul style="list-style-type: none"> School/ College/ University 		
<ul style="list-style-type: none"> Official enrolment certificate and statement of accounts for those with college units; 		<ul style="list-style-type: none"> School/ College/ University 		
<ul style="list-style-type: none"> Official report of rating or certification of grades for the last semester attended issued by the school registrar/dean, with an average of not lower than 2.5 or 80% for those with college units; and 		<ul style="list-style-type: none"> School/ College/ University 		
<ul style="list-style-type: none"> Barangay certification that the applicant is a resident of the barangay and that he/she is of good moral character and without any derogatory record 		<ul style="list-style-type: none"> Barangay Hall 		
<ul style="list-style-type: none"> Birth Certificate of the applicant (student); 		<ul style="list-style-type: none"> City Civil Registrar / Phil. Statistics Office 		
<ul style="list-style-type: none"> Voter's ID or Voter's Certification (original and photocopy) of parents/guardians or of the applicant if he/she is already an eligible voter of the City of Naga 		<ul style="list-style-type: none"> Commission on Election – Naga City 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a copy of the Application Form from ESSO.	2. The Scholarship Coordinator and/or the Scholarship Officer will explain the need to meet the qualifications/ queries about NTSP.		3 – 5 minutes	MAVERICK DC. IGURA Administrative Aide I (Casual) / Scholarship Program Coordinator DELFIN V. AGUILAR Scholarship Officer (COS)
3. Submit requirements. Proceed to ESSO and submit the requirements to the Scholarship Program Coordinator or to the Scholarship Officer.	4. The Scholarship Coordinator and/or the Scholarship Officer will review the submitted requirements and thereafter, if needed, shall require the applicant/s to submit lacking documents and requirements. They also explain to applicant/s with lacking requirement the process and where to secure copy of needed document or requirement.		3 – 5 minutes	MAVERICK DC. IGURA Administrative Aide I (Casual) / Scholarship Program Coordinator DELFIN V. AGUILAR Scholarship Officer (COS)
5. Take the competitive			2 hours	MAVERICK DC. IGURA



<p>examination.</p> <p>The ESSO schedules the competitive examination. Qualified applicants take the written exam.</p>				<p>Administrative Aide I (Casual) / Scholarship Program Coordinator</p> <p>DELFIN V. AGUILAR Scholarship Officer (COS)</p> <p>ESSO STAFF</p> <p>FRANCISCO M. MENDOZA OIC, ESSO HEAD</p>
	<p>6. Evaluation, ranking and posting of the official list of qualified city scholars.</p> <p>ESSO ranks and posts the official list of qualified city scholars after evaluation and consideration of the following criteria:</p> <ul style="list-style-type: none"> • Results of written examination • High School report card rating average and NCAE result or GWA of report of grades of last semester attended • Submitted BIR ITR or the Certification of Exemption from Filing ITR <p>Applicants whose parents are members of Solo Parent, PWDs, 4Ps, QUEEN & Sanggawadan sectors and those graduates from public high schools & ALS are given privilege points in the ranking process in compliance w/</p>		<p>One (1) month after the Competitive Exam</p>	<p>MAVERICK DC. IGURA Administrative Aide I (Casual) / Scholarship Program Coordinator</p> <p>DELFIN V. AGUILAR Scholarship Officer (COS)</p> <p>FRANCISCO M. MENDOZA OIC, ESSO HEAD</p>



	Section 10 of Ord. No. 2013-010, as amended			
TOTAL			1 month / 2 hours and 10 mins.	

EDUCATION, SCHOLARSHIPS AND SPORTS OFFICE (ESSO)

Naga City Youth Center, Civic Center Compound, Taal Avenue, Balatas, Naga City

For more information, please contact:

Francisco M. Mendoza, Officer-in-Charge / ESSO Head

Tel No. (054) 8819252

Email address: esso@naga.gov.ph



Availing of Streetlights Maintenance Services

ABOUT THE SERVICES

Any resident or barangay official of Naga City may report or request from the General Services Department (GSD) streetlight maintenance services. This includes inspection, changing of defective bulbs and installation of new streetlights.

The GSD will respond immediately within the day if the request is received in the morning. Otherwise, action will be taken the next day.

Department / Office:		CITY GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Any Resident/ Barangay Official		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Job Order Form		• City Mayor's Office		
• Streetlights Service Request Form		• General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Job Order from the City Mayor's Office for your service request (streetlight repair/ replacement).			3 minutes	Frontline Personnel City Mayor's Office
- Go to the City Mayor's Office and request for a Job Order for streetlight maintenance.			5 minutes	NELSON S. LEGACION City Mayor (or Authorized Signatories)
- Initial interview will be done by the frontline personnel for the complete details of request (ie. Post number, exact location, etc.)				ARTHUR F. ABONAL CGDH I (General Services Officer I)
- The City Mayor or its authorized signatories will approve your request by signing the Job Order form.				JOSE ENRIQUE A. MANSOR Public Services Foreman
* <i>Another way of service request is through telephone. You may call the General Services</i>				ROMEL C. DEVISON Metro Aide I

[illegible]

CITY GENERAL SERVICES OFFICE

Old LTO Building., City Hall Complex, Ma. Cristina St., Concepcion Pequeña, Naga City

For more information, please contact:



Arthur F. Abonal, City Government Department Head I / General Services Officer I
Tel. Nos. (054) 205-2980 loc 3200
E-mail: gsd@naga.gov.ph



Acceptance and Inspection of Newly Procured Items

ABOUT THE SERVICES

Actual inspection of newly procured items.

Department / Office:		CITY GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government G2B – Government to Business		
Who may avail		Authorized Driver		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Copy of Purchase Order (P.O) • Original Delivery Receipt or Sales Invoice 		<ul style="list-style-type: none"> • City Procurement Office • Supplier 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Acceptance of Newly Delivered Items.</p> <p>Clients, end-users, delivery personnel and business owners should proceed to the lobby of the GSO together with the items subject for delivery and a copy of Purchase Order, Delivery Receipt and Sales Invoice and approach the guard-on-duty.</p>			3 minutes	<p>LOURDES P. BERIÑA Supply Officer III</p> <p>ARTURO J. DIAZ Metro Aide I</p> <p>EISEL MAE V. BALCUEVA Clerk (Job Order)</p> <p>JEZABEL T. NEPOMUCENO Clerk (Job Order)</p>
	<p>2. The GSO personnel or guard-on-duty will check the documents of the client.</p> <p>- <u>For hardware materials</u> The guard-on-duty will call the personnel-in-charge in the acceptance of the delivered hardware materials. These items will be inspected by the personnel as to quantity and quality as stated in the purchase order.</p>			<p>HONESTO DLS. PEREZ, JR. Metro Aide I</p> <p>MARIO CHRISTOPHER G. GUMBA Engineer (Job Order)</p> <p>FILIPINAS V. HENSON Engineer (Job Order)</p>



	<p>If found tally with the PO, the inspector will stamp the provided proof of delivery documents (OR, DR, SI etc.) with "ACCEPTED".</p> <p>- <u>For small and heavy equipment, IT supplies/ equipment and any items that need a Property Acknowledgment Receipt (PAR)</u></p> <p>The guard-on-duty will call the personnel-in-charge in the acceptance of the delivered small and heavy equipment, IT supplies and equipment. These items will be inspected by the personnel as to quantity and quality as stated in the purchase order. If found tally with the PO, the inspector will stamp the provided proof of delivery documents (OR, DR, SI etc.) with "ACCEPTED".</p> <p><u>For office supplies, janitorial supplies, printed forms and other materials</u></p> <p>The guard-on-duty will call the</p>		<p>REUBEN PAUL F. MADRIDANO Administrative Aide I</p> <p>EMMANUEL R. NISOLADA Clerk (Job Order)</p> <p>CHRISTIAN L. PLANTADO Clerk (Job Order)</p> <p>ARTURO J. DIAZ Metro Aide I</p> <p>EISEL MAE V. BALCUEVA Clerk (Job Order)</p> <p>JEZABEL T. NEPOMUCENO</p>
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	<p>personnel-in-charge in the acceptance of the delivered office supplies, janitorial supplies, printed forms and other materials.</p> <p>These items will be inspected by the personnel as to quantity and quality as stated in the purchase order. If found tally with the PO, the inspector will stamp the provided proof of delivery documents (OR, DR, SI etc.) with "ACCEPTED".</p>			Clerk (Job Order)
<p>3. Issuance of Accepted Items and Documents.</p> <p>Clients, End-users, delivery personnel and business owners may now retrieve the proof of delivery they have provided prior to inspection from the personnel of the GSO.</p>	<p>4. If the inspection of procured items and materials is done and found complete and tally as per its PO and proof of delivery, documents will be handed back to clients.</p>		1 minute	General Services Office Inspectors
TOTAL		P	4 minutes	

CITY GENERAL SERVICES OFFICE

Old LTO Building., City Hall Complex, Ma. Cristina St., Concepcion Pequeña, Naga City

For more information, please contact:

Arthur F. Abonal, City Government Department Head I / General Services Officer I

Tel. Nos. (054) 205-2980 loc 3200

E-mail: gsd@naga.gov.ph



Requisition of Accountable Forms, Office and Janitorial Supplies

ABOUT THE SERVICES

All offices of the LGU-Naga may request for the Accountable Forms, Office supplies and other materials.

Department / Office:		CITY GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail		Officer-in-charge		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Requisition and Issue Form				
• Streetlights Service Request Form				
• Invoice and Receipt of Accountable Forms				
• Obligation Request Form				
• Inventory Custodian Slip				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplies Availability Inquiry and Requisition and Issue Slip Preparation. - <u>Via Walk-In</u> Prepare Supplies Availability Inquiry Form (SAI) and write down/encode Accountable Forms, office supplies and janitorial supplies subject for requisition. - <u>Via Phone Call</u> Clients may call the office's local phone numbers to inquire for the availability of the accountable forms and supplies subject for requisition.	2. The GSO staff-in-charge will check entries for its stock availability, and indicate the corresponding price for each available stocks.		3 minutes	LOURDES P. BERIÑA Supply Officer III ARTURO J. DIAZ Metro Aide I EISEL MAE V. BALCUEVA Clerk (Job Order) JEZABEL T. NEPOMUCENO Clerk (Job Order)
3. The client will now encode those available stocks into a new Requisition and Issue Form (RIS) to determine the total amount of requisitioned items and input total				



amount into the Obligation Request Form (OBR).				
<p>4. Obligation.</p> <p>The end-user will now proceed to the City Budget Office (CBO) for the obligation of the total amount of the items for requisitioned.</p>	<p>5. The CBO staff will obligate the amount stated in the OBR form.</p> <p>If budget is sufficient and found aligned to their PPMP and APP, amount indicated in the OBR will be obligated and will be forwarded to Mr. Mendoza or its authorized signatory for approval.</p>		5 minutes	City Budget Office Staff
<p>6. RIS Approval and release of requested items.</p> <p>Clients will now go back to the GSO office for the approval and release of requisitioned items</p>	<p>7. The GSO staff will now examine the documents and if found correct and complete, the documents will be forwarded to the GSO or its authorized signatory for his approval.</p> <p>If approved by the GSO, the items listed in the RIS form will be prepared by the stockroom-in-charge and will be released to the client/end-user upon his/her acknowledgment in the "claimed" section of the RIS form.</p>		3 minutes	<p>LOURDES P. BERIÑA Supply Officer III</p> <p>ARTURO J. DIAZ Metro Aide I</p> <p>EISEL MAE V. BALCUEVA Clerk (Job Order)</p> <p>JEZABEL T. NEPOMUCENO Clerk (Job Order)</p>
TOTAL		P	11 minutes	

CITY GENERAL SERVICES OFFICE

Old LTO Building., City Hall Complex, Ma. Cristina St., Concepcion Pequeña, Naga City

For more information, please contact:

Arthur F. Abonal, City Government Department Head I / General Services Officer I

Tel. Nos. (054) 205-2980 loc 3200

E-mail: gsd@naga.gov.ph



Government Properties Registration and Insurance

ABOUT THE SERVICES

Registration of government-owned buildings and vehicles properly insured in the GSIS, as well as Government-owned vehicles registered to LTO prior to its expiration.

Department / Office:		CITY GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government G2B – Government to Business		
Who may avail		Authorized Driver		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Land Transportation Office Form Original Receipt, Certificate of Registration (OR CR) 		<ul style="list-style-type: none"> General Services Office Land Transportation Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Government buildings and motor vehicle GSIS insurance.</p> <p>Personnel-in-charge and drivers should visit the GSO office and approach the Registration and Insurance Division of the office.</p>	<p>2. The GSO staff-in-charge will check the documents of the client.</p> <ul style="list-style-type: none"> <u>For Government Buildings</u> The staff will check the completeness of the entries and prepare necessary attachments to complete the voucher for payment <u>For motor vehicles</u> The staff will inspect documents provided by the client and then prepare the necessary attachment for processing of voucher. 		3 minutes	<p>ROWENA N. ALVARO Administrative Aide I</p> <p>CHRISTHY A. PANIZAL Administrative Aide I</p>
3. Motor Vehicles Registration to the Land Transportation	4. The GSO staff will check the documents		3 minutes	



Office (LTO). Authorized drivers of the city may visit the office of the GSO and approach the Registration and Insurance Division of the office.	submitted by the driver and will prepare necessary documents for attachment in voucher for the processing of payment to LTO.			
TOTAL		P	6 minutes	

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Issuance of Acknowledgment Receipt for Equipment for Newly-Acquired Properties and issuance of Clearance

ABOUT THE SERVICES

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 Acknowledgment Receipt for Equipment.

Department / Office:		CITY GENERAL SERVICES OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government G2B – Government to Business		
Who may avail		LGU Naga Employees, DepEd Personnel, Suppliers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Copy of the Purchased Order with attached inspected Official Receipt. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property Acknowledgment Receipt and Preparation. Visit the GSO office and approach the Records Division.	2. The Records division staff will inspect the provided documents. If found complete, the staff will prepare PAR and encode needed details and will be returned back to the end-user/client for signature of accountable officer. Once the PAR was signed and acknowledged by the accountable officer, the GSO staff will now indorse the document (PAR) to the GSO for his acknowledgment and approval. Once complete with correct entries and complete signatures, the records officer will now assign property numbers to each entry and		3 minutes	JEAN H. MORAL Supply Officer III REUBEN PAUL F. MADRIDANO Administrative Aide I EMMANUEL R. NISOLADA Clerk (Job Order) CHRISTIAN L. PLANTADO Clerk (Job Order)



	prepare the property sticker for tagging.			
<p>3. Property Acknowledgment Receipt Issuance.</p> <p>The end-user will inspect the documents provided by the GSO staff (PAR) for completeness of signatures, correctness of data entries and assignment of property numbers.</p> <p>Authorized drivers of the city may visit the office of the GSO and approach the Registration and Insurance Division of the office.</p>	<p>4. Upon completion of all necessary entries and signatures, the document will now be returned back to the end user/client for his final review and acknowledgment.</p> <p>If acknowledged by the end-user/ client, the records division staff will now get a copy of the document for filing and issue a property sticker.</p>		5 minutes	
<p>5. Issuance of Clearance.</p> <p>Visit the GSO and approach the Records Division.</p>	<p>6. The records division staff will retrieve records of accountability of the client and will provide details on his/her accountabilities.</p> <ul style="list-style-type: none"> - If found cleared or without record of accountabilities, the staff will immediately provide clearance form. - If found uncleared or with record of accountabilities, the staff will provide additional forms such as new PAR and IIRUP (Inventory and Inspection Report of Unserviceable Properties). 		5 minutes	



	<p>The GSO records division staff will prepare new PAR for equipment that are still serviceable and have it transferred to another accountable officer while IIRUP for equipment that are unserviceable and was subject for condemnation.</p> <p>Once cleared, clearance form of the client will be endorsed by the staff to the GSO for his final approval and issuance.</p>			
TOTAL		P	13 minutes	

CITY GENERAL SERVICES OFFICE

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Applying for Homelot

ABOUT THE SERVICE

Landless urban poor families in the city may apply for homelots under the *Kaantabay Sa Kauswagan* program.

Amortizations for these homelots are paid to the city government.

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Urban poor families whose income is below P15,000.00 a month		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Homelot Application Form		• Housing and Settlement Development Office		
• Barangay Certificate of Residency, for both husband and wife		• Barangay Hall		
• Photocopy of Voter's Affidavit or Voter's ID of husband or wife		• COMELEC		
• Certificate of Membership in the accredited urban poor association or Affidavit of Undertaking that the applicant will join, be a member and abide the Constitution and By-laws of the homeowner's organization in the resettlement area/site where the applicant will be resettled		• Urban Poor Association		
• Certification, for both husband and wife as to aggregate landholding		• City Assessor's Office • Provincial Assessor's Office • Register of Deeds		
• Affidavit that the applicant does not own any real property within the Philippines		•		
• Certification of non-availment of housing loan		• Government Service and Insurance System • Social Security System • HDMF-Pag-Ibig		
• Income Tax Return or, in the absence thereof, Affidavit of Income				
• Photocopy of Marriage Contract				
• 2" x 2" picture of both husband and wife				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and Interview Go to the HSDO and inquire about the availability of vacant homelots at various Urban Poor Projects. Applicant asks for a copy of an Application and Survey Form.	2. A clerk interviews the applicant and informs him/her about the procedures to be followed in applying for a resettlement lot.		2 minutes	WILFREDO C. MARAÑO III Project Development Officer II BARBARA S. TENORIO Administrative Aide I HENRY F. DURA Administrative



				Aide (Casual)
3. Payment of Application Fee	4. If the applicant is qualified under the program, he/she pays the application fee.	P5.00	3 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
5. Preparation of Requirements Applicant fills up the Application Form and prepares all the requirements.				
6. Secure Clearances, after payment of required fees	7. Secure clearances from the following city government offices, pay fees and submit documents required: These offices check whether the applicant has outstanding accountabilities under any of their programs.		3 - 5 minutes for every transaction with the different offices	<ul style="list-style-type: none"> – City Treasurer's Office - License Division – City Assessor's Office – City Engineer's Office – Metro PESO – City Social Welfare and Development Office
8. Submission of Forms and Requirements	9. After securing requirements and clearances, applicant submits the documents attached to the Homelot Application Form for recording and processing to the Receiving Clerk of HSDO. Ask for one copy of the application form for file and for personal reference.		2 minutes	HENRY F. DURA Administrative Aide (Casual) BARBARA S. TERORIO Administrative Aide I
10. Recommendation / Endorsement of Application for Homelot to the Naga City Urban Development & Housing Board (NCUDHB) Naga City Urban Development & Housing Board (NCUDHB) prioritizes			10 minutes	ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Dev't. Officer I



<p>the applications and submits them to the Field Inspection & Monitoring Team for Investigation and validation The team submits a report on this regard to the Board during its regular for disposition.</p> <p>Applicant is notified about the disposition</p> <p>If the application is approved, the applicant shall be notified for the date of the awarding of lot</p>				
TOTAL		P 5.00	22 minutes	

HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE

HSDO Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

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Tel No. (054) 205-2980 loc 1150

E-mail: upao@naga.gov.ph



Request Sketch Plan and Cost Estimates Required for Securing Building Permit for Indigenous Housing Unit

ABOUT THE SERVICE

Beneficiaries under the Kaantabay program who are applying for building permit can ask the assistance of the Housing and Settlement Development Office in preparing a sketch plan and cost estimates for planned or as-built houses made of indigenous materials.

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Beneficiaries under the Kaantabay program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Photocopy of the technical description of the property Photocopy of Lot Plan 		<ul style="list-style-type: none"> Housing & Settlements Development Office - Housing & Technical Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service Look for the assigned engineer and request for the preparation of plans and cost estimates. Inform him about the structural details of the proposed or as-built house.			5 minutes	ENGR. ALBERT B. PAZ Engineer I (Civil / Geodetic) (Casual) NOLAN T. ALINIANTE Administrative Aide I (Casual)
	2. Lot / Building Inspection The Officer-in-charge or staff assigned inspects the lot/house which is subject of the request.		Within 3 hours	ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Dev't. Officer I ENGR. ALBERT B. PAZ Engineer I (Civil / Geodetic) (Casual) NOLAN T. ALINIANTE Administrative Aide I (Casual)
3. Payment of Fees Pay for the Sketch Fee. Submit the Official Receipt to the HSDO.		P 50.00	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	4. Preparation of Sketch Plan and			ENGR. ALBERT B. PAZ



	Estimate The Engineer-in-charge prepares the sketch plan and estimates of the proposed or as-built house. You will be given a copy		4 hours	Engineer I (Civil / Geodetic) (Casual) NOLAN T. ALINIANTE Administrative Aide I (Casual)
TOTAL		P 10.00	7 hours and 10 min	

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Request for Building Material Assistance

ABOUT THE SERVICE

Infrastructure projects of the national or city government may affect the house/place of abode of urban poor residents. Affected parties may request the Housing & Settlements Development Office for assistance in procuring needed building materials so that they can repair/rebuild their homes or beneficiaries of the program that need immediate help may also request for this kind of assistance.

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Urban Poor Residents/		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Report or endorsement from the Barangay or Urban Poor Association where the requesting party resides 		<ul style="list-style-type: none"> From the Barangay where the requesting party resides or from the Urban Poor Association where he/she belongs 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service Inform the Chief of Office or his deputy about your request.	2. Department Head will direct the Office site Investigator to schedule the inspection of the area of the requesting party.		5 minutes	ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Dev't. Officer I ROWENA V. BALISNOMO Administrative Officer V
	3. Site Inspection, Verification and Validation The Field Investigation, Verification and Monitoring Team conducts an ocular inspection of the site. A report of the undertaking is prepared and submitted to the Department Head. Later, to be approved by the City Mayor.		3 hours	NOLAN T. ALINIANTE Administrative Aide I (Casual) EMMANUEL V. JACOBO Administrative Aide I (Casual)
	4. Preparation of the Program of Work / Bill of Materials to be purchased			



	A program of work, identifying the building materials assistance required is prepared.		2 hours	<p>ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Dev't. Officer I</p> <p>ROWENA V. BALISNOMO Administrative Officer V</p> <p>ENGR. ALBERT A. PAZ Engineer I (Civil / Geodetic) (Casual)</p>
	<p>5. Submission of Recommendation to the City Mayor</p> <p>The program of work is forwarded to the City Mayor for approval and disposition.</p>		5 minutes	<p>ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Dev't. Officer I</p> <p>ROWENA V. BALISNOMO Administrative Officer V</p>
TOTAL		P	5 hours 10 minutes	

HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE

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Securing HSDO Certification necessary for Building and Occupancy Permit, Water and Electrical Connection Application

ABOUT THE SERVICE

Beneficiaries of homelots under the Kaantabay Program are issued a certification by Housing and Settlement Development Office to facilitate processing of their building permit, water and electrical connections.

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Beneficiaries of homelots under the Kaantabay Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Barangay Clearance		• Barangay Hall		
• Application Form from the office of the particular service applied for		• Housing and Settlements Development Office		
• Certification from the Urban Poor Association where the applicant is a member		• Urban Poor Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements. Present the requirements to the HSDO clerk.			1 minute	AIMME F. ALBA Administrative Aide IV (Clerk II) NANCY A. VARUA Administrative Aide I (Casual) GERMAN G. SIOCO, JR. Administrative Aide I (Casual)
	2. Verification Applicant is referred to the Project Officer for verification of the name of the applicant in the master list.		2 minutes	WILFREDO C. MARAÑO III Project Development Officer II EDMUND M. MARTINEZ Draftsman II ROWENA V. BALISNOMO Administrative Officer V
3. Payment of				



Certification Fee. Applicant pays the Certification Fee.			3 minutes	Local Revenue Collection Office CITY TREASURER'S OFFICE
4. Applicant goes back to the HSDO and submits the Official Receipt for recording.			2 minutes	BARBARA S. TENORIO Administrative Aide I HENRY F. DURA Administrative Aide I (Casual)
	5. Preparation and Issuance of Certification. Program Officer prepares the Certification form. The Chief of Office or Deputy Chief of Office then signs it. Applicant receives a copy of the Certification Form.		5 minutes	EDMUND M. MARTINEZ Draftsman II GERMAN G. SIOCO, JR. Administrative Aide I (Casual) ROWENA V. BALISNOMO Administrative Officer V ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Dev't. Officer I
TOTAL		P	13 minutes	

HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE

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For more information, please contact:

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Tel No. (054) 205-2980 loc 1150

E-mail: upao@naga.gov.ph



Requesting for Relocation, Verification Survey, Re-survey or Subdivision Survey of Awarded Urban Poor Homelot

ABOUT THE SERVICE

Beneficiaries of homelots under the Kaantabay program who encounter problems regarding lot measurements and boundaries may request for this service from the Housing and Settlement Development Office (HSDO).

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Beneficiaries of homelots under the Kaantabay program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Photocopy of the technical description of the property Photocopy of Lot Plan 		<ul style="list-style-type: none"> Housing & Settlements Development Office - Housing & Technical Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service Go to HSDO and inform the Chief of Office or the Deputy Chief of Office about the details of the request Submit the requirements.			7 minutes	ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Devt. Officer I ROWENA V. BALISNOMO Administrative Officer V
	2. Survey Schedule The Chief of Office or the Deputy Chief of Office sets the survey schedule.		2 minutes	ENGR. ALBERT B. PAZ Engineer I (Civil / Geodetic) (Casual)
	3. Conduct of Survey (for Relocation and Verification only) The office surveyors conduct a field survey and submit their report to the Chief of Office.		3 – 5 days (relocation/ verification)	NOLAN T. ALINIANTE Survey Aide (Casual) EDMUNDO M. MARTINEZ Draftsman II
TOTAL		P	5 days and 7 minutes	



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Development Officer I

Tel No. (054) 205-2980 loc 1150

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Release and Distribution of Titles to Beneficiaries who have already fully-paid their lots

ABOUT THE SERVICE

Beneficiaries of the *Kaantabay Sa Kauswagan* Program are issued with individual Land Title of their fully-paid homelot as a solid testament of their ownership of the property.

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Beneficiaries of the Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Deed of Sale Certificate of Full Payment 		<ul style="list-style-type: none"> Housing & Settlements Development Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service Go to HSDO and inform the Department Head or his Assistant Head of Office about the details of the request	2. Check the record (Log book) if the beneficiary has already been issued with the Deed of Sale & Certificate of Full Payment. If not, he/she shall first secure the same from the office.		5 minutes	ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Devt. Officer I ROWENA V. BALISNOMO, Administrative Officer V AIMME F. ALBA Clerk II
	3. Order the office investigator to inspect the area to verify if there is an actual settlement on the lot by the beneficiary <i>* The office will not issue the title to the intended beneficiary unless he/she is the one occupying, possessing or using the lot for residential purposes).</i>			ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Devt. Officer I ROWENA V. BALISNOMO, Administrative Officer V
	4. Office investigator inspect the lot and provide a detailed report afterwards to the Department Head of his Deputy			NOLAN T. ALINIANTE-Admin. Aide (Casual)
	5. Release of the title to the beneficiary			ROWENA V. BALISNOMO,



	who complied all the required documents.			Administrative Officer V
TOTAL		P	5 minutes	

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Securing Deed of Sale, Deed of Usufruct, Contract to Sell, and other Legal Documents of Awarded Homelot

ABOUT THE SERVICE:

Beneficiaries of the Kaantabay Sa Kauswagan Program are issued with the necessary legal documents pertaining to their acquisition, possession, use of homelot awarded to them under the program

Department / Office:		HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Beneficiaries of the <i>Kaantabay Sa Kauswagan</i> Program		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Permit		City Engineer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Service Go to HSDO and inform the Department Head or his Assistant Head of Office about the details of the request	2. The Head of Office or his Deputy attends to the request and endorses the client to the project officer of the site where she resides for the details of other requirements that he/she needs to accomplish and submit		3 - 5 minutes	ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Devt. Officer I ROWENA V. BALISNOMO, Administrative Officer V
3. Brings the receipts of lot payment made to counter-check with office record (<i>for fully paid beneficiary</i>).	4. Assessment clerk counterchecks the receipts of lot payment of the beneficiary with the office record and computes any deficiency in payment found for reimbursement or additional payment for fully paid beneficiary. Checks the record list of beneficiaries for those who are requesting for contracts and other Deeds.		5 – 10 minutes	EDMUND M. MARTINEZ- Draftsman II- Assigned- Assessment Clerk
5. Pays Certification for Full Payment fee at the City Treasurer's	6. Prepares Certificate of Full payment for fully paid beneficiaries	P 50.00	3 – 5 minutes	City Treasurer's Office



7. Produce the necessary Building Permit	8. Request the beneficiary to produce the necessary Building Permit of the constructed dwelling/house			ENGR. ROLANDO S.I. CAMPILLOS CGDH I Housing & Settlement Devt. Officer I ROWENA V. BALISNOMO, Administrative Officer V
	9. Prepares the Deed of Sale or Deed of Usufruct, Contract to Sell, etc.		15 – 20 minutes per document / contract	AIMME F. ALBA- Clerk II
10. Signs the particular Deed of Absolute , Contract to Sell or any other legal documents conveying the right to own, possess or use the property	11. Endorses to the City Mayor for his signature and to the City Legal Office for notarization		1 - 3 days	City Mayor Office City Legal Office
12. Receives the document from the office	13. Releases the document to the beneficiary		1 - 3 minutes	AIMME F. ALBA- Clerk II
TOTAL		P50.00	3 days and 40 minutes	

HOUSING AND SETTLEMENTS DEVELOPMENT OFFICE

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Securing Computer-Generated Maps at IT Office

ABOUT THE SERVICE

Customized maps generated using the GIS converted into Portable Document File (PDF) can be sourced from this office.

Department / Office:		INFORMATION TECHNOLOGY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Interested customers from private individual/groups including government agencies. Located at Room 108, Ground Floor, Main Building.		
CHECKLIST OF REQUIREMENTS				
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON(S) RESPONSIBLE
1. Customer requests for map e.g. zoning land-use, and other related barangay maps.	2. IT staff informs customer of available data that can be generated and period to comply.			CYNTHIA M. BUERE Computer Programmer II MA. CECILIA M. GREGORIO Computer Programmer II ANSELMO B. MAÑO Information System Analyst II
3. Customer pays at Treasure's Office		P 50.00 for printed A4 map.	5 minutes	Local Revenue Collection Officer CITY TREASURER'S OFFICE
	4. IT staff can do the following action(s): - Save file via flash disk/USB - Print map - Email requested map		5 minutes for maps available 15 minutes for printed map 1 day, for customize GIS map	CYNTHIA M. BUERE Computer Programmer II MA. CECILIA M. GREGORIO Computer Programmer II ANSELMO B. MAÑO Information System Analyst II
	5. Upon issuance, IT staff records maps issued.			



TOTAL	P 50.00	5 mins. (min) 1 day and 20 mins. (max)	
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INFORMATION TECHNOLOGY OFFICE

Room 108, G/F Main Building, City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Reuel M. Oliver, City Government Department Head I

Tel. Nos. (054) 205-2980 loc 1080

E-mail: ito@naga.gov.ph



Securing Referral Cash Assistance Benefit

ABOUT THE SERVICE

Lingkod Barangay Office assists indigent families from barangay tanods and other barangay volunteer workers for hospitalization, medical, and/or death expenses as per Naga City Ordinance No. 2009-006

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request from volunteer member 		<ul style="list-style-type: none"> Requesting Party 		
<ul style="list-style-type: none"> Barangay Certification as to years of service 		<ul style="list-style-type: none"> Barangay Hall 		
<ul style="list-style-type: none"> Last salary/honorarium certification 		<ul style="list-style-type: none"> Barangay Treasurer validated by City Accounting Office 		
<ul style="list-style-type: none"> DILG certification of years of service 		<ul style="list-style-type: none"> DILG-Naga 		
<ul style="list-style-type: none"> Valid ID of beneficiary / claimant 				
<ul style="list-style-type: none"> Birth Certificate, if applicable 		<ul style="list-style-type: none"> City Civil Registry Office / Phil. Statistic Office 		
<ul style="list-style-type: none"> Appointment Papers 		<ul style="list-style-type: none"> Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit all the requirements to Person-in-Charge			5 minutes	MARJORIE B. BONSAL Administrative Aide I (Casual) JOSE P. MARTINEZ, JR. Administrative Aide I (Casual) RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual)
	2. Issuance Of Referral Letter Referral letter issued to the client to be submitted to the Office of the City Accounting for verification of claims and to City Treasurer for final disbursement and processing of claims		5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) RUEL O. BARRIOS CGDH I Lingkod Barangay Officer I
TOTAL		P	10 minutes	



LINGKOD BARANGAY OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I

Tel. Nos. (054) 472-7919 loc 3260

E-mail: lbo@naga.gov.ph



Securing Referral for Medical Assistance

ABOUT THE SERVICE

Lingkod Barangay Office assists indigent families from barangays of Naga City to avail free medicine.

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Prescription from Naga City Hospital or Medical Center 		<ul style="list-style-type: none"> Naga City Hospital or Medical Center 		
<ul style="list-style-type: none"> Barangay Certification 		<ul style="list-style-type: none"> Barangay Hall 		
<ul style="list-style-type: none"> Certificate of Indigency 		<ul style="list-style-type: none"> Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit all the requirements to the Personal-In-Charge.			5 minutes	RUBEN D. JIMENEZ JR. Administrative Aide IV (Casual) DENNIS F. DE JESUS Administrative Aide III (Casual) MARJORIE B. BONSAL Administrative Aide I (Casual) JOSE P. MARTINEZ, JR. Administrative Aide I (Casual)
	2. Issuance Of Referral Referral letter issued to the client to be submitted to the Naga City Hospital. For instance of medicine.		5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) DENNIS F. DE JESUS Administrative Aide III (Casual) RUEL O. BARRIOS CGDH I (Lingkod Barangay Office I)



	TOTAL	P	10 minutes	
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LINGKOD BARANGAY OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I

Tel. Nos. (054) 472-7919 loc 3260

E-mail: lbo@naga.gov.ph



Securing Referral for *Desenteng Palobong* Assistance

ABOUT THE SERVICE

Lingkod Barangay Office assists indigent families from barangays of Naga City to avail of discounts from affiliated funeral homes.

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Indigent Families		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Death Certificate Barangay Certification 		<ul style="list-style-type: none"> City Civil Registry Office / Phil. Statistic Office Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit all the requirements to Lingkod Barangay staff.		P	5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) DENNIS F. DE JESUS Administrative Aide III (Casual)
	2. Issuance Of Referral Referral letter issued to the client must be submitted to the affiliated funeral homes. Approved services are rendered to the client.		5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) DENNIS F. DE JESUS Administrative Aide III (Casual) BERNARDO D. SANTOS Records Officer I (Casual) RUEL O. BARRIOS CGDH I (Lingkod Barangay Office I)
TOTAL			10 minutes	

LINGKOD BARANGAY OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I

Tel. Nos. (054) 472-7919 loc 3260

E-mail: lbo@naga.gov.ph



Securing Referral for Retirement Benefit

ABOUT THE SERVICE

Lingkod Barangay Office assists the members of Barangay Tanods and other Barangay Volunteer Workers who have served the barangays of Naga City to avail of post service retirement benefit as per Naga City Ordinance 2016-001.

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail		Members of Barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Retirement letter of the volunteer approved by the Punong Barangay 		<ul style="list-style-type: none"> Residency of Requesting Party / Barangay Hall 		
<ul style="list-style-type: none"> Certification of length of servic 		<ul style="list-style-type: none"> Barangay Hall and DILG-Naga City Office 		
<ul style="list-style-type: none"> Birth Certificate 		<ul style="list-style-type: none"> City Civil Registry Office / Phil. Statistic Office 		
<ul style="list-style-type: none"> Certification from Lingkod Barangay Office (LBO) confirming the length of service 		<ul style="list-style-type: none"> Lingkod Barangay Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit all the requirements to Lingkod Barangay personnel		P	5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) DENNIS F. DE JESUS Administrative Aide III (Casual) JOSE P. MARTINEZ, JR. Administrative Aide I (Casual)
	2. Issuance Of Confirmation Certificate/Referral Letter Prepare a referral letter for processing of retirement benefits subject to the usual accounting/auditing regulations		5 minutes	BERNARDO D. SANTOS Records Officer I (Casual) RUEL O. BARRIOS CGDH I (Lingkod Barangay Office I)
TOTAL		P0.00	10 minutes	

LINGKOD BARANGAY OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I

Tel. Nos. (054) 472-7919 loc 3260

E-mail: lbo@naga.gov.ph



Securing Referral for Scholarship Assistance

ABOUT THE SERVICE

Lingkod Barangay Office assists indigent members (out of school youths) of any youth organizations from the barangays of Naga City to provide opportunities for OSYs.

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Out of School Youths		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification bonafide member of barangay based youth organization 		<ul style="list-style-type: none"> Barangay Hall 		
<ul style="list-style-type: none"> HS graduate diploma 		<ul style="list-style-type: none"> Requesting Party 		
<ul style="list-style-type: none"> Certificate of Indigency 		<ul style="list-style-type: none"> Residency of Requesting Party 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit all the requirements to Lingkod Barangay personnel			5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) DENNIS F. DE JESUS Administrative Aide II (Casual) JOSE P. MARTINEZ, JR. Administrative Aide I (Casual)
	2. Issuance Of Referral Letter Prepare a referral letter for scholarship assistance issued to the client must be submitted to the concerned agency/ies for appropriate evaluation		5 minutes	BERNARDO O. SANTOS Records Officer I (Casual) RUEL O. BARRIOS CGDH I Lingkod Barangay Officer I
TOTAL		P	10 minutes	

LINGKOD BARANGAY OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I

Tel. Nos. (054) 472-7919 loc 3260

E-mail: lbo@naga.gov.ph



Securing Assistance to the NGOs and other Client Requests

ABOUT THE SERVICE

Lingkod Barangay Office assists Barangay-Based Government Organizations (GO's) and Non-Government Organization (NGO's) and realization of their respective programs and activities by providing logistics assistance to compliment the needs of the organization.

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		NGOs, any residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Approved Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Provide Logistical assistance as per approved by the City Mayor.		3 - 5 minutes	RUBEN D. JIMENEZ JR. Administrative Assistant II (Casual) DENNIS F. DE JESUS Administrative Aide III (Casual)
TOTAL		P	5 minutes	

LINGKOD BARANGAY OFFICE

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For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I

Tel. Nos. (054) 472-7919 loc 3260

E-mail: lbo@naga.gov.ph



Securing IEC Materials for Tri Media Communications to the Barangays and other Government Agencies

ABOUT THE SERVICE

Lingkod Barangay Office assists NGOs/POs and individuals from the 27 barangays of Naga City in the availment of IEC materials such as digital designs for billboards/tarps/stage backdrops, streamers, printed bills, posters and info hand-outs, t-shirts, etc. for their Tri Media IEC campaigns and advocacies.

Department / Office:		LINGKOD BARANGAY OFFICE		
Classification:		Complex		
Type of Transaction:		G2G - Government to Government		
Who may avail		NGOs / POs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Event description (what, when, where, who, etc.) Job Order 		<ul style="list-style-type: none"> Requesting Party City Mayor's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit all the requirements to Lingkod Barangay personnel			5 minutes	SER A. VILLEGAS JR. Administrative Aide III
	2. Lay out design and content finalization Once the IEC content is finalized, the printed IEC material shall be rendered to the client within a minimum of 3 working days		5 minutes	BERNARDO D. SANTOS Records Officer I (Casual) RUEL O. BARRIOS CGDH I (Lingkod Barangay Officer I)
	3. Final Design Output Depending on the number of pieces / volume of the finalized material and the volume of work from other clientele, the LBO shall endeavour to complete all works		After 3 working days, depending on the volume	SER A. VILLEGAS JR. Administrative Aide III
TOTAL		P	3 days and 10 minutes	

LINGKOD BARANGAY OFFICE

Room 115, Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City
For more information, please contact:

Ruel O. Barrios, City Government Department Head I / Lingkod Barangay Officer I



Tel. Nos. (054) 472-7919 loc 3260
E-mail: lbo@naga.gov.ph



Issuance of Certification as Registered Stallholder / Vendor

ABOUT THE SERVICES

Certification is commonly issued by the MEPO to its stallholders and registered vendors. Said certification is a requirement in applying for water connection from MNWD, telephone (landline), cable TV and internet connections. For loan applications, a certification is also a basic requirement.

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Business Entrepreneurs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Record Section for verification Must have no arrears in rental fees and plasada.			2 – 3 minutes	<i>For stallholders:</i> MARIA ADELAIDA R. BEA Records Clerk (Job Order) <i>For accredited vendors:</i> ROSALIO A. SANTOS Administrative Aide I (Casual)
2. Payment and issuance of official receipt Proceed to the Collection Section for payment and issuance of official receipt		P 125.00 (Research and Certificate Fee)	2 - 3 minutes	ROMEL P. ROMERO Local Revenue Collection Clerk II JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II RODEL T. BUENA Local Revenue Collection Clerk I
3. Present the official receipt to the Administrative Section	4. Certification will be prepared and printed		2-3 minutes	JESSIE B. ROBLES Administrative Officer IV
	5. Signing / Approval of Certification		1 minutes	RAMON J. FLORENDO CGDH I Market Enterprise & Promotions Officer I



	TOTAL	P 125.00	10 minutes	
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MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Renewal of Lease Contract

ABOUT THE SERVICE

All registered stallholders are required to renew their Contract of Lease every three (3) years starting January 2017 stating thereat the guidelines and conditions of their occupancy at the Naga City People's Mall.

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Business Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
• Market Clearance		• Records Section		
• Association / Federation Clearance		• NAMASFED Office		
• Community Tax Certificate		• Ciyt Hall ./ Market Office		
• Barangay Business Clearance		• Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documents mentioned above Preparation of the Lease Contract			5 minutes	SHIELA B. MANCERA Administrative Aide I (Casual) CLARK O. BELANO Administrative Aide I (Casual) MA. ADELAIDA R. BEA Records Clerk (Job Order)
2. Contract Signing The stallholder is first to sign the Lease of Contract. After the Market Superintendent signs the contract, the stallholder will then proceed to the City Hall for the signature of the City Mayor.	3. The Market Superintendent signs the Lease of Contract.		1 day	RAMON J. FLORENDO CGDH I Market Enterprise & Promotions Officer I MARIA SOCORRO R. GAYANILO Acting City Treasurer NELSON S. LEGACION City Mayor
4. Lease Contract notarized			30 minutes	NOTARY PUBLIC
5. Submit notarized copy of Lease				SHIELA B. MANCERA



Contract together with a photocopy of the Mayor's Permit			2 minutes	Administrative Aide I (Casual) MA. ADELAIDA R. BEA Records Clerk (Job Order)
TOTAL		P	1 day and 37 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Issuance of Market Clearance

ABOUT THE SERVICE

Issuance of Market Clearance is required for all stallholders within the Naga City People's Mall during the yearly Business One Stop Shop (January 1-20) as pre-requisite for renewal of business license and Lease Contract (every three years).

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
<ul style="list-style-type: none"> • Association/Federation Clearance 		<ul style="list-style-type: none"> • Records Section 		
<ul style="list-style-type: none"> • Updated Market Rental, Goodwill Fee, Electrical & Water Bill Payments 				
<ul style="list-style-type: none"> • Official Receipts from unpaid Citation Tickets (if applicable) 				
<ul style="list-style-type: none"> • Community Tax Certificate 				
<ul style="list-style-type: none"> • Barangay Business Clearance 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Clearance Form & Checklist			1 minute	MA. ADELAIDA R. BEA Records Clerk (Job Order)
STALL CONDITION To check general condition of stall to include physical improvements, registration of weighing scales, pushcarts, compliance to 5S and availability of trash bins.			5 - 10 minutes	MARKET INSPECTORS: DOMINGO B. DIAZ JR. Administrative Aide I (Casual) LEOPOLDO E. BOLOFER Administrative Aide I (Casual) RIVERO P. SERGIO Administrative Aide I (Casual) REINHARD JOSEPH F. ESTRELLA Administrative Aide I (Casual) RENE F. ZUÑIGA Administrative Aide IV (Electrician I)



				GAVINA C. ROSALES Administrative Assistant V (Casual) 5S Coordinator
2. Verification Secure clearance from the following: UPDATED PAYMENT ✓ Market Rental & Goodwill Fee ✓ Utilities Fee			5 minutes	<u>1st Level</u> ROMMEL P. ROMERO Local Revenue Collection Clerk II <u>2nd Level</u> JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II <u>3rd Level</u> RODEL T. BUENA Local Revenue Collection Clerk I RENE F. ZUNIEGA Administrative Aide IV (Electrician I) Records Clerk On Duty
	3. Approval		1 minutes	RAMON J. FLORENDO CGDH I Market Enterprise & Promotions Officer I
	4. Issuance of Mayor's permit.			
TOTAL		P	22 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Payment of Market Rental

ABOUT THE SERVICE

All registered stallholders are required to pay their rental fees at the Market Enterprise and Promotions Office located at the 2nd floor of the Naga City People's Mall on or before the 25th day of the month as reflected in their Lease Contract. Lessees opting to pay on or before the due date are given a prompt discount of 25%. Failure or non-payment on or before the due date, the lessee incurs a surcharge of 25% of the total amount plus interest upon the unpaid amount at the rate of 14% per annum from the date until the arrearage is fully paid.

TAXES AND FEES

- As stated in the latest Lease Contract

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail		Business Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
<ul style="list-style-type: none"> Official Receipt from previous month's payment or Occupant's Rental Record Card or Billing Statement 		<ul style="list-style-type: none"> Collection Section/ Records Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment and issuance of Official Receipt Proceed to the Collection Section for computation, payment and issuance of Official Receipt		P	2 minutes	1 st Level ROMEL P. ROMERO Local Revenue Collection Clerk II 2 nd Level JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II 3 rd Level RODEL T. BUENA Local Revenue Collection Clerk I
	2. If account needs verification, approach records section for their Rental Record to check the status if rental payments		1 minute	SHIELA B. MANCERA Administrative Aide I (Casual) CLARK O. BELANO Administrative Aide I (Casual) MA. ADELAIDA R. BEA Records Clerk



				(Job Order)
	TOTAL	P	3 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Payment of Utilities

ABOUT THE SERVICE

Stallholders with electrical and/or water connection are required to pay their utility fees at the Market Enterprise and Promotions Office located at the 2nd floor of the Naga City People's Mall on or before the 10th day of the month as reflected in the billing statement. Failure or non-payment on or before the due date, the tenant will incur a surcharge of 10% of the total amount.

TAXES AND FEES:

Based on the monthly consumption and the CASURECO II multiplier

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Business Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
<ul style="list-style-type: none"> Billing Statement 		<ul style="list-style-type: none"> Electrical Unit/ Collection Section 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Collection Section and present billing statement				
2. Payment of Utilities	3. Payment and issuance of official receipt	Amount based on the billing statement Issued.	2 - 3 minutes	1 st Level ROMEL P. ROMERO Local Revenue Collection Clerk II 2 nd Level JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II 3 rd Level RODEL T. BUENA Local Revenue Collection Clerk I
TOTAL		P	3 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Complaints – Illegal Vending

ABOUT THE SERVICE

NAGA CITY Peoples Mall and street vendors are registered with the NCPM. They are assigned a specific area within the mall or the city's business district where they can put up stalls and sell their wares. Those who violate the guidelines on vending should be reported to the NCPM. They are apprehended and their goods are confiscated.

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Street Vendors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report Complaint Complainant proceeds to the NCPM and looks for the Market Superintendent or Guard on duty to report his complaint.		Obstruction: P 100.00 Illegal Vending: <i>1st Offense</i> P 300.00 <i>2nd Offense</i> P 500.00 <i>3rd Offense</i> P 1,000.00	10 minutes	Clerk on Duty Guard on Duty
	2. Inspection and Assessment of Area of Illegal Vending After hearing the report, the Guard on Duty proceeds to the reported area occupied by illegal vendors. The guard assesses the situation and determines if the complaint is reasonable.		10 minutes	Guard on Duty
	3. Apprehension If complaint is found reasonable. The guard apprehends the illegal vendor.		10 minutes	Guard on Duty
TOTAL		P	30 minutes	



MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Cash Ticket Collection

ABOUT THE SERVICE

The collection of *plasada* (cash ticket) are provided in the following regulations:

City Ordinance No. 2001-055	Sidewalk Vending Regulatory Ordinance	Accredited vendors at the Naga City People's Mall, CBD 1 & 2
City Ordinance No. 2004-123	Revenue Code	Incoming produce at the Naga City People's Mall
City Ordinance No. 2014-004	Night Market Ordinance	Fridays, Saturdays & Sundays 7:00PM to 2:00AM Near Oragon Monument

Six (6) MEPO personnel are designated to exclusively collect *plasada* which usually starts at 4:00 AM (NCPM) and lasts until 10:00 PM (outside NCPM)

SCHEDULE / ASSIGNMENT

TYPE	SHIFT/AREA	PERSONNEL
Incoming	4:00 AM to 1:00 PM (Naga City People's Mall)	ANTHONY P. CONCHA Metro Aide I
	1:00 PM to 10:00 PM (Naga City People's Mall)	
Palsada	4:00 AM to 1:00 PM (Naga City People's Mall)	MA. TERESA N. FRANCISCO Metro Aide I
	1:00 PM to 10:00 PM (Naga City People's Mall and CBD 1) (Outside NCPM)	ALBERTO F. ALBERTO Administrative Aide I (Casual)
	Magsaysay / Tapas, Balatas, (LRV) / Dayangdang / BMC / CBD2 Peñafrancia / Liboton / Tabuco near 101 / Panganiban Ukay-ukay	JIMMY F. JARDINEL Administrative Aide I (Casual)
	Night Market at Oragon / Prieto	ROSALIO A. SANTOS Administrative Aide I (Casual) RONALDO A. SANTOS Administrative Aide I (Casual)

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Settling Fines on Illegal Vending

ABOUT THE SERVICES

Naga City People's Mall and street vendors are registered with the Market Enterprise and Promotions Office. They are assigned a specific area within the market or the City Business District I & II where they can put up temporary stalls and sell their wares.

Violators are reported to the MEPO Security Unit for apprehension and confiscation of goods.

Confiscated goods may be claimed by paying the corresponding fines/penalty.

The NCPM also regularly checks vendors' weighing scales. Fines are imposed for the use of defective units.

FINES AND PENALTIES

Squatting or Illegal Vending Fine	P 100.00 - obstruction
Other Penalties	
- 1 st Offense	P 300.00 – illegal vending
- 2nd Offense	Confiscation of goods
- 3rd Offense	Revocation of Special Permit
Use of Defective Weighing Scale Fine	P 100.00

* Defective weighing scales must immediately be repaired or replaced.

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Informing the owner of the violation and the corresponding penalty.		5 minutes	MYLENE V. VERIDIANO Clerk (Casual)
	2. Labelling of kind, appearance, volume, and quantity, including the time and date of confiscation, and issuing of form to the owner			
	3. Recording of apprehended illegal vendors and of confiscated products and other items			
4. Paying the appropriate fine / penalty at the		See Table Above	3 minutes	Local Revenue Collection Officer



MEPO Office by Security Clerk				
5. Release of goods / weighing scale, and countersigning of the claimant for record purposes. Show official receipt. Claiming of confiscated goods is at 11:00 AM or 5:00 PM	6. Release of confiscated goods/ weighing scale.		3 minutes	ROSALIA V. AREJOLA Administrative Aide (Job Order)
TOTAL		P	11 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

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Payment of Fines / Penalties for Violation of City Ordinances

ABOUT THE SERVICE

To promote Market and Business District orderliness, discipline, and cleanliness at the Naga City People's Mall, strict implementation of city ordinances is enforced. Those found to have incurred violations are then issued Violator's Citation Ticket.

The following ordinances are being enforced by the Market Guards, including its fines and penalties:

Statute	Particulars	Penalty		
		1 st Offense	2 nd Offense	3 rd Offense
Ordinance No. 2001-055	Illegal Vending	P 300.00	P 500.00	P 1,000.00
	Obstruction	P 100.00	Confiscation of products	Cancellation of permit
Ordinance No. 2001-056	Waste Segregation	P 500.00	P 1,000.00	P 1,500.00
Ordinance No. 1986-019	Anti-Littering	P 100.00	P 200.00)	P 300.00
Ordinance No. 2006-065	Wheel Clamp	2 to 3-wheels – P 300.00 4 wheels – P 600.00		
Ordinance No. 1995-070	Anti-Smoking	P 200.00	P 300.00	P 500.00
Ordinance No. 2992-060	Indecent Behavior	P 100.00	P 200.00	P 500.00

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
<ul style="list-style-type: none"> Citation ticket/s 		<ul style="list-style-type: none"> Issued by Deputized Market Guards - Security Unit 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Market Guard Outpost and present Citation Ticket Order of payment prepared in duplicate showing the name, address, ordinance violated, amount of fine/penalty, VCT number			2-3 minutes	MYLENE V. VERIDIANO (Records Clerk) (Job Order)
2. Payment of fines / penalty Duplicate copy of VCT (yellow) and the Order of payment are presented to the		See above table	1-2 minutes	JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II



collector for payment of fine/penalty. Official receipt is then issued				<p>ROMEL P. ROMERO Local Revenue Collection Clerk II</p> <p>RODEL T. BUENA Local Revenue Collection Clerk I</p>
	<p>3. Present official receipt to desk officer at the Market Guard Outpost</p> <p>Depending on the violation, desk officer through any of the Market Guards on duty may affect any of the following:</p> <p>a. Release of seized goods after the prescriptive period, or</p> <p>b. Removal of lock on clamped vehicle</p>		2-3 minutes	<p>MARK ANTHONY B. ALFORTE Watchman I</p> <p>SALVADOR A. BALANLAYOS JR. Administrative Aide I</p> <p>MAMERTO S. PUNZALAN, JR. Watchman I</p> <p>ERLANDO T. MAPALAD Watchman I</p> <p>HENRY M ALANO JR. Administrative Aide I (Casual)</p> <p>REYNALDO E. BOLOFER Administrative Aide I (Casual)</p> <p>RICARDO P. CASTRO Administrative Aide I (Casual)</p> <p>ERNESTO A. CRUZ Administrative Aide I (Casual)</p> <p>REINHARD JOSEPH F. ESTRELLA Administrative Aide I (Casual)</p> <p>TOMAS G. RENTOY V</p>



				Market Guard (Job Order)
				BERNARDO C. SABALLEGUE Market Guard (Job Order)
				KIRK A. SAN JOSE CCTV Operator (Job Order)
				ERNESTO A. QUIDAY JR. Watchman I
				ADEL R. BENDIOLA Administrative Aide I (Casual)
				JOSEPH B. BONECILLO Market Guard (Casual)
				ERICSON N. CAS Market Guard (Job Order)
				DOMINGO B. DIAZ JR. Administrative Aide I (Casual)
				ROSENDO M. LUNTOK III Administrative Aide I (Casual)
				DONALDO R. MAGNO Market Guard (Job Order)
				SERGIO P. RIVERO Administrative Aide I (Casual)
				JOHN LOUIE D. DE LOS SANTOS Market Guard (Job Order)



				ROGEL E. SAPICO Market Guard (Casual) JONAS P. VILLARIN Market Guard (Job Order) LIBERATO O. AUREUS JR. Market Guard (Job Order) GREGMHEL C. GREGORIO Market Guard (Job Order) JOHN S. ABANTE Market Guard (Job Order) LEO MARK R. ZAMORA Market Guard (Job Order) HENRY S.J. PORERO, JR. Market Guard (Job Order)
TOTAL		P	8 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

Ramon J. Florendo, City Government Department Head I / Market Enterprise & Promotions Officer I

Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Registration / Sealing of Weighing Scale

ABOUT THE SERVICE

To protect and ensure consumers' welfare in the City of Naga, all instruments of weights and measures for consumer related transactions shall be checked, tested and sealed every six months.

A. NAGA CITY PEOPLE'S MALL

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail		Consumer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present weighing scale for testing Check and test against the secondary standards of NCPM			2-3 minutes	JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II JOEL A. PETALIO Meat Inspector I
2. Payment If found to be correct or under the permissible variation, payment is made and OR is issued	3.. Issuance of official receipt	P 200.00 / weighing scale (Sealing & Registration Licensing)	2-3 minutes	JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II ROMEL P. ROMERO Local Revenue Collection Clerk II RODEL T. BUENA Local Revenue Collection Clerk I
	3. Sticker and seal attached to calibrated weights and measures		2 minutes	JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II JOEL A. PETALIO Meat Inspector I
TOTAL		P200.00	8 minutes	

B. OUTSIDE THE NAGA CITY PEOPLE'S MALL

INSPECTION / MONITORING TEAM	DEPUTIZED AGENTS
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<p>To fully implement the provisions of RA 7349 otherwise known as the Consumer Act of 1992, particularly on the Regulation of Practices Relative to Weights and Measures, and City Ordinance No. 2004-123, a team composed of MEPO personnel is created to conduct physical inspection of persons/entities in the City of Naga using instruments of weights and measures in their business endeavours.</p> <p>SCHEDULE: February and July</p>	<p>JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II</p> <p>MAMERTO S. PUNZALAN, JR. Watchman I (Casual)</p> <p>SALVADOR A. BALANLAYOS, JR. Watchman I (Casual)</p> <p>HENRY M. ALANO, JR. Watchman I (Casual)</p>
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MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

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Registration of Pushcarts and *Karil*

ABOUT THE SERVICE

All business enterprises at the Naga City People's Mall and legitimate porters must register their pushcarts and *karil* to ensure its proper regulation.

Renewal: yearly on the month of July

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pushcart / <i>karil</i> for registration and inspection Fill-out and present owner's data form			2 – 3 minutes	MAMERTO S. PUNZALAN, JR. Watchman I (Casual) HENRY M. ALANO, JR. Administrative Aide I (Casual) SALVADOR A. BALANLAYOS, JR. Watchman I (Casual)
	2. Payment and issuance of Official Receipt	P105.00 per pushcart / <i>karil</i>	2 – 3 minutes	JUDE JOHN MARTIN P. REY Local Revenue Collection Clerk II ROMEL P. ROMERO Local Revenue Collection Clerk II RODEL T. BUENA Revenue Collection Clerk I
	3. Issuance of steel plates plus sticker (for renewal, only sticker will be issued)		2 – 3 minutes	MAMERTO S. PUNZALAN, JR. Watchman I (Casual) HENRY M. ALANO, JR. Watchman I (Casual)



				SALVADOR A. BALANLAYOS, JR. Watchman I (Casual)
TOTAL		P105.00 per pushcart / karil	9 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

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Regular Garbage Collection

ABOUT THE SERVICE

The Maintenance Section of the Market Enterprise and Promotions Office is in charge of waste management at the Naga City People's Mall. To efficiently manage the cleanliness and proper and timely collection of its garbage, the NCPM is subdivided into eight areas. Each area is manned by at least two Market Cleaners working on an eight hour shift.

SCHEDULE/ASSIGNMENT

AREA	COVERAGE	MARKET CLEANERS
Area 1	Ground Floor, from corner to corner of Prieto Street to NCPM Padian Underpass	GEMMA M. TUD Metro Aide I (Supervisor) LUNETTA, EVANGELINE A. ADORABLE, NANCY C. JACOB, ALFREDO P. SENOSIN, TEODORICO L. SORIANO, ROBERTO SM. TOLENTINO, ROWENA A. PADAYAO, EROL D. NATOR, JOSE B. ALPAÑO, ROSA C. BAGADIONG, RODEL A. BENITO, JOHN V. BRIONES, HELEN S. MORAN, GLORIA E. OLAYAO, TERESITA C. RULL, DOMINGO A. JR. ALANO, ERICKSON ANTIQUERA, JOMARS M. BORROMEO, LIMWEL M. CERDON, ANTHONY D. GERALDINO, DOMINADOR JACINTO, CHRISTOPHER LACOSTALES, JOEGAR S. LANGITAN, VICENTE MONARES, PRESCILLA REYES, JOVITO A. ANGELES, DOLORES C. DOMINGUEZ, ARNEL A. ALVADOR, JAIME B. JR. BELANO, GERSON P. BUMELOD, HILARIO O. LOYOLA, VICTOR A. ONAN, JUDY H..
Area 2	Ground Floor, from corner to corner of Zamora Underpass to NCPM Padian Underpass	
Area 3	Ground Floor, Rice Section, corner to corner Short St. A & B	
Area 4	2 nd Level, Fresh Fish Section and Sari-Sari I Section	
Area 5	2 nd Level, Maritatas, Sari-Sari II and Fresh Meat/Chicken Sections	
Area 6	2 nd Level, Dry Goods, Checheria, Ukay-ukay, Dried Fish Sections	
Area 7	3 rd Level, Pavenas Section	
Area 8	3 rd Level, Parking and NTVA Section	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

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Consumer Welfare Desk

ABOUT THE SERVICE

The Market Enterprise and Promotions Office is committed to protect the rights of consumers and to solve grievances, answer questions, and nurture a good relationship with customer. As such, MEPO has established the Consumer Welfare Desk to meet these needs and to give quality customer service to all market-goers. The Consumer Welfare Desk is located at the 2nd level at the NCPM Activity Center

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consumer files complaint	2. Assistance in customer / stall owner complaint Logging of complaint	P	5 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	3. Initial meeting of involved parties		10 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	4. Mediation (Agreement between parties)		15 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer ON Duty)



				ELMER C. PITALLANO Chief Operations Officer Security Unit
	5. Follow-up on the case (if unresolved)		5 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	6. Information / Queries		1 - 2 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
	7. Security assistance is relayed to the Security Office / Market Guards)		2 minutes	ALLAN B. RIVERA Administrative Aide IV (Clerk II) ISIAH LANZ S. PAQUEO Job Order (Consumer Welfare Desk Officer on Duty)
TOTAL		none	39 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

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E-mail: mepo.naga@gmail.com



Request for CCTV Viewing

ABOUT THE SERVICE

The Naga City People's Mall is equipped with CCTV cameras at different strategic locations and manned by MEPO Security personnel for surveillance, prevention and detection of crime, and also for the protection of NCPM Tenants, market-goers, and the general public at a 24/7 round the clock basis. MEPO has provided CCTV cameras to ensure that NCPM is safe and free of criminals, including illegal vendors, and deterring crimes and those that do.

Department / Office:		MARKET ENTERPRISE AND PROMOTIONS OFFICE		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE :		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the CCTV security personnel at the CCTV room located at the 2 nd level of the NCPM			1 minute	JAMES MICHAEL L. AMELANO Administrative Aide I (Casual) Monthly Rotation of Detailed Security Personnel
2. Fill out Request Form and the reason for viewing			1 - 2 minutes	
	3. Viewing of the incident		5 minutes	
	6. Disposition/Action taken by the CCTV Operator		1 - 2 minutes	
TOTAL		none	11 minutes	

MARKET ENTERPRISE AND PROMOTIONS OFFICE

2/F, Naga City People's Mall, Gen. Luna St., Naga City

For more information, please contact:

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Tel. No. 8817906

E-mail: mepo.naga@gmail.com



Applying for the Livelihood Assistance

ABOUT THE SERVICES

Metro PESO, through its Enterprise Development Center (EDC), implements a livelihood program that aims to improve the socio-economic well-being of the low-income population. It provides training and soft loan for income-generating projects of qualified individuals, groups, associations, and cooperatives.

Qualifications for Training and Loan Assistance

Individual Applicants

The applicant must:

- be a bonafide resident of Naga City
- be 18 years old and above
- not be an employee of the City Government of Naga
- not have any existing loan or overdue Metro PESO livelihood loan and/or financial loans from any LGU-Naga office
- have a new or existing business

The applicant must have a co-maker. The co-maker may be any person except immediate family member and should satisfy all qualifications above except the third and fifth.

Mode of Payment, Term, Interest and Penalty

The mode of payment depends on the type of business. The loan term depends on the project to be undertaken. These are included in the PESO-Client Agreement. The following, however, are set for specific projects:

- Agri-based projects (e.g. piggery) – 6 months, lump sum payment
- Sari-sari store, buy and sell and other business – 3 months, equal monthly payments
- Farm input – 4 months, lump sum payment

Issuance of Post-Dated Checks is highly encouraged especially to loans amounting to P100,000.00 or above.

Interest is 1% per month. A 2% penalty is charged for any default or lapses in payment.

Department / Office:	METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2B - Government to Businesses
Who may avail	<ul style="list-style-type: none"> • Individual • Group / Association / Cooperative
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Individual Borrowers:{ <ul style="list-style-type: none"> • Metro PESO EDC Forms L-1, L-1b, and L-2 (Co-maker's form) • Metro PESO EDC Form L-3 (Credit Investigation Report Form) • 1.5" x 1.5" picture (2 pieces) of Borrower and Co-maker • Current/ Updated Business License/Mayor's 	<ul style="list-style-type: none"> • Enterprise Development Center (Metro PESO) • City Mayor's Office



Permit (for loans below P5,000.00) • Current/ Updated Barangay Business Permit and Clearance (for loans below P5,000.00) • Community Tax Certificate of Borrower and Co-maker • Government-issued ID of Borrower and Co-maker (with Naga City address)		• Barangay Hall / City Treasurer's Office • Any National Government Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. EDC Frontline Proceed to the Metro PESO Enterprise Development Center (EDC) and look for the staff in charge of loan assistance.			1 minute	BENJAMIN JOSE V. DE ASIS Credit Officer II SANDERS C. BELORO Administrative Assistant (Job Order) ALVIN P. ESTRELLA Administrative Aide III <i>*** All EDC staff may answer any loan inquiries.</i>
	2. Interview The front liner will interview you. State your full name, current address, occupation and specific business / livelihood project, new or existing.		10 minutes	BENJAMIN JOSE V. DE ASIS Credit Officer II SANDERS C. BELORO Administrative Assistant (Job Order) ALVIN P. ESTRELLA Administrative Aide III <i>*** All EDC staff may answer any loan inquiries.</i>
3. Application Form Fill up Metro PESO Form L-1 or the Aplikasyon sa Pag-Utang. Approach the interviewing officer or any EDC staff for questions regarding the form.			5 minutes	BENJAMIN JOSE V. DE ASIS Credit Officer II SANDERS C. BELORO Administrative Assistant (Job Order)



				<p>MARK PAOLO V. SABILA Administrative Aide</p> <p>*** All EDC staff may answer any loan inquiries.</p>
<p>4. Submit the Application Form</p> <p>After accomplishing, submit the form and the other requirements to the interviewing officer for review and validation.</p>			1 minute	<p>BENJAMIN JOSE V. DE ASIS Credit Officer II</p> <p>SANDERS C. BELORO Administrative Assistant (Job Order)</p> <p>MARK PAOLO V. SABILA Administrative Aide</p> <p>*** All EDC staff may answer any loan inquiries.</p>
	<p>5. Record Verification with LiBIS</p> <p>The front liner/interviewing officer checks if you and your co-maker have any outstanding Metro PESO loans through the Livelihood Beneficiaries Information System (LiBIS).</p> <p>Applicants and co-makers with existing loans are disqualified from loan assistance. You may look for a new co-maker if the latter is disqualified.</p>		1 minute	<p>BENJAMIN JOSE V. DE ASIS Credit Officer II</p> <p>PATRICK A. GALLARDO Credit Investigator</p> <p>SANDERS C. BELORO Administrative Assistant</p> <p>MARK PAOLO V. SABILA Administrative Aide</p> <p>*** All EDC staff may answer any loan inquiries.</p>
	<p>6. Credit Investigation</p> <p>Metro PESO conducts a credit investigation to determine your credit worthiness and the project's viability.</p> <p>Before the actual credit</p>		1 – 2 days	<p>PATRICK A. GALLARDO Credit Investigator</p>



	investigation is carried out, the Credit Investigator checks if the application form is properly filled-up and all requirements are submitted.			
	<p>7. Approval</p> <p>The Credit Investigator submits the application form to the Credit Officer and the Metro PESO Manager for approval.</p> <p>The City Mayor signs the application form.</p>		1 – 2 days	<p>BENJAMIN JOSE V. DE ASIS Credit Officer II</p> <p>FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)</p> <p>NELSON S. LEGACION City Mayor</p>
	<p>8. Release of Check</p> <p>Upon the availability of the check for release, the applicant will receive a text message or a call from EDC to claim the check.</p> <p>The Credit Officer will sign and issue a referral slip to be submitted to the Treasurer's Office to claim the check.</p> <p>The Credit Officer will issue a loan payment reminder for the applicant's reference.</p>		5 minutes	<p>BENJAMIN JOSE V. DE ASIS Credit Officer II</p> <p>SANDERS C. BELOORO Administrative Assistant</p> <p>MARK PAOLO V. SABILA Administrative Aide</p> <p>ALVIN P. ESTRELLA Administrative Aide III</p>
9. Payment			5 minutes	RENATO A. ABARDO Bill Collector
Receive payment and issue official receipts				
TOTAL			2 days and 28 minutes	

METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

G/F DOLE Bldg., J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Florencio T. Mongoso, Jr., CSEE, City Government Department Head II / City PESO Manager

Tel No. (054) 205- 2980 local 3350

E-mail: metropeso@naga.gov.ph



Availing of Overseas Employment Facilitation Services (for Employers)

ABOUT THE SERVICES

OVERSEAS PLACEMENT agencies may seek the assistance of Metro PESO in conducting recruitment activities in Naga.

They may use the facilities and equipment of the office, and may request for staff support. This service is offered FREE OF CHARGE.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Overseas Placement Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent addressed to the City Mayor thru the City PESO Manager 		To be submitted by the requesting overseas placement agencies		
<ul style="list-style-type: none"> Special Recruitment Authority (SRA) from POEA 		Philippine Overseas Employment Administration (POEA)		
<ul style="list-style-type: none"> Confirmed Job Order(s) from principal employer(s) 		Philippine Overseas Employment Administration (POEA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Recruitment Notification Notify our office through a letter of intent to conduct Special Recruitment Activity (SRA) for overseas employment.			3 minutes	EPHRAIM D. CALLEJA Administrative Aide VI
	2. No Objection Certificate CEC staff will prepare a No Objection Certification (NOC) and verify from POEA the legitimacy of the recruitment agencies and existence of Job orders.		2 hours	EPHRAIM D. CALLEJA Administrative Aide VI
	3. Submit Requirements The requirements stated in the No Objection Certification can be submitted personally or sent through e-mail.		1 day	EPHRAIM D. CALLEJA Administrative Aide VI



	<p>4. Recruitment</p> <p>Conduct recruitment activities. Facilities and equipment of the Metro PESO provide FREE OF CHARGE.</p> <p>To maximize the number of applicants, agencies are encouraged to advertise in various local media.</p>	Newspapers, TV and Radio Ads FEES shoulder by the employer	2 days	<p>EPHRAIM D. CALLEJA Administrative Aide VI</p> <p>EMELITA B. CLAVO Administrative Aide IV</p> <p>ANGELICA L. GUTIERREZ Administrative. Aide II (Casual)</p>
	<p>5. Reporting</p> <p>Overseas placement agencies are required to submit a Terminal Report, as required in the SRA, at the end of the recruitment period.</p> <p>A separate Deployment Report should also be submitted after the hiring period.</p>		1 day	<p>FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)</p> <p>EPHRAIM D. CALLEJA Administrative Aide VI</p>
TOTAL		P	4 days, 2 hours and 3 minutes	

METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

G/F DOLE Bldg., J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Florencio T. Mongoso, Jr., CSEE City Government Department Head II / City PESO Manager

Tel No. (054) 205- 2980 local 3050

E-mail: metropeso@naga.gov.ph



Availing of Overseas Employment Facilitation Services (for Applicants)

ABOUT THE SERVICES

METRO PESO assists various overseas placement agencies in conducting their recruitment in Naga.

The office makes sure that these agencies are authorized by the Philippine Overseas Employment Administration (POEA). It also monitors the status of workers placed overseas.

Hired applicants who need financial assistance for their placement fee may avail of the Metro PESO Overseas Placement Assistance Program or may be referred to financing institutions or banks which offer financial assistance to hired overseas applicants.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Jobseekers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Résumé / Bio-data with picture		To be submitted by the Jobseekers		
• NBI Clearance		National Bureau of Investigation (NBI)		
• Birth Certificate		Local Civil Registrar (LCR) or Philippine Statistics Office (PSA)		
• Employment / Training Certificates		Previous Employer		
• License (for professional or skilled workers)		PRC, TESDA		
• Passport		Department of Foreign Affairs (DFA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for Announcements Overseas agencies may conduct recruitment at Metro PESO anytime of the year. Announcements for recruitment come through social media, newspapers, television, radio or posters. You may also personally inquire at Metro PESO or visit the city website.		FEES shouldered by the employers	1 day	EPHRAIM D. CALLEJA Administrative Aide VI
2. Prepare Requirements If recruitment will be conducted at Metro			1 day	



PESO, prepare and bring the requirements enumerated above, as well as other documents that the recruitment agency may require.				
<p>3. Application and Interview</p> <p>Fill-out the agency application form. You are usually required to undergo an interview.</p> <p>Other documents, if any, are prepared after your qualifications have been assessed.</p>			20 minutes	The agency representative
	<p>4. Placement Assistance</p> <p>Hired applicants may request for placement assistance under the Metro PESO Overseas Placement Assistance Program (OPAP), or may be referred to other financing institutions that offer financial assistance to hired overseas applicants.</p>		2 weeks	<p>FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)</p> <p>EPHRAIM D. CALLEJA Administrative Aide VI</p>
TOTAL		P	2 weeks, 2 days, and 20 minutes	

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Availing of Special Program for Employment of Students (SPES) (for Employers)

ABOUT THE SERVICES

THE SPECIAL Program for Employment of Students (SPES) provides government agencies and participating private establishments the opportunity to help poor but deserving students, out-of-school youth, and dependents of displaced or would –be displaced workers during summer and /or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education. The program was created under Republic Act 7323 as amended by Republic Act 9457 and further amended by Republic Act 10917.

SPES wages for government agencies shall be based on the current hiring rate as authorized by the Department of Budget and Management (DBM) for entry level position in the government agency or local government unit (LGU) regardless of his/her place of assignment. While, private companies shall follow the prevailing minimum wage in the area. The 60% of the SPES salary will be should by the employer while the remaining 40% will be paid by DOLE.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Government and Private Firms		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Pledge of Commitment – a document specifying the number of students to be hired, their desired qualifications and wage rate. 		Department of Labor and Employment (DOLE) Metro Naga Public Employment Service Office (Metro PESO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Employment Phase Coordinate with Metro PESO and submit the Pledge of Commitment. This must be signed by the Manager and Finance/Budget Officer of the company.			1 day	EPHRAIM D. CALLEJA Administrative Aide VI ANGELICA L. GUTIERREZ Administrative Aide II (Casual)
	2. Employment Phase Metro PESO will refer student-applicants to employer and Immediately notify the office if student-applicants are accepted.		3 days	



	Submit a Placement Report not later than 5 days after the start of employment.			
	<p>3. Post-Employment Phase</p> <p>Termination / Payroll Report Form 6 as prescribed by DOLE should be submitted to Metro PESO by the employer within 3 days, number of days worked, wage rate, overtime pay and other incentives received must be specified. This shall be the basis for the computation of the 40% share of the DOLE.</p> <p>Employer should submit a copy of payroll for DOLE's verification.</p>		3 days	<p>FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)</p> <p>EPHRAIM D. CALLEJA Administrative Aide VI</p> <p>ANGELICA GUTIERREZ Administrative Aide II (Casual)</p>
TOTAL		P	10 days	

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Availing of Special Program for Employment of Students (SPES) (for Applicants)

ABOUT THE SERVICES

THE SPECIAL Program for Employment of Students (SPES) aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would –be displaced workers during summer and /or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education. The program was created under Republic Act 7323 as amended by Republic Act 9457 and further amended by Republic Act 10917.

Every year, SPES is implemented by the City Government of Naga through Metro PESO; beneficiaries will work for a minimum of 20 days, but not more than 52 days, 60% of the wages shall be shouldered by the employer and the remaining 40% will be paid by the Department of Labor and Employment (DOLE).

Department / Office:	METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail	Students, Out-of-School Youth, dependents of displaced or to be displaced workers.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Original and other documents, when applicable, should be presented for validation)	
1) Photocopy of Birth Certificate or any document indicating date of birth or age (age must be 15-30).	Local Civil Registrar / Phil. Statistic Office
2) Photocopy of the latest Income Tax Return (ITR) of parents/legal guardian OR certification issued by BIR that the Parents/guardians are exempted from payment of tax OR original Certificate of Indigence OR original Certificate of Low Income issued by the Barangay /DSWD or CSWD where the applicant resides; and	Metro Naga Public Employment Service Office (Metro PESO)
3) For <u>students</u> , any of the following, in addition to requirements no. 1 and 2: a) Photocopy of proof of average 85 and above such as (1) class card or (2) Form 138 of the previous semester or year immediately preceding the application; OR b) Original copy of Certification by the School Registrar as to passing grade immediately preceding semester/year if grades are not yet available	
4) For <u>Out of School Youth (OSY)</u> , original copy of Certification as OSY issued by DSWD/CSWD or the authorized Barangay Official where the OSY resides, in addition	



to requirements no. 1 and 2.				
5. Voters ID of Parents / Guardian				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill-out applicants Registry Forms</p> <p>Secure SPES Application Form 2 and fill-out the necessary information. See to it that the information given are true and correct</p> <p>Submit the SPES form 2, with passport size (3.5 cm x 4.5 cm) pictures with complete requirements within 1 or 2 days.</p> <p>Requirements will be evaluated upon submission of applicants.</p>		P	10 minutes	<p>EMELITA B. CLAVO Administrative Aide IV</p> <p>MARIE JOY A. FLORES Administrative Aide I (Casual)</p> <p>QUEENY D. DARIA (Job Order)</p>
	<p>2. Assessment of Manpower Requirements</p> <p>CEC staff will evaluate the application and other supporting documents if qualified in the program.</p>		10 minutes per applicant's documents	<p>EPHRAIM D, CALLEJA Administrative Aide VI</p> <p>EMELITA B. CLAVO Administrative Aide IV</p> <p>ANGELICA L. GUTIERREZ Administrative Aide II (Casual)</p>
<p>3. SPES Orientation</p> <p>Students are required to attend the SPES orientation for the information on the details and guidelines of the program.</p>			3 hours	CEC Personnel



	<p>4. Evaluation</p> <p>Qualified applicants shall be posted on the Metro PESO Bulletin after evaluation is done.</p>		7 days	<p>EPHRAIM D. CALLEJA Administrative Aide VI</p> <p>EMELITA B. CLAVO Administrative Aide IV</p> <p>ANGELICA L. GUTIERREZ Administrative Aide II (Casual)</p>
	<p>5. Publication of Line-up</p> <p>Metro PESO CEC staff shall issue an office assignment referral to SPES beneficiaries.</p>		5 minutes	<p>EPHRAIM D. CALLEJA Administrative Aide VI</p> <p>EMELITA B. CLAVO Administrative Aide IV</p> <p>ANGELICA L. GUTIERREZ Administrative Aide II (Casual)</p>
<p>6. Work Assignment</p> <p>SPES beneficiaries should present the office assignment referral to departments/ establishments where they assigned.</p> <p>CEC staff will monitor the SPES beneficiaries regarding their performance in work.</p>			2 days	<p>EMELITA B. CLAVO Administrative Aide IV</p> <p>ANGELICA L. GUTIERREZ Administrative Aide II (Casual)</p>
<p>7. Signing of SPES Documents:</p> <ul style="list-style-type: none"> • Employment Contract • Oath of Undertaking 			5 minutes per applicant	<p>ANGELICA L. GUTIERREZ Administrative Aide II (Casual)</p> <p>MARIE JOY F. RELLAMA Administrative Aide I (Casual)</p>



				QUEENY D. DARIA (Job Order)
8. Signing of Termination Report After 20 working day period SPES beneficiaries should sign a Termination Report; assisted by the CEC Staff of Metro PESO and it will be submitted also to DOLE as part of the 40% wages requirements.			1 day	ANGELICA L. GUTIERREZ Administrative Aide II (Casual) MARIE JOY F. RELLAMA Administrative Aide I (Casual)
9. Payroll Preparation and Processing SPES beneficiaries should submit to Metro PESO the Daily Time Record (DTR) and Accomplishment Report signed by the office Head. The 60% of wages will be shoulder by the LGU thru Metro PESO and the remaining 40% will be paid by DOLE.			1 day	MARIE JOY F. RELLAMA Administrative Aide I (Casual) ANGELICA L. GUTIERREZ Administrative Aide II (Casual) FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)
TOTAL		P	11 days, 3 hours and 30 minutes	

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Securing Local Employment Referrals for Employers

ABOUT THE SERVICES

METRO PESO assists employers by conducting preliminary screening of applicants and referring to them applicants who meet their set standards.

This service is FREE OF CHARGE.

Employers may call or visit Metro PESO to post job vacancies. Job vacancies are posted and distributed every Monday.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Employers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Company Profile (one time submission) 				
<ul style="list-style-type: none"> SEC Registration one time submission) 				
<ul style="list-style-type: none"> Business Permit (yearly) 		To be submitted by the employer to Metro PESO		
<ul style="list-style-type: none"> List of Vacancies, Qualifications and Requirements 				
<ul style="list-style-type: none"> If Private Employment Agency <ul style="list-style-type: none"> - PEA License - Authority to recruit issued by DOLE 				
RO5 Regional Director <ul style="list-style-type: none"> If Job Contracting / Sub-Contracting Agency <ul style="list-style-type: none"> - DO No. 174 issued by DOLE - Copy of Contract from Job Contracting Parties 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Complete Requirements should be submitted at Metro PESO CEC Section		P	5 – 10 minutes	JAN MARIE SHAIRA S. SANCHEZ Administrative Aide I (Casual) EPHRAIM D. CALLEJA Administrative Aide VI EMELITA B. CLAVO Administrative Aide IV
	2. Validation and Job Posting Employers should fill-		5 – 10 minutes	EMELITA B. CLAVO Administrative Aide IV



	<p>out Skills Registration Program (NSRP Reg. Form 2) and Company Profile to be given by Metro PESO (CEC Staff)</p> <p>CEC staff will check and validate requirements of the employer establishments.</p> <p>CEC Staff should encode the Registration Program (NSRP Reg. Form 2) in PESO Employment Information System (PEIS) as required by DOLE and Company Profile for PESO profile.</p>			<p>JAN MARIE SHAIRA S. SANCHEZ Administrative Aide I (Casual)</p>
	<p>3. Data entry, Job Matching and Hiring</p> <p>CEC Staff will post the solicited vacancies of the employer and do job matching to applicants.</p> <p>Referral letter from the Metro PESO will be issued to applicants and will be submitted to employers for evaluation.</p> <p>List of vacancies will be posted to BEC's, and Naga City Website.</p>		2 – 5 minutes	<p>FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)</p> <p>JAN MARIE SHAIRA S. SANCHEZ Administrative Aide I (Casual)</p> <p>MARIE JOY F. RELLAMA Administrative Aide I (Casual)</p> <p>QUEENY D. DARIA (Job Order)</p>
	<p>4. Vacancy Update</p> <p>Inform the CEC staff if the referred applicant(s) is hired or not.</p> <p>During Thursdays and Fridays, the CEC staff will call the employer and inquire</p>		1 day	<p>MARIE JOY F. RELLAMA Administrative Aide I (Casual)</p> <p>QUEENY D. DARIA (Job Order)</p> <p>JAN MARIE</p>



	whether the vacancies have been filled-up or will still be included in the following week's list of vacancies.			SHAIRA S. SANCHEZ Administrative Aide I (Casual)
TOTAL		P	1 day and 25 minutes	

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Securing Local Employment Referrals for Jobseekers

ABOUT THE SERVICES

METRO PESO provides employment assistance to job seekers through referral. Career guidance and counselling are also offered to assist the applicants in going about the recruitment process in different companies.

The office offers interview tips and guides on writing resumes or application letters, among others. It also assists clients in choosing the position/job that will match their abilities and interests.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Job Seeker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Curriculum Vitae/Resume with 2" x 2" picture 		To be submitted by the Job hunters		
<ul style="list-style-type: none"> If any, Transcript of Records or graduation certificate (Form 138, for high school graduates) 				
<ul style="list-style-type: none"> Police Clearance (valid for 6 months) or NBI Clearance (valid for 1 year) or Barangay Clearance 				
<ul style="list-style-type: none"> Extra picture, preferably 1" x 1" 				
<ul style="list-style-type: none"> Training Certificates, if available 				
<ul style="list-style-type: none"> Employment Certificates, if available 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements Submit the above requirements to the Community Employment Center (CEC) staff.		P		
2. Fill-out NSRP Form 1 Applicants must fill-out the NSRP Form 1 in a clear, legible manner.			2 - 5 minutes	MARIE JOY F. RELLAMA Administrative Aide I (Casual)
	3. Validation of filled out NSRP Form 1			QUEENY D. DARIA (Job Order)
	4. CEC staff will encode the jobseekers data to include in the Statistical Performance Report System (SPRS) to be		2 - 5 minutes	QUEENY D. DARIA (Job Order) MARIE JOY F. RELLAMA Administrative Aide I



	submitted every 25 th of the month and PEIS.			(Casual)
	5. Run Job Matching Facility			
6. One-on-one Interview Applicants will undergo an interview with CEC staff. Career coaching is also available			5 – 10 minutes	MARIE JOY F. RELLAMA Administrative Aide I (Casual) QUEENY D. DARIA (Job Order)
	7. Referral through the Job Opportunities Bulletin Series (JOBS)			
	8. Issuance of Referral Letter		5 minutes	FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II) MARIE JOY F. RELLAMA Administrative Aide I (Casual) QUEENY D. DARIA (Job Order)
	9. Application with the Employer CEC staff will issued a referral letter to the applicants and instructed him/her to proceed to the company he/she chose.			
10. Succeeding Referrals After 6 months applicants must update the NSRP Form 1. A 2 nd referral may be issued to applicants within 6 months, if they haven't yet employed.			5 minutes	MARIE JOY F. RELLAMA Administrative Aide I (Casual) QUEENY D. DARIA (Job Order)
TOTAL		P	30 minutes	

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Availing of Summer Employment for Enrolment (for Employers)

ABOUT THE SERVICES

THE Summer Employment for Enrolment (SEFE) aims to help students in senior high school, out of school youth, college students, and dependents of displaced or to be displaced workers who are poor but deserving, to have source of employment every summer and gain needed funds for payment of tuition and other academic fees comes the opening of classes. This program was created under City Ordinance No. 2019-041, enacted June 19, 2019.

Every student- beneficiary shall work for twenty (20) days in the City Government of Naga, with compensation of not lower than the regional minimum wage rate.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses G2G - Government to Government		
Who may avail		Senior High School & College Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplish Metro PESO SEFE Request Form 2 		<ul style="list-style-type: none"> Metro Naga Public Employment Service Office (Metro PESO) CEC Section. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pre-Employment Phase Secure and accomplished SEFE forms 2 signed by the office head and submit to Metro PESO CEC staff.		P		EPHRAIM D. CALLEJA Administrative Aide VI
	2. Employment Phase Issuance of Red Cross Insurance ID should be distributed to SEFE beneficiaries. Metro PESO will refer base on the accomplished Form 2.		2 days	FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II) EPHRAIM D. CALLEJA Administrative Aide VI EMELITA B. CLAVO Administrative Aide IV ANGELICA L. GUTIERREZ Administrative



				Aide II (Casual)
	3. Post-Employment Phase SEFE beneficiaries should submit Daily Time Record (DTR) and Accomplishment Report signed by the office head for payroll.		2 days	ANGELICA L. GUTTIERREZ Administrative Aide II (Casual)
TOTAL		P	4 days	

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Availing of Summer Employment for Enrollment (for Applicants)

ABOUT THE SERVICES

THE Summer Employment for Enrolment (SEFE) aims to help students in senior high school, out of school youth, college students, and dependents of displaced or to be displaced workers who are poor but deserving, to have source of employment every summer and gain needed funds for payment of tuition and other academic fees comes the opening of classes. This program was created under City Ordinance No. 2019-041, enacted June 19, 2019.

Every student- beneficiary shall work for twenty (20) days in the City Government of Naga, with compensation of not lower than the regional minimum wage rate.

Department / Office:	METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens
Who may avail	Senior High School & College Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Duly filled-out Registration Form 1 with Passport Size Picture (3.5cm x 4.5cm) Photocopy of Birth Certificate or any document indicating date of birth or age. (age must be 15-25). Any of the following to attest to the applicant's family income: <ul style="list-style-type: none"> a) Photocopy of latest Income Tax Return (ITR) of parents/legal guardian b) Certification issued by BIR that the Parents/guardians are exempted from payment of tax. c) Original Certificate of Indigence. d) Original Certificate of low income issued by the Barangay or DSWD/CSWD where the applicants resides e) Voter's ID / Affidavit of Parents For students, any of the following, in addition to requirements no. 2 & 3. <ul style="list-style-type: none"> a) Photocopy of proof of average grade 85 and above such as (1) class card or (2) Form 138 of the previous semester or year immediately preceding the application. b) Original copy of Certification by the school Registrar as to passing grade immediately preceding semester/year if grades are not yet available <p>5 For Out of School Youth (OSY) In addition to requirements no.1 & 2, any of the following:</p> <ul style="list-style-type: none"> a) Original Copy of Certification as OSY 	<p>Metro Naga Public Employment Service Office (Metro PESO) CEC Section.</p>



by DSWD/CSWD b) Or Authorized Barangay Officials Barangay Officials where the OSY resides,				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out SEFE Registry Registration Form Get a copy of SEFE FORM 1 and fill out with complete and correct information. Submit the SEFE FORM 1, with Passport size Picture within 1 or 2 days. Requirements will be evaluated upon submission of applicants.		P	10 minutes	EMELITA B. CLAVO Administrative Aide IV ANGELICA L. GUTIRREZ Administrative Aide II (Casual) MARIE JOY A. FLORES Administrative Aide I (Casual)
	2. Assessment of Manpower Requirements CEC staff will review the SEFE application form and the necessary requirements. This must be the basis to come up with a line up for possible SEFE beneficiary.		4 days	EPHRAIM D, CALLEJA Administrative Aide VI EMELITA B. CLAVO Administrative Aide IV ANGELICA L. GUTIRREZ Administrative Aide II (Casual)
3. SEFE Orientation Qualified SEFE applicant are required to attend the orientation for the information of details and guidelines of the program			1 hour	CEC PERSONNEL
	4. Evaluation Qualified SEFE Applicants will be posted on the Metro PESO Bulletin		1 day	EPHRAIM D, CALLEJA Administrative Aide VI ANGELICA GUTIRREZ Administrative Aide II



				(Casual)
5. Publication of Line-up Metro PESO CEC staff shall issue an office assignment referral to SEFE beneficiaries			1 day	EMELITA B. CLAVO Admin Aide IV ANGELICA GUTIRREZ Administrative Aide II (Casual)
6. Work Assignment SEFE beneficiaries should present the office assignment referral to departments/ establishments where they assigned. CEC staff will monitor the SEFE beneficiaries regarding their performance in work.			1 day 20 days	ANGELICA GUTIRREZ Administrative Aide II (Casual) MARIE JOY F. RELLAMA Administrative Aide I (Casual) QUEENY D. DARIA (Job Order)
7. Signing of SEFE UNDERTAKING			2 days	FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II) ANGELICA L. GUTIERREZ Administrative Aide II (Casual)
8. Processing of Payroll After 20 working day period SEFE beneficiaries should submit the Daily Time Record (DTR) and Accomplishment Report signed by the office Head.			1 day	ANGELICA L. GUTIERREZ Administrative Aide II (Casual) MARIE JOY F. RELLAMA Administrative Aide I (Casual)
TOTAL		P	30 days, 1 hour, and 10 minutes	

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Availing of the Government Internship Program

ABOUT THE SERVICES

THE GOVERNMENT Internship Program (GIP) is summer training cum employment program that seeks to engage the youth in constructive and productive public service to draw their support and understanding of government programs and projects.

It is open to the youth between ages 18 to 25 years under these categories:

- High school students
- College/Vocational students to be recruited on the basis of their field of study
- Out-of-school youth who are poor but deserving
- College graduates with interest in working in government

A GIP trainee is entitled to an incentive of 100% of the existing minimum wage rate. The training period is a minimum of 3 month and a maximum of 6 months.

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly filled-out GIP Form with 2x2 picture 				
<ul style="list-style-type: none"> • Duly filled-up Form 212 (bio-data) or Curriculum Vitae 		<ul style="list-style-type: none"> • Department of Labor and Employment (DOLE) • Metro Naga Public Employment Service Office (Metro PESO) 		
<ul style="list-style-type: none"> • Other requirements of the government agency where the participant will undergo training 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out GIP Form 1 Secure GIP Form 1 and Fill-in the necessary information		P	3 minutes	EPHRAIM D. CALLEJA Administrative Aide VI
	2. Interview Applicant will undergo for an interview with the CEC Staff to assess the qualification and do job matching.		5 minutes	FLORENCIO T. MONGOSO JR. CGDH II (Metro PESO Manager II) EPHRAIM D. CALLEJA Administrative Aide VI
	3. Internship Agreement If the applicant is qualified an Internship agreement will be issued for a minimum of 3 months		2 minutes	EPHRAIM D. CALLEJA Administrative Aide VI ANGELICA L GUTIERREZ Administrative



	and maximum of 6 months			Aide II (Casual)
4. Accomplishment Report Daily time Record and accomplishment Report 3 copies each must be submitted to Metro PESO every 15 days of the month for processing of payroll				ANGELICA L GUTIERREZ Administrative Aide II (Casual) EMELITA B. CLAVO Administrative Aide IV
TOTAL		P	10 minutes	

METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

G/F DOLE Bldg., J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Florencio T. Mongoso, Jr., CSEE, City Government Department Head II / City PESO Manager

Tel No. (054) 205- 2980 local 3050

E-mail: metropeso@naga.gov.ph



Availing of Skills Training Program c/o City College of Naga

ABOUT THE SERVICES

METRO PESO, through the Community Employment and Manpower Development Center (EMDC) runs a Manpower Skills Training Program for out-of-school youth interested in technical-vocational courses.

The program seeks to promote industry or user-led training; and a manpower development scheme to make both the labor force and management globally competitive.

Training programs are conducted at the Manpower Training Center located at Motorpool Compound, Diversion Road, Concepcion Pequeña, Naga City and City Abattoir located at Del Rosario, Naga City. The courses offered are:

- Automotive Mechanic NC I
- Diesel Mechanic NC II
- Slaughtering Operation Swine NC II

TAXES AND FEES

- Registration Fee P150.00
- Trade Testing Fee (TBA)

TUITION FEES AND ASSESSMENT FEES

- Automotive Mechanic NC I P2,500.00 plus P700.00
- Automotive Mechanic NC II P4,000.00 plus P700.00
- Slaughtering Operation Swine NC II P8,000.00 plus P790.00

Department / Office:	METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens
Who may avail	Out-of-School Youth
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>During Application</p> <ul style="list-style-type: none"> • Duly filled-up registration Form or bio-data with 1x1 ID photo • Barangay Clearance • Written Entrance Examination <p>After the Applicant has Qualified/During the Training</p> <ul style="list-style-type: none"> • Payment of registration <p>General Registration:</p> <ol style="list-style-type: none"> 1.) 6 pcs. 1x1 picture white background 2.) 4 pcs. Passport size with collar white background 3.) NSO or PSA Birth Certificate 4.) Medical Certificate 	<ul style="list-style-type: none"> • City College of Naga • Metro PESO Office • Tech Voc. • AC Manager



5.) Certificate of Good Moral Character 6.) Long size brown envelope 7.) Voter's ID for student from Naga City 8.) X-ray 9.) Drug Test 10.) Vaccination Card <ul style="list-style-type: none"> • Payment of trade testing fee (after graduation, before trade testing) • Community Tax Certificate (before OJT) • Performance Rating Report (upon completion of the OJT) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Submit Registration or bio-data to the EMDC staff. You will be advised to comeback on the scheduled date of examination.			30 – 45 minutes	MARIA CHRISTINA J. LANA Administrative Aide I (Casual) FRANCISCO R. LOPEZ Administrative Aide I (Casual)
2. Written examination On the scheduled date, take a written examination at the Metro PESO.			30 minutes	MARIA CHRISTINA J. LANA Administrative Aide I FRANCISCO R. LOPEZ Administrative Aide I (Casual)
	3. Posting of results Results of the written examination are posted at the Metro PESO office and Manpower Training Center.		1 day after the written exam	MARIA CHRISTINA J. LANA Administrative Aide I FRANCISCO R. LOPEZ Administrative Aide I (Casual)
4. Payment of Entrance Registration Fee Qualified applicants have to pay a registration/entrance fee of P150.00 at the			10 minutes	



City treasurer office. Official receipts must be presented to the Manpower instructor upon enrolment.				
The schedule of classes is announced thereafter.				
5. Conduct of classes				
Classes are conducted over a period of 3 months. Courses cover theories and practical applications.			35 days	TENTATIVE TRAINOR (TO BE ANNOUNCED)
An Induction Training Program (ITP) is conducted on the first day of classes.			3 months	FRANCISCO R. LOPEZ Administrative Aide I (Casual)
Graduation ceremonies are held after students have completed the 3 months training program.				FLORENCIO T. MONGOSO, JR. AC Manager Tech Voc. City College of Naga
6. Trade Testing				
All graduates are required to undergo trade testing to assess skills competency. This is administered by the Technical Education and Skills Development Authority (TESDA).				Technical Education and Skills Development Authority (TESDA)
TESDA charges of testing fee of P300.00				City College of Naga
Graduates who pass the trade test are given a TESDA Certificate of Eligibility.				FLORENCIO T. MONGOSO, JR. AC Manager Tech Voc. City College of Naga
7. On-the-Job Training				
To complete the program, trainees must undertake a practicum/on-the-job training (OJT) for a minimum of 400 hours.			Minimum of 400 hours	TENTATIVE TRAINOR (TO BE ANNOUNCED)
				FRANCISCO R. LOPEZ Administrative



Secure a referral letter, performance training report form and a waiver from the EMDC. You have to present these to the company where you are applying for OJT. For the referral, submit the following to the EMDC: a. Address, name and position of the contact person of the company where OJT will be held. b. Community Tax Certificate EMDC staff will monitor your performance during OJT to assess whether you are able to meet the standard of the company or are continuously hired by the employer.				Aide I (Casual) City College of Naga (recommendation) FLORENCIO T. MONGOSO, JR. AC Manager Tech Voc. City College of Naga
8. Submission of Performance Rating Submit your Performance Rating Report upon completion of the OJT. The report must be accomplished by the company/ employer. You may, then, claim your Diploma or Certificate of Training Completion.			1 minute 3 minutes for the school waiver	Company or Motor Shop City College of Naga TESDA Office
TOTAL			3 months, 36 days, 400 hours, and 4 minutes	

METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

G/F DOLE Bldg., J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

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Tel No. (054) 205- 2980 local 3350

E-mail: metropeso@naga.gov.ph



Availing of Naga GrOWNegosyo Program Services

ABOUT THE SERVICES

The Metro PESO, in service to the Nagueños through the Naga GrOWNegosyo Program has been implemented since 2009 as one of the flagship programs of the City Government. We assist small & micro enterprises which are substantial and important component of the city's local economy. The program also provides financial assistance/loans for the income-generating projects of qualified beneficiaries as well as for the improvement of the socio-economic well-being of the low-income population of Naga. This program has four (4) main services: **Skills Training/Workshop, Product Development, Equipment Support, and Marketing Support.**

- **Skills Training/Workshop**
 - This aims to provide the beneficiaries' basic knowledge on certain field of expertise. (e.g. Basket Making, Soft broom making, Handicraft making, etc.)
 - This is an avenue for the beneficiaries to improve their basic supervisory/people handling skills.
- **Product Development**
 - This service aims to help the beneficiaries to upgrade and innovate on their field of expertise.
 - Improvement of existing products in terms of shelf lives, physical appearances, and product variations.
- **Equipment Support**
 - Provides assistance to the beneficiaries who are incapable of purchasing equipment which are necessary to their business.
 - Expedites the process of the beneficiaries' business. (e.g. twining machine, hand loom for coco coir, etc.)
 - If there are downloaded budget from the National Government Agencies (NGAs), we can provide equipment/starter kits for identified beneficiaries.
- **Marketing Support**
 - Lessen the beneficiaries' burden of payment through advertising
 - Provides avenue for the beneficiaries to expand their scope of business
 - Provides opportunity to participate in local and national trade fairs

Department / Office:		METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE – Cooperative Development Center		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Micro, Small, & Medium Enterprises		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
The applicant must: <ul style="list-style-type: none"> • Be a bona fide resident of Naga City (present any valid id or proof that the applicant is a resident of Naga City) • Have a new or existing business • Be a manufacturer/producer • Must present a product sample 		Cedula – Barangay.Hall where the applicant is residing DTI Permit – DTI CamSur Provincial Office or DTI Negosyo Center Naga		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Personal appearance before the Metro PESO – Cooperative Development Center.		FREE	1 minute	JASEN B. CASTILLO Clerk (Job Order)
	2. Interview of the applicant.		10 minutes	JOMAR EDWARD A. BRAZAL (Job Order)
	3. Issuance of Business Profile Form.		1 minute	MA. JOAN ST. FRANCISCO (Job Order)
4. Fill out the Business Profile Form.			10 minutes	
	5. Pre-assessment of the sample product.		5 minutes	JOMAR EDWARD A. BRAZAL (Job Order)
				JASEN B. CASTILLO Clerk (Job Order)
	6. Assessment & Approval of Membership Application.		5 minutes	JOHN PAUL N. BUENDIA Project Development Officer
	7. Final Evaluation / Approval of the sample product (for display in the marketing outlet and on trade fairs).		1 day	Naga GrOWNegosyo Product Selection Board (City PESO Manager, ACTO, CEPPIO, CPNO, MNCCI)
	8. Business Coaching / Monitoring / Site Visit/Inspection.		2 - 3 hours	JOHN PAUL N. BUENDIA Project Development Officer
				ALVIN P. ESTRELLA Administrative Aide I (Casual)
				JOMAR



				EDWARD A. BRAZAL Clerk (Job Order)
				JASEN B. CASTILLO (Job Order)
TOTAL		FREE	1 day, 3 hours and 32 minutes	

METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

G/F DOLE Bldg., J. Miranda Ave., Concepcion Pequena, Naga City

For more information, please contact:

FLORENCIO T. MONGOSO, Jr., CSEE, City Government Department Head II / City PESO Manager

E-mail: metropeso.grow@naga.gov.ph



Availing of Cooperative Development Center Services (Accreditation)

ABOUT THE SERVICES

Cooperative is a duly registered association of persons with common bond of interest who have voluntarily joined together to achieve a lawful, common, social or economic ends and who contribute equitably to the capital required and accept a fair share of risks and benefits of the undertaking in accordance with universally accepted cooperative principles in which the Cooperative Development Agency takes charge in the promotion, registration, development, regulation and monitoring of cooperatives;

The Metro PESO on the other hand, is the office-in-charge in assisting the cooperatives within Naga City to be accredited by the Sangguniang Panlungsod of Naga to avail the services of the City Government of Naga for the Cooperatives.

They may use the facilities and equipment of the office, and may request for staff support. This service is offered FREE OFCHARGE.

Department / Office:	METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE – Cooperative Development Center
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail	Cooperatives
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> Name and Address of the Organization; Name of Officers and Number of Members; Date of latest general assembly held; List of services/activities undertaken during the immediate preceding year; List of services/activities planned to be undertaken in the present year; Certificate of Registration [SEC, (with By-Laws), DOLE, DSWD or any Non-Government Agency (NGA) that accredits PO's NGO's) and other private organizations may be submitted as proof of existence;] Board resolution/Letter of intent; Financial Statement <p>Additional requirements based on Ordinance No. 2009-025:</p> <ul style="list-style-type: none"> Proof of existence and operation in Naga City for at least one (1) year prior to the application for accreditation; Proof of activities held in pursuit of development objectives or of organizational activities conducted; Program of activities planned for the year following the date of application for accreditation; Copies of its constitution, by-laws and/or articles of incorporation; List of its officers and members of good 	



standing; • Financial statement and declaration if assets and liabilities; and • Board resolution manifesting a decision to seek accreditation and participation under this ordinance. (Submit the following requirements in folder)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to Metro PESO – Cooperative Development Center.		FREE	1 minute	JASEN B. CASTILLO (Job Order)
	2. Assessment of the necessary requirements.		5 minutes	MA. JOAN ST. FRANCISCO (Job Order)
	3. Evaluation of the requirements before sending the documents to the SP Secretariat for accreditation.		10 minutes	FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II) JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I
	4. Follow up the status of the accreditation request to the SP Secretariat.		15 minutes	JASEN B. CASTILLO (Job Order) MA. JOAN ST. FRANCISCO (Job Order)
	5. Deliberation of the Sangguniang Panlungsod regarding the accreditation of the applicant cooperative.		21 days	SANGGUNANG PANLUNGSOD NAGA
	6. Posting of the result of the accreditation and informing the representative of the respective accredited cooperative.		1 day	FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II) JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I
TOTAL		FREE	22 days and 31 minutes	



METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

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For more information, please contact:

FLORENCIO T. MONGOSO, JR., CSEE, City Government Department Head II / City PESO Manager

Tel No. (054) 205 – 2980 local 3350

Email: metropeso@naga.gov.ph



Availing of Cooperative Development Center Services – Cooperative Retention and Improvement Program (CRIP) / Cooperative Loans Program

ABOUT THE SERVICES

METRO PESO, through its Cooperative Development Center (CDC), implements and provides financial assistance/ loans for the Cooperative Sector in Naga City duly accredited by the Sangguniang Panlungsod.

Only accredited Cooperatives may avail this program.

Qualifications for Loans Program

Cooperatives

At least 70% of the cooperative's members are residents of the city.

Mode of Payment

- Monthly (issuance of Post-Dated Checks is highly encouraged)

Terms, Interest, and Penalty

Cooperatives can avail of a loan term of up to 1 year only. Payment will be made on a monthly basis and should issue Post-Dated Checks.

Interest is pegged at 1% per month. An additional 2% penalty is charged for any default of lapses in payment.

Department / Office:	METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE – Cooperative Development Center
Classification:	Simple
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government
Who may avail	Cooperatives duly accredited by the City Government of Naga
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Cooperatives/ Group Borrowers <ul style="list-style-type: none"> • Application Form for Assistance or Metro PESO CDC Form L-1 • Credit Investigation Report Form L-2 • Co-maker's Form L-3A and Co-maker Agreement Form L-3B • Financial Statement • Official Receipt • Certificate of Registration (CDA) • By-laws • List of Officers and Members in good standing • Board Resolution Authorizing the Request for Assistance • Affidavit of Undertaking • Accreditation by the Sangguniang Panlungsod 	<ul style="list-style-type: none"> • Cooperative Development Center (Metro PESO) • Cooperative Development Authority



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. CDC Frontline</p> <p>Proceed to the Metro PESO Cooperative Development Center (CDC) and look for the staff in-charge of the loans program</p>		Free	1 minute	<p>JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I</p> <p>JASEN B. CASTILLO (Job Order)</p> <p>MA. JOAN ST. FRANCISCO (Job Order)</p> <p><i>*** All CDC staff may answer any loan inquiries</i></p>
	<p>2. Interview</p> <p>The frontliner will Interview you.</p> <p>State your full name, current address, Cooperative name, and position in the Cooperative.</p>		10 minutes	<p>JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I</p> <p>JASEN B. CASTILLO (Job Order)</p> <p>MA. JOAN ST. FRANCISCO (Job Order)</p>
<p>3. Application Form</p> <p>Fill-out Metro PESO Form L-1 or the Aplikasyon sa Pag-Utang.</p> <p>Approach the interviewing officer or any CDC staff for questions regarding the form.</p>			5 minutes	<p>JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I</p> <p>JASEN B. CASTILLO (Job Order)</p> <p>MA. JOAN ST. FRANCISCO (Job Order)</p>
<p>4. Submit the Application Form</p> <p>After accomplishing. Submit form and the other requirements to the interviewing officer for review and validation.</p>			1 minute	<p>JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I</p> <p>JASEN B. CASTILLO (Job Order)</p> <p>MA. JOAN ST. FRANCISCO</p>



				(Job Order) JASEN B. CASTILLO (Job Order)
	<p>5. Record Verification with LiBIS</p> <p>The frontliner/ interviewing officer checks if you and your co-maker have any outstanding Metro PESO loans through the Livelihood Beneficiaries Information System (LiBIS).</p> <p>Applicants and co-makers with existing loans are disqualified from loan assistance. You may look for a new co-maker if the latter is disqualified.</p>		1 minute	
	<p>6. Credit Investigation</p> <p>Metro PESO conducts a credit investigation to determine your credit worthiness and the project's viability.</p> <p>Before the actual credit investigation is carried out, the Credit Investigator checks if the application form is properly filled-out and all requirements are submitted.</p> <p><i>** CDC will coordinate with EDC to facilitate Credit Investigation</i></p>		1 – 2 days	<p>EDC Personnel</p> <p>PATRICK A. GALLARDO Credit Investigator</p>
	<p>8. Approval</p> <p>The Credit Investigator submits the application form to the Cooperative Development Officer and the Metro PESO Manager for approval.</p> <p>The City Mayor signs</p>		30 minutes	<p>JOHN PAUL N. BUENDIA Cooperative Development Officer / PDO I</p> <p>FLORENCIO T. MONGOSO, JR. CGDH II (Metro PESO Manager II)</p>



	the application form.			NELSON S. LEGACION City Mayor
9. Payment Receive payment and issue official receipts. <i>** CDC will coordinate with EDC to facilitate payment</i>			5 minutes	EDC Personnel RENATO A. ABARDO Bill Collector
TOTAL			2 days and 58 minutes	

METRO NAGA PUBLIC EMPLOYMENT SERVICE OFFICE

G/F DOLE Bldg., J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

FLORENCIO T. MONGOSO, JR., CSEE, City Government Department Head II / City PESO Manager

Tel No. (054) 205 – 2980 local 3350

Email: metropeso@naga.gov.ph



Slaughtering of Livestock

ABOUT THE SERVICE

Livestock to be sold in the Local Market are to be slaughtered in the Naga City Abattoir. Livestock raisers are to bring the animals for observation before they are slaughtered.

TAXES AND FEES

SERVICE FEES	
FOR HOGS / GOAT / SHEEP	
50 kilos	₱ 55.00
51-60 kilos	₱ 75.80
91-120 kilos	₱ 90.60
121-150 kilos	₱ 120.40
151-180 kilos	₱ 135.00
181-210 kilos	₱ 175.00
211-240 kilos	₱ 195.00
Above 240 kilos	₱ 220.00
FOR LARGE CATTLE	
₱142.80/head	

PERMIT FEE FOR HOGS / GOAT / SHEEP / LARGE CATTLE

₱10.00/head per day

Department / Office:		NAGA CITY ABATTOIR		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Livestock Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HOGS				
<ul style="list-style-type: none"> Veterinary Health Certificate 		<ul style="list-style-type: none"> City Veterinary Office 		
LARGE RUMINANTS				
<ul style="list-style-type: none"> Personal Identification Barangay Clearance Certificate of Ownership / Transfer 		<ul style="list-style-type: none"> Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of Livestock Register at the guard on duty.		P	2 minutes	GERARDO I. MONTES Administrative Aide III EDMUNDO E. DELFIN Administrative Aide I SAMUEL A. NEPOMOCENO Administrative Aide I
	2. Ante-Mortem Inspection and	HOGS P8.00/head	2 minutes	Assigned Meat Inspectors



	Presentation of Documents <ul style="list-style-type: none"> • Present documents and livestock for ante-mortem inspection. 	LARGE CATTLE P12.00/head GOAT / SHEEP P3.00/kg		
	3. Animal Observation & Animal Surveillance <ul style="list-style-type: none"> • Abattoir personnel place the livestock in a holding pen for further observation. 	HOGS P5.00/head LARGE CATTLE P20.00/head GOAT / SHEEP P5.00/head	10 minutes	RAUL C. ROSERO Administrative Aide III JONATHAN M. CED Penholder Administrative Aide. I (Casual)
	4. Butchering of livestock <ul style="list-style-type: none"> • Hogs • Goat, Cow, carabao & horse (large section) • Cleaning of offals and liming of head, tail and legs of large ruminants 	SLAUGHTERING FEE: HOGS, LARGE CATTLE, GOAT, SHEEP P1.00/kilo LIMING FEE: HOGS, GOAT, SHEEP N/A LARGE CATTLE P15.00/head	36 minutes 50 minutes 30 minutes	Assigned Butchers
	5. Post-mortem Inspection & Branding <ul style="list-style-type: none"> • Meat is inspected for possible diseases (post-mortem inspection) • Afterward, meat is branded to show that the livestock 	HOGS, LARGE CATTLE, GOAT, SHEEP P0.75/kilo	3 minutes	Assigned Meat Inspector



	was slaughtered at the Abattoir.			
	6. Weighing and Assessment of Fees		3 minutes	NEIL SG. ELCAMEL Administrative Aide I
	7. Issuance of Fees Meat Inspection Certificate		2 minutes	Meat Inspector Designate
8. Payment of Fees and Egress from Abattoir Show the Gate Pass with appropriate weighed carcass and pay the required fees. The collector issues an Official Receipt.		Please see table above.	2 minutes	FIORELL M. ZAPATA Revenue Collector Clerk I
	9. The guard on-duty will get your Gate Pass and inspect the required fees; you will be issued an official receipt.		2 minutes	GERARDO I. MONTES Administrative Aide III SATURNINO G. PAMOR Administrative Aide I
TOTAL		P	2 hours and 33 minutes	

NAGA CITY ABATTOIR

Maharlika Highway, Zone 3, Del Rosario, Naga City

For more information, please contact:

Roberto G. Acabado, City Government Department Head I / Abattoir Administrator

Mobile no.: 09175007466

E-mail: nagacityabattoir08@gmail.com



Admission to City Hospital

ABOUT THE SERVICES

As a Level I hospital, the NCH is funded and operated by the City Government of Naga. Naga City Hospital's doctors render services in:

- General Medicine/ Diabetes Care
- Pediatrics
- Obstetrics
- Minor Surgery / Medium Surgery

The hospital, wherever possible, provides medicine for patients. It also offers routine laboratory services.

TAXES AND FEES

New Patient's Card	P 20.00
Fine for Lost Patient's Card	P 50.00

Department / Office:		NAGA CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Admitted Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission of Patients Go to the Outpatient department or to the Emergency Room.		P	3 minutes	ER NURSE
	2. Taking of Patient's Data Nurse obtains vital signs of the patient, records complaints and informs the doctor of the patient's condition.		15 minutes	
	3. Examination of Patient Doctor examines the patient and writes an admission order. He also issues instructions to the patient or relatives.		15 to 30 minutes	MEDICAL OFFICER ON DUTY
	4. Endorsement to Ward Nurse Nurse carries out doctor's orders and		10 minutes	OPD or WARD NURSE



	<p>gives prescriptions to relatives.</p> <p>Nurse then completes data in the admission forms used and makes laboratory requests, if ordered.</p> <p>Nurse inserts IUP</p> <p>Nurse brings the patient to the ward and endorses the patient to ward nurses.</p>		<p>5 minutes</p> <p>20 minutes</p> <p>2 minutes</p>	
<p>5. Obtain Medicine from the Pharmacy</p> <p>Relatives avail of medicine from the pharmacy and forward the same to the ward nurse or staff.</p> <p>If not available at the pharmacy, relatives purchase medicine outside the hospital.</p>			<p>5-10 minutes</p> <p>1-2 hours or more</p>	<p>SUSAN F. BACORDO Laboratory Aide I</p> <p>SALVACION F. APA Laboratory Aide I</p> <p>MARYANN N. ESTELA Nursing Attendant I</p>
TOTAL		P	3 hours and 55 minutes	

NAGA CITY HOSPITAL

Peñafrancia Ave., Zone 1, Peñafrancia, Naga City

For more information, please contact:

Dr. Joseph S. Sanchez, City Government Department Head I / Chief of Hospital

Tel. Nos. (054) 881-95-80 or 881-95-48

E-mail: nchospital25@gmail.com



Availing of General Consultation, Treatment of Minor Medical Cases and Emergencies

ABOUT THE SERVICES

The Naga City Hospital is funded and operated by the city government. It is a Level I DOH BEMONC facility-based hospital that caters to Nagueños' needs for general consultation, emergency treatment and treatment of minor medical cases.

Major surgery and medical cases can be attended to by the Bicol Medical Center (BMC) – a national government-operated (Department of Health) hospital-and other private hospitals within the city.

Hospital hours:

- Outpatient Department – open only from 8:00 AM to 5:00 PM
- Emergency Treatment – open 24 hours

Minor Surgeries

Excision	P 350.00
Incision and Drainage	P 300.00
Suturing (depending on type of wound)	Depends on suture and supplies to be used
Debridement	P 350.00
Circumcision	P 1,600.00
Dressing (depending on supplies used) Ordinary wound dressing	P 50.00

Department / Office:		NAGA CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident that needed to undergo Consultation, Emergency Treatment and Minor Operation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Referral from Barangay Midwife		• Barangay Health Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Out-Patient Department Consultation 1. Registration and Taking of Vital Signs Retrieves records. Nurse asks the patient to register for record purposes. Nurse takes vital signs.	P	15 minutes/patient	OPD NURSING ATTENDANT
	2. General Consultation and Prescription of Medication		5 - 10 minutes	OPD MEDICAL OFFICER ON DUTY



	Doctor checks up patient and prescribes medication.			
	3. Diagnostic Test Patient undergoes diagnostic tests.		15-30 minutes	CHRISTINE N. SANTAMARIA Medical Technologist III MEDICAL TECHNOLOGIST ON DUTY
	4. Admission for Hospital Confinement (if necessary) If necessary, Medical Officer admits the patient for hospital confinement and is instructed to be admitted to the hospital.			ER NURSE / MEDICAL OFFICER ON DUTY
TREATMENT OF URGENT CASES				
1. Go to the Emergency Room Patient goes to the Emergency Room for initial treatment and registration.			2 minutes	ER NURSE / MEDICAL OFFICER ON DUTY
	2. Minor Surgery Medical Officer on duty performs minor surgical surgeries.		Case to Case	ER NURSE / MEDICAL OFFICER ON DUTY
	3. Admission for Hospital Confinement (if necessary) If necessary, Medical Officer admits the patient for hospital confinement and is instructed to be admitted to the hospital.			MEDICAL OFFICER ON DUTY
TREATMENT OF EMERGENCY OR LIFE-THREATENING CASES				
1. Go to the Emergency Room Patient is brought to				MEDICAL TECHNOLOGIST ON DUTY



the Emergency Room for immediate medical management.			1 minute	ER NURSE ON DUTY
2. Diagnostic Test Patient undergoes diagnostic tests.			30 minutes – 1 hour	DR. NESTOR S. BERJA Medical Officer III DR. AZUERO B. BAESA Medical Officer III DR. STEPHEN C. PAAÑO Medical Officer III DR. RONALDO T. AMORANTO Medical Officer IV DR. JAMELA D. MANGENTE Medical Officer III DR. MARIA SARAH O. DE LOS SANTOS Medical Officer (COS)
	3. Admission for Hospital Confinement (if necessary) If necessary, Medical Officer admits the patient for hospital confinement and is instructed to be admitted to the hospital.			
TOTAL		P	1 hour and 58 minutes	

NAGA CITY HOSPITAL

Peñafrancia Ave., Zone 1, Peñafrancia, Naga City

For more information, please contact:

Dr. Joseph S. Sanchez, City Government Department Head I / Chief of Hospital

Tel. Nos. (054) 881-95-80 or 881-95-48

E-mail: nchospital25@gmail.com



Availing of Laboratory and Medical Examinations

ABOUT THE SERVICES

As a Level I hospital, the NCH dispenses drugs and medicine to patients, whenever available.

Drugs are also dispensed to patients with prescriptions from other hospitals.

TAXES AND FEES

LABORATORY FEES	
Hemoglobin	P 100.00
WBC an different count	P 100.00
ESR (N/A)	
Platelet Count	P 200.00
Retryculocyte Count	
CT-BT (Clothing and Bleeding Time)	P 50.00
Blood Morphology	N/A
Complete blood count	P 200.00
CLINICAL MICROSCOPY	
Routine Urinalysis	P 100.00
Urine Sugar, Bili, Blood	P 50.00
(Blood Occult & other)	P 100.00
Fecalalysis	P 75.00
Pregnancy test	P 175.00
BLOOD CHEMISTRY	
Routine Exams	
– FBS	P 120.00
– Uric Acid	P 120.00
– Cholesterol	P 120.00
– LDL	P 120.00
– HDL	P 120.00
– Triglycerides	P 150.00
– BUN	P 150.00
– Creatinine	P 200.00
Special Exams: Bilirubin (B1 B2)	
– SGPT/ALT	P 200.00
– SGOT/AST	P 200.00
– Total Protein (Albumin, Globulin)	
– A/G Ration TPAG	P 400.00 P 200.00 / each
– Electrolytes Na, K, Ca	
BLOOD BANKING AND SEROLOGY	
Blood Typing	P 75.00
Cross Matching	P 200.00
Rh Typing	P 75.00
Typhidot	P 600.00
HBsAg/ Anti HBs	P 200.00
RPR-CDRL (Syphilis)	P 200.00
OTHER TESTS	
HBA1c	P 800.00
NA	P 200.00
CL	P 200.00
Cal	
K	P 200.00
ECG	P 200.00



Dengue Titer	P 650.00
Drug Test	P 250.00

Department / Office:		NAGA CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Patients with Prescription from other Hospitals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Routine Laboratory Examination (Haematology / Microscopy) Special Lab. Exam. (BLD CHEM. / Serology)		P	15 – 30 minutes	CHRISTINE N. SANTAMARIA Medical Technologist III MEDICAL TECHNOLOGIST ON DUTY ALWIN M. ALAMBRA Laboratory Aide II ERROL F. PARES Laboratory Technician I (Casual)
TOTAL		P	30 minutes	

NAGA CITY HOSPITAL

Peñafrancia Ave., Zone 1, Peñafrancia, Naga City

For more information, please contact:

Dr. Joseph S. Sanchez, City Government Department Head I / Chief of Hospital

Tel. Nos. (054) 881-95-80 or 881-95-48

E-mail: nchospital25@gmail.com



Discharging Patients from City Hospital

ABOUT THE SERVICES

The following are procedures governing the disposition and discharge of patients from the Naga City Hospital.

Department / Office:		NAGA CITY HOSPITAL		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Discharge Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DAILY ROUNDS				
	1. Medical Officer performs the daily rounds every morning to all admitted patients for medical evaluation and management.		10 minutes/ patient	MEDICAL OFFICER ON DUTY WARD NURSE ON DUTY
DISPOSITION AND DISCHARGE				
	1. Doctor / Medical Officer writes order for discharge to deserving patients in the chart. Nurse on duty, patients and relatives are advised of the discharge order. Instructions on how to go about at the discharge is given by the nurse to the relative.			MEDICAL OFFICER ON DUTY
	2. Nurse / Nursing Attendant sends the chart to Billing Section upon completion of discharge Notice and Home meds instruction form in duplicate			WARD NURSE NURSING ATTENDANT IRENEO S. MODINO IV Biller
Instructions of Submission of PhilHealth Requirements				



	<p>3. Evaluation of Type of Patient</p> <p>Medical Social Worker evaluates the patient according to his/her capacity to pay.</p>		5 – 10 minutes	<p>ALMA B. PLANDES Social Welfare Officer I</p> <p>JANIN SANCHEZ Social Worker</p>
<p>4. Collection of Payments</p> <p>Patient /Relatives pay for the medicines used and other legitimate hospital charges.</p> <p>The cashier issues a clearance slip after the bills are settled. A copy is given to the Nurse/ Guard on duty.</p>			3 minutes	<p>Revenue Collectors:</p> <p>ROWENA S. ZANTUA Administrative Aide III</p> <p>ROSEMARIE P. VILLARIN Administrative Assistant II / Clerk IV</p> <p>FIDEL M. VELASCO Revenue Collection Clerk I</p> <p>FREDERIQUE DL. ISRAEL</p>
	<p>5. Home Medication Instruction</p> <p>Ward nurse Instructions on home medications and follow up.</p>			<p>WARD NURSE ON DUTY</p>
	<p>6. Preparation of Medical Certificate/ Medico-Legal Certificate</p> <p>The Medical Records Clerk may issue a Medical and Medico-legal Certificate upon request of the interested concerned party.</p>		<p>5 – 10 minutes (Medical Certificate)</p> <p>Within 1 day (Medico-Legal Certificate)</p>	<p>DONDY V. SENOSIN Medical Records Clerk</p>
TOTAL		P	33 minutes	

NAGA CITY HOSPITAL

Peñafrancia Ave., Zone 1, Peñafrancia, Naga City

For more information, please contact:

Dr. Jospeh S. Sanchez, City Government Department Head I / Chief of Hospital

Tel. Nos. (054) 881-95-80 or 881-95-48

E-mail: nchospital25@gmail.com



One-Stop Shop Registration

Naga for four (4) consecutive years has been adjudged by the National Competitiveness Council as among the most competitive Cities in the country and at the top, in terms of government efficiency in adding the needs of business. Among other institutions, measures have been adopted to speed-up the processing of business-related permits and documents.

ABOUT THE SERVICE

ONE-STOP Business Registration is a service that seeks to facilitate the registration of businesses by providing central access to government agencies involved in the registration process.

There are 2 modes of one-stop business registration in Naga, each complementing the other:

Annual One-Stop Business Registration

All city hall departments and government agencies involved in the processing of business licenses or permits form a one-stop processing center from January 2 to 20, every year. This period corresponds to the time for renewal of permits. Business licenses are secured within 30 minutes.

The center is located at the People's Hall found within the City Hall main building.

NCIB One-Stop Shop

Primarily mandated with administering the city's Investment Incentives Code, the NCIB also serves as a one-stop business-processing center for new enterprises whole-year round.

Businessmen are given advice on requirements that they have to comply with, and fees to be paid. The NCIB, likewise, facilitates the applications. It has staff dedicated to submitting, facilitating and following-up requirements with various government agencies. The facilitation function is offered for free; and covers any registration requirement from processing business permits and securing connections with public utility companies to land conversion applications and securing a Presidential Proclamation for economic zones.

The NCIB's facilitation function is part of the non-fiscal incentives it provides to "big" investors. However, as part of its efforts to convey the message that "we will make things happen for you," it does not make any distinction between small and large enterprises, or investments that are entitled to tax incentives and those that are not.

Department / Office:		NAGA CITY INVESTMENT BOARD		
Classification:		Simple		
Type of Transaction:		G2B - Government to Businesses		
Who may avail		Businessmen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> For the NCIB One-Stop Shop Service – NCIB Investment Servicing Form (NCIB Form 06) 		<ul style="list-style-type: none"> NCIB Office 		
<ul style="list-style-type: none"> For the Annual One-Stop Business Registration Service – please secure all the requirements needed for <u>applying for/renewing a business permit</u>. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Annual One-Stop Registration			Between 30 minutes or 2 hours	



1. Business Permit Procedures Please follow the steps for securing/ renewing a business permit/license.			depending on whether an applicant still has to secure clearances from various offices	GRACE M. MARCO Local Revenue Collection Officer II
NCIB One-Stop Shop				
1. Client Interview and Assessment Inform the NCIB about your specific request(s). Also accomplish and sign NCIB Form 06. The Investment Servicing Officer will provide you with information on documentary requirements and fees.			15 minutes	ZOSIMO R. FORNILLOS, JR. Administrative Aide I (Casual)
	2. Facilitation NCIB staff compiles client documents and secures approval of other government agencies. Other documentary requirements will be referred back to you.		Depends on the time it takes other government agencies to process documents	
	3. Release of Documents NCIB staff calls the client about the status of the request and, subsequently, releases approved documents.			
TOTAL		P	2 hours and 15 mins.	

NAGA CITY INVESTMENT BOARD

Room 202, 2/F Main Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Reuel M. Oliver, City Government Department Head I / Executive Director

Tel No. (054) 205-2980 loc 3280

E-mail: ncib@naga.gov.ph



Partnership / Sponsorship of Tourism, Arts, and Culture Project

ABOUT THE SERVICE

To meet the needs of both visitors and citizens, this office provides accurate, timely, and up-to-date information and prompt assistance in organizing and conducting tourism or arts and culture-related activities in Naga.

Department / Office:		ARTS, CULTURE, AND TOURISM OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visitors and citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>CITY TOURS</u>				
<ul style="list-style-type: none"> Request letter detailing the date, time, location, number of participants, and brief profile of the activity and participants Duly-accomplished job order form 		<ul style="list-style-type: none"> City Mayor's Office (CMO) 		
<u>ARTS AND CULTURE ACTIVITIES</u>				
<ul style="list-style-type: none"> Request letter duly approved or endorsed by the City Mayor, attachment detailing the nature of the request, date, time, location, number of participants, and brief profile of the activity and participants Duly-accomplished job order form 		<ul style="list-style-type: none"> City Mayor's Office (CMO) 		
<u>ACADEMIC / BUSINESS RESEARCH</u>				
<ul style="list-style-type: none"> Request letter detailing information or data required Duly-accomplished job order form 		<ul style="list-style-type: none"> City Mayor's Office (CMO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter and supporting documents.	2. Receive letter of request and conduct initial interview.	P	10 – 15 minutes	ROSAL A. CLIDORO Office Staff (Job Order) ALBERT F. CECILIO Parking Attendant II (Casual) ALEC FRANCIS A. SANTOS Supervising Tourism Operations Officer
	3. Assessment and evaluation of the alignment of the proposal with approved ACTO programs and budget.		1 day	JILL MARIONNE T. ARCHE Administrative Assistant II (Casual) ALBERT F. CECILIO



				Parking Attendant II (Casual)
	4. Coordination with proponent and preparation of documents.		3 days	ALBERT F. CECILIO Parking Attendant II (Casual)
	5. Procurement process, if applicable.		Within 5 days of project design approval	JILL MARIONNE T. ARCHE Administrative Assistant II (Casual) LUDIVINA V. ASENC Administrative Aide III (Casual) ROSAL A. CLIDORO Office Staff (Job Order)
TOTAL		P	9 days and 15 minutes	

ARTS, CULTURE AND TOURISM OFFICE

Room 113 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Alec Francis A. Santos, Supervising Tourism Operations Officer

Tel. Nos. (054) 2052980 local 1130

E-mail: alec.santos@naga.gov.ph



Training and Skills Development of Tourism Workers

ABOUT THE SERVICE

To ensure the competitiveness of Naga as a premiere tourism destination and to regularly update the knowledge and skills of Naga's tourism workers and stakeholders, this office provides comprehensive information and education activities.

Department / Office:		ARTS, CULTURE, AND TOURISM OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Visitors and citizens		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>SKILLS ENHANCEMENT TRAININGS</u> <ul style="list-style-type: none"> Request letter duly approved or endorsed by the City Mayor detailing the proposed date, time, venue/location, and the profile and number of participants Duly-accomplished job order form 				
<u>FAMILIARIZATION SEMINARS AND TOURS</u> <ul style="list-style-type: none"> Request letter duly approved or endorsed by the City Mayor detailing the proposed date, time, venue/location, and the profile and number of participants Duly-accomplished job order form 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter and supporting documents.	2. Receive letter of request and conduct initial interview.	P	10 – 15 minutes	ROSAL A. CLIDORO Office Staff (Job Order)
	3. Assessment and evaluation of the alignment of the proposal with approved ACTO programs and budget.		1 day	JILL MARIONNE T. ARCHE Administrative Assistant II (Casual)
	4. Coordination with proponent and preparation of documents. <ul style="list-style-type: none"> Preparation and approval of activity design Logistical preparation and coordination 		3 days Within 2 days of project design approval	JILL MARIONNE T. ARCHE Administrative Assistant II (Casual) AIROLL V. MENESES Administrative Aide (Job Order) LUDIVINA V. ASENCE Administrative



	– Procurement process		Within 5 days of project design approval	Aide III (Casual)
TOTAL		P	11 days and 15 minutes	

ARTS, CULTURE AND TOURISM OFFICE

Room 113 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Alec Francis A. Santos, Supervising Tourism Operations Officer

Tel. Nos. (054) 2052980 local 1130

E-mail: alec.santos@naga.gov.ph



DOT Accreditation Support and Coordination

ABOUT THE SERVICE

To maintain the competitive edge of Naga as a premiere tourism destination over other destinations in the region, and to ensure that tourism enterprises attain high quality of standards and service, this office shall provide assistance and guidance in the compliance of establishments with DOT accreditation and regulations.

Department / Office:		ARTS, CULTURE, AND TOURISM OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Businesses		
Who may avail		Business Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>ACCOMODATION ESTABLISHMENTS</u>				
<ul style="list-style-type: none"> Duly accomplished application form DTI / SEC registration Valid Mayor's Permit Proof of Comprehensive General Liability Insurance 		<ul style="list-style-type: none"> Department of Trade and Industry (DTI) City Treasurer's Office (CTO) 		
<u>TRAVEL AND TOUR SERVICES</u>				
<ul style="list-style-type: none"> Duly accomplished application form DTI / SEC registration Valid Mayor's Permit Proof of working capital 		<ul style="list-style-type: none"> Department of Trade and Industry (DTI) City Treasurer's Office (CTO) 		
<u>FOOD AND BEVERAGE ESTABLISHMENTS</u>				
<ul style="list-style-type: none"> Duly accomplished application form DTI / SEC registration Valid Mayor's Permit 		<ul style="list-style-type: none"> Department of Trade and Industry City Treasurer's Office (CTO) 		
<u>ALLIED SERVICES (SOUVENIR SHOPS, SPAS, ETC.)</u>				
<ul style="list-style-type: none"> Duly accomplished application form DTI / SEC registration Valid Mayor's Permit DOH license (for spas) 		<ul style="list-style-type: none"> Department of Trade and Industry (DTI) City Treasurer's Office (CTO) Department of Health (DOH) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly-accomplished application form and documentary requirements.	2. Receive request and conduct initial interview.	P	10 – 15 minutes	JOSEPH JEDEL T. ROMERO Tourism Opt. Assistant (COS) AIROLL V. MENESES Administrative Aide (Job Order)
	3. Assessment and evaluation of submitted requirements.		Within 3 days of submission	Concerned personnel
	4. Submission of application forms and		Within 2 days of assessment	JOSEPH JEDEL T. ROMERO Tourism Opt.



	documentary requirements to DOT regional office.			Assistant (COS)
	5. Assessment and inspection of establishment by DOT regional office personnel with assistance from ACTO.		Within 2 weeks of submission to DOT	Concerned personnel
	6. Awarding of DOT accreditation certificate to establishment.		Within 4 weeks of submission of complete requirements	JOSEPH JEDEL T. ROMERO Tourism Opt. Assistant (COS) AIROLL V. MENESES Administrative Aide (Job Order)
TOTAL		P	6 weeks, 5 days and 15 minutes	

ARTS, CULTURE AND TOURISM OFFICE

Room 113 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Alec Francis A. Santos, Supervising Tourism Operations Officer

Tel. Nos. (054) 2052980 local 1130

E-mail: alec.santos@naga.gov.ph



Marketing and Promotional Support for Tourism Establishments

ABOUT THE SERVICE

To ensure the visibility of tourism enterprises and local products, and to retain the Naga's position as a preferred destination in Bicol, this office shall provide marketing and promotional support to DOT accredited tourism enterprises as well as microenterprises supported by the City Government.

Department / Office:		ARTS, CULTURE, AND TOURISM OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Businesses		
Who may avail		Tourism Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>REFERRAL TO SUPPLIERS / SERVICE PROVIDERS, RETAILERS / DISTRIBUTORS / WHOLESALERS</u>		<ul style="list-style-type: none"> City Mayor's Office (CMO) 		
<u>MARKETING AND PROMOTIONAL SUPPORT TO MICROENTERPRISES</u>		<ul style="list-style-type: none"> City Mayor's Office (CMO) 		
<u>PHOTO AND VIDEO PROMOTIONS FOR DOT ACCREDITED ESTABLISHMENTS</u>		<ul style="list-style-type: none"> City Mayor's Office (CMO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of basic requirements.	2. Receive request and conduct initial interview.	P	15 – 30 minutes	JOSEPH JEDEL T. ROMERO Tourism Opt. Assistant (COS)
	3. Assessment and evaluation of submitted requirements, initial planning and conceptualization. <ul style="list-style-type: none"> Marketing Direction Creative Concept Logistical Preparation 		Within 3 days of submission Within 5 days of submission Within 10 days of submission	JOSEPH JEDEL T. ROMERO Tourism Opt. Assistant (COS) RUSTOM R. PUJADO Administrative Aide VI (Casual) JASPER JAY CARDENTE Choreographer (COS)
	4. Production of marketing and promotional materials.			RUSTOM R. PUJADO Administrative Aide VI (Casual)



	<ul style="list-style-type: none"> – Video Production – Photoshoot – Collateral Design 		<p>Within 15 days of submission</p> <p>Within 15 days of submission</p> <p>Within 20 days of submission</p>	JOSEPH JEDEL T. ROMERO Tourism Opt. Assistant (COS)
TOTAL		P	1 month and 30 minutes	

ARTS, CULTURE AND TOURISM OFFICE

Room 113 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Alec Francis A. Santos, Supervising Tourism Operations Officer

Tel. Nos. (054) 2052980 local 1130

E-mail: alec.santos@naga.gov.ph



Air-condition Works

ABOUT THE SERVICE

The Building Maintenance Office (BMO) is committed to render service and to ensure prompt and service to the public.

Department / Office:		BUILDING MAINTENANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Nagueños coming from office of the diff. Brgy.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Request				
• Job Order		• City Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring letter request / job order on a first come and first serve basis.			5 minutes	FELIX G. LEDESMA JR. (Job Order)
	2. Visit the site for inspection of air-conditioned unit to be repair.		30 minutes	RONALD E. MORALES Administrative Aide I (Team leader)
	3. Encode the reported damage.		5 minutes	DAN ANTHONY L. MORANO Administrative Aide I (Casual)
	4. Prepare the materials to be used.		1 hour	ARN PAUL SA. SERRANO Administrative Aide I (Warehouse Man)
	5. Cleaning air-conditioned unit.		2 hour and 30 minutes	FRANKLIN S. AZAÑA JR. Administrative Aide I (Casual) DHELON DELOS SANTOS RCA Technician (Job Order) BENIGNO VICTORIO B. COSA RCA Technician (Job Order)
	6. Visit the site for inspection of Completion.		15 minutes	EMILIO F. CANDELARIA Administrative Aide VI /



				Operation Head
	7. Submit the accomplishment report to the BMO admin office.		5 minutes	ZENITH OLIVERA Administrative Aide (Job Order)
TOTAL			4 hours and 15 minutes.	

BUILDING MAINTENANCE OFFICE

City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact

Jarwin G. Evangelista, Engineer I / Head of Office

Tel. No. (054) 205-2980 local 310

E-mail: Jarwinevangelista32@gmail.com



Electrical Works

ABOUT THE SERVICE

The Building Maintenance Office (BMO) is committed to render service and to ensure prompt and service to the public.

Department / Office:		BUILDING MAINTENANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Nagueños coming from different barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Request				
• Job Order		• City Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring letter request/job order			5 minutes	FELIX G. LEDESMA JR. (Job Order)
	2. Visit the site for inspection of electrical system		30 minutes	RONNIE B. UNTALAN Administrative Aide IV / Electrical Team Leader
	3. Prepare the materials to be used		1 hour	ARN PAUL SA. SERRANO Administrative Aide I (Warehouse Man)
	4. Installation of LED bulb, outlet, breaker.		2 hour	RAFAEL VICTOR S. BRIONES Administrative Aide I (Casual) JASON S. BILBAO Administrative Aide (Job Order) RAFFY JOHN D. PUYOT Administrative Aide (Job Order) MICHAEL BARJA Administrative Aide (Job Order)
	5. Visit the site for		15 minutes	EMILIO F.



	inspection of Completion			CANDELARIA Administrative Aide VI / Operation Head
	6. Submit the accomplishment report to the BMO admin office.		5 minutes	MARIA EMIGHAY A. ROSERO Administrative Aide (Job Order)
TOTAL			3 hour 40 mins.	

BUILDING MAINTENANCE OFFICE

City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact

Jarwin G. Evangelista, Engineer I / Head of Office

Tel. No. (054) 205-2980 local 310

E-mail: Jarwinevangelista32@gmail.com



Carpentry Works

ABOUT THE SERVICE

The Building Maintenance Office (BMO) is committed to render service and to ensure prompt and service to the public.

Department / Office:		BUILDING MAINTENANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Nagueños coming from different barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Request				
• Job Order		• City Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring letter request / job order			5 minutes	FELIX G. LEDESMA JR. (Job Order)
	2. Visit the site for inspection		30 minutes	ARNULFO B. AZUTEA Administrative Aide I ZALDY M. CAPORADO Administrative Aide I / Team Leader
	3. Prepare the materials to be used		1 hour	ARN PAUL SA. SERRANO Administrative Aide I (Warehouse Man)
	4. Installation of cabinet, partition		21 hour	ARNULFO B. AZUTEA Administrative Aide I ALEJO B. ROXAS, JR. Administrative Aide (Job Order)
	5. Visit site for inspection of Completion		10 minutes	EMILIO F. CANDELARIA Administrative Aide VI / Operation Head
	6. Submit the accomplishment report to the BMO admin office.		5 minutes	ZENITH OLIVERA Administrative Aide (Job Order)
TOTAL			3 hours and 40	



		minutes	
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BUILDING MAINTENANCE OFFICE

City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact

Jarwin G. Evangelista, Engineer I / Head of Office

Tel. No. (054) 205-2980 local 310

E-mail: Jarwinevangelista32@gmail.com



Painting Works

ABOUT THE SERVICE

The Building Maintenance Office (BMO) is committed to render service and to ensure prompt and service to the public.

Department / Office:		BUILDING MAINTENANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Nagueños coming from different barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Request				
• Job Order		• City Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring letter of request/job order			5 minutes	FELIX G. LEDESMA JR. (Job Order)
	2. Visit the site for inspection		30 minutes	LEONARDO P. CADORES JR. Administrative Aide I (Casual)
	3. Prepare the materials to be used		1 hour	ARN PAUL SA. SERRANO Administrative Aide I (Warehouse Man)
	4. Painting of cabinet, partition		35 hour	LEONARDO P. CADORES, JR. Administrative Aide I (Casual)
	5. Visit site for inspection of Completion		10 minutes	EMILIO F. CANDELARIA Administrative Aide VI (Operation Head)
	6. Submit the accomplishment report to the BMO admin office.		5 minutes	ZENITH OLIVERA Administrative Aide (Job Order)
TOTAL			36 hours and 40 minutes	

BUILDING MAINTENANCE OFFICE

City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact

Jarwin G. Evangelista, Engineer I / Head of Office

Tel. No. (054) 205-2980 local 310

E-mail: Jarwinevangelista32@gmail.com



Plumbing Works

ABOUT THE SERVICE

The Building Maintenance Office (BMO) is committed to render service and to ensure prompt and service to the public.

Department / Office:		BUILDING MAINTENANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Nagueños coming from different barangay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Letter of Request				
• Job Order		• City Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring letter of request / job order			5 minutes	FELIX G. LEDESMA JR. (Job Order)
	2. Visit the site for inspection		30 minutes	MANUEL P. OQUINDO Administrative Aide I (Casual)
	3. Prepare the materials to be used		1 hour	ARN PAUL SA. SERRANO Administrative Aide I (Warehouse Man)
	4. Repair plumbing fixture lavatories, faucets		1 hour	ANGEL V. ARROYO Administrative Aide I (Casual) MANUEL F. OQUINDO Administrative Aide I (Casual) RAMON SANORJO Administrative Aide I (Casual)
	5. Visit site for inspection of Completion		10 minutes	EMILIO F. CANDELARIA Administrative Aide VI (Operation Head)
	6. Submit the accomplishment report to the BMO		5 minutes	ZENITH OLIVERA



	admin office.			Administrative Aide (Job Order)
TOTAL			2 hour and 40 minutes	

BUILDING MAINTENANCE OFFICE

City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact

Jarwin G. Evangelista, Engineer I / Head of Office

Tel. No. (054) 205-2980 local 310

E-mail: Jarwinevangelista32@gmail.com



Management and Maintenance of City Government-owned lands, buildings, Parks, Plaza, Islands

ABOUT THE SERVICE

The City Parks and Recreational Facilities, Management Office Provides Greening cleanliness, appearance and functionality of parks, public areas, spaces and recreational facilities, Naga Youth Center, JMR Coliseum, and the Metro Naga Sports Complex.

Department / Office:		CITY PARKS AND RECREATIONAL FACILITIES MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To secure Job Order/ Mayors Permit from the City Administrator.			5 minutes	CMO Staff
2. The Client will give the JO to the CPRFMO for records and scheduling of the job.	3. The office will schedule the Job Order as received.	Depending on the JO filled.	10 minutes	CPRFMO Head and Staff
TOTAL		P	15 minutes	

CITY PARKS AND RECREATIONAL FACILITIES MANAGEMENT OFFICE

Naga City Youth Center, Civic Center Compound, Taal Avenue, Balatas, Naga City

For more information, please contact:

Francisco Paolo Pastor S. Lim, Engineer II / Head of Office

Tel No. (054) 881-9007

Email address: cprfmo@gmail.com



Management and Maintenance of Recreational Facilities

ABOUT THE SERVICE

To provide the Management for the use of the Recreational Facilities such as Naga City Youth Center Rooms/Pool, Metro Naga Sports Complex and its Maintenance.

Department / Office:		CITY PARKS AND RECREATIONAL FACILITIES MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Job Order / Mayors Permit 		<ul style="list-style-type: none"> City Mayor Office City Administrator Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter, to be submitted to the City Mayor Office / City Administrator Office for assessment of Fees and approval.				
2. The approved requests with Job order/ Mayors Permit, Official Receipts of fees to be submitted at the CPRFMO office	3. Recording and scheduling of the request	Depending on the Requests	1 day	CPRFMO staff
TOTAL		P	1 day	

CITY PARKS AND RECREATIONAL FACILITIES MANAGEMENT OFFICE

Naga City Youth Center, Civic Center Compound, Taal Avenue, Balatas, Naga City

For more information, please contact:

Francisco Paolo Pastor S. Lim, Engineer II / Head of Office

Tel No. (054) 881-9007

Email address: cprfmo@gmail.com



Uploading of Information at Naga City Website

ABOUT THE SERVICE

The City is responsible to update the needed information on the website. Naga City website provides the public access to government documents that will be more convenient to people and for them to easily locate their needs.

Department / Office:		i-GOVERNANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Document/s for uploading 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document/s.	2. The person-in-charge will receive the document/s.		1 minute	REEXA EMERALD R. VILLAREYES Office Staff (Job Order)
	3. The document is reviewed and approved for uploading.		2 minutes	HUBERTO I. URSUA Program Director
	4. Scanning of document/s. Once approved, person-in-charge will scan the document/s to the computer.		3 minutes	REEXA EMERALD R. VILLAREYES Office Staff (Job Order)
	5. Uploading and checking of links. The document/s will be uploaded on the website.		3 minutes	
TOTAL		None	9 minutes	

i-GOVERNANCE OFFICE

2/F R.S. Roco Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Huberto I. Ursua, City Government Department Head I / Program Director

Tel No. (054) 205-2980 loc 3100

E-mail: igov@naga.gov.ph



Conveying Complaints via eMail

ABOUT THE SERVICE

Individuals may convey their complaints, feedbacks, requests for services on all aspects of city government operations e-mail. Improving access to the city government by individuals through various information and communications technology (ICT) tools is part of the i-Governance's objective to continually engage Nagueños in governance mechanisms so that the city government can enhance operations and improve service delivery.

The City Mayor and the i-Governance Program Office tracks and monitors complaints sent through text or e-mail.

Department / Office:		i-GOVERNANCE OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> e-mail 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Complaints/ Suggestions sent through e-mail: 1. Send Complain / Suggestion Send an e-mail to the office concerned (Please refer to the City Government directory for a list of e-mail addresses). Furnish the City Mayor (mayor@naga.gov.ph) and the i-Governance Project Office (igov@naga.gov.ph) a copy of your e-mail. This is for monitoring purposes.			Reply made within 24 hours from receipt of e-mail	
	2. Action on Complaint / Suggestion The City Mayor, city government offices and the i-Governance Project Office check their e-mails at least once a day.		Reply made in 24 hours from receipt of e-mail	NELSON S. LEGACION City Mayor CITY GOVERNMENT OFFICE CONCERNED



	The City Mayor calls the attention of the office concerned; and coordinates efforts to address the complaint / suggestion.			HUBERTO I. URSUA CGHD I i-Governance Program Director
TOTAL			2 days	

i-GOVERNANCE OFFICE

2/F R.S. Roco Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Huberto I. Ursua, City Government Department Head I / Program Director

Tel No. (054) 205-2980 loc 3100

E-mail: igov@naga.gov.ph



Admission to Our Lady of Lourdes Infirmary

ABOUT THE SERVICES

AS the OLLI is funded and operated by the city government OLLI's doctors render services in:

- Consultation at the Out – Patient Department
 - Medicine
 - Ob-Gynecology
 - General Surgery
 - Pediatrics
- Emergency Consultation and Management
- Out- Patients Department Consultation
- Minor Surgeries
- Admission
- Dental Services
- Deliveries & Newborn Screening
- Family Planning
- Ambulance Response & Transport
- PhilHealth Accredited

The hospital, wherever possible, provides medicine of patients.

Department / Office:		OUR LADY OF LOURDES INFIRMARY		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Admitted Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission of Patients Go to the Department or to the Emergency Room.		P	3 minutes	ER NURSE
	2. Taking of Patient's Data. Nurse Obtains Vital Signs of the Patients, records complaints and informs the doctor of the patient's condition.		15 minutes	ER NURSE
	3. Examination of Patient. Doctor Examines the Patient and writes an admission order. He also issues Instruction to the patients or relatives		15 - 30 minutes	MEDICAL OFFICER ON DUTY
	4. Endorsement to Ward Nurse.			



	<p>Nurse carries out doctor's orders and gives prescriptions to relatives.</p> <p>Nurse then completes data in the admission forms used and makes laboratory request, if ordered.</p> <p>Nurse inserts IVF.</p> <p>Nurse bring the patient to ward and endorses the patient to ward nurses.</p>		<p>10 minutes</p> <p>5 minutes</p> <p>20 minutes</p> <p>2 minutes</p>	OPD or WARD NURSE
<p>5. Obtain medicine from the pharmacy</p> <p>Relatives avail of medicine from the pharmacy and forward to the same the ward nurse or staff.</p> <p>If not available at the pharmacy, relatives purchase medicine outside the hospital.</p>			<p>5 - 10 minutes</p> <p>1 - 2 hours or more</p>	<p>ROMELINE G. DELA CRUZ Laboratory Aide II</p> <p>GEMA H. OROPESA Pharmacy Aide (Job Order)</p>
TOTAL		P	3 hours and 35 minutes	

OUR LADY OF LOURDES INFIRMARY

Km. 12 Carolina, Naga City

For more information, please Contact:

Dr. Vito C. Borja II, MHcA, CFP – City Government Department Head I / City Health Officer I

Email: ollicarolina15@yahoo.com



Availing of General Consultation, Treatment of Minor Medical Cases and Emergencies

ABOUT THE SERVICES

The Our Lady of Lourdes Infirmary is funded and operated by the city government, that serves primarily as emergency and out-patient medical facility and birthing center to better address the need for accessible healthcare facilities in the far-flung areas of the city.

Major surgery and medical cases can be attended to by Bicol Medical Center (BMC) – a national government – operated (Department of Health) Hospital – and other private hospitals within the city.

Hospital Hours / Consultation Schedule:

Monday to Friday	8:00 AM to 4:00 PM
Saturday	8:00 AM to 12:00 Noon
Sunday	Emergency Cases Only

HOSPITAL SERVICES	CHARGE
1. Operating Room Fees <ul style="list-style-type: none"> Minor Operation ER Fee 	₱ 1,000.00 ₱ 100.00
2. Normal Spontaneous Delivery Fees <ul style="list-style-type: none"> Delivery Room Newborn Screening Test Newborn Hearing Test 	₱ 3,500.00 ₱1,750.00 ₱ 350.00
3. OB Gyne <ul style="list-style-type: none"> Breech extraction Vaginal Delivery with Episiotomy 	₱ 2,000.00 ₱ 1,500.00
4. Minor Surgeries <ul style="list-style-type: none"> Debridement of wounds, burns, etc. Excision Incision and Drainage Nail Extraction Cauterization of Warts Circumcision Suturing Fee 	₱ 350.00 ₱ 350.00 ₱ 300.00/ ₱ 500.00 ₱ 350.00 / nail ₱ 500.00 ₱ 1,600.00 ₱ 50.00 / bite
5. Miscellaneous Fees <ul style="list-style-type: none"> Oxygen Used Energy for Electric Fan per day Energy for TV per day Ambulance Fee (Non-emergency within Naga City) Ambulance Fee (To Metro Manila and vice-versa) 	₱ 50.00 / hr. ₱ 75.00 ₱ 75.00 ₱ 500.00 ₱ 10,000.00
6. Dental Services <ul style="list-style-type: none"> Tooth Extraction 	₱ 150.00
7. Special Services <ul style="list-style-type: none"> Removal of Foreign Body, Intra Nasal, NGT Insertion Change of Catheter <ul style="list-style-type: none"> Catheter (with medical supplies) Catheter (without medical supplies) Dressing (minor wounds) Nebulization Fee 	₱ 200.00 ₱ 200.00 ₱ 500.00 ₱ 50.00 ₱ 50.00
8. Health Certification <ul style="list-style-type: none"> Registered Certification of Live Birth (Parent's Copy) BIRTH FORM Birth Certificate Issuance (Other than Parent's Copy) REQUEST AND COPY Medico-Legal Certification / Medical Certification / Medical Record request 	₱ 100.00 ₱ 100.00 ₱ 100.00



<ul style="list-style-type: none"> • Patient's Card • Fine for Lost Patient's Card 	P 20.00 P 100.00
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Department / Office:		Our Lady of Lourdes Infirmary		
Classification:		Simple		
Type of Transaction		G2C – Government to Citizens		
Who may avail		Any resident that needed to undergo Consultation, Emergency Treatment and Minor Operation		
CHECKLIST OF REQUIREMENTS				
none				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Out-Patient Department Consultation 1. Registration and Taking of Vital Signs Retrieves Record. Nurse ask the patient to register for record purposes. Nurse takes vital signs.	₱	15 minutes	OPD NURSE / BARANGAY HEALTH WORKER
	2. General Consultation and Prescription of medication Doctor checks up patient and prescribes medication		5 –10 minutes	OPD MEDICAL OFFICER ON DUTY
	3. Diagnostic Test Patient undergoes diagnostic test at HOC			
	4 Admission for Hospital Confinement (If necessary) If necessary, Medical officer admits the patient for Hospital confinement and is instructed to be admitted to the hospital			ER NURSE / MEDICAL OFFICER ON DUTY
TREATMENT OF URGENT CASES				
1. Go to the Emergency Room				



Patient goes to the emergency room for initial treatment and registration			2 minutes	ER NURSE / MEDICAL OFFICER ON DUTY
	2. Minor surgery Medical Officer on duty performs minor surgical surgeries		Case to Case	ER NURSE / MEDICAL OFFICER ON DUTY
	3. Admission for hospital Confinement (if necessary) If necessary, medical officer admits the patient for hospital confinement and is instructed to be admitted to the hospital.			MEDICAL OFFICER ON DUTY
TREATMENT OF EMERGENCY OR LIFE-THREATENING CASES				
1. Go to the Emergency Room Patient is brought to the emergency room for immediate medical management.			1 minute	MEDICAL OFFICER ON DUTY / ER NURSE ON DUTY
2. Diagnostic Test Patient undergoes diagnostic test at HOC.				
	3. Admission of Hospital Confinement (if necessary) If necessary, Medical Officer admits the patient for hospital confinement and is instructed to be admitted to the hospital.			
TOTAL		P	28 minutes	

OUR LADY OF LOURDES INFIRMARY

Km. 12, Carolina, Naga City

For more information, please Contact:



Dr. Vito C. Borja II, MHcA, CFP – City Government Department Head I / City Health Officer I
Email: ollicarolina15@yahoo.com



Discharging Patients from the Hospital

ABOUT THE SERVICES

The Following are procedure governing the disposition and discharge of patients from the Our Lady of Lourdes Infirmary.

Department / Office:		OUR LADY OF LOURDES INFIRMARY		
Classification:		Simple		
Type of Transaction		G2C – Government to Citizens		
Who may avail		Patients for discharging		
CHECKLIST OF REQUIREMENTS				
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>DAILY ROUNDS</p> <p>Medical Officer perform the daily rounds every morning to all admitted patients for medical evaluation and management</p>		10 minutes / patient	<p>MEDICAL OFFICER ON DUTY</p> <p>WARD NURSE ON DUTY</p>
	<p>Disposition and Discharge</p> <ol style="list-style-type: none"> 1. Doctor/Medical Officer writes order for discharge to deserving patients in the chart. Patients and relatives are being advised of the discharge order by the NOD. 2. Instruction on how to go about at the discharge is given by the nurse to the relative. <p>Nurse / Nursing Attendant Sends the Chart to billing Section upon Completion of discharge Notice and instruction form in duplicate copy.</p>		5 – 10 minutes	<p>MEDICAL OFFICER ON DUTY</p> <p>WARD NURSE ON DUTY</p> <p>NURSING ATTENDANT ON DUTY</p>



	Instruction for Submission of PhilHealth Requirements			CHARIZA D.G. OCAMPINA Midwife I (Casual)
3. Collection of payment Patient / Relatives pay for the medicines used and other legitimate hospital charges. The Cashier issues a clearance slip after the bills are settled. A copy is given to Nurse/Guard on duty			3 minutes	ESTELITA L. SANICO Cashier
	4. Home Medication Instruction Ward Nurse instructions on home medications and follow up		1 - 2 minutes	WARD NURSE ON DUTY
	5. Preparation of Medical Certification / Medico-Legal Certificate The Medical Record clerk may issue a Medical and Medico-Legal Certificate upon request of the interest concerned party		5 - 10 minutes (Medical Certificate) 1 Hour	JOEL B. DE LOS REYES Nurse I (Casual) / Record Officer ROD
TOTAL		P	1 hour and 35 minutes	

OUR LADY OF LOURDES INFIRMARY

Km. 12 Carolina, Naga City

For more information, please Contact:

Dr. Vito C. Borja II, MHcA, CFP – City Government Department Head I / City Health Officer I

Email: ollicarolina15@yahoo.com



Availing of Public Assistance

ABOUT THE SERVICE

INDIGENT PWDs may request the Persons with Disability Affairs for assistance. Public Customer Assistance covers the following areas:

1. Medical Assistance
2. Burial Assistance
3. Assistive Devices

Department / Office:		PERSONS WITH DISABILITY AFFAIRS OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Indigent PWDs of Naga City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Medical Assistance		<ul style="list-style-type: none"> Requesting client Client's private doctor or doctors of the City Health Office Barangay PDAO 		
For Burial Assistance		<ul style="list-style-type: none"> City Civil Registrar PDAO 		
For Assistive Devices		<ul style="list-style-type: none"> Requesting client CSWDO Barangay PDAO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
MEDICAL AND ASSISTIVE DEVICES				
1. Submission of Requirements			1 minute	GERONIMO SANTIAGO B. DOMANICO Administrative Aide II (Casual)
	2. Recording of Request		2 minutes	ELENA A. CLORES Administrative Aide I (Casual)
	3. Preparation of Documents		30 minutes	GLENN F. TANAY Administrative Aide II (Casual)
	4. Processing of Documents			City Budget, Accounting and Treasurer's Office
5. Receive Assistance			2 minutes	GLENN F. TANAY Administrative



				Aide II (Casual)
REQUEST FOR BURIAL ASSISTANCE				
1. Submission of Requirements			1 minute	GERONIMO SANTIAGO B. DOMANICO Administrative Aide II (Casual)
	2. Preparation of Burial Assistance Form		5 minutes	ELENA A. CLORES Admin Aide I (Casual)
3. Seek Approval of PDAO Head			1 minute	PAUL JOHN F. BARROSA CGDH I / PDAO Head
4. Seek Approval of City Mayor or his duly-authorized representative			5 minutes	NELSON S. LEGACION City Mayor FRANCISCO M. MENDOZA CGDH I / City Administrator PAUL JOHN F. BARROSA Secretary to the Mayor
5. Submission of Burial Assistance Form to CSWDO			5 minutes	ANNABEL SJ. VARGAS CGDH I CSWD Officer
TOTAL		P	52 minutes	

PERSONS WITH DISABILITY AFFAIRS OFFICE

G/F Ako Bicol Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Paul John F. Barrosa, City Government Department Head I / PDAO Head

Tel. Nos. (054) 473-3376

E-mail: pdao@naga.gov.ph



Availing of PWD ID and Discount Booklets

ABOUT THE SERVICE

Persons with Disability who are residents of Naga may register with PDAO as such and obtain PWD ID and Discount Booklets for them to avail of their PWD privileges under national laws and local ordinances.

Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Resident Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Profiler Form		• City Health Office		
• Medical Certificate		• Client's Private Doctor or Doctors of City Health Office		
• Voter's ID/Certification		• Commission on Elections		
• Barangay Certificate of Residence		• Barangay		
• Birth Certificate		• Philippine Statistics Authority/Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in Profiler Form			2 minutes	DR. JIMMY DELA VINA City Health Officer
2. Submission of Profiler Form and Presentation of Medical Certificate			5 minutes	
	3. Attestation to Client's Disability		5 minutes	
4. Submission of All Requirements			2 minutes	GERONIMO SANTIAGO B. DOMANICO Administrative Aide II (Casual)
	5. Approval of Profiler Form		1 minute	PAUL JOHN F. BARROSA CGDH I / PDAO Head
	6. Encoding of Profiler Form		5 minutes	DANIEL B. NICOLASORA Administrative Aide I (Casual)
	7. Issuance of PWD ID and Discount Booklets		1 minute	PILAR B. FORTALEZA SLI / PWD Database Officer (COS)
TOTAL			21 minutes	

PERSONS WITH DISABILITY AFFAIRS OFFICE

G/F Ako Bicol Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Paul John F. Barrosa, City Government Department Head I / PDAO Head

Tel. Nos. (054) 473-3376

E-mail: pdoao@naga.gov.ph



Post-Special Education Technical Vocational Center

ABOUT THE SERVICE

Persons who have learning disability and are graduates of special education may continue their training on acquisition of life skills and technical capabilities through PDAO's Post-Special Education Technical Vocational Center.

Department / Office:		CITY MAYOR'S OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Resident Persons with Disability		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Diploma from accredited Special Education school		• Department of Education		
• PWD ID		• PDAO		
• Student Profile		• PDAO-PSTVC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in and Submit Student Profile			2 minutes	NORELYN N. OCO Project-in-Charge, PDAO-PSTVC (Casual)
	2. Assessment		10 minutes	
	3. Review and Approval of PDAO Head		5 minutes	PAUL JOHN F. BARROSA CGDH I / PDAO Head
TOTAL		P	17 minutes	

PERSONS WITH DISABILITY AFFAIRS OFFICE

G/F Ako Bicol Bldg., City Hall Complex, J. Miranda Avenue, Concepcion Pequeña, Naga City

For more information, please contact:

Paul John F. Barrosa, City Government Department Head I / PDAO Head

Tel. Nos. (054) 473-3376

E-mail: pdao@naga.gov.ph



Inspection and Registration of Trimobile for Hire

ABOUT THE SERVICE

Inspection of trimobile for hire registration is mandated at the Public Safety Office.

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Driver's license		• Land Transportation Office		
• Clearance for PSO (violation)		• Public Safety Office (Admin Section)		
• Driver's ID		• Public Safety Office (Admin Section)		
• BLS Training Certificate and ID		• Naga City Community First Responder Program Management Office (NCCFRPMO)		
• Community Tax Certificate		• City Treasury / Barangay Hall		
• Barangay Clearance		• Barangay where the applicant resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application forms from the Sangguniang Panlungsod Office Task Force Trimobile & other requirements to the PSO Admin Clerk.	2. Clerk inspects the application form & other requirements if it's complete.	P	3 minutes	ROLANDO S. FRANCIA Administrative Aide I
3. Applicant shows where the tricycle to be inspected.	4. Clerk inspect the trimobile for hire		5 minutes	
TOTAL		P	8 minutes	

PUBLIC SAFETY OFFICE

G/F Roco Library Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Renne F. Gumba, City Government Department Head I

Tel No. (054) 205-2980 loc 3080

E-mail: psa@naga.gov.ph



Registration of Pedicab for Hire

ABOUT THE SERVICE

To ensure that the pedicab for hire within the city are duly registered.

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Barangay clearance (operator and driver)		• Barangay where the applicants reside		
• Cedula (operator and driver)		• City treasurer or barangay		
• Insurance		• Any Insurance company		
• NACIPODRIF official receipt		• NACIPODRIF association president		
• BLS certificate of training		• Naga City Community First Responder Program Management Office (NCCFRPMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant asks for application forms at the PSO Tesar Division.	2. Clerk will give the application form and list of requirements to be attach by the applicant.	P	1 minute	RODEL Q. BALMES (Job Order) LARA A. MANDIGMA Administrative Aide I (Casual)
3. Submit filled-up application forms & requirements, and bring the pedicab to be inspected.	4. Clerk inspects the application form & other requirements and the pedicab unit.		10 minutes	RODEL Q. BALMES (Job Order) LARA A. MANDIGMA Administrative Aide I (Casual)
	5. Clerk gives assessment for registration payments.		3 minutes	LARA A. MANDIGMA Administrative Aide I (Casual)
6. Proceed to the City Treasurer's Office for payments.	7. An official receipt will be issued by the City Treasurer for the settlement of the violation/s.	P115.00		Revenue Collection Officer CITY TREASURER'S OFFICE
8. Present official receipt to PSO Tesard Padyak Inspector.	9. Clerk will issue the registered sticker to the applicant.		1 minute	LARA A. MANDIGMA Administrative Aide I (Casual)
TOTAL		P115.00	15 minutes	

PUBLIC SAFETY OFFICE

G/F Roco Library Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City



For more information, please contact:
Renne F. Gumba, City Government Department Head I
Tel No. (054) 205-2980 loc 3080
E-mail: psa@naga.gov.ph



Complaints against erring Public Utility Driver

ABOUT THE SERVICE

The Traffic Adjudication Board, created by Ordinance No. 93-049 or the Transport and Traffic Code of the City of Naga, is the venue for complaints against erring trimobile drivers.

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Name and address of the trimobile driver/operator 		<ul style="list-style-type: none"> The name and address of the driver are on the Driver's ID. Information about the operator and the trimobile registration number are painted on the vehicle's body. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant looks for the assigned clerk and presents his / her complaint.	2. Clerk interviews the complainant to verify the name and address of the trimobile driver/operator.	P	10 minutes	RENNE F. GUMBA CGDH I PSO Head EDITA O. BETEVARA Administrative Aide I (Casual)
3. Complainant is asked to sign the same; and is informed of the date and time of hearing or mediation.	4. Clerk prepares the complaint in written form.		3 minutes	ROLANDO S. FRANCIA Administrative Aide I (Casual) EDITA O. BETEVARA Administrative Aide I (Casual)
	5. Clerk issues a copy of the complaint form to COMCEN to disseminate to a traffic enforcer thru radio/phone to apprehend the driver concerned.		2 minutes	ROLANDO S. FRANCIA Administrative Aide I (Casual) EDITA O. BETEVARA Administrative Aide I (Casual)
6. Complainant returns to the PSO on the date and time set for the hearing and investigation.	7. The PSO conducts the hearing and investigation in the presence of the complainant and trimobile		15 - 30 minutes	RENNE F. GUMBA CGDH I PSO Head EDITA O. BETEVARA



	driver / operator. He renders a decision afterwards.			Administrative Aide I (Casual)
TOTAL		P	50 minutes	

PUBLIC SAFETY OFFICE

G/F Roco Library Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Renne F. Gumba, City Government Department Head I / PSO Head

Tel No. (054) 205-2980 loc 3080

E-mail: psa@naga.gov.ph



Settlement of Traffic Violation/s

ABOUT THE SERVICE

Within three (3) working days, citation ticket / traffic violation must be paid by the violators to the City Treasurer's Office, which the PSO Admin will issue order of payment.

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Citation Ticket 		<ul style="list-style-type: none"> The name, address and other information of the traffic violator are on the citation tickets written by the traffic enforcer. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The traffic violator will present the citation ticket to PSO personnel in charge	2. Assessment order will be issued stating the exact amount to be paid.	* see attached list (last page)	3 minutes	WENNIE B. BATALLA Administrative Aide I (Casual) ORLANDO B. TOMENEZ JR. Administrative Aide I (Casual)
3. The traffic violator will bring the order of payment to the City Treasurer's Office for payment of penalty	4. An official receipt will be issued by the City Treasurer for the settlement of the violation/s.			Local Revenue Collection Officer CITY TREASURER'S OFFICE
5. The official receipt will be presented back to the administrative division for cancellation of the citation ticket.	6. Pertinent data will be encoded for database management.		3 minutes	WENNIE B. BATALLA Administrative Aide I (Casual) ORLANDO B. TOMENEZ JR. Administrative Aide I (Casual)
TOTAL		P	6 minutes	

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E-mail: psa@naga.gov.ph



Settlement of Unsettled Traffic Violation/s

ABOUT THE SERVICE

After three (3) working days, unsettled traffic violation/s will be forwarded to the City Prosecutor's Office

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Unsettled Citation Ticket 		<ul style="list-style-type: none"> The name, address and other information of the traffic violator are on the citation tickets written by the traffic enforcer. 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. After the three (3) days grace period, unsettled violation/s will be transmitted to the City Prosecutor's Office for action. <i>The City Prosecutor will file the case in court.</i> <i>The court will issue a subpoena for the traffic violator.</i>	P		WENNIE B. BATALLA Administrative Aide I (Casual) ORLANDO B. TOMENEZ JR. Administrative Aide I (Casual)
2. The traffic violator will appear at the PSO Admin for assessment of penalty issued by the Court.			3 minutes	WENNIE B. BATALLA Administrative Aide I (Casual)
	3. Assessment order will be issued by the PSO Clerk stating the exact amount issued by the City Prosecutor to be paid.			ORLANDO B. TOMENEZ JR. Administrative Aide I (Casual)
4. After payment of penalty at the City Treasurer's Office, the official receipt will be presented back to the PSO Admin for database encoding			10 minutes	RENNE F. GUMBA CGDH I PSO Head WENNIE B. BATALLA Administrative Aide I (Casual)
	5. A motion to withdraw of the case will be filed by with the Municipal Trial Court thru the City Prosecutor's Office			ORLANDO B. TOMENEZ JR.



				Administrative Aide I (Casual)
TOTAL		P	13 minutes	

PUBLIC SAFETY OFFICE

G/F Roco Library Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

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Tel No. (054) 205-2980 loc 3080

E-mail: psa@naga.gov.ph



Releasing of Confiscated Items

ABOUT THE SERVICE

For monitoring/applying of the city ordinances.

Department / Office:		PUBLIC SAFETY OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Valid I.D.				
• Proof of Ownership		• Government agency		
• Transient Vendor Permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Vendor goes to the TF C.O.M.E.T office to identify their confiscated goods	2. Clerk gives a citation ticket to the vendor	P	3 minutes	MA. SHARON A. AYCARD Clerk (Job Order)
3. Vendor goes to the PSO Admin division to present the citation ticket.	4. Clerk issue an order of payment stating the exact amount to be paid.		3 minutes	WENNIE BATALLA Administrative Aide I (Casual) ORLANDO TOMENEZ JR. Administrative Aide I (Casual)
5. The vendor will bring the order of payment to the City Treasurer's Office for payment of penalty	6. An official receipt will be issued by the City Treasurer for the settlement of the violation/s.	P300.00		Local Revenue Collection Officer CITY TREASURER'S OFFICE
7. The official receipt will be presented back to the TF C.O.M.E.T.	8. The confiscated items will be released to the vendor once it's recorded at the TF C.O.M.E.T. logbook.		5 minutes	MA. SHARON A. AYCARD Clerk (Job Order)
TOTAL		P300.00	11 minutes	



LIST OF VIOLATIONS AND FINES

Violation	Fines
1. No OR/CR /License Plate	300.00
2. Non Compliance to Traffic Sign	200.00
3. No Left Turn / U Turn	200.00
4. Arrogant/Excessive Fare/refusal	300.00
5. Unregistered Trimobile / Padyak / Bicycle	300.00
6. Wearing of Slippers / Short Pants / Sando	200.00
7. Loading/Unloading	200.00
8. Driving Against One Way	200.00
9. Expired License	300.00
10. Student Permit	200.00
11. Driving w/out License	300.00
12. Illegal Parking / Obstruction (Ord.2001-086 sec.7(18))	1,000.00 / 300.00
13. No Trash Can	500.00
14. Colorum	1,000.00
15. No Crash Helmet	1,000.00
16. Driving Under the Influence of Liquor	1,000.00
17. Plying Outside Specific Route	200.00
18. Illegal Vending	300.00
19. Illegal Parking/Obstruction/Wheel Clamp (Ord.2018-068)	1,000.00 / 300.00
20. Smoking Ban	2,000.00
21. Habal-habal	3,000.00
COVID-19 ORDINANCES	
22. No Face Mask	2,000.00
23. Group Drinking	3,000.00
24. Curfew	1,000.00
25. Overloading (E-trike, Trike, Taxicle, Padyak, Motorcycle)	2,000.00
26. Failure to Register E-Salvar Private Office/ Establishment	1,000.00
27. No Thermal Scanner, Disinfectant Alcohol, Foot Bath	2,000.00

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Renne F. Gumba – City Government Department Head I / PSO Head

Tel No. (054) 205-2980 loc 3080

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Using and Borrowing Books at the City Library

ABOUT THE SERVICES

To search books in the library, users may use the following:

- Online catalog thru www.naga.gov.ph/elibrary
- Card catalog
- RSRL's book guide/color coding

The RSRL book guide is a color coding scheme where books are shelved according to their color code (found at the lower portion of the book's spine). The coding scheme followed is:

light yellow	– generalities (e.g. research, journalism, bibliographies)
green	– psychology, philosophy
light blue	– religion
black	– social sciences (e.g. education political science, law)
orange	– language
pink	– natural science and mathematics
yellow	– applied science (e.g. engineering, accounting, management)
peach	– music and arts
red	– literature
dark blue	– history and biography
white	– novels/fiction
luminous green	– special collection, Bicol references

Reading Areas

The library set up is conducive to learning. The following sections in the library provide adequate space for research and reading:

Reserve	a section that contains reading materials that are limited, and highly-anticipated when needed and requested. Borrowing of books is allowed only for a limited period of time (1 hour, 3 hours, overnight, 3 days, etc).
Filipiniana	materials published containing information on Philippine culture and history whether published by Filipino or foreign authors
Circulation	an area in the library where a variety of books and other materials are shelved. These resources may be checked out by registered borrowers for use inside or outside the library.
General Reference	these materials provide in-depth information on a broad range of subjects. (e.g. encyclopedia, dictionaries, almanac, yearbooks, bibliography, etc.)
Research	a collection in the library that supports specialized research in an academic discipline or field. Most collections include primary sources (manuscripts), secondary sources (unpublished theses, etc.), and the bibliographic tools needed to conduct an exhaustive search.
Periodical	a collection containing magazines, journals, newspapers and other ephemeral materials.
Local Governance	an area in the library that contains publications regarding Naga City's widely- recognized government programs; and the texts of bills, resolutions, ordinances, reports, periodicals and other resource materials used by the city government.



Membership

Users of the library only have to present their identification card. Those who would like to bring home books and reference materials, however, must be library members. They have to present their Library Card.

Membership Fee

The Membership is allowed to bona fide resident of Naga City. Library Holders are allowed to borrow six (6) books at a time for a week.

The membership fee is P 50.00 for professional, college, high school students, elementary and children. The holder has the opportunity to borrow 6 books for a week.

Borrowing Books:

- No fee is charged for borrowing and bringing home books
- But the Library charges the following penalties for returning reference materials beyond the due date:

BOOK	NAGA CITY RESIDENTS
Circulation	P 10.00 / day
Reserve, Filipiniana/Bikol	10.00 / day

Department / Office:		RAUL S. ROCO LIBRARY		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Duly filled up application form for Library Membership • Photocopy of current school / office ID • Photocopy of any billing statement (e.g. water or electric bill, etc.) 		<ul style="list-style-type: none"> • Raul S. Roco Library 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applying for a Library Card Bring the requirements to the Roco Library, fill-up an application form and pay the fee.	2. Issue a Temporary Library Card while Library Card is being processed <i>* The processing time of library card is 2-3 weeks.</i>	P50.00	2 minutes	RECHILDA M. TENGCO Administrative Aide II (Information and Circulation Staff)
Doing Research / Browsing through Library Materials If you are not a member, present an identification card (e.g. school/office ID). You, then, can use library materials. Use the card			30 seconds	RECHILDA M. TENGCO Administrative Aide II (Information and Circulation Staff)



catalog and Roco Library book guide/color coding scheme in looking for books. You may also request for more information from Roco Library personnel.				
Borrowing and Bringing Home Books / Non-book References 1. Fill-up Book Card Present and leave your Library ID Card to librarian-in-charge before selecting any books to read or to borrow.			1 minute	RECHILDA M. TENGCO Administrative Aide II (Information and Circulation Staff) EMMA R. AUREUS Admin. Asst. IV (Bikol & Local History Staff) FEDERICO J. VINLUAN Librarian IV (City Librarian)
	2. Checking of References and Release of Borrowed Book Library-in-charge checks the references. You will be informed about the date when the book is to be returned. The book is then released.		1 minute	RECHILDA M. TENGCO Administrative Aide II (Information and Circulation Staff) FEDERICO J. VINLUAN Librarian IV (City Librarian)
TOTAL		P	5 minutes	

RAUL S. ROCO LIBRARY / NAGA CITY PUBLIC LIBRARY

2/F R.S. Roco Library Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

Federico J. Vinluan, Librarian IV / City Librarian

Tel No. (054) 205-2980 loc 3090

E-mail: vinluan.riko@gmail.com



Securing Certified True Copies of Documents

The public may request for certified true copies of documents from the Sangguniang Panlungsod. These documents include ordinances, resolutions, minutes of deliberations, committee reports, and other official records on file.

Department / Office:		SANGGUNIANG PANLUNGSOD		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter Request or duly filled-up Request Form specifying the document needed. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the receiving clerk.	2. Receives and records request.		1 minute	SUZETTE C. MARTINEZ Administrative Assistant II (Clerk IV) JOSSELL C. ABIOG Administrative Officer V
	3. Approval of Request The City Vice Mayor/ SP Secretary approves the request.		1 minute	CECILIA B. VELUZ DE ASIS City Vice Mayor GIL A. DE LA TORRE SP Secretary II
	4. Assigned staff prepares the document requested, and determines the fees and charges based on existing ordinance.		1 minute	SUZETTE C. MARTINEZ Administrative Assistant II (Clerk IV) JOSSELL C. ABIOG Administrative Officer V CRISTINE G. APIN Administrative Officer II
5. Payment of Fees Proceed to the City Treasurer's Office to pay the prescribed fees.				Local Revenue Collection Officer CITY TREASURER'S OFFICE
6. Present the OR and get the certified requested copy of document/s.			1 minute	SUZETTE C. MARTINEZ Administrative Assistant II



	7. Release the documents requested.			(Clerk IV)
TOTAL			4 minutes	

SANGGUNIANG PANLUNGSOD

Room 206 2/F Main Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City

For more information, please contact:

GIL A. de la Torre, City Government Department Head I / SP Secretary II

Tel. Nos. (054) 472-7919 loc 2060

E-mail: sp@naga.gov.ph



Applying/ Renewal of Trimobile Franchise

ABOUT THE SERVICE

Per Ordinance No. 93-049 or the Transport and Traffic Code of Naga City, all motorized tricycles or trimobiles operating in the city as public utility must possess a valid franchise and Mayor's Permit to Operate.

The Sanggunian has a limited number of trimobile franchises for regular routes to 1,500 units. Only Naga City residents are allowed to hold a trimobile franchise.

The trimobile franchise shall be valid for 3 years and Mayor's permit has to be secured annually.

TAXES AND FEES

- Franchise Fee
 - Regular – P 450.00/unit
 - Special Route – P 450.00/unit
- Substitution of Unit – P 450.00
- Legal Research Fee – P 50.00/unit

Department / Office:		SANGGUNIAN PANLUNGSOD		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2B - Government to Businesses		
Who may avail		Trimobile Operators		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Franchise Application Form		• Trimobile Task Force		
• Photocopy of Birth Certificate		• City Civil Registrar's Office		
• Voter's ID or COMELEC Certification		• Commission on Election		
• Barangay Residency Certification		• Barangay Hall		
• Community Tax Certificate		• Barangay Hall / City Hall		
• Driver's ID / Accreditation		• Public Safety Office		
• BIR Clearance		• Bureau of Internal Revenue		
• SSS Clearance		• Social Security System		
• Insurance Coverage of P50,000.00		• Any Insurance Company		
• Inspection Report – 3 copies		• Sangguniang Panlungsod Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form Secure Application Form and list of requirements from the Trimobile Task Force (TTF). Accomplish the form and submit the same to the Trimobile Task Force (TTF).	2. Receives and reviews accomplished forms.	P	1 minute	MARILOU B. PALMARIA Administrative Assistant II (Data Controller II)
3. Request for Unit Inspection Proceed and present				City Environment and Natural Resources Office



your trimobile unit to the City Environment and Natural Resources Office (CENRO) for emission test, noise level and presence of garbage bin.				
4. Proceed to PSO for inspection for road worthiness.				Public Safety Office
5. Submit Inspection Report. Submit to TTF the inspection report and all other requirements for assessment.	6. Evaluates the inspection reports and completeness of documents.			MARILOU B. PALMARIA Administrative Assistant II (Data Controller II)
7. Assessment for Mayor's Permit and Franchise Fee. Present the original LTO OR and CR to the TTF for the assessment and payment of fees.			3 minutes	MARILOU B. PALMARIA Administrative Assistant II (Data Controller II)
8. Payment of Fees Pay the required fees at the City Treasurer's Office.		See Tax Fee above		Local Revenue Collection Officer CITY TREASURER'S OFFICE
	9. Preparation of Franchise Agreement TTF staff prepares the trimobile franchise for the Mayor's Permit.		3 minutes	MARILOU B. PALMARIA Administrative Assistant II (Data Controller II)
	10. Approval of Franchise The City Mayor signs the trimobile franchise.		3 minutes	NELSON S. LEGACION City Mayor (or Authorized Signatories)
11. Receives original copy of franchise.				MARILOU B. PALMARIA Administrative Assistant II (Data Controller II)
	12. Posting of Sticker TTF does final inspection and posts the sticker on the		3 minutes	ALBERT I. GREGORIO Administrative Aide I



	trimobile unit.			
	TOTAL	P	13 minutes	

SANGGUNIANG PANLUNGSOD

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For more information, please contact:

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Tel. Nos. (054) 472-7919 loc 2060

E-mail: sp@naga.gov.ph



Requesting Garbage Collection Services

ABOUT THE SERVICE

Barangay officials and residents, schools, churches, commercial establishments, and other private individuals/groups can request garbage collection services from the Naga City Solid Waste Management Office (SWMO).

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Any Resident/ Barangay Official/Schools/Churches/Commercial Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request / job order specifying the service needed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the SWMO The personnel in charge receives and records in the logbook and submits it to the Head of Office		P	3 minutes	MAE Z. HERMINA Designate Receiving/Records Clerk (MRF)
	2. Notation The Head of Office evaluates the request and endorse the same to the Public Services Foreman		3 minutes	Engr. JOEL P. MARTIN CGDH I SWM Officer I
	3. Scheduling The Public Services Foreman schedules the request and assigns a garbage collection team who coordinates with the requesting person / office.		5 Minutes	VICTOR B. NAVALES III Public Services Foreman
TOTAL		P	11 minutes	

SOLID WASTE MANAGEMENT OFFICE

Naga City Motorpool Compound, Roxas Ave., Zone 6, Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Joel P. Martin, City Government Department Head I / SWM Officer I

Tel No. (054) 8818990

E-mail: swmonaga17@yahoo.com



Availing Naga City Enzyme as Compost Enhancer and Household Garbage Deodorizer

ABOUT THE SERVICE

Barangay officials and residents, student researchers and other private individuals/groups can avail Enzyme as Compost Enhancer and Household Garbage Deodorizer from the Naga City Solid Waste Management Office (SWMO).

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Any Resident/ Barangay Official/Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request / job order specifying the service needed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the SWMO The personnel in charge receives and records in the logbook and submits it to the Head of Office.		P	3 minutes	MAE Z. HERMINA Designate Receiving/Records Clerk (MRF)
	2. Notation The Head of Office evaluates the request and endorse the same to the In-Charge of Enzyme.		3 minutes	Engr. JOEL P. MARTIN CGDH I / SWM Officer I
	3. Implementation / Releasing The In-Charge of the Enzyme Production explains to the client/s the benefits and the proper way of using the enzyme for specific purpose and releases the item.		5 Minutes	JEFFREY M. MILLARES Enzyme Production Staff HEYDEE C. REOLOPE Metro Aide I (Transport Dispatcher) ANTHONY LLANTERO Enzyme Production Staff (MRF)
TOTAL		P	11 Minutes	

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For more information, please contact:

Engr. Joel P. Martin, City Government Department Head I / SWM Officer I

Tel No. (054) 8818990

E-mail: swmonaga17@yahoo.com



Availing of Transportation Assistance

ABOUT THE SERVICES

Transport assistance is a service provided by the Naga City Motorpool to barangay officials, concerned citizens and City Government departments / offices requiring transportation whether within or outside the city.

Types of delivery services:

- Funeral Services
- Lipat Bahay
- Other service vehicle

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request specifying the service needed. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the personnel in-charge at the City Mayor's office for approval.	2. A job order is prepared and issued.	P	5 minutes	CITY MAYOR'S OFFICE Staff
3. Submit the approved request to the personnel in-charge at the SWMO.	4. The Transport Dispatcher records the request and check for the availability of vehicle.		3 minutes	HEYDEE C. REOLOPE Metro Aide I (Transport Dispatcher) ANNABEL PERAN Designate Alternate Dispatcher (MRF)
	5. Notation of the Motorpool Chief The Chief of the Motorpool evaluates the request and endorses the same to the transport dispatcher.		2 minutes	Engr. JOEL P. MARTIN CGDH I SWM Officer I
	6. Dispatching / Scheduling The Transport Dispatcher assigns a driver who coordinates with the requesting person / office		As per request	Service Drivers: ARNEL R. HICBAN Driver (Job Order) DOMINGO C. LORIA Driver (Job Order) CHRISTIAN O. ALANO



				Driver (Job Order) RODOLFO B. EDUARDO, JR. Administrative Aide I (Casual) ANDREW FRANCIS D. PADILLA Administrative Aide I (Casual) NOEL A. FRANCISCO Administrative Aide I (Casual) RONALD GREG DV. AGUILA Administrative Aide III ZOILO DJ. OBAL Driver SAMUEL B. BEA Metro Aide II
TOTAL		P	10 minutes	

SOLID WASTE MANAGEMENT OFFICE

Naga City Motorpool Compound, Roxas Ave., Zone 6, Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Joel P. Martin, City Government Department Head I / SWM Officer I

Tel No. (054) 8818990

E-mail: swmonaga17@yahoo.com



Requesting Heavy Equipment Support Service

ABOUT THE SERVICE

Barangay officials, concerned citizens, and the Naga City Government Departments/Offices can request Heavy Equipment from the Naga City Motorpool for the following type of services:

- Road Preparation
- Hauling debris and earth fill
- Clearing of road and shoulders
- Demolition works

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens G2G - Government to Government		
Who may avail		Any Resident/ Barangay Official		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request / job order specifying the service needed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the SWMO.	2. The personnel in charge receives and records in the logbook and submits it to the Motorpool Chief.	P	3 minutes	MAE Z. HERMINA Designate Receiving/Records Clerk Staff (MRF)
	3. Notation The Motorpool Chief evaluates the request and endorse the same to the Transport Dispatcher.		3 minutes	Engr. JOEL P. MARTIN CGDH I SWM Officer I
	4. Evaluation and Assessment The Heavy Equipment Operator evaluates and assesses the requests on site.		2 hours	JAIME A. VILLARE JR. Administrative Aide IV / Mechanic I (Motorpool in Charge) EDMUNDO A. DACULLO JR. Administrative Aide I (Heavy Equipment Operator I)
	5. Recommendation and Approval The Motorpool chief reviews and evaluates the result of the Heavy Equipment Operator		15 minutes	Engr. JOEL P. MARTIN CGDH I SWM Officer I



	inspection and approves the request.			
	6. Implementation The transport Dispatcher assigns to the Heavy Equipment Operator on site and prepares the Heavy Equipment		1 day to 1 week (or depending on the work program)	<p>HEYDEE C. REOLOPE Metro Aide I (Acting Transport Dispatcher)</p> <p>EDMUNDO A. DACULLO JR Administrative Aide I (Heavy Equipment Operator I) Operator I</p> <p>JEFFREY P. GOMEZ Administrative Aide I (Heavy Equipment Operator I)</p> <p>RICKY RODRIGUEZ Administrative Aide I (Heavy Equipment Operator I)</p>
	TOTAL	P	7 days and 141 minutes	

SOLID WASTE MANAGEMENT OFFICE

Naga City Motorpool Compound, Roxas Ave., Zone 6, Concepcion Pequeña, Naga City

For more information, please contact:

Engr. Joel P. Martin, City Government Department Head I / SWM Officer I

Tel No. (054) 8818990

E-mail: swmonaga17@yahoo.com



Availing of Special Concerns Office Project

ABOUT THE SERVICE

The Special Concerns Office (SCO) implements small scale community projects under Administrative Order No. 2011-007 by the Local Chief Executive embodied through unified community efforts, the construction and repair of drainages, pathways, public restrooms, pavements for communal use, and all other projects as may be deemed necessary by the Local Chief Executive under Special Projects

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Highly Technical		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of request / job order specifying the project needed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the CMO/SWMO	2. The personnel in charge receives and records in the logbook and submits it to the Head of the Solid Waste Management Office (SWMO).	P	3 minutes	CITY MAYOR'S OFFICE Staff MAE Z. HERMINA Designate Receiving/Records Clerk (MRF)
	3. Notation The Head of Office evaluates the request and endorse the same to the Project Officer-in-Charge of the Special Concerns Office (SCO).		3 minutes	Engr. JOEL P. MARTIN CGDH I SWM Officer I
	4. Evaluation and Assessment The Special Concerns Office in-charge evaluates and assesses the request on site and prepares the program of works, cost estimates and design (depending on the request).		1 day	SHERWIN Q. MAMANSAG Architect I (In-charge, Special Concerns Office) CHRISTIAN ERIC P. AÑONUEVO Administrative Aide I (Draftsman) VICTOR R. SEVILLA Construction and Maintenance Man II
	5. Recommendation and Approval The Head of Office		15 minutes	Engr. JOEL P.



	reviews and evaluates the result of the inspection and approves the request.			MARTIN CGDH I SWM Officer I
	6. Implementation The Head of Office assigns to the Project Officer-in-charge and implement the small scale community project		A. Urgent small infrastructure projects – 1 day B. Small infrastructure projects – within the week	Engr. JOEL P. MARTIN CGDH I SWM Officer I ARCH. SHERWIN Q. MAMANSAG Architect I (In-charge, Special Concerns Office)
TOTAL		P	3 days and 2 hours	

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Tel No. (054) 8818990

E-mail: swmonaga17@yahoo.com



Filing Complaint Assistance

ABOUT THE SERVICE

Filing complaint assistance is a service provided by the City Solid Waste Management Office to SWMO, Motorpool, Special Concerns, and Sanitary Landfill Personnel, as well as their family and relatives, and other concerned citizens, who require/ seek assistance in relation to violations of the Magna Carta of Women under RA-9710, and the VAWC Act under RA-9262, also known as Anti-Violence Against Women and Their Children, as well as the Safe Spaces Act or Bawal Bastos Law (RA-11313), involving or affecting the SWMO, Motorpool, SCO, SLF employees, and any other concerned individuals.

Type of Services

Complaints, case or issues pertaining to the following:

- Erring Personnel, Personnel, and their Family
- Bawal Bastos Law involving or affecting employees
- Violations Against Women and Their Children
- Magna Carta of Women

Department / Office:		SOLID WASTE MANAGEMENT OFFICE		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizens		
Who may avail		Any Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of request specifying the service needed 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Complaint Form.	2. The personnel in-charge receives, files, and submits the complaint form to the Head of Office.		3 minutes	MAE Z. HERMINA Designate Receiving / Records Clerk Staff (Job Order)
	3. The Head of Office evaluates the complaint form and endorses to the In-Charge of the Assistance Complaint Desk.		3 minutes	ENGR. JOEL P. MARTIN CGDH I SWM Officer I
	4. The In-charge of the Assistance Complaint Desk takes action by issuing a memorandum to the complaint person, and if needed, schedules a meeting with the complainant and the involved person/s.		5 minutes	EDGAR P. SANORJO Administrative Officer V MARICRIS A. PEREZ Administrative Staff (Casual)
	5. Issuance of Notice.		5 minutes	EDGAR P.



	The In-charge of the Assistance Complaint Desk assigns its member secretary to prepare notice to the complainant and the involved personnel for their attendance to the scheduled meeting.			<p>SANORJO Administrative Officer V</p> <p>MARICRIS A. PEREZ Administrative Staff (Casual)</p> <p>MARNEL J. BASILAN Messenger</p>
6. Appearance to the meeting.	<p>7. Meeting/ Counseling.</p> <p>The In-charge of the Assistance Complaints Desk together with his/her appointed members facilitate the meeting between the complainant and the complaint/ involved persons for necessary actions or possible settlement.</p>		2 hours	<p>EDGAR P. SANORJO Administrative Officer V</p> <p>COLETA C. BEQUILLO Administrative Assistant</p> <p>MARICRIS A. PEREZ Administrative Staff (Casual)</p> <p>ANNABEL C. PERAN Administrative Staff (Casual)</p> <p>SHIELA RACADAG Administrative Staff</p>
	<p>8. Submission of Report.</p> <p>A report of the meeting or any recommendation from the Complaint Desk Officer and members will be submitted to the Head of Office for his information, suggestion, recommendation, and final action.</p>		1 day	<p>ENGR. JOEL P. MARTIN CGDH I SWM Officer I</p>
	9. The In-Charge furnishes a copy of the report on the final action made by the office to the complainant.		1 day	<p>EDGAR P. SANORJO Administrative Officer V</p> <p>MAE Z. HERMINA Designate</p>



				Receiving / Records Clerk Staff (Job Order)
				MARNEL J. BASILAN Messenger
	TOTAL	P	2 days and 130 minutes	

SOLID WASTE MANAGEMENT OFFICE

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Tel No. (054) 8818990

E-mail: swmonaga17@yahoo.com



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Copies of Feedback Forms are available at the Public Assistance and Complaint Center / Information Office located at the lobby of City Hall Main building. Client can fill up this form and place it in the drop box.
How feedback is processed?	At the end of the day, personnel at the Public Assistance and Complaint Center / Information Office will of the drop box and forward the Feedback forms to the City HRMO
How to file a complaint?	<ul style="list-style-type: none"> - Answer the client Complaint Form and submit it to the Public Assistance and Complaint Center / Information Office located the lobby of the Main Bldg. who will assist you in settling your complaint - Complaints can also be filed via Facebook and Messenger @ Naga Smiles to the World - You could also email us at info@naga.gov.ph <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained, Incident, Evidence - Your name and contact number
	<p>FORMAL COMPLAINT</p> <p>A written complaint subscribed and sworn to by the complainant shall be submitted and duly received by the Office of the Mayor. No anonymous complaint shall be entertained unless there is obvious truth or merit to the allegations therein.</p> <p>The complaint should be written in a clear, simple and concise language and in a systematic manner so as to apprise the civil servant concerned of the nature and cause of the accusation against him and to enable him/her to intelligently prepare his/her defense or answer.</p> <p>The complaint shall contain the following:</p> <ol style="list-style-type: none"> a) Full name and address of the complaint b) Full name and address of the person complained of as well as his/her position and office of employment c) A narration of the relevant and material facts which shows the acts or omissions allegedly committed by the civil servant d) Certified true copies of documentary evidence and affidavits of his witness, if any, and e) Certification or statement of non-forum shopping
How complaints are processed?	<p>The disciplining authority, upon receipt of the complaint which is sufficient in form and substance shall take the necessary action.</p> <p>The complaint will be forwarded to the CHRMO who shall inform the employee of the complaint and to submit his/her answer to the complaint. The CHRMO then evaluate the documents and may opt for a conference if issues are not settled.</p>



	The CHRMO will then submit to the City Mayor the result of the complaint or the action taken by the office
Contact Information of City Government of Naga, ARTA, PCC, CCB	CGN: info@naga.gov.ph : FB Naga Smiles to the World ARTA: complaint@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

VII. List of Offices

DEPARTMENT	ADDRESS	TEL. NO.	MOBILE NO.
Bicol Central Station	G/F Bicol Central Station Bldg., Ninoy & Cory Ave., Triangulo, Naga City	871-5543	0916-2232300
Bicol Science and Technology Centrum	BSTC Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3240	0919-9148858
City Accounting Office	111 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1110	0908-8809611
City Agriculturist's Office	Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3190	0917-8240257
City Assessor's Office	105 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1050	0917-5663147
City Budget Office	112 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1120	0920-9450337
City Civil Registry Office	109 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1090	0921-7240872
City College of Naga	2/F City Hall Annex Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3180	0917-8590285
City Engineer's Office	106 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1060	0917-5801165
City Environment and Natural Resources Office	114 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1140	0917-5801165
City Events, Protocol & Public Info. Office	202 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2020	0917-8121442
City Health Office	G/F City Hall Annex Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3270	0917-8590285



City Human Resource Management Office	207 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2070	0907-8073231
City Legal Office	3/F LTFRB Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3230	0999-4324078
City Mayor's Office	201 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2010	0917-5082868
Secretary to the Mayor	201 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City		
City Planning & Development Office	208 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2080	0908-8619441
City Population and Nutrition Office	G/F City Hall Annex Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3250	0917-8222939
City Procurement Office	107 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1070	0917-3328225
City Social Welfare Development Office	G/F Social Development Center, Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3040	0946-8192610 / 0917-5264467
CSWDO - Early Childhood Care Development Division	SEED Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City		0998-9502766
CSWDO - Guinhawang Nagueno Program	back of DOLE Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City		0917-8665423
City Treasurer's Office	102 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1020, 1021	0917-5240365
City Veterinary Office	Maharlika Highway, Del Rosario, Naga City		0917-7931786
City Vice Mayor's Office	204 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2040	0917-5033050
Education, Scholarship and Sports Office	G/F Youth Center, Civic Center Compound, Taal Ave., Dayangdang, Naga City		0920-9450337
General Services Office	GSO Bldg, Maria Cristina St., Naga City Hall Complex, Concepcion Pequeña, Naga City	2052980 local 3200	0917-8212667
Housing and Settlements Development Office	HSDO Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1150	0998-5587705 / 0920-2266044 / 0917-5662566



Information and Technology Office	108 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1080, 1081, 1082 /	0918-9099783
Internal Audit Service	2/F Raul S. Roco Library Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3140	0939-9185504
Investment, Trade and Promotions Office (Naga City Investment Board)	G/F DOLE Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3280	0918-9099783
Lingkod Barangay Office	115 – Multi-Purpose Bldg., City Hall Complex, J. Miranda Ave., Concepcion Pequeña, Naga City	2052980 loc 3260	0949-6183018
Market Enterprise and Promotions Office	2/F Naga City People's Mall, Gen. Luna St., Naga City		0917-5522625
Metro Public Employment and Service Office	G/F DOLE Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3350	0917-5580250 / 0939-9105200
Naga City Abattoir	Maharlika Highway, Del Rosario, Naga City		0917-5007466
Naga City Disaster Risk Reduction Mgt. Office	2/F Social Development Center, Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3060	0998-9844257
Naga City Hospital	Peñafrancia Ave., Peñafrancia, Naga City	8819466 / 4720559	0917-8137668
Office of the City Administrator	201 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2011	0920-9450237
OCA - Arts, Culture and Tourism Office	113 – Multi-Purpose Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1130	0917-5049667
OCA - Buildings and Maintenance Office		2052980 local 3210	0947-7228336
OCA - City Parks & Recreational Facilities Mgt Ofc	G/F Youth Center, Civic Center Compound, Taal Ave., Dayangdang, Naga City	4731700	0998-5926463
OCA - i-Governance Center	2/F Raul S. Roco Library Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3100	0917-5176640
OCA - i-Serve Center	104 – G/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 1040	
OCA - Jesse M. Robredo Center for Good Governance	G/F Jesse M. Robredo Museum., Civic Center Compound, Taal Ave., Dayangdang, Naga City	2052980 local 3120	0908-8626199 / 0956-8603535



Office of Senior Citizens Affairs	Senior Citizens Center, Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3170	0928-5853520
Our Lady of Lourdes Infirmary	Km. 10, Carolina, Naga City		0917-8590285
Persons with Disability Affairs Office	Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3130	0917-5052844 / 0999-8818820
Public Safety Office	G/F Raul S. Roco Library Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	205290 loc 3110 3080	0956-8603535
Communication Central	300 – 2/F Social Development Center, Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3000, 3001, 3002, 3003	0956-8603535
Raul S. Roco - Naga City Public Library	2/F Raul S. Roco Library Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3090	0939-1949499
Resource Center for the Blind	G/F Raul S. Roco Library Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3150	0918-5952101 / 0945-7414562
Sangguniang Panlungsod Secretariat	206 – 2/F Main City Hall Bldg., Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 2060	0917-5611901
Solid Waste Management Office	Roxas Ave., Concepcion Pequeña, Naga City		0917-8590295
Water Services Division	GSD Bldg, Maria Cristina St., Concepcion Pequeña, Naga City	2052980 local 3220	0998-8652646
Bantay Familia	Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3290	0917-5033050
i-Link Eskwela Center	G/F Youth Center, Civic Center Compound, Taal Ave., Dayangdang, Naga City		0920-9450337
Metro Naga Development Council	G/F Jesse M. Robredo Museum., Civic Center Compound, Taal Ave., Concepcion Pequeña, Naga City	2052980 local 3110	0920-9450337
Naga City Council for Women	Naga City Hall Complex, Juan Q. Miranda Ave., Concepcion Pequeña, Naga City	2052980 local 3300	0918-9590596 / 0999-4499129
Naga City Dangerous Drugs Board	Mezzanine, Jesse M. Robredo Coliseum, Ninoy & Cory Ave., Triangulo, Naga City		0908-8626215
Naga City Migrant Resource Center	G/F Bicol Central Station Bldg., Ninoy & Cory Ave., Triangulo, Naga City		0916-2232300