

CITY GOVERNMENT OF LAS PIÑAS

CITIZEN'S CHARTER 2022 (1st Edition)

I. Mandate:

The City Government of Las Piñas is mandated to provide excellent delivery of frontline and basic services to its constituents, in coordination with other cities and Municipalities according to existing Government policies and regulations, guided by democratic consultations with the citizens, City officials and employees.

II. Vision:

"A well-planned, safe, progressive, resilient, gender sensitive and environmentally sustainable City that is home to healthy, self-reliant, and disciplined citizenry that enjoys access to basic public services and resources that helps nurture altruistic families and foments community relations governed by a responsive, transparent and accountable leadership."

III. Mission:

The mission is to achieve a well-planned, safe, resilient and environmentally sustainable City with responsive City Government providing for basic services and resources that will encourage altruistic family and community relations.

IV. Service Pledge:

The City Government commits to:

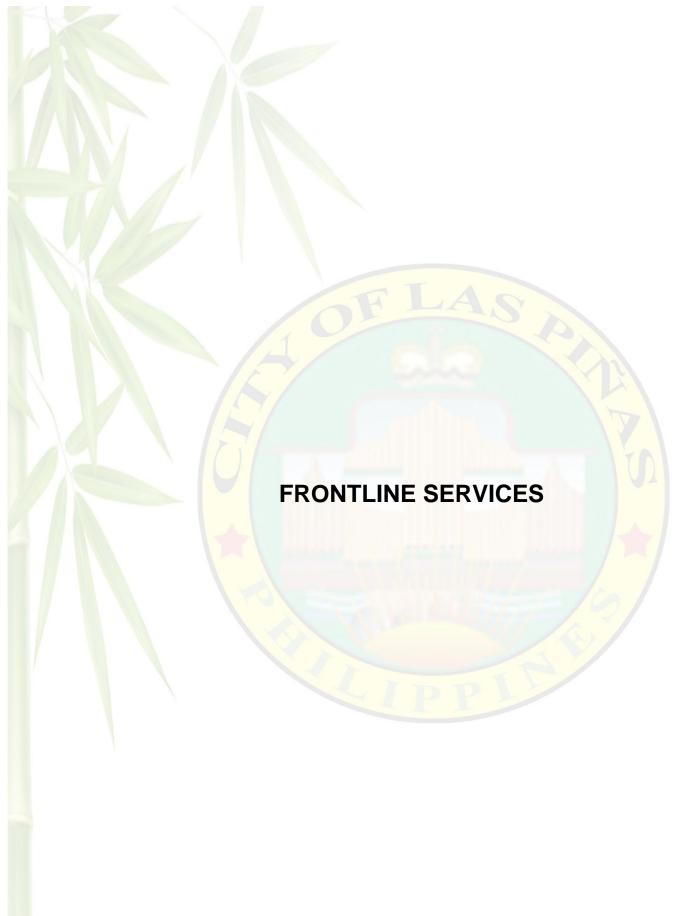
- 1. Provide standardized procedures for various transactions based on consultation with the people and among City officials and employees.
- 2. Update and re-engineer management systems and procedures more practically to address the current needs.



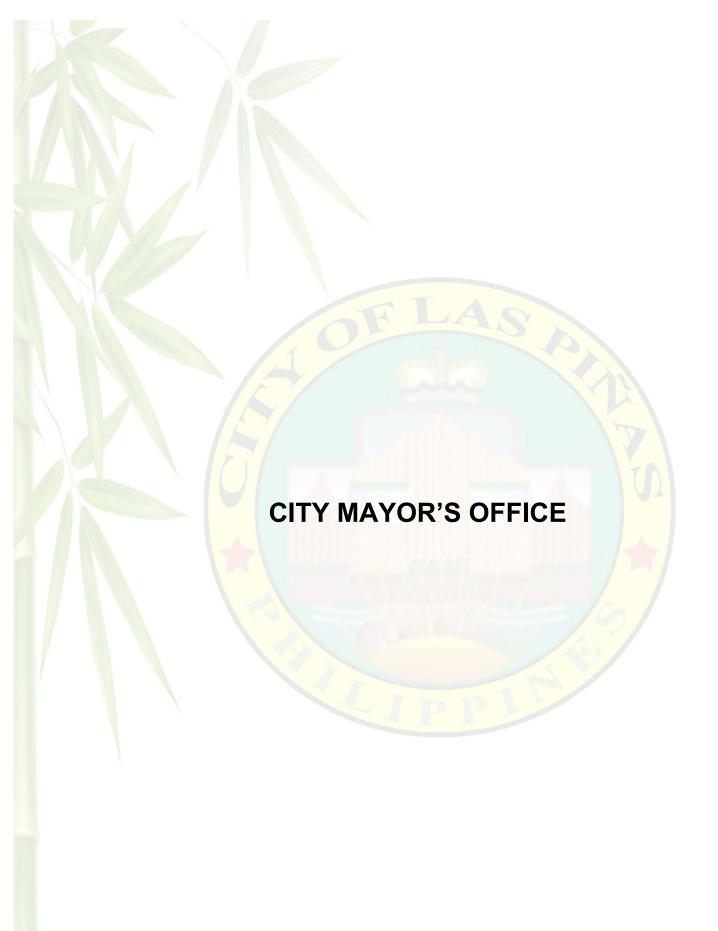
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1. RECEIVING OF OFFICIAL COMMUNICATIONS, COMPLAINTS AND APPOINTMENTS WITH THE MAYOR

	Office or Division:	Mayor's Office					
1	Classification:	Simple					
	Type of Transaction:	G2C and G2G					
	Who may avail:	General Public					
	CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE		
	Letter/ Complaints/ Appoir Document/s (whichever is			BA			
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	1. Submit the letter/ document (original and photocopy) to the reception area/ front desk	Receives the letter/ document (original and photocopy) from client. Give to client the receiving copy of the letter/ document	None	2 minutes	Administrative Staff		
	2. Wait for the communication to be endorsed	Endorsement of letter/ document to the department/ office concern.	None	2 days	Administrative Staff and City Administrator		
	3. Inquiry/ follow-up after 2 working days on the status of letter/ document at telephone number 8-871-4343 or 8-871-4345	Inform the client about the status of the endorsed letter/ document	None	5 minutes	Administrative Staff		
		Total	None	2 days and 7 minutes			



2. ENDORSEMENT OF WALK-IN CLIENT

Office or Division:	Mayor's Office						
Classification:	Simple	Simple					
Type of Transaction:	G2C & G2G						
Who may avail:	General Public						
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE			
Request/ Complaint Lett	ter (if ap <mark>plicable)</mark>	PAIN					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
1. Proceed to front desk to submit request/s, inquiry, complaint/s, information and related concerns.	Receives request/s, inquiry, complaint/s, information and related concerns.	None	2 minutes	Administrative Staff			
2. Wait for the endorsement to specific office/ department and contact person.	Process the endorsement of client to specific office/ department and contact person.	None	2 days	Administrative Staff and City Administrator			
3. Receives endorsement	Release endorsement	None	2 minutes	Administrative Staff			
	Total	None	2 days and 4 minutes				



3. ISSUANCE OF FINANCIAL AND MEDICAL ASSISTANCE

Office or Division:	Mayor's Office				
Classification:	Highly Technical				
Type of Transaction:	G2C				
Who may avail:	All				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Medical Records/ Medical	Abstract	Hospital			
Hospital Bill (Financial Ass		Hospital			
Request Letter (Indicate the Financial or Medical Assistance)		-			
the City Mayor	dance) addressed to				
Barangay Clearance (Indi is for Financial or Medical		Respective Ba	rangay		
Photocopy of ID (Patient a		-	17		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present/ submit request for medical or financial assistance Attach the checklist of requirements to the endorsement letter to PCSO or Office of the Vice President.	Receives request for request for request for medical or financial assistance. Check if there is an attach checklist.	None	2 minutes	Administrative Staff	
2. Wait for the approval	Approval of the City Mayor Processing of Voucher	None	2 weeks	City Mayor City Administrator	
3. Receive the cheque for assistance	Release the cheque for assistance	None	2 minutes	City Treasury Staff	
	Total	None	2 weeks and 4 minutes		



4. MAYOR'S CLEARANCE

Office or Division:	Mayor's Office				
Classification:	Complex				
Type of Transaction:	G2C				
Who may avail:	General Public				
CHECKLIST OF REQU	JIREMENTS		WHERE TO SEC	URE	
Barangay Clearance		Respective			
Police Clearance		Online (http	s://pnpclearance.r	oh/) or City Police	
MATERIA	T	Station			
Payment Receipt of Mayor's C		Las PiñasT	reasury Office		
from the Local Treasury Office					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Secure checklist of requirements for issuance of Mayor's Clearance	Gives checklist of requirements to client.	None	1 minute	Administrative Staff	
2. Proceed to the Office of the Municipal Treasurer for payment	Staff of the Office of the Municipal Treasurer receives the payment and issues Official Receipt	₱75.00	15 minutes	Revenue Collection Clerk/Staff	
3. Present complete requirements for Mayor's Clearance at the Office of the City Mayor and wait for its release.	Process and prepare Mayor's Clearance	None	3 days	City Mayor Administrative Staff	
4. Give a photocopy of all the requirements before receiving the Mayor's Clearance	Receives photocopy of all requirements Release Mayor's Clearance	None	2 minutes	Administrative Staff	
	Total	₱75.00	3 days & 18 minutes		



5. APPOINTMENT WITH THE MAYOR

Type of Transaction: Type of Transaction: G2C Who may avail: CHECKLIST OF REQUIREMENTS Request Letter for Appointment CLIENT STEPS 1. Prepare letter of request for appointment with the City Mayor. Indicate date and purpose of call in and contact number of requesting party for confirmation. 2. Present letter of request (original and photocopy) at the Front Desk. For immediate/ emergency appointment, ask for the secretary of the Mayor and state your purpose. 3. Settle at the lounge for an audience with the Mayor. Image: Simple to Complex G2C WHERE AGENCY FEES TO BE PAID Till FEES TO BE PAID Client its receives letter of request and give to client its receiving copy with corresponding instructions and contact person. Assist the client at the lounge for an audience with the Mayor. If there's a conflict with the Mayor's schedule, set an appointment date.						
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	lounge are tere's a co the Mayo edule, set	the the lou If there with the schedu	nge area. 's a conflict e Mayor's lle, set an	None	Depends upon the availability of the Mayor	City Mayor/ Administrative Staff
Total None	Total		Total	None	-	



FEEDBACK AND	O COMPLAINTS MECHANISM
How to send feedback	Answer Clients feedback form and drop it at any designated drop box in front of the City Public Relations & Information Office Clients may also send feedback through email: laspinascitygov@yahoo.com
How feedbacks are processed	Every Friday, the Public Relation Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within there (3) days of the receipt of the feedback The answer of the office is then relayed to the citizen. For inquires and follow up, clients may contact the following telephone number 8-871-4343 or 8-871-4345
How to file a complaint	Answer the clients Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office. Complaints can also be filed via telephone. Make to provide the following information: -Name of person being Complained - Incident - Evidence For inquires and follow up, clients may contact the following telephone number 8-871-4343 or 8-871-4345

How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.
	Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.
49	The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.
	The Complaints Officer will give the feedback to the client.
	For inquires and follow up, clients may contact the following telephone number 8-871-4343 or 8-871-4345
Contact Information of CCB, PCC, ARTA	CCB: 0908-881-6565 (SMS) 1-6565 (Landline)
	PCC: pcc@malacanang.gov.ph
	+63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621
	ARTA: complaints@arta.gov.ph



BUSINESS PERMITS AND LICENSING OFFICE



1. ISSUANCE OF NEW BUSINESS LICENSE AND MAYOR'S PERMIT

License/Permit issued by the City Government to all business establishment that operates within its territorial jurisdiction pursuant to City Ordinance No: 1373- 16 "An Ordinance Enacting the 2016 Revenue Code of the City of Las Piñas

CITY GOVERNMENT OF LAS PIÑAS

Office or Division:

	BUSINESS PERMITS	S AND LICENSING OFFICE		
Classification:	SIMPLE TO HIGHLY	TECHNICAL TRANSACTION		
Type of Transaction:	G2B – GOVERNMEN	NT TO BUSINESS		
Who may avail:	STAKEHOLDERS A	AND BUSINESS OWNERS		
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE		
1. UNIFIED APPLICA	TION FORM	Business Permits And Licensing Office		
2. BUSINESS NAME COPY)				
a. DTI Registration b. SEC Registration Incorporation		Department Of Trade And Industry Securities And Exchange Commission		
c. CDA Accreditati	ion/ Clearance for Tax ne Las Piñas City	Cooperative Development Authority		
3. PROOF OF LEGAL a. Tax Declaration Certificate of Tit	and/or Transfer	Office of the City Assessor/Registry of Deeds		
	act of Lease and Tax itle with Valid I.D of	Property Owner		
c. Letter of Author FREE OF CHAI	RGE	Property Owner		
4. PICTURE OF BUSI ESTABLISHMENT 3R Size Colored (1		Provided by Applicant		
5. PICTURE OF OWN TREASURER 2x2 Size (1pc)	IER/ PRESIDENT OR	Provided by Applicant		
6. HOMEOWNERS/		Homeowners Association/ Subdivision/Villages or Condominium Management/Associations.		
7. UNDERTAKING		Business Permits and Licensing Office		

depending on line which is imposed l Agencies and its c owned corporation	ontrolled and must be complied)	National Government Offices and Government Owned and Control Corporation.		
9. Letter of Authority Attorney or Secret (if applying thru RI	ary Certificate	Owner or Pr Establishme	resident/Treasurer ent.	of Business
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must submit duly accomplished application form together with complete requirements to the BPLO front liners.	 Receiving of duly accomplished application form together with complete requirements 1. 1. Review and validate the requirements submitted. 2. Application form together with all the requirements are evaluated by the personnel from the Planning Department for Zoning Fees (Locational Clearance & Historical Clearance) located at the BPLO Office. 3. Application form together with all the requirements are evaluated by the personnel from the Engineering 	NONE	Note: As prescribed by R.A 11032 (Ease of Doing Business and Efficient Delivery of Government Service Act of 2018) Up to 3 days for Simple Transaction Up to 7 working days for Complex Transaction Up to 20 Working Days for Highly Technical Transaction If the transaction requires the approval of the City Council, it shall be given a 45 working days to act upon application or request which	CATHERINE M. ENJAMBRE WILLIAM A. CAYANAN ALDRENE G. DEL ROSARIO PHILIP REYMON T. CABLAY GENGHIS M. CHAN DAVE ADRIAN M. MANGUNDAYAO ARTURO P. CHAN JR. PLANNING DEPARTMENT PERSONNEL ENGINEERING DEPARTMENT PERSONNEL

	Building fees	for another 20	
	(Occupancy	working days.	
	Permit) located at		
	the BPLO Office.		
	the Bi Lo Omoc.		
	1. 4. Data Verification		
	and Issuance of		
	Business Account		
	Number at the		CHARLSEAN DEVE D.
4	Electronic Data		TILOS
	Processing Division	1	200
	(EDP) located at	TA I	
	the BPLO Office.		
	> The applicants		
	and/or incorporators		
	must be clear of		•
	any delinquent	The second secon	
	account in this		
	office to secure		
	business account	and the same of th	
	nu <mark>mbe</mark> r.		AT
	> In case that		
	applicant leases his		
	space, the owner of	21221	
	the property/lessor		
	must secure	/	
	business permit in		
	this office as a		
	lessor in order for		
	the applicant to		
	secure business		
	account number.	DP	
\	> If the places where		
	the applicant will		
	establish his/her		
	business have a		
	previous tenant/s		
	please advise the		
	lessor or the		
	previous tenant/s		
	that they must file a		
	formal		
	Closure/Retirement		
	to the City		
	Treasurer's Office		
		•	

to secure business account number. > For all Tenants, Upon interview and verification, if there's an existing account with same line of business/same address, the legitimate building owner and/or building administrator must submit Termination of Lease Contract and affected tenant must submit Affidavit of No Relation to secure business account number. 1. 5. Application form together with all the requirements are forwarded for the approval of the Chief of BPLO or his/her duly authorized JESUS WILFREDO D. representative. **GAERLAN** Chief, BPLO 1. 6. Once evaluated and approved, a computer generated printout of the order of payment (one-time assessment of TERESITA C. DELA taxes, fees and **CRUZ** charges including Community Tax, MELANIE D. LIWAG Barangay Clearance Fee, and Fire Inspection Fee) is released and signed by the BPLO Chief or his/her duly

2. Present the Tax Order of		TAX DUE IS	10 minutes	BUSINESS LICENSE
Payment (TOP) to the Business License Tax	2.1Print / Issue Official Receipt 2.2. Issue Community Tax Certificate (CEDULA) 2.3. Endorse to Next Step	BASED ON THE REVENUE CODE OF THE CITY OF LAS PIÑAS (please see the attached files for your reference)		TAX DIVISION PERSONNEL
3. Claiming of Business License & Mayor's Permit at the Business Permit & Licensing Office (BPLO)	3 Receiving, Recording, Processing, Printing of Business License and Mayor's Permit 3.1 Printing of Sanitary Permit and other clearances. 3.2 Issuance of the Business License	NONE	1 hour	ROI ALAIN LLANES Bureau of Fire Protection Personnel (BFP) JOEY PEREZ
	& Mayor's Permit at the Business Permit & Licensing Office (BPLO) & other regulatory clearances & permit such as Sanitary Permit.		1 doy	ERWIN VENTANILLA
	Total		1 day	
			Note: As prescribed by R.A 11032 (Ease of Doing	



Business and Efficient Delivery of Government Service Act of 2018)
Up to 3 days for Simple Transaction Up to 7 working days
for Complex Transaction Up to 20 Working Days for Highly Technical Transaction
If the transaction requires the approval of the City Council, it shall be given a 45 working days to act
upon application or request which can be extended for another 20 working days.

2. RENEWAL OF BUSINESS LICENSE AND MAYOR'S PERMIT

License/Permit issued by the City Government to all business establishment that operates within its territorial jurisdiction pursuant to City Ordinance No: 1373- 16 "An Ordinance Enacting the 2016 Revenue Code of the City of Las Piñas.

Office or Division:	BUSINESS PERMITS AND LICENSING OFFICE		
Classification:	SIMPLE TRANSACTION		
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS		
Who may avail:	REGISTERED BUSINESS OWNER		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. UNIFIED APPLICATION FORM		Business Permits And Licensing Office	
2. PRIOR YEAR AUDITED FINANCIAL STATEMENT/ INCOME TAX RETURN (LAST 2 YEARS		Bureau Of Internal Revenue	



3. MONTHLY/QUARTERLY VAT RETURNS/ MONTHLY/QUARTERLY		Bureau Of Ir	iternal Revenue	
PERCENTAGE TAX RETURNS OF PREVIOUS YEARS				
4. HOMEOWNERS/ SUBDIVISION/VII		Homeowners Establishme	s Association whe nt located	re the Business
CLEARANCE OR APPROVAL TO C BUSINESS				
5. UNDERTAKING	10.1	Business Pe	rmits and Licensir	ng Office
6. Letter of Authoric Attorney or Secre (if applying thru			siness Establishm	
(Some specific ty depending on lin applied which is	7. SPECIAL REQUIREMENTS (Some specific types of business depending on line of business applied which is imposed by the		vernment Offices a Control Corporation	
and owned corporation	es and its controlled pration must be			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit duly accomplished application form indicating gross sale/receipt together with complete requirements to the BPLO front liners.	 Review and validate the requirements submitted. 1. Application form together with all the requirements are forwarded for the approval of the Chief of BPLO. 	NONE	Approx. 2 Hours	CATHERINE M. ENJAMBRE WILLIAM A. CAYANAN ALDRENE G. DEL ROSARIO PHILIP REYMON T. CABLAY GENGHIS M. CHAN DAVE ADRIAN M. MANGUNDAYAO ARTURO P. CHAN JR. JESUS WILFREDO D. GAERLAN Chief, BPLO TERESITA C. DELA CRUZ MELANIE D. LIWAG
	2. Once evaluated and approved, a			LAS PIÑA

		<u> </u>		
	computer			JESUS WILFREDO D.
	generated print-			GAERLAN
	out of the order of			Chief, BPLO
	payment (one time			
	assessment of			TERESITA C. DELA
	taxes, fees and			CRUZ
	charges including			
	CommunityTax,			MELANIE D. LIWAG
	Barangay			
	Clearance Fee,			
	and Fire	. 4		
	Inspection Fee) is	2		
	released and			
	signed by the			
	BPLO Chief or			
	his/her duly			
	authorized			
	representative.			
	representative.			
	Issue Tax Order of			
	Payment (TOP) &			
	advice to pay at the			BPLO FRONTLINERS
	Business License			BFEOTRONTLINERS
	Division, Treasury			
O December Toy Order	Department.	TAY DUE 10	10 minutes	DUCINECO LICENICE
2. Present the Tax Order of Payment (TOP) to the	Accept Payment 1.1 Print / Issue	TAX DUE IS	10 minutes	BUSINESS LICENSE
Business License Tax	Official Receipt	BASED ON		TAX
Eddiness Electise Tax	2.2. Issue Community	THE		DIVISION PERSONNEL
	Tax Certificate	REVENUE		
	(CEDULA)	CODE OF		
	2.3. Endorse to Next	THE CITY		
	Step	OF LAS		
		PIÑAS	7	
3. Claiming of Business	3. Receiving ,	NONE	1 hour	EVELYN D. DEQUITO
License & Mayor's Permit	Recording,			
at the Business Permit &	Processing,			
Licensing Office (BPLO)	Printing of Business License			
	and Mayor's Permit			
	3.1 Printing of			
	Sanitary Permit			
	and other			ROI ALAIN LLANES
	clearances.			
	3.2 Issuance of the			Bureau of Fire Protection
	Business License			Personnel (BFP)
	& Mayor's Permit			. 5.555. (5.17)
				i
	at the Business			IOEV DERE7
	at the Business Permit & Licensing Office			JOEY PEREZ I A C DITTA

Sanitary Permit.	3 hours & 10 minutes	
(BPLO) & other regulatory clearances & permit such as		ERWIN VENTANILLA

3. ISSUANCE OF SPECIAL PERMIT

Special Permit issued by the City Government to all business establishment that operates within its territorial jurisdiction pursuant to City Ordinance No: 1373- 16 "An Ordinance Enacting the 2016 Revenue Code of the City of Las Piñas

Office or Division:	CITY GOVERNMENT OF LAS PIÑAS BUSINESS PERMITS AND LICENSING OFFICE			
Classification:	SIMPLE TRANSACTION			
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS			
Who may avail:	REGISTERED BUSI	NESS OWNER		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
1. UNIFIED APPLIC	ATION FORM	Business Permits And Licensing Office		
2. BUSINESS NAM COPY)	E REGISTRATION(1			
a. DTI Registration b. SEC Registration & Articles of Incorporation		Department Of Trade And Industry Securities And Exchange Commission		
PROOF OF LEGAL OWNERSHIP a. Tax Declaration and/or Transfer Certificate of Title		Office of the City Assessor/Registry of Deeds		
b. Notarized Contract of Leasec. Letter of Authority to use property		Property Owner		
FREE OF CH		Property Owner		
4. PICTURE OF BU ESTABLISHMEN		Provided by Applicant		
5. PICTURE OF OW OR TREASURER		Provided by Applicant		



6. HOMEOWNERS/ SUBDIVISION/VILLAGES CLEARANCE OR CONDOMINIUM APPROVAL TO CONDUCT BUSINESS 7. UNDERTAKING 8. Letter of Authority, Special Power of Attorney or Secretary Certificate		Homeowners Association where the Business Establishment located		
		Business Permits and Licensing Office Owner or President of Business Establishment		
(if applying thru RE	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit duly accomplished application form together with complete requirements to the BPLO front liners.	1. Receiving of duly accomplished application form together with complete requirements 1. 1 Review and validate the requirements submitted. 1. 2 Application form together with all the requirements are evaluated by the personnel from the Planning Department for Zoning Fees (Locational Clearance & Historical Clearance)locate d at the BPLO Office. Approval of the Chief	NONE	Approx. 1 Hours	BPLO FRONTLINERS CATHERINE M. ENJAMBRE WILLIAM A. CAYANAI ALDRENE G. DEL ROSARIO PHILIP REYMON T. CABLAY GENGHIS M. CHAN DAVE ADRIAN M. MANGUNDAYAO ARTURO P. CHAN JE PLANNING DEPARTMENT PERSONNEL
	of BPLO. Issue Tax Order Payment (TOP) & advice to pay at the			JESUS WILFREDO D GAERLAN Chief, BPLO

	Office of the City Treasurer's – Miscellaneous Division			TERESITA C. DELA CRUZ MELANIE D. LIWAG BPLO FRONTLINERS
2. Present the Tax Order of Payment (TOP) to the Business License Tax	2. Accept Payment 2.1 Print / Issue Official Receipt 2.2. Endorse to Next Step	TAX DUE IS BASED ON THE REVENUE CODE OF THE CITY OF LAS PIÑAS (please see the attached files for your reference)	10 minutes	MISCELLANEOUS DIVISION PERSONNEL
3. Claiming of Business License & Mayor's Permit at the Business Permit & Licensing Office (BPLO)	3. Processing and Printing of Special Permit 3.1 Signing of Special Permit 3.2 Releasing of Special Permit	NONE	1 hour	JESUS WILFREDO D. GAERLAN Chief, BPLO QASIM L. BUKHARIE
	Total		2 hours & 10 minutes	

4. ISSUANCE OF OCCUPATIONAL MAYOR'S PERMIT (REGULAR)

Occupational Mayor's Permit issued by the City Government to all workers or employees whether temporary or permanent, employed within its territorial jurisdiction pursuant to City Ordinance No: 1373- 16 " An Ordinance Enacting the 2016 Revenue Code of the City of Las Piñas.

Office or Division:	CITY GOVERNMENT OF LAS PIÑAS BUSINESS PERMITS AND LICENSING OFFICE
Classification:	SIMPLE TRANSACTION



Type of Transaction:	G2B – GOVERNME	ENT TO CLIE	ENT	
Who may avail:	WORKERS AND/OR	EMPLOYEES	S WORK WITHIN	CITY
CHECKLIST OF REQUIREMENTS			WHERE TO S	ECURE
1. APPLICATION F	ORM (2 copies)	Business Pe	rmits And Licensi	ng Office
2. COMMUNITY TA (CEDULA)	X CERTIFICATE	Office of the	City Treasurer	
3. NBI OR POLICE	CLEARANCE	National Bur Police Statio	eau of Investigation/s	on Field Office/s
4. MEDICAL RESULT A. X-Ray Result b. Urine and (for food F	sult Stool	Medical Clini Hospitals Health Cente		
5. 2 pcs 1 x 1 Pictu	re	Provided by	Applicant	
6. ALIEN EMPLOYI (for Foreign Work		Department	of Labor and Emp	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must submit duly accomplished application form together with requirements.	 Review and validate the requirements submitted. 1.1 Once evaluated, issuance of a permanent account number by the BPLO personnel. Advice client to Pay at the Miscellaneous 	NONE	Approx. 30 Mins	REINA FE C. DOMINGO
	Division			BPLO FRONTLINERS
2. Client must pay 250php at Office of the City Treasurer's – Miscellaneous Division	Accept Payment 1 Print / Issue Official Receipt 2.2 Endorse to Next Step	250 php	5 Mins	Office of the City Treasurer's – Miscellaneous Division
3. Claiming of Occupational Mayor's Permit	3. Receiving , Recording, Processing of Health Certificate	NONE	1 Hour	ROI ALAIN C. LLANES
	3.1Receiving , Recording, Processing of			LAS PIÑ

handlers applica will undergo Seminar at Sanitation's Office		1 hour & 35	
	nt		ESGUERRA

5. ISSUANCE OF OCCUPATIONAL MAYOR'S PERMIT (FIRST TIME JOB SEEKER)

Occupational Mayor's Permit issued by the City Government to all First Time Job Seeker pursuant to R.A 11261 "First Time Jobseekers Assistance Act" of 2019. The applicant must submit barangay certificate with undertaking stating that he/she is a First Time Job Seeker.

Office or Division:	CITY GOVERNMENT OF LAS PIÑAS BUSINESS PERMITS AND LICENSING OFFICE			
Classification:	SIMPLE TRANSA	CTION		
Type of Transaction:	G2B – GOVERNM	ENT TO CLIENT		
Who may avail:	FIRST TIME JOB SI	EEKER		
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
1. APPLICATION F	ORM (2 copies)	Business Permits And Licensing Office		
2. COMMUNITY TA (CEDULA)	X CERTIFICATE	Office of the City Treasurer		
3. NBI OR POLICE CLEARANCE		National Bureau of Investigation Field Office/s Police Station/s		
4. MEDICAL RESU		Medical Clinic		
a. X-Ray Result		Hospitals		
b. Urine and Stool (for food Handlers)		Health Centers		
5. 2 pcs 1 x 1 Pictu	re	Provided by Applicant		
6. BARANGAY CER UNDERTAKING	3.7			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must submit duly accomplished application form together with requirements.	1.Review and validate the requirements submitted. 1.1 Once evaluated, issuance of a permanent account number by the BPLO personnel	NONE	Approx. 30 Mins	BPLO FRONTLINERS REINA FE C. DOMINGO
	1.2 Advice client to secure health certificate at Sanitation's Office			BPLO FRONTLINERS
2. Claiming of Occupational Mayor's Permit	2. Receiving , Recording, Processing of Health Certificate	NONE	1 Hour	ROI ALAIN LLANES
	2.1Receiving , Recording, Processing of Occupational Mayor's Permit			AARON JOHN D. ESGUERRA
	Note: All food handlers applicant will undergo Seminar at Sanitation's Office			
	Total		1 hour & 30 mins.	



6. ISSUANCE OF CERTIFICATES ON STATUS OF BUSINESS

Certification issued by the City Government to all who wants to verify the status of business entity registered in this office. We will also limit the data that they can access pursuant to the Data Privacy Act of 2012 to keep the integrity of the information in our records.

Office or Division:	CITY GOVERNMENT OF LAS PIÑAS BUSINESS PERMITS AND LICENSING OFFICE			
Classification:	SIMPLE TRANSACT	ION		
Type of Transaction:	G2B – GOVERNMEN G2G – GOVERNMEN G2C – GOVERNMEN	NT TO GOVERNMENT		
Who may avail:	Who may avail: GOVERNMENT AND PRIVATE SECTOR			VI
CHECKLIST OF RE	QUIREMENTS		WHERE TO S	ECURE
1. REQUEST LETTER INDICATING THE NAME OF REQUESTOR AND PURPOSE OF CERTIFICATION		Business Permits And Licensing Office Applicant		
2. IDENTIFICATION C	ARD	Provided by Applicant		
3. Letter of Authority, Special Power of Attorney or Secretary Certificate (if applying thru REPRESENTATIVE)		Provided by Applicant		
4. Barangay Clearand	e	Provided by Applicant		
5. Assessor's Certificate		Provided by Applicant		
6. Referral letter from Hospital/DSWD/PAO & other government agencies		Provided by Applicant		
CLIENT STEPS AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Client fill up application form and must submit the request letter and other requirements	Review and validate the requirements submitted. Verification of Records 1.2 Issuance of Order of Payment	NONE	Approx. 30 Mins	BPLO FRONTLINERS BPLO FRONTLINERS Together with TREASURY PERSONNEL BPLO FRONTLINERS
2. Upon receiving the Order of Payment, applicant must pay 75php at Office of the City Treasurer's – Miscellaneous Division	2. Accept Payment 2.1 Print / Issue Official Receipt 2.2 Endorse to Next Step	75php Note: Additional 15php per page thereof	5 Mins	OFFICE OF THE CITY TREASURER'S – MISCELLANEOUS DIVISION PERSONNEL
3. Claiming of Certification	3. Processing and Printing of Certification 3.1 Signing of Certification 3.2 Releasing of Certification	NONE	25 Mins	QASIM BUKHARIE JESUS WILFREDO D. GAERLAN Chief, BPLO QASIM BUKHARIE
	Total		1 hour	

7. ISSUANCE OF CERTIFIED TRUE COPY OF BUSINESS LICENSE AND MAYOR'S PERMIT

Certified Copy of Business License and Mayor's Permit issued by the City Government to Business Owners who request it in whatever legal purposes it may serve.

Office or Division:	CITY GOVERNMEN	IT OF LAS PIÑAS	
	BUSINESS PERMITS AND LICENSING OFFICE		
Classification:	SIMPLE TRANSACTION		
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS		
	G2G – GOVERNMENT TO GOVERNMENT		
	G2C – GOVERNMENT TO CLIENT		
Who may avail:	GOVERNMENT AND PRIVATE SECTOR		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



Name of the second seco	1. PHOTOCOPY OF BUSINESS LICENSE AND MAYOR'S PERMIT		Provided by Applicant		
2. IDENTIFICATION	CARD	Provided by	Applicant		
3. Letter of Authority, Special Power of Attorney or Secretary Certificate (if applying thru REPRESENTATIVE)		Provided by Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Client must submit the requirements.	Review and validate the requirements submitted.	NONE	Approx. 30 Mins	BPLO FRONTLINERS	
	1.1 Verification of Records		7	BPLO FRONTLINERS	
	1.2 Issuance of Order of Payment			BPLO FRONTLINERS	
2. Upon receiving the Order of Payment, applicant must pay 90php at Office of the City Treasurer's – Miscellaneous Division	Accept Payment 1 Print / Issue Official Receipt 2.2 Endorse to Next Step	90php	5 Mins	OFFICE OF THE CITY TREASURER'S – MISCELLANEOUS DIVISION PERSONNEL	
3. Claiming of Certified True Copy of Business License and Mayor's Permit	3. Stamping of Certified True Copy	NONE	25 Minutes	ANUNSIACION MAGNO ERWIN VENTANILLA	
	3.1 Signing of Certified True Copy	PP		JESUS WILFREDO D. GAERLAN Chief, BPLO	
	3.2 Releasing of Certified True Copy			BPLO FRONTLINERS	
	Total	Php 90.00	1 hour		



8. BUSINESS PERMITS AND LICENSING OFFICE PUBLIC ASSISTANCE AND COMPLAINT DESK

Pursuant to Rule VII Section 9 of IRR of R.A 11032 known as Ease of Doing Business and Efficient Government Delivery Act of 2018, establishment of Public Assistance and Complaint Desk is necessary to proper address the concerns of both public and private entities and give consultation and advise with regards of doing business in the City

Office or Division:	CITY GOVERNMENT OF LAS PIÑAS BUSINESS PERMITS AND LICENSING OFFICE			
Classification:	SIMPLE TO HIGHLY	TECHNICAL	TRANSACTION	
Type of Transaction:	G2B – GOVERNMENT TO BUSINESS G2G – GOVERNMENT TO GOVERNMENT G2C – GOVERNMENT TO CLIENT			
Who may avail:	GOVERNMENT AND	PRIVATE SE	CTOR	
CHECKLIST OF REQUIREMENTS WHERE TO SECURE		ECURE		
1. COMPLAINT FORM		Business Permits And Licensing Office provided to Applicant		
2. IDENTIFICATION C.	ARD	Provided by Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client must submit the duly accomplish Complaint Form.	Review and validate the requirements submitted. Verification of Records	NONE	Approx. Up to 3 Working Days for Simple Complaint Up to 7 Working	OLIVIA T. DE LEON GENGHIS M. CHAN BPLO INSPECTORS

1.2 Forward the report to Inspection Division to Conduct Field Inspection 1.3 Issuance of Notice of Inspection / Violation (Report to BPLO) Note: Complex to highly technical complaint shall coordinate other local functionalities such as CENRO, PLANNING, TREASURY, ENGINEERING & SANITATION. 1.4 Issuance of Notice of Closure/ Cease and Desist Order/ Additional Payment/ Securing Business License and	Days for Complex Complaints Up to 20 Working Days for Highly Technical Complaints	ARSENIO AGUILAR MOISES CALANOC GERRY PECATOSTE CARLITO QUILATAN ISIDRO SARTORIO JOSE SANTIAGO JR. RUDY BOY PENDON SANTIAGO PAALISBO JR. BPLO INSPECTORS
Mayor's Permit Total	Note: Up to 3 Working Days for Simple Complaint Up to 7 Working Days for Complex Complaints Up to 20 Working Days for Highly Technical Complaints	

9. ISSUANCE OF SAFETY SEAL CERTIFICATE

in line with the recent Joint Memorandum Circular issued by the Department of Labor and Employment (**DOLE**), Department of Health (**DOH**), Department of the Interior and Local Government (**DILG**), Department of Tourism (**DOT**) and Department of Trade and Industry (**DTI**) thru the Executive Order No: 18-2021, Series of 2021 issued by the Honorable City Mayor Imelda T. Aguilar to make sure that all business establishment doing business in our City will follow Minimum Public Health Standard (MPHS) imposed by the Inter Agency Task Force on the Management of Emerging Infectious Diseases and promote business without compromising the health of general public.



	Office	or Division:	CITY GOVERNMEI	NT OF LAS PIÑAS		
			BUSINESS PERMI	TS AND LICENSING OFFICE		
	Classification: SIMPLE TO HIGHL			LY TECHNICAL TRANSACTION		
	Type o	of Transaction:	G2B - GOVERNMI	ENT TO BUSINESS		
			G2C – GOVERNMI	ENT TO CLIENT		
			020 001211111111			
1	Who n	nay avail:	Selected Business I	Establishment		
			(Safety Seal)			
			(Saisty Scal)	LAG		
		CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
		Duly Accomplished S Certification Form.	7/	Business Permits And Licensing Office		
	M	Valid Business Licens Permit.		Provided by the Applicant		
	3.	Use of StaySafe.ph or tool integrated with the specify other contact	ne same. Please tracing tools.	Provided by the Applicant		
	4.	scanner (thermal gun employees, clients or enter the premises.) to assess any individuals who	Provided by the Applicant		
	Availability of health declaration sheet for employees, clients or any individuals.		any individuals.	Provided by the Applicant		
	6.	Availability of isolation symptomatic employed	ees.	Provided by the Applicant		
	7.	BHERT and other CO		Provided by the Applicant		
	8.	Availability of hand w soap, sanitizers and h equipment or supplied clients or any individu premises.	nand drying s for employees,	Provided by the Applicant		
	9.	Installed physical bar to maintain social dischairs, markers, stick spacing).	tancing (blocking off ers on the floor for	Provided by the Applicant		
		Availability of person monitoring and maint distancing and ensuring of employees, clients health protocols and establishment where	aining social ing the compliances or any individuals to areas in the the people gather	Provided by the Applicant		
	11.	Availability of window exchange in enclosed cited in DOLE Departs 21 or the Guidelines of	l (indoor) areas as ment Order No. 224-	Provided by the Applicant		
L				<u>Ι Δς Ρίπ</u> Δ		

	Workplaces and Publi Prevent and Control t 19.				
12. Compliance to the disinfection protocol in accordance with DOH Department Memorandum No. 2020-157 and 0157-A or the Guidelines on Cleaning and Disinfection in Various Settings as an Infection Prevention and Control Measures Against COVID-19.		Provided by	the Applicant		
	Conducts regular (at l	east twice a week)	LAS		
	cleaning and disinfec				
	establishment in com				
	Cleaning and Disinfed	ction of			
	Environmental Surfac				
		d Health Organization.			`
	Mandatory wearing of shield and other prote if necessary.		Provided by	the Applicant	
14.	Establishe <mark>d referra</mark> l s and Psych <mark>osocial</mark> ser		Provided by the Applicant		
 15. Availability of Designated Safety Officer with the following functions a.) coordinate with the appropriate bodies for support and referral to community based isolation facilities for confirmed cases with mild symptoms, and to health facilities for severe and critical care; b.) b.) undertake contact tracing or coordinate the conduct thereof; c.) Monitor status of employees quarantine or isolated; and d.) 		Trovided by	the Applicant		
	Implement Return	to Work Policies.	PE		
16. Availability of storage facility for proper collection, treatment, and disposal of used facemask and other infectious wastes.		Provided by	the Applicant		
С	LIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
duly acc Certifica	t must submit the complish Safety Seal ation Form with d Eligibility ement.	Review and validate the requirements submitted.	NONE	Up to 7 Working Days	DAVE ADRIAN MANGUNDAYAO
		1.1 Schedule the date of Inspection			LACRIT

1.2 Inspect the subject business establishment to validate the documents submitted. 1.3 Encode the subject business establishment on the database to record. 1.4 Issuance of their Safety Seal Certificate thru their respective email address.	ARSENIO AGUILAR MOISES CALANOC GERRY PECATOSTE CARLITO QUILATAN ISIDRO SARTORIO JOSE SANTIAGO JR. RUDY BOY PENDON SANTIAGO PAALISBO DAVE ADRIAN MANGUNDAYAO ARDEEN AGUILAR DAVE ADRIAN MANGUNDAYAO



FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?	- Thru email and Writing a response letter - Answer client feedback form and drop it at designated drop box in front of each counter as City Social Welfare & Development Office.			
How feedbacks are processed?	 - Assigned Inspector will go directly to the complaint area and conduct verification with regards to the veracity of the complains, - Inspection Report will be issued to the complaint establishment and likewise surrender duplicate copy to the Analyst assigned. - Issued Notices and serve Closure Order, if no compliance have been made within the 3 days period after inspection. 			
How to file complaints	Citizen of Las Piñas may file their complaints through letters or e-mail addressed to the Head of BPLO. The complaints are being processed based on existing office procedures and laws. Based on the merit of the complaint, it may be referred to the right forum for appropriate action.			
Contact Information	For inquiries, the clients may contact the Business Permit and Licensing Office at 8817-4460.			
	ARTA			
	Email: complaints@arta.gov.ph			
	Contact Center ng Bayan (CCB)			
	Email: email@contactcenterngbayan.gov.ph			
	Presidential Complaint Center			
	Email: pcc@malacanang.gov.ph			
	LAS PIÑ			







1. SECURING TO GET CERTIFIED TRUE COPY OF TAX DECLARATION, CERTIFICATE OF NO IMPROVEMENT, AGGREGATE OR LAND HOLDING, WITH SHANTY, NO PROPERTY/ NO LAND HOLDING

Office	OFFICE OF THE CI	TY ASSESSOR
Classification	COMPLEX	
Type of Transaction	G2C	
Who May Avail	TAX PAYERS	Mariana J. Mariana
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE
Previous Tax Receipt		

Previous Tax Receipt
Tax Declaration
copy /photocopy of land title
Write the name of owner and
location of the property
Bring a photocopy of Barangay Clearance
(for hospital and DSWD requirement)
Bring Picture of Property colored 3R
(for no improvement)

COUNTERS 5, 6 AND 7

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the request form	Office of the City Assessor		1 minute	Elenita A. Servidad Maria Mayla Sambat Janet Gatchalian Dulce May A. Alvarez
Proceed to	Misc.	P150.00 /	3-5 minutes	Charito Carfielo
Miscellaneous	Division	requested copy/ies		Maribeth Margabas T

counters 20,21, 42 & 44 for payment of processing fee.				Bienvenido Cruz Erwin Jimenez
Return to Counters 5, 6 & 7 for releasing • For Certificate of No Improvement (for inspection) • For Land Holdings (no property) (for hospital and DSWD requirement /no fees to be paid)	Office of the City Assessor	AS	2 to 3 days 3 minutes	Elenita A. Servidad Maria Mayla Sambat Janet Gatchalian Dulce May A. Alvarez
	TOTAL	₱150.00	3 days & 9 minutes	

2. SECURING TO GET TAX MAP AND VERIFICATION OF PROPERTY

Office	OFFICE OF THE CITY ASSESSOR					
Classification	SIMPLE	SIMPLE				
Type of Transaction	G2C		100			
Who May Avail	TAX PAYERS		3 7/			
CHECKLIST OF RE	QUIREMENTS		WHERE TO SE	CURE		
Previous Tax Receipt Tax Declaration copy /photocopy of land tit Write the name of owner a location of the property	x Declaration py /photocopy of land title rite the name of owner and		g Section			
CLIENT STEPS	AGENCY ACTIONS	FEES TO PROCESSING PERSO RESPONSI				
Fill up the request form	Office of the City Assessor	1 minute Eden C. Sera Ronel A. Arce				

	TOTAL	₱150.00	6 minutes	
Return to tax mapping section for releasing	Office of the City Assessor	AG		Eden C. Serzo Ronel A. Arcega Rachele Crame
Proceed to Miscellaneous counters 20,21, 42 & 44 for payment of processing fee.	Misc. Division	P150.00 / requested copy/ies	3-5 minutes	Charito Carfielo Maribeth Mangahas Bienvenido Cruz Erwin Jimenez

OFFICE OF THE CITY ASSESSOR

3. FOR NEW ASSESSMENT OF BUILDING/HOUSE

Office

Classification	SIMPLE				
Type of Transaction	G2C				
Who May Avail	TAX PAYERS				
CHECKLIST OF REC	QUIREMENTS		WHERE TO SE	CURE	
Floor Plan Building Permit Occupancy Permit Picture of property (3R size) For Inspection		Assessment Section			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Bring all the requirements	Office of the City Assessor	None	2-3 working days	Salvador S. Francia Darcy L. Gasgonia Melchor V. Pontillas Rodrigo Feril Jr. Felix B. Lara, Jr.	
	TOTAL	None	3 working days		



4. FOR TRANSFER AND SEGREGATION OF TAX DECLARATION

Office	OFFICE OF THE CITY ASSESSOR				
Classification	SIMP				
Type of Transaction	G2C	~~			
Who May Avail	TAX PAYERS				
CHECKLIST OF REC	QUIREMENTS	1	WHERE TO SEC	CURE	
FOR TRANSFER OF TAX Title (New Owner) - Certific Deed of Sale/Deed of Don Deed of Exchange/Extra J w/ Publication / Certificate Current Realty Tax and Ta Capital Gains Tax Receipt Transfer Tax Receipt with / Certificate of Payment Garbage Fee Receipt Picture of property (Colore Presentor's ID and Phone FOR SEGREGATION OF Title (New Owner)-Certified Segregation Plan Technical description FOR TAX DECLARATION HOUSING AUTHORITY) N Certified true copy of title Awardee Certificate Technical Description Picture of property (3R siz	DECLARATION ed True Copy ation/ udicial of Consolidation ox Clearance (CAR) Confirmation d) (3R size) No. LOT d photocopy (NATIONAL NEW	Assessor's C	A TV		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	



	TOTAL	₱225.00	23 days & 5 minutes	
Return to Assessor's Office for releasing	Office of the City Assessor			Adelaida R. Bermardo Elizabeth A. Bantug
Proceed to Miscellaneous counters 20,21, 42 & 44 for payment of processing fee.	Misc. Division	P225.00 / tax declaration	3-5 minutes	Charito Carfielo Maribeth Mangahas Bienvenido Cruz Erwin Jimenez
2. For Segragation of Tax Declaration (LOT) 3. for Tax Declaration (National Housing Authority)	OF I	AS	5-10 working days (depends on how many parcel 5-10 working days	ваптид
Bring all the requirements 1. For Transfer of Tax Declaration	Office of the City Assessor		2-3 working days	Adelaida R. Bermardo Elizabeth A. Bantug



FEEDBACK	AND COMPLAINTS MECHANISM
How to send feedback	Answer client feedback form and drop it at designated drop box in front of each counter as City Assessor's Office.
How feedbacks are processed	Every last day of the week, the Public Relation Officer comply all the feedback forms from the drop box.
	Complaints and feedbacks are forwarded to the designated offices and they are required to respond within three (3) days upon the receipt thereof;
	For inquiries, the clients or taxpayers may contact the City Assessor's Office at 8874-6781.
How to file complaints	Citizen of Las Piñas may file their complaints through letters or e-mail addressed to the City Assessor. The complaints are being processed based on existing office procedures and laws. Based on the merit of the complaint, it may be referred to the right forum for appropriate action.
Contact Information	City Assesor's Office
	Email: cityassessor.lpc@gmail.com
	ARTA
	Email: complaints@arta.gov.ph
	Contact Center ng Bayan (CCB)
	Email: email@contactcenterngbayan.gov.ph
	Presidential Complaint Center
	Email: pcc@malacanang.gov.ph ACDINA

Citizens' Complaint Center
Contact No.: 8888

CITY ENGINEER'S OFFICE



1. ONE-STOP SHOP FOR CONSTRUCTION PERMIT

Office	Office of the City Engineer/Building Official
Classification	Simple
Type of Transaction	G2B & G2G - Government to Citizen / Government to Government
Who May Avail	Private Individual Firm or Corporation Government Agency
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
You may download, edit, and print application forms and checklist of requirements thru https://bit.ly/lpengineeringforms. SINGLE DWELLING RESIDENTIAL/COMMERCIAL/IND USTRIA L/OTHERS (For simple structures - 5,000 sq. m. & below) 1. Four (4) copies of filled up Application forms for Building Permit and its Ancillary Permits	
Application Form for Locational Clearance	Office of the City Engineer/Building Official - Building Permit Section
Fire Safety Evaluation Clearance	IPPIS
Latest Tax Clearance/ Tax Declaration	
5. Certified True Electronics copy of Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT), or Notarized Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee,	

Contract of Lease)

- 6. Four (4) sets of Relocation Plans and Survey Certificates/Reports
- 7. Design Plans and other Documents:

7.1 Architectural Documents with Provisions for BP 344 (Accessibility
Law) if applicable

7.2 Civil/Structural Documents
Structural Design Analysis
Computation with Seismic Analysis
(for 7.5mts & above)
Soil Test (for three (3)
storeys and higher)

Electrical Documents

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of Application Forms and Documentary Requirements	1.a Receive and review submitted plans and documents	IPP.	DAY 1 30 minutes	Leah Lee G. Ligutan John Kenneth M. Ginez Fernando S. Dumpang Jr. Jennylyn E. Abad Orlando M. Domingo (for Electrical Permit)
	1.b Evaluate submitted plans and documents NOTE: Incomplete/nonconforming		3.5 days (maximum)	Ma. Rosario M. Jimenez (Architectural Plan) Nelia S. Adal (Structural Plan) Arnulfo M. Manlongat (Electrical Formal

	plans and documents shall be rejected and returned to applicant for compliance			Samuel M. Calanoga (Sanitary Plan) Mark B. Rosales (Mechanical Plan) Romnick U. Cartusiano (Electronics Plan)
	1.c Encoding of Submitted plans and documents	FLA	30 minutes	Chique Ann A. Camigla Angelita T. Magtangob
	1.d Site inspection and submission of report		DAY 2	Nestor R. Bay Mark B. Rosales Samuel M. Calanoga Valente T. Santos Louieto B. Tesoro Ruel O. Delos Santos Jose Vicente Q. Madridejo James D. Abapo
	1.e Assessment & Processing of applied permit	I P P	DAY 3	Ma. Rosario M. Jimenez Reynaldo B. Mapile William A. Camigla
	1.f Signing of Approved permit		DAY 4	Crisostomo J. Chan Rosabella A. Bantog (City Engineer/Building Official)
2. Secure Order of Payment	Release of Order of Payment		DAY 5 5 mins	Elmer A. Cristobal
3.Payment of Building Permits fees	Receive the amount as per Order of Payment	Amount varies based on Schedule of Fees as		Office of the Treasury staff



FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?	Answer client feedback form and drop it at designated drop box in front of each counter as City Engineering Office.			
How feedbacks are processed?	Complaints and feedbacks are forwarded to the designated offices and they are required to respond within three (3) days upon the receipt thereof; For inquiries, the clients may contact the City Engineering Office at 8873-3004.			
How to file complaints	Citizen of Las Piñas may file their complaints through letters or e-mail addressed to the Office of the City Engineer. The complaints are being processed based on existing office procedures and laws. Based on the merit of the complaint, it may be referred to the right forum for appropriate action.			
Contact Information	Office of the City Engineer Contact No.: 8873-3004 Email: bldgo@laspinas.gov.ph ARTA Email: complaints@arta.gov.ph Contact Center ng Bayan (CCB) Email: email@contactcenterngbayan.gov.ph Presidential Complaint Center Email: pcc@malacanang.gov.ph Citizens' Complaint Center Contact No.: 8888			



CITY PLANNING AND DEVELOPMENT OFFICE



1. Zoning Certificate

The Zoning Certificate is Issued by the City Planning and Development Office citing the zoning classification of the land based on Zoning Ordinance.

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – for governmer	G2C – for government services whose client is the transacting public		
Who may avail:	All	-10		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SE	CURE
Letter of Request		To be provid	led by the client	
TCT – must be Certified	True Copy	Register of D	Deeds	
Tax Declaration (Current)	City Assesso	or's Office	
Tax Receipt (Current)		City Treasur	y Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Request together with the complete set of requirements Approval of Letter of Request for certification	The receiving officer will check the requirements, if complete, will submit it to the City Planning and Development Officer for approval. The City Planning and Development Officer will check/evaluate the request together with the attached documents and either approve/disapprove request.	PA	5 minutes 5 minutes	Marli Adocal Clerk II / Receiving Officer Engr. Leonida A. Lagrisola City Planning and Development Officer
Processing of the Certification	The Zoning Officer does research and verification, prepare the Zoning Certificate and the Order of Payment.		2 hours	Engr. Armando Aguilar Project Development Officer III

Releasing Payment	g of Order of	Officer will review and sign the Zoning Certificate and the Order of Payment. The taxpayer will make the necessary payment at the Treasurer's Office and submit a photocopy of the Official Receipt to the releasing officer.	₱1,000.00 *No fees will be collected for Students doing research	5 minutes	City Planning and Development Officer Marli Adocal Clerk II / Receiving Officer
Issuance Certificate	of Zoning e	The releasing officer will issue the Zoning Certificate.	projects	5 minutes	Ricardo Punzalan Administrative Aide II / Releasing Officer
	Total:		₱1,000.00	27 minutes	



2. Zoning Clearance for Business Permit

The Zoning Clearance for Business Permit is Issued by the City Planning and Development Office for new development of business.

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – for government services whose client is the transacting public			
Who may avail:	All			
CHECKLIST OF RI	EQUIREMENTS		WHERE TO SE	CURE
*Additional requirement requested depending of business.	ts may be n the type of	Business Pe	ermit and Licensi	ng Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Proceed to the City Planning and Development Office	The receiving officer will check the requirement.	PI	5 minutes for each transaction	Marli Adocal Clerk II / Receiving Officer Page Pagtakhan Administrative Aide II / Receiving Officer
Review of Documents	Zoning Officer reviews the documents if it needs to secure a Locational Clearance or not. If it is needed to secure Locational Clearance, follow the steps on Securing		5 minutes	Engr. Armando Aguilar Project Development Officer III

	Locational			
Assessment of Fees (If found to be conforming)	Locational Clearance. The receiving officer will assessed the fees.	OLD BUSINES S (Renewal) Fixed amount of ₱300.00 NEW BUSINES S 1. Minimum amount of ₱300.00 for area 20 sqm and below. 2. For area 20 to 100 sqm it will be computed @ Area (sqm) X ₱5.00 plus ₱500.00 (Processin g Fee) 3. For area 101 sqm and above. it will be computed @ Area (sqm) X ₱5.00 plus	5 minutes	Marli Adocal Clerk II / Receiving Officer Page Pagtakhan Administrative Aide II / Receiving Officer
		computed @ Area (sqm) X		
		Permit for		
		temporary		LAS PIÑA

	business fixed amount of ₱300.00		
OF I	The assessed amount will be reflected at the back portion of the application form.		
Total	:	15 mins.	

3. Zoning / Locational Clearance

Office or Division:

The Zoning / Locational Clearance is Issued by the City Planning and Development Office to a project that is allowed under the provisions of Zoning Ordinance.

City Planning and Development Office

Classification:	Simple		
Type of Transaction:	G2C – for government services whose client is the transacting public		
Who may avail:	All	DIS.	
CHECKLIST OF RI	EQUIREMENTS	WHERE TO SECURE	
One (1) Set of Plan (with signed and sealed: Architect/Civil Engr., Sanitary and Electrical Engr.)		To be provided by the client.	
Lot Plan with Vicinity Map (with signed & sealed)		To be provided by the client.	
TCT – must be Certified	d True Copy	Register of Deeds	
Tax Declaration (Curre	nt)	City Assessor's Office	
Tax Receipt (Current)		City Treasury Office	
Barangay Clearance		Barangay	
Neighbor's Consent		From Neighbors	
Homeowner's Certification		Homeowner's Association	

*other requirements may be requested on				
a case-to-case basis.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Secure Application Form and list of Requirements from the City Planning and Development Office	FI	AS	5 minutes (Day 1)	Eric Divinagracia Administrative Aide / Receiving Officer Marli Adocal Clerk II /
Submit the completely filled up/Notarized Application form together with complete set of Requirements for initial checking of the receiving officer.	The receiving officer will check the requirements, if complete; it will be scheduled for ocular inspection.		5 minutes (Day 1)	Receiving Officer Eric Divinagracia Administrative Aide / Receiving Officer Marli Adocal Clerk II / Receiving Officer
Ocular Inspection of the proposed projects	The Zoning Inspectors will inspect the proposed projects.		Half Day/A.M. (Day 2)	Denjie Sabiaga Project Development Officer II Vlademere Ilustre Administrative Aide II
Writing of Inspection Report	The Zoning Inspectors will write an inspection report of the proposed projects.		5 minutes (Day 2)	Denjie Sabiaga Project Development Officer II Vlademere Ilustre Administrative Aide II
Evaluation / Checking by Zoning Officers	Zoning Officer evaluates and checks the proposed projects.		20 minutes (Day 2)	Commercial Projects: Engr. Armando Aguilar

	OFI	AS		Project Development Officer III Residential Projects: Arch. Bernard Alvarez Project Development Officer II
Processing and Checking of Zoning / Locational Clearance	The Zoning Officers does check and verification, prepare the Zoning / Locational Clearance and the Order of Payment.	COMMER CIAL ₱2,000.00 (Filing fee) plus Area (Sq.m.) x ₱5.00 RESIDEN TIAL ₱2,000.00 (Filing fee) plus Area (Sq.m.) x ₱3.00	15 minutes (Day 2)	Checking: Denjie Sabiaga Project Development Officer II Commercial Projects: Vlademere Ilustre Administrative Aide II Residential Projects: Ricardo Punzalan Administrative Aide II
Recommending Approval – Zoning Officer	The Zoning Officers recommend for approval of the Zooning / Locational Clearance of the proposed projects.	P	5 minutes (Day 2)	Commercial Projects: Engr. Armando Aguilar Project Development Officer III Residential Projects: Arch. Bernard Alvarez



Final Checking and Approval / Signing of	The City Planning and Development		10 minutes (Day 2)	Project Development Officer II Engr. Leonida A. Lagrisola
Order of Payment – Zoning Administrator	Officer will check, approve and sign the Order of Payment.	AS		City Planning and Development Officer
Releasing of Order of Payment	The taxpayer will make the necessary payment at the Treasurer's Office and submit a photocopy of the Official Receipt to the releasing officer.		5 minutes (Day 3)	Ricardo Punzalan Administrative Aide II / Releasing Officer
Signing of Zoning / Locational Clearance	The City Planning and Development Officer will sign the Zoning / Locational Clearance.		5 minutes of each clearance (Day 3)	Engr. Leonida A. Lagrisola City Planning and Development Officer
End, Releasing of Approved Zoning / Locational Clearance	The releasing officer will issue the Zoning Certificate.	PI	5 minutes of each clearance (Day 3)	Ricardo Punzalan Administrative Aide II / Releasing Officer
	Total:		3 days	



FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	Answer client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office. Contact Info: 8871-4343/8871-4345 laspinascitygov@yahoo.com www.laspinascity.gov.ph			
How feedbacks are processed	The Public Relation Officer compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are require to answer within three (3) days of the receipt of the feedback. The answer of the office is the relayed to the citizen. For inquiries and follow ups, client may contact the following telephone number: 8871-4343/8871-4345			
How to file a complaint	Answer the clients Complaint Form and drop it at the designated drop box in front of the City Public Relations & Information Office. Complaint can also be filed via telephone. Make sure to provide the following information. - Name of person being complained - Incident - Evidence			

	For inquiries and follow ups, client may contact the following telephone number: 8871-4343/8871-4345
How complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaints.
OFI	Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.
	The Complaints Officer will create a report after the investigation and shall submit it to the Head of particular office for appropriate action.
	The Complaints Officer will give the feedback to the client.
	For inquiries and follow ups, client may contact the following telephone number: 8871-4343/8871-4345
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)







Business License Division

Frontline Services

Office or Division:

1. PAYMENT OF CEDULA, BUSINESS TAX & REGULATORY FEES, Barangay Clearance, Fire Fee and others. (NEW and RENEWAL)

DIVISION

Classification:	SIMPLE			
Type of Transaction:	G2C and G2B			
Who may avail:	Public and Busin	ness Entity with	business operat	tion
CHECKLIST OF REQ	UIREMENTS	W	HERE TO SECU	RE
For New and/or Renewal of Business Permit: Latest copy of the License Receipt with duly accompl form for the Issuance of B Order of Payment (BTOP)	Tax Official ished application usiness Tax	Business Perm Office (BPLO) Counters 22 to Business Perm	28 for NEW and I	RENEWAL of
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a number at the reception area and proceed to the Business License Division. Wait for number to be called for one-time payment of business license, regulatory fees, fire inspection fees, barangay clearance and community tax (Cedula)	1. Acceptance of payment based on the order of payment 2. Issuance of Official Receipt	a)Business Tax b)Cedula c)Regulatory fees - Fire Fee - Brgy. Clearance Issuance of Official Receipt	Approx. 10 min. 2 min.	Revenue Collectors (Counters 31 to 34-A)

OFFICE OF THE CITY TREASURER - BUSINESS LICENSE

Return to the BPLO for issuance of Certificate of Registration				BPLO Staff
2. Secure a number at the reception area and proceed to the Business License Division. Wait for number to be called for one-time payment of business license, regulatory fees, fire inspection fees, barangay clearance and community tax (Cedula) 3. Return to the BPLO for issuance of Certificate of Registration	3. Acceptance of payment based on the order of payment 4. Issuance of Official Receipt	a)Business Tax b)Cedula c)Regulatory fees - Fire Fee - Brgy. Clearance Issuance of Official Receipt	Approx. 10 min.	Revenue Collectors (Counters 31 to 34-A)
	TOTAL:		12 mins.	



BUSINESS LICENSE FEES BY CATEGORY

LINE OF BUSINESS	GROSS RECEIPTS	TAX RATE
Manufacturer, Assembler Repacker, Processor Brewer, Distiller ,Rectifier	Less than P 6,500,000	Graduated Tax (see next page)
Importer	In excess of	41.25% of 1% plus P 26,812.50
Manufacturer – Essential	P 6,500,000	½ or 50% of the rate of non-essential
A	Less than P 2,000,000	Graduated Tax (see next page)
Wholesaler, Distributor, Dealer		55% of 1% plus P 11,000
Distributor – Essential	In excess of P 2,000,000	½ or 50% of the rate of non-essential
	P 400,000 or Less	2.2 %
Retailer, Trading, Exporter		1.1 % plus P 8,800
Trading – Essential	In excess of P 400,000	½ or 50% of the rate of non-essential
Services, Contractors,	Less than P 2,000,000	Graduated Tax (see next page)
Clinic, Schools	In excess of P 2,000,000	55% of 1% plus P 12,650
Café / Restaurant / Fastfood Carinderia, Caterers	Any Amount	1.1% or 0.011
Banks Financial Institution	Any Amount	55% of 1%
Lessor / Sub-Lessor	Less than P 50,000	P 1,100.00
Residential	For every P 1,000 in excess of P 50,000	P 11.00 plus P 1,100.00
Lessor / Sub-Lessor	Less than P 50,000	1,100.00
Commercial	For every P 1,000 in excess of P 50,000	P 22.00 plus P 1,100.00

FOR NEW BUSINESS 1/10 of 1% of Capital Investment

BUSINESS LICENSE – Graduated Tax (Manufacturer, Assembler, Repacker, Processor, Brewer Distiller, Rectifier and Compounders of Liquors, Distilled Spirits and Wines)

City Ordinance No. 1373-16 Series of 2016, Article VIII, Sec.32, p. 25

On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifier and compounders of liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind of nature in accordance with the following schedule:

Gross sales/receipts for the preceding calendar year	Amount of tax per annum
Less than p 50,000.00	P 907.50
P 50,000.00 or more but less than p 75,000.00	P 1,452.00
P 75,000.00 or more but less than p 100,000.00	P 1,815.00
P 100,000.0 <mark>0 or mo</mark> re but less than p 150,000.00	P 2,420.00
P 150,000.00 or more but less than p 200,000.00	P 3,025.00
P 200,000. <mark>00 or m</mark> ore but less than p 300,000.00	P 4,235.00
P 300,000.0 <mark>0 or more but less than p 500,000.00</mark>	P 6,050.00
P 500,000.00 or more but less than p 750,000.00	P 8,800.00
P 750,000.00 or more but less than p 1,000,000.00	P 11,000.00
P 1,000,000.00 or more but less than p 2,000,000.00	P 15,125.00
P 2,000,000.00 or more but less than p 3,000,000.00	P 18,150.00
P 3,000,000.00 or more but less than p 4,000,000.00	P 21,780.00
P 4,000,000.00 or more but less than p 5,000,000.00	P 25,410.00
P 5,000,000.00 or more but less than p 6,500,000.00	P 26,812.50
In excess of P 6,500,000.00	at the rate of forty one percent and one fourth percent (41.25%) of one percent (1%) plus 26,812.50



The preceding rates shall apply only to amount of domestic sales of manufacturers, assemblers, repackers, processors, brewers, distillers, rectifier and compounders of liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind of nature other than those enumerated in paragraph (c) of this Article.

BUSINESS LICENSE – Graduated Tax (Wholesaler, Distributers, Commissaries Or Dealers) City Ordinance No. 1373-16 Series of 2016, Article VIII, Sec.32, p. 26

On wholesaler, distributors, commissaries or dealers in any article of commerce of whatever kind of nature in accordance with the following schedule:		
Gross sales/receipts for the preceding calendar year	Amount of tax per annum	
P 40,000.00 or more but less than P 50,000.00	P 726.00	
P 50,000.0 <mark>0 or mo</mark> re but less than P 75,000.00	P 1,089.00	
P 75,000.0 <mark>0 or m</mark> ore but less than P 100,000.00	P 1,452.00	
P 100,000.00 or more but less than P 150,000.00	P 2,057.00	
P 150,000.0 <mark>0 or m</mark> ore but less than P 200,000.00	P 2,662.00	
P 200,000.00 or more but less than P 300,000.00	P 3,630.00	
P 300,000.00 or more but less than P 500,000.00	P 4,840.00	
P 500,000.00 or more but less than P 750,000.00	P 7,260.00	
P 750,000.00 or more but less than P 1,000,000.00	P 9,680.00	
P 1,000,000.00 or more but less than P 2,000,000.00	P 11,000.00	
In excess of P 2,000,000.00	at the rate of fifty five percent (55%) of one percent (1%) plus 11,000.00	



BUSINESS LICENSE – Graduated Tax City Ordinance No. 1373-16 Series of 2016, Article I, Sec.32, pp.28-30

Gross sales/receipts for the preceding calendar year	Amount of tax per annum
Less than p 50,000.00	P 605.00
P 50,000.00 or more but less than p 75,000.00	P 968.00
P 75,000.00 or more but less than p 100,000.00	P 1,452.00
P 100,000.00 or more but less than p 150,000.00	P 2,178.00
P 150,000.00 or more but less than p 200,000.00	P 2,904.00
P 200,000.00 or more but less than p 250,000.00	P 3,993.00
P 250,000.00 or more but less than p 300,000.00	P 5,082.00
P 300,000.00 or more but less than p 400,000.00	P 6,776.00
P 400,000.00 or more but less than p 500,000.00	P 9,075.00
P 500,000. <mark>00 or m</mark> ore but less than p 750,000.00	P 1 <mark>0,175</mark> .00
P 750,000.0 <mark>0 or mo</mark> re but less than p 1,000,000.00	P 11,275.00
P 1,000,000.00 or more but less than p 2,000,000.00	P12,650.00
In excess of p 2,000,000.00	At the rate of fifty five percent (55% of one percent (1%) plus 12,650.00



On banks and other financial institution, at a rate not exceeding fifty five (55%) of one percent(1%) on the gross receipt of the preceding calendar year derive from

Situs or place of payment of tax on banks- the situs of tax on banks shall be in accordance with the following:

All transactions filed with or negotiated in a branch shall be recorded in the same branch and the gross receipts derived from these transactions shall be applied to:

- i. Transactions negotiated with approved by the Branch Manager under his own authority,
- ii. Transactions filed & negotiated in the branch, but being beyond the approving authority of the Branch Manager are forwarded to the Head Office for final approval.
- iii. The gross receipts derived from transactions made by the Head Office, except gross receipts recorded in the branches shall be taxable by the city where that Head Office is located.
- iv. In case transfer or relocation of Head Office or any branch to another city or municipality, the bank shall give due notice of such transfer of relocation to the Local Chief Executives of the cities or municipalities concerned within fifteen (15)days after transfer or relocation.

BUSINESS LICENSE – Graduated Tax City Ordinance No. 1373-16 Series of 2016, Article VIII, Sec.32, pp.30-

Owner's or operators of café, refreshment parlors, restaurants, carinderias, food caterers, fast food centers and snack counter shall be taxed at the rate of one and one tenth percent (1.1%) of the gross receipts of the preceding calendar year Real estate dealers, sellers, developers and lessor shall pay the tax in accordance with following schedule. 1. Subdivision operators, per sq. meter the tax shall be P 0.11/sq.m based on the total area of the remaining lots titled in the name of the subdivision operator. 2. Lessor or sub-lessor of real estate. Gross Annual Sales/ Receipts for the preceding year Tax per Annum Less than p 50,000.00 P 1,100.00 For every P 1,000.00 in excess of P 50,000.00 for real P 22.00 plus 1,100.00 estate property used for commercial purposes For every P 1,000.00 in excess of P 50,000.00 for real



P 11.00 plus 1,100.00

estate property used for residential purposes

ross Annual Sales/ Receipts for the preceding year	Tax per Annum
Less than P 100,000.00	p 1,100.00
P 100,000.00 or more but less than P 150,000.00	P 1,650.00
P 150,000.00 or more but less than P 300,000.00	P 2,750.00
P 300,000.00 or more but less than P 500,000.00	P 5,500.00
P 500,000.00 or more but less than P 1,000,000.00	P 8,800.00
P 1,000,000.00 or more but less than P 3,000,000.00	P16,500.00
P 3,000,000.00 or more but less than P 5,000,000.00	P22,000.00
P 5,000,000.00 or more but less than P 8,000,000.00	P27,500.00
P 8,000,000.00 or more but less than P 10,000,000.00	P35,500.00
For every P500,000.00 in excess of 10,000,000.00	P 1,650.00 plus P 38,500.0

BUSINESS LICENSE – Graduated Tax City Ordinance No. 1373-16 Series of 2016, Article VIII, Sec. 32, pp.32-33

the preceding calendar year.

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

Gross Annual Sales/ Receipts for the preceding year	Tax per Annum
Less than P 100,000.00	P 2,750.00
P 100,000.00 or more but less than P 200,000.00	P 5,500.00
P 200,000.00 or more but less than P 250,000.00	P 7,150.00
P 250,000.00 or more but less than P 350,000.00	P 8,800.00
P 350,000.00 or more but less than P 500,000.00	P 11,000.00
P 500,000.00 or more but less than P 750,000.00	P 13,750.00
P 750,000.00 or more but less than P 1,000,000.00	P 16,500.00 AC DI

For every P5,000.00 in excess of 1,000,000.00 P 110.00 plus P 16,5		
2. On owner or operators of Information Technologies when the company of the comp	nich include Software	
development, computer programming, internet, call center		
animation and other IT-related service activities shall be	, ,	
	•	
subsection (e) of the gross sales and/or receipts during t		
3. On Holding Company shall be taxed at the rate prescr	ibed.	
Gross Annual Sales/ Receipts for the preceding year Tax per Annum		
P 100,000.00 or more but less than P 200,000.00	P 5,000.00	
P 200,000.00 or more but less than P 250,000.00 P 6,500.00		
P 250,000.00 or more but less than P 350,000.00 P 8,000.00		
P 350,000.00 or more but less than P 500,000.00 P 10,000.00		
P 500,000.00 or more but less than P 750,000.00 P 12,500.00		
P 750,000.00 or more but less than P 1,000,000.00 P 15,000.00		
For every P5,000.00 in excess of 1,000,000.00	P 120.00 plus P 15,000.00	

On Authorized dealer of Cars, Trucks, Motorcycles or any Motorized Vehicle including Electric Vehicle- car dealer engaged in the business of selling brand new vehicle pursuant to a valid and existing franchise agreement with legitimate manufacturer and distributors, shall be taxed at the rate of fifty five percent(55%) of one percent(1%) of the gross receipt of the preceding calendar year.

BUSINESS LICENSE – Graduated Tax City Ordinance No. 1373-16 Series of 2016, Article VIII, Sec. 32, p.33

On Amusement Place – shall be taxed at the rate of one and one tenth percent (1.1%) of the gross sales or receipts of the preceding calendar year such as, but not limited to the following:



- Bars, beer gardens, cocktail lounges, pub-houses, cabarets or dance halls and similar establishments, concert halls, day and/or night clubs and supper clubs, KTV, videoke, karaoke and other sing-along establishments, comedy bars and lounges;
- 2. Resort and the like, billiard or pool halls, bowling establishments, golf course and driving ranges, skating rinks, tennis courts, gymnasiums pelota and squash courts, off track and off fronton betting stations, polo grounds, boxing studio and the likes;
- 3. Computer shops, internet cafes and establishments offering internet services, online games and other internet related activities at the rate of:
- a) 10 units or more one and one tenth percent (1.1%);
- b) Less than 10units one percent (1%).
- 4. Circuses, carnivals, fun houses and including those providing amusement devices or machines, merry-go-rounds roller coaster, ferris wheels, side shows, swings, shooting galleries and the like; and
- 5. Race Track and the likes:
- 6. Operators of Gun Clubs, Martial Arts clubs and fitness club and the likes

On other business not otherwise specified in the preceding paragraphs shall be taxed at the rate of one and one tenth percent (1.1%) of the gross sales or receipts of the preceding calendar year

BUSINESS TAX –FIXED TAXES City Ordinance No. 1373-16 Series of 2016, Article VIII, Sec. 33, p.34

Fixed Taxes. There is hereby imposed an annual Fixed Tax on the following business:

- a) Dealers and retailers of beers, alcoholic bevereages and wines two and two tenths percent (2.2%) of gross sales or receipts of the preceding calendar year.
- b) Dealers and retailers of cigar and cigarettes two and two tenths percent (2.2%) of gross sales or receipts of the preceding calendar year.
- c) On owners or operators of cockpit, including their personnel.

All operators, maintainers or owners of cockpits shall pay a Mayor's Permit and pay an annual permit fee of Five Thousand Five Hundred Pesos (P5,500.00) and annual Business tax of Eleven Thousand Pesos (P11,000.00) payable on or before January 20 of each year.



The following cockpit personnel shall pay the corresponding fee	e as follows:
i. Operator, general manager, host, promoter or such other terms applied to persons promoting or hosting cockfights	P 220.00
ii.Pit Manager	P 132.00
iii. Referee (Sentenciador)	P 132.00
iv. Cashier	P 132.00
v. Bet Manager (Kasador)	P 132.00
vi. Gaffer (Mananari)	P 132.00
vii. Bet Taker (Kristo)	P 77.00

Special cockfight (Pitakasi) or Derby shall be held on any day of the week provided that the same shall not exceed of last for more than three (3)days;

The following fees for Special cockfight (Pitakasi) or Derby shall be paid to the City Treasurer within five (5) working days from the days from the date of actual holding of the cockfight as follows:

i. International Derby	P 6,000.00
ii. Special Cockfight (Pintakasi)	P 1,650.00
iii. Two-Cock Derby	P 1,650.00
iv.Three-Cock Derby	P 1,870.00
v. Four-Cock Derby	P 2,220.00
vi. Five-Cock Derby	P 2,750.00

BUSINESS TAX –FIXED TAXES
City Ordinance No. 1373-16 Series of 2016,
Article VIII, Sec. 33, p.35

A special Levy for winning bets shall likewise be paid as Follows:

- a. For every "SULTADA" to be collected from the winning cock's owner and to be remitted to the Las Pinas City Treasurer by the Cockpit Owner or Operator –P11.00 sultada Fee:
- b. For every 'SULTADA" in derby to be collected from winning Cock's owner and to be remitted to the Las Pinas City Treasurer by the Cockpit owner or operator P 11.00

Personnel	Fees
On owner or operators of theater and cinema per annum	P 5,500.00
Pre-need Companies including insurance companies, educational and/or memorial plan establishment and other similar	P 2,000.00 DIA

establishment one percent (1%) of gross receipt of preceding
years.

Lumber yards per annum

School Not Regulated by Department of Education at the rate prescribed by Sec.32 Article VIII

Car Exchange and Buying/Selling of Second Hand Cars , Trucks, Motorcycles and any motorized vehicle including electronic vehicle at the rate prescribed under Sec. 32 (b) Article VIII

Special Permit

Personnel	Fees
Tiangge Operator	P 7,500.00
Tiangge Tenant	P 2,750.00
Firecracker retailer	P 2,750.00
Lantern Maker and other	P 1,650.00
Advance Screening (Film Showing), Stage Play, Exhibits, film shooting	P 7,500.00

REGULATORY FEES

MAYOR'S PERMIT FEE	see attached page
SANITARY FEE	see attached page
GARBAGE SERVICE	see attached page
DELIVERY VEHICLE / TRUCK	2 – 3 WHEEL – P 200.00 4 WHEEL – P 500.00 6 WHEEL – P 600.00 10 & UP WHEEL – P 750.00
HEALTH INDIVIDUAL CERTIFICATE FEE	50.00 / EMPLOYEE
BUILDING FEE ELECTRICAL FEE SIGNBOARD FEE PLUMBING FEE ZONING FEE OTHERS FEE	please refer to CITY BUILDING CODE P 10.00



FIRE FEE	- please refer to the City Fire Code (BFP)
OCCUPATIONAL MAYOR'S PERMIT	P 200.00 / per employee
MAYOR'S DELIVERY TRUCK	VAN/TRUCKS – P 300.00 MOTORCYCLE – P 100.00
PROCESSING FEE	P 10.00
BARANGAY CLEARANCE	P 500.00 P 200.00 (Sari-Sari Store)

P 25,000.00
P 5,000.00
P 10,000.00
P 15,000.00
P 300.00
P 15,000.00
P 7,500.00
P 1,000.00
P 10,000.00
P 15,000.00
P 15,000.00
P 1,000.00
P 1,000.00

n) Coin Operated Washing Machine/ Per Unit	P1,500.00
o) Bayad Center, Money Remittance, and Money Changer	P 5,000.00
2) Financial Institutions (banks, pawnshops, insurance, companies, financing/lending investors a) Main Office b) Per Branch	P 20,000.00 P 10,000.00
3) Pre-Need Companies (memorial plans, educational, etc.) a) Main Office b) Per Branch	P 10,000.00 P 5,000.00
4) Subdivision Operators a) Main Office	P 15,000.00
5) Private cemeteries/ memorial parks / Columbarium	P 15,000.00
6) Boarding houses/ lodging houses / Dormitory	P 5,000.00
7) Dancing Studio /driving school/ Tutorial Services	P 4,000.00

8) Institution of learning regulated by Department of Education /Commission on Higher Education at the rate of: a) Pre School b) Pres School up to Elementary	P 3,000.00 P 5,000.00
c) Junior and Senior High School	P 7,500.000
d) College, University and Post Graduate	P 10,000.00
9) Golf courses, polo grounds and the likes	P 15,000.00
10) Driving Range / Ramps	P 7,500.00
11) Private detective/security agencies a) Principal Office	P 7,500.00
b) Posting of security agencies	P 1,500.00
12) Delivery trucks/vans/motorcycles, electronic vehicles or any	
motorized vehicles per unit; Vans/Truck	P 300.00
Motorcycles	P 100.00



13) Display Office/Showroom	P 5,000.00
14) Promoters, event organizer, escort services tourist guide	P 5,000.00
15) For maintaining an office, such as liaison office administration office of professionals or similar office with an area as follows:	
400sq. m. or more	P 5,000.00
300sq. m. or more but less than 400 sq. m.	P 4,000.00
200sq. m. or more but less than 300 sq. m.	P 3,000.00
200sq. m. or less	P 2,000.00
16) For operating warehouses	
400 sq. m meters & above	P 15,000.00
Less than 400 sq. meters	P 10,000.00
17) Cold storages	D 7 500 00
a) Ice Plant	P 7,500.00 P 5,000.00
b) Supermarket, Hotels and likes c) Convenience Store, Restaurant Meat Shop and the likes	P 2,000.00
c) Convenience Store, Restaurant Weat Shop and the likes	<u> </u>
18) Lumber Yards	P 20,000.00

19) Car Exchanges	P 7,500.00
20) Storage and selling of flammable substances	P 10,000.00
21) Business classified under Art. VIII, Sec. 32 paragraphs (a) (Manufacturers etc.) & (b) (Wholesalers, distributors, commissaries etc.) except for business classified by proper government agencies such as small scale industries such as bakeries, ready to wear clothes, delicacies, picture frames etc.	P 10,000.00
22) Business classified under Article VIII Sec. 32 paragraph (c) (Exporters, etc.)	P 7,500.00
23) Business classified under Article VIII Sec. 32 paragraph (d) (Retailers) :	P 4,500.00
a) Retailers	P 1,500.00
b) Sari-Sari Stores along main thoroughfares with cigarettes and liquor	P 1,000.00
c) Sari-Sari Stores with cigarettes & liquor d) Sari-Sari Stores without cigarettes & liquor	P 500.00

24) Business classified under Article VIII Sec. 32 paragraph (e) (contractors, service establishments, etc.) a) General building contractors, specialty contractor's proprietors/operators of heavy equipment for rent or lease, garbage disposal Contractors, laundry contractors, sawmills, smelting plants, etc.	P 15,000.00
b) Advertising agencies, booking offices for Film exchange and for transportation, business management service, stock brokers, Laundering services, towing services, janitorial services manpower services, interior decorators, insurance agencies, towing services, stevedoring services (office only), steam laundry, trucking/transport services	P 10,000.00
c) Gasoline and Petroleum, filling stations and other like businesses	P 15,000.00
d) Laundry Shop	P 4,000.00
e) Video Services: Coverage/Rental	P 3,000.00
f) Watch repair and Locksmith a. Inside Mall b. Outside Mall	P 2,000.00 P 500.00
g) Rent-a-Car	P 6,000.00
h) Barbershops, beauty parlor, etc. a. 5 or more chairs b. 3 to 4 chairs c. 1 to 2 chairs	P 3,000.00 P 2,000.00 P 1,000.00
i) Medical /Dental laboratories, Diagnostic Center / Dialysis Center	P 7,500.00
j) Others not specifically mentioned above and other service provider	P 3,000.00

25) Business classified under Article VIII Sec. 32, paragraph (g) a) Café, restaurants, refreshments, Parlor, Fast foods and the likes b)	P 7,500.00
Carinderia, snack counter, and the likes	P 2,500.00
26) Lessors/sub lessors, real estate dealers	P 12,000.00
27) Dealers of alcoholic and non-alcoholic beverages, cigar & cigarette	P 12,000.00
28) Retailer of Liquor, Alcoholic and Non-Alcoholic beverages, cigar & cigarettes	P 4,000.00
29) Operators of privately owned shopping mall/center	P 22,500.00

	30) Public/Private Market Operators a) Talipapas and flea markets	P 5,000.00
	b) Public Markets/Private Market	P 10,000.00
	31) Occupational Mayor's Permit for all employees in the exercise of their occupation or calling whether working or contractual, casual, temporary, probationary or permanent basis, regardless of his/her position, with the exception of those individuals who are subject to the Professional Tax imposed by this Code	P 200.00
1	32) Motels, Hotels, Resorts, Inn, Condotel and the like	P 35,000.00
No.	33) Pay parking lot/ building, Event place, Venue rentals	P 8,000.00
	34) Funeral Homes/Chapels	P 8,000.00
	35) Funeral Parlors	P 10,000.00
	36) Peddlers	P 250.00
	37) Seasonal Business	,
	a. Tiangge Operator b.	P 8,000.00
	Tiangge Tenant c. Firecracker Retailer	P 3,000.00
	d. Lantern Maker and others	P 1,000.00
	d. Earter Water and Others	P 500.00
	38) Private Hospitals	P 10,000.00
	39) Non stock, Non-profit, Hospitals, Educational and Charitable institutions	P 10,000.00
	40) Advance Screening (Film Showing), stage play Exhibits, film shooting, etc.	P 3,000.00
	41) Importer	P 10,000.00
	42) Representative Office	P 10,000.00
	43) Other business not specifically provided	P 5,000.00

REGULATORY FEES (SANITARY INSPECTION FEE) City Ordinance No.1373-16 Series of 2016, Article II, Sec. 46, p. 49

a) Financial institutions such as banks, pawnshops, money shops, insurance companies and all other similar establishment Main Office Every Branch	P 2,000.00 P 1,000.00
b) Gasoline and filling stations	P 3,000.00
c) Private Hospitals	P 12,000.00



	A SECOND	
ĺ	d) Medical/Dental Laboratories, Diagnostics Center, Dialysis Center	P 5,000.00
\	e) Medical clinics, dental and animal hospitals	P 3,000.00
	f) Hotel, motels, apartels and all other similar establishment	P 10,000.00
	g) Residential Apartments, per door	P 400.00
7	h) House for rent	P 1,000.00
1	i) Dormitories or Boarding houses	P 1,500.00
	j) Funeral Parlors / Funeral Homes/ Chapels	P 10,000.00
	I) Administration offices, display offices and/or office of professionals	P 2,000.00
	m) All other business, industrial, commercial agricultural establishments not specifically mentioned above: with an area of 1,000 sq. m. or more	P 4,500.00
l	500sq. m. or more but less than 1,000 sq. m.	P 3,750.00
	200sq. m. or more but less than 500 sq. m.	P 3,000.00
Ī	100sq <mark>.</mark> m. or <mark>more bu</mark> t less than 200 sq. m.	P 1,500.00
	50sq. m. or m <mark>ore bu</mark> t less than 100 sq. m.	P 750.00
	less than 50 <mark>sq. m.</mark>	P 300.00

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

USER CHARGES (GARBAGE SERVICE CHARGES) City Ordinance No. 1373-16 Series of 2016, Article I, Sec. 83 & 84, pp. 65-70

SCHEDULE A – AIRCRAFT AND WATERCRAFT COMPANIES	Annual Rate
1. Main Office	P 15,000.00
2. For every branch, schools or office	P 6,000.00
SCHEDULE B – AMUSEMENT PLACES	
Amusement centers and establishments with coin operated machines, appliances, amusement rides and shooting galleries, side show booths and other similar establishments with contrivances for	
the amusement of customers, per contrivance	P 500.00
1-a. computer games/rental/unit	P 250.00
1-b. billiard and/or pool halls, per table;	P 400.00
2. Bowling establishment:	P 000 00

a. Automatic, per lane	P 400.00
b. Non-automatic, per lane	
3. Casino's	P 25,000.00
a. On-line Casinos	P 5,000.00
4. Circuses, carnivals & the like	P 10,000.00
5. Cockpits	P 10,000.00
6. Golf Course/Driving range	P 10,000.00
7. Gymnasium	P 6,000.00
8. Membership clubs, Associations or organizations:	
a. Serving foods, drinks and lodging facilities	P 8,000.00
b. Serving foods and drinks without lodging facilities	P 6,000.00
9. Night/day clubs, discos, beer gardens & other similar establishment	P 10,000.00
10. Race tracks, Jai-alai fronton, coliseum or similar establishments	P 8,000.00
For every off-track and/or off-fronton betting centers	P 6,000.00
11. Resorts or other similar establishments	P 15,000.00
12. Sauna baths and massage clinics, per cubicle	P 1,000.00
13. Skating rink	P 6,000.00
14. Stadia, sports complexes	P 10,000.00
15. Theaters or cinema houses, per theater	P 5,000.00
16. Pelota courts, tennis courts and other of similar nature/court	P 800.00
SCHEDULE C - ELECTRIC AND POWER COMPANIES	
1. Main office and/or each power plant	P 30,000.00
2. Every branch office thereof	P 15,000.00



USER CHARGES (GARBAGE SERVICE CHARGES) City Ordinance No. 1373-16 Series of 2016, Article I, Sec. 83 & 84, pp. 65-70

1	SCHEDULE D - FINANCIAL INSTITUTIONS	Annual Rate
l	1. Banks	D 7 000 00
	a. Commercial banks (main office)	P 7,000.00
	a. Commercial banks (main office) Every branch thereof	P 2,000.00
	b. Savings banks (main oπice)	P 3,000.00
	Every branch thereof . c. Rural banks	P 2,000.00 P 2,000.00
	d. Any business, commercial, industrial or institution not otherwise	P 2,000.00
	specified in the preceding paragraphs at the rate of not more than	`\
	two pesos(P 2.00) per square meter per quarter of and building	7
	occupied and actually used for business.	
Ц		TA
	2. Savings and Loans Associations, Insurance companies Pawnshops:	D 4 000 00
	a. Main Office	P 4,000.00 P 1,500.00
	Every branch there of	P 1,500.00
	3. Financial and/or lending investors establishment, Money Shops:	
	a. Main Office	P 4,000.00
	Every branch thereof	P 1,500.00
	b. Authorized dealer in Foreign Currencies and stock brokers	P 3,000.00
	SCHEDULE E – GASOLINE SERVICE/FILLING STATION	
	1. Having an area of 1,500 sq. m. or more	P 10,000.00
	2. Having an area of more than 1,000 but less than 1,500 sq. m.	P 8,000.00
	3. Having an area of 1,000 sq. m. or less	P 6,000.00
	4. Curb pumps and filling stations	P 4,000.00
	SCHEDULE F - PRIVATE HOSPITALS AND MEDICAL CLINICS	
	WITH BED CAPACITY FOR:	
	1. More than 500 persons	P 15,000.00
	2. 301 to 500 persons	P 10,000.00
	3. 151 to 300 persons	P 6,000.00
	4. 101 to 150 persons	P4,500.00
	5. 76 to 100 persons	P 3,000.00
	6. Or less	P 2,000.00
	A missell be emitted a send of beam	D 2 000 00
Ĺ	Animal hospitals and others	P 3,000.00

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	SCHEDULE G – HOTELS, MOTELS, APARTELS, PENSION INNS, DRIVE INNS, BOARDING HOUSES, DORMITORIES, DWELLING	
	FOR LEASE OR RENT:	
1	Per room/door	P 600.00

USER CHARGES (GARBAGE SERVICE CHARGES) City Ordinance No. 1373-16 Series of 2016, Article I, Sec. 83 & 84, pp. 65-70

N	SCHEDULE H – INSTITUTIONS FOR LEARNING	Annual Rate
١	1. Private universities , colleges, schools and educational or vocational	
	i <mark>nsti</mark> tutions based on the total semestral enrollment as follows:	P 10,000.00
l	a. 5,000 students or more	P 6,000.00
	b. 2,000 or more but less than 5,000	P 5,000.00
ľ	c. 1,000 or more but less than 2,000 d. 500 or more but less than 1,000	P 4,000.00
l	e. 300 or more but less than 500	P 3,000.00
	f. Less than 300	P 2,000.00
	SCHEDULE I – LIQUIFIED PETROLEUM	
	Gas dealer;	
١	1. Retailer	P 3,000.00
	2. Dealer	P 6,000.00
	SCHEDULE J - MARKET STALL HOLDERS	
١	Public markets/Private Markets (Operators)	P 5,000.00
	Per each stall (lessee/vendor)	P 1,500.00
	SCHEDULE K – MEDIA FACILITIES	D 4 500 00
	1. Newspaper, books or magazine publications	P 1,500.00
	2. Radio Stations	P 3,000.00
	3. T.V. Stations	P 5,000.00
	SCHEDULE L – TELEGRAPH, TELETYPE, CABLE AND WIRELESS	
	COMMUNICATIONS COMPANIES, TELEPHONE AND TELECOMMUNICATION COMPANIES	
	1. Main Office	P 7,500.00
	2. Every branch/Station/Cell site	P 5,000.00
	SCHEDULE M – PAY PARKING AREA AND/OR TERMINAL GARAGE	1 0,000.00
	FOR BUS, TAXI AND OTHER PUBLIC UTILITY VEHICLE	
	1. with an area of 1,000 sq. m. or more	P 25,000.00
	2. with an area of 700 sq. m. or more but less than 1,000 sq. m.	P 15,000.00
	3. with an area of 500 sq. m. or more but less than 700 sq. m.	P 10,000.00
	4. with an area of 300 sq. m. or more but less than 500 sq. m.	P 8,000-00

5. with an area less than 300 sq. m.	P 6,000.00
SCHEDULE N – PEDDELERS, AMBULANT VENDORS, EXPCEPT DELIVERY VANS OR TRUCKS	P 300.00
SCHEDULE O – ADMINISTRATION OFFICES, DISPLAY OFFICESAND /OR OFFICES OF PROFESSIONALS	P 2,000.00
SCHEDULE P - FILM SHOOTING, PER DAY	P 300.00

USER CHARGES (GARBAGE SERVICE CHARGES) City Ordinance No. 1373-16 Series of 2016, Article I, Sec. 83 & 84, pp. 65-70

COLLEGE DE DESCRIPTION DE DODECA	
SCHEDULE Q – PRIVATE WAREHOUSE OR BODEGA	Annual Rate
a. 400 sq. m. or more	P 15,000.00
b. Less than 400 sq. m.	P 10,000.00
SCHEDULE R - REPRESENTATIVE OFFICE	P 3,000.00
SCHEDULE S - APARTMENT/HOUSE FOR RENT per unit	P 600,00
SCHEDULE T – ALL OTHER BUSINESS AND OTHER SERVICE AGENCIES NOT SPECIALLY MENTIONED ABOVE: I. Manufacturers, producers and processors:	
Factory with an aggregate area of:	P 30,000.00
1,000 sq. m. or more 500 or more but less than 1,000 sq. m.	P 20,000.00
200 or more but less than 500 sq. m.	P 15,000.00
100 or more but less than 200 sq. m.	P 12,000.00
50 or more but less than 100 sq. m.	P 10,000.00
25 or more but less than 50 sq. m.	P 6,000.00
Less than 25 sq. m.	P 4,000.00
II. EXPORTERS/IMPORTERS a) 400 sq. m. or more	P 15,000.00
b) More than 200 sq. m. but less than 400 sq. m	P 10,000.00
c) Less than 200 sq. m.	P 5,000.00
III. BREWERS, DISTILLERS, COMPOUNDER AND PUBLIC EATING PLACES WITH AN AGGREGATE AREA OF	. 3,300.00
1,000.00 sq. m. or more	P 20,40C0D

500 or more but less than 1,000 sq. m.	P 15,000.00
200 or more but less than 500 sq. m.	P 12,000.00
100 or more but less than 200 sq. m.	P 10,000.00
50 or more but less than 100 sq. m.	P 7,000.00
25 o <mark>r m</mark> ore but l <mark>e</mark> ss than 50 sq. m.	P 5,000.00
Less than 25 sq. m.	P 3,000.00
Carinderia	P 2,000.00

USER CHARGES (GARBAGE SERVICE CHARGES) City Ordinance No. 1373-16 Series of 2016, Article I, Sec. 83, pp.69-70

IV. OWNERS OR OPERATORS OF BUSINESS ESTABLISHMENT	Annual Rate
RENDERING SERVICES.	
A. Business Offices of General Contractors (Building Speciality	
Engineering); Manpower service/ employment agencies; Private detective agencies; advertising agencies with an aggregate area of:	V
1,000 sq. m. or more	P 12,000.00
500 or more but less than 1,000 sq. m.	P 10,000.00
200 or more but less than 500 sq. m.	P 8,000.00
100 or more but less than 200 sq. m.	P 6,000.00
50 or more but less than 100 sq. m.	P 4,000.00
Less than 50 sq. m.	P 3,000.00
B. Other contractors/business establishment in rendering services,	7
printers and publisher with an aggregate area of:	D 14 000 00
1,000 sq. m. or more	P 14,000.00
500 or more but less than 1,000 sq. m.	P 12,000.00
200 or more but less than 500 sq. m.	P 10,000.00
100 or more but less than 200 sq. m.	P 8,000.00
50 or more but less than 100 sq. m.	P 6,000.00
25 or more but less than 50 sq. m.	P 1,000.00
Less than 25 sq. m.	P 600.00
V. Independent Wholesalers, Distributors, Commissaries, Dealers,	
Repackers and Retailers with an aggregate area of:	P 12,000.00
1,000 sq. m. or more	
500 or more but less than 1,000 sq. m.	P 10,000.00
200 or more but less than 500 sq. m.	P 8,000.00
100 or more but less than 200 sq. m.	P 6,000.00
50 or more but less than 100 sq. m.	P 4,600.00
25 or more but less than 50 sq. m.	P 3,000 000

Less than 25 sq. m.	P 1,000.00
VI. Seasonal Business such as Tiangge Operator, Tiangge Tenant,	
Firecracker retailer, Lantern maker and others.	
With aggregate area of:	5 40 000 00
1,000 sq. m. or more	P 12,000.00
500 or more but less than 1,000 sq. m.	P 10,000.00
200 or more but less than 500 sq. m.	P 8,000.00
100 or more but less than 200 sq. m.	P 6,000.00
50 or more but less than 100 sq. m.	P 4,000.00
25 or more but less than 50 sq. m.	P 3,000.00
Less than 25 sq. m.	P 1,000.00
VII. Special Permit such as advance screening, Stage play, exhibits and the	P 2,000.00

USER CHARGES (GARBAGE SERVICE CHARGES) City Ordinance No. 1373-16 Series of 2016, Article I, Sec. 84, p. 70

Garbage Service charge for multiple businesses.

Where there are two (2) or more kinds of business subject to the garbage charges conducted in the same place or establishment by the same owner or operator, the charge to be collected shall be that which has the highest rate among the business concerned plus twenty five percent (25%) thereof, provided that the total garbage fee shall not exceed Fifty Thousand Pesos (P50, 000.00) per annum.

ADMINISTRATIVE PROVISIONS City Ordinance No. 1373-16 Series of 2016, Chapter VIII, Article I, Sec. 114 & 115, pp.82-83

Section 114 Keeping of Books of Accounts. All persons, natural or judicial and who are doing business in the City of Las Piñas shall keep "books of accounts' wherein all transactions and results of their operations are shown and from which all taxes, charges and fees due the City may readily and accurately be determined anytime of the year; Provided, however, that any such person who already keeps books of accounts in pursuance with the provisions of the National Internal Revenue Code, which are sufficient for the purpose of this Code, shall no longer be required to keep separate books as required by this Code.



Section 115 Examination of Books of Accounts. The following shall govern the examination by the City Treasurer of books of accounts and pertinent records of business:

1) Examination of Books of Accounts and Pertinent Records of Business by Local Treasurer.

Only the City Treasurer or his/her duly authorized representative, imposing the tax, fee or charge, may examine the books of accounts and pertinent records of business to ascertain, assess and collect the correct amount of tax, fee and charge. Consequently, no personnel in the Office of the City Mayor may inspect records of business unless duly deputized in writing by the City Treasurer.

The examination of books of accounts and pertinent records of business is an inherent function of City Treasurer and may be performed or enforced without need of an executive order from the City Mayor Executive or an implementing ordinance of the City Council.

2) Authority to Conduct Examination

The City Treasurer, by himself or through his deputies duly authorized in writing, conduct the examination of the books of accounts and pertinent records of any person, partnership, corporation or association subject to the local taxes, fees and charges in order to ascertain, assess and collect the correct amount of tax, fee and charge.

3) Written Authority to Conduct

In case the examination is made by duly authorized deputy by the City Treasurer, the written authority of the deputy concerned shall specifically state the name, address and business of the taxpayer whose books, accounts and pertinent record are to be examined, the date and place of such examination and the procedure to be followed in conducting the same.

4) Time, Frequency and Certification

The examination of the books of accounts and pertinent records of business of the taxpayer shall be made during the regular business hours, not oftener than once a year for every tax period, which shall be the year immediately preceding the examination, and shall be certified by the examining official. Such certification shall be made of record in the books of accounts of the taxpayer examined



2. PAYMENT OF CONTRACTOR'S TAX

Office or Division:	OFFICE OF TH DIVISION	OFFICE OF THE CITY TREASURER – BUSINESS LICENSE DIVISION		
Classification:	SIMPLE	SIMPLE		
Type of Transaction:	G2C and G2B			
Who may avail:	Public and Business Entity with business operation			eration
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS		WHERE TO SECU	JRE
Duly accomplished application form with computation of total construction cost and/or bill of materials. Order of Payment		City Treasure	City Engineering er's Office, License of payment Counte	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a number at the reception area and proceed to the Business License Division. Wait for the queuing number to be shown on the LCD monitor for the Issuance of Tax Order of Payment 2. Proceed to the Miscellaneous Division and/or Engineering Office	1.Issuance of order of payment 2. Approval of the Chief, Business License Division 2.Acceptance of Payment 4.Issuance of Official Receipt	Contractors Tax (base on the bill of labor / materials) Processing Fee of Php 10.00	Approx. 10 minutes	Revenue Collectors (Counters 31 to 34-A)
TOTAL	:	Php 10.00	10mins	



3. APPLICATION FOR BUSINESS RETIREMENT/CLOSURE

Office or Division:	OFFICE OF THE CITY TREASURER – BUSINESS LICENSE DIVISION
Classification:	COMPLEX
Type of Transaction:	G2C and G2B
Who may avail:	Public and Business Entity with business operation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
 (SINGLE PROPRIETOR) Affidavit of Closure (State the reason for closure; notarized) Affidavit of Undertaking Business Permit(original) Business Official Receipts (original) DTI Cancellation Certification Termination of Lease Contract (for lessee/tenant) Authorization Letter (for representatives) Photo Copy of Owner's & Authorized Personnel's I.D. Sketch map (CORPORATION/PARTNERSHIP) Partnership/Board Resolution/Sec. Certificate Affidavit of Closure (State the reason for closure; notarized) Business Permit(original) Business Official Receipts (original) Termination of Lease Contract (for lessee/tenant) Authorization Letter (for representatives) Photo Copy of Owner's & Authorized Personnel's I.D. Sketch map 	 Client's Document Files Notarial Service Provider DTI Office (DTI Cancellation Certificate) Lessor – for termination of lease contract Business owner's authorization letter for representative 		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Complete Mandatory Requirements 2. Filling-up of Application form for retirement 3. Presentation of official receipts or Sales Book (in case of single proprietor) financial statement, sales invoice, POS (in case of partnership/corporati on) 4. Payment of deficiency tax for retirement.	1. Acceptance of complete mandatory requirements and application form for retirement 2. Ocular Inspection 3. Assessment of Deficiency tax for Retirement 4. Approval of Business License Chief and City Treasurer 5. Acceptance of payment 6. Issuance of retirement certificate	Deficiency Tax	Approx. 5 minutes 1/2 day 15 mins. 10 mins.	Business License Division Staffs (Counter 29 & 30) CTO, Business License Inspectors CTO Business License Examiner (Single Proprietor) CTO Business License Examiners (Corp./Partnershi p) Business License Division Staff (Counter 36)
TOTAL:		P75.00	35mins & ½ day	



4. APPLICATION FOR BUSINESS AMENDMENT

Office or Division:	OFFICE OF THE CITY TREASURER – BUSINESS LICENSE DIVISION		
Classification:	COMPLEX		
Type of Transaction:	G2C and G2B		
Who may avail:	Public and Business Entity with business opera		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	



- DTI / SEC Reg. In the name of new ownerpartnership/corp.
- Tax Declaration of registered owner of house & lot where business is located
- Picture of business establishment (colored)
- Picture of new owner/president (1x1 / 2x2)
- Photocopy of Updated Business Permit
- Deed of Agreement / Sale / Transfer (duly notarized) in case change of ownership w/ photocopy of valid I.D's of both party
- Contract of Lease if place is rented (Lessor must have business permit)
- Termination of Lease, if renting from previous location
- Submit Board Resolution / Secretary Certificate approved by Incorporators if change of ownership, business name / address.. Etc.
- Submit marriage certificate, birth / death certificate if change of ownership to spouse or children on legal heir
- For representative authorization letter from the owner w/ photocopy of both I.D's

- Client's document files
- Notarial Service Provider
- DTI Office
- Lessor for lease contract / termination of lease
- Business owner's authorization letter for representative

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
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1. Submission of Complete Mandatory Requirements and Application Form (requirements may vary depending upon the type of application for amendment) 2. Approval of Amendment by the City Treasurer. 3. Payment of transfer of business and/or certificate of amendment	 Acceptance of complete mandatory requirements and application form Ocular inspection Approval of City Treasurer and Business License Chief Editing of Data. Acceptance of Payment and Issuance of Official Receipts. Issuance of Amendment Certificate 	P 5,000.00 (in case of transfer of ownership) P 75.00	Approx. 5 minutes ½ day 15 mins. 5 mins.	Business License Division Staff (Counter 35) CTO, Business License Inspectors Business License Division Staffs (Counters 35 & 36)
	TOTAL:	P5,075.00	35mins & ½ day	



5. APPLICATION FOR BARANGAY MICRO BUSINESS ENTERPRISE (BMBE)

Office or Division:	OFFICE OF THE CITY TREASURER – BUSINESS LICENSE DIVISION
Classification:	COMPLEX
Type of Transaction:	G2C and G2B
Who may avail:	Public and Business Entity with business operation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For new	
 Photocopy of registration as bussiness entity (SEC if Corp./Partnership), (CDA if Coop.), And (DTI if Sole Proprietor) Taxpayer Identification Number (T.I.N.) Certification of Registration (COR) from BIR 	
 Business Permit (BPLO) Sworn Affidavit of the owner Sworn Statement of Assets and Liabilities Picture of establishment (3r colored) Picture of owner / president (3pcs. Passport size) 	Client's Document Files - Notarial Service Provider - DTI Office / SEC Office
For renewal	- Lessor – for lease contract
 Photocopy of registration as bussiness entity (SEC if Corp./Partnership), (CDA if Coop.) And (DTI if Sole Proprietor) Taxpayer Identification Number (T.I.N.) Certification of Registration (COR) from BIR Business permit(BPLO) Sworn Affidavit of the owner Sworn Statement of Assets and Liabilities Annual Income Tax Return (ITR) Photocopy of Previous BMBE Certification Picture of establishment (3r colored) Picture of owner / president (3pcs. Passport size) 	- Business owner's authorization letter for representative



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Complete Mandatory Requirements and Application Form (requirements may vary depending upon the type of application for amendment) 2. Approval of BMBE by the City Treasurer and the City Mayor. 3. Payment of BMBE Certificate Fee	1. Acceptance of complete mandatory requirements 2. Preparation of BMBE Certificate 3. Attested of BMBE Certificate by the City Treasurer And approval of the City Mayor. 4. Acceptance of Payment and Issuance of Official Receipts. 5. Issuance of BMBE Certificate of Authority	P 1,000.00	Approx. 10 minutes Maximum of 3days (waiting time for signature of City Mayor) 5 minutes	Business License Division Staff (Counter 36) Business License Division Staff (Counter 36)
	P1,000	20mins & 3days		

Real Property Tax Division



Frontline Services

1. Real Property Tax Payment

City Ordinance #1373-16 series of 2016 Chapter VI Article 1 sections 87-88 page 71 and Chapter VII – RPT section 101-106 page 75-76

,	o page 71 and chapter vii – Ki 1 section 101-100 page 73-70					
	Office or Division:	Office of the City	Treasurer – F	Real Property Tax	Division	
	Classification:	Simple				
	Type of Transaction	m: G 2 C	G 2 C			
	Who may avail:	All Las Piñas Cit	y Real Proper	ty Owner		
	CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		URE	
	CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day	
	2. Wait for the number to be called and proceed to Real Property Tax Division for payment.	2. Issue Official Receipt for RPT and receive the corresponding payment.	2. Depends upon the Statement of Account	2. 5 minutes	2. Special Lanes: Counter 15-17 Regular Lanes: Counter 11-14	
	3. For Computation only, taxpayers may proceed to Counter 9 or Counter 10.	3. Issue Statement of Account	3. None	3. 3 minutes	3. Counter 9 and Counter 10	



	4. For properties with no record of payment proceed to Counter 1 (Assessor's Office) for Tax effectivity.	4. Tax effectivity required for issuance of SOA	4. None	4. 3 minutes	4. Counter 1 Assessor's Office
A		TOTAL:		12 minutes	

2. Issuance of Tax Clearance

CHECKLIST OF REQUIREMENTS				
Who may avail:	All Las Piñas City Real Property Owner			
Type of Transaction:	G 2 C			
Classification:	Simple			
Office or Division:	Office of the City Treasurer – Real Property Tax Division			

	CHECKLIST OF	REQUIREMENTS		WHERE TO SECU	JRE
	CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	. Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day
2	wait for the number to be called and proceed to Miscellaneous Division for payment.	Issue Official Receipt for tax clearance & collect payment	2. Php 75 per tax declaration	2. 3 minutes	2. Revenue Collectors: Counter 19, 20, 21, 40, 43 & 44 Miscellaneous Division



3. Proceed to Counter 8 f issuance of clearance u presentatio the Official Receipt pai the Miscella Division	tax pon n of d from		3. None	3. 3 minutes	3. Tax Clearance issuing officer: Counter 8
		TOTAL:		7 minutes	

Miscellaneous Division

Frontline Services

1. Police Clearance

City Ordinance #1373-16 series of 2016 Chapter V Article X page 62-63

Office or Division:		Office of the City Treasurer – Miscellaneous Division			
Classification:		Simple			
Type of Transaction	n:	G 2 C			
Who may avail:		All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Latest Community Tax Certificate (CEDULA)		Community Tax Certificate (CEDULA) Collectors			
CLIENTS STEPS	AGE	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a number at the reception area.		uance of mber.	1. None	1. 1 minute	1. Officer of the day



2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official Receipt upon payment and presentation of latest cedula.	2. Local Php 120 Abroad Php 170 Firearms Php 270 Change of name Php 270	2. 5 minutes	2. Revenue Collectors: Counter 20 & Counter 21
3. Proceed to Police Station for issuance of police clearance	3. Issue police clearance	3. None	3. Depends on office concerned	3. Police clearance issuing persons
	TOTAL:		6 Minutes	

2. Fiscal Clearance

City Ordinance #1373-16 series of 2016 Chapter V Article XII section 81-13 page 64

Office or Division:	Office of the City Treasurer – Miscellaneous Division			
Classification:	Simple	Simple		
Type of Transaction:	G 2 C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		City Prosecutor's Office		



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official Receipt upon payment and presentation of order of payment issued by City Prosecutor's Office.	2. As stated in the order of payment	2. 5 minutes	2. Revenue Collectors: Counter 20 & Counter 21
3. Proceed to City Prosecutor's Office for issuance of fiscal clearance	3. Issue fiscal clearance	3. None	3. Depends on office concerned	3. Fiscal clearance issuing person
	TOTAL:		6 Minutes	



3. Individual Mayor's Permit

City Ordinance #1373-16 series of 2016 Chapter V Article I section 42-31 page 44 & Article III section 49 page 50

Office or Division:	Office of the City Ti	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple					
Type of Transaction:	G 2 C	G 2 C				
Who may avail:	Individuals who nee	ed individual N	//ayor's Permit for	Employment		
CHECKLIST OF F	REQUIREMENTS	,	WHERE TO SEC	JRE		
Approved Application Number	Form with Account	Business Pe	ermit and Licensin	g Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day		
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official receipt upon payment and presentation of Application Form with Account Number.	2. Php 250	2. 5 minutes	2. Revenue Collectors: Counter 20 & Counter 21		
3. Proceed to BPLO	3. Present all requirements and official receipt	3. None	Depends on issuing office	3. BPLO Personnel		
	TOTAL:		6 Minutes			



4. Health and Laboratory Fees

City Ordinance #1373-16 series of 2016 Chapter V Article page 50

	Office or Division:	Office of the City T	Office of the City Treasurer – Miscellaneous Division				
	Classification:	Simple	Simple				
4	Type of Transaction:	G 2 C	G 2 C				
	Who may avail:	Individuals who rec	uired to pay h	Health and Labora	tory Fees		
	CHECKLIST OF F	REQUIREMENTS	EQUIREMENTS WHERE TO SECURE				
	Order of Payment		City Health Office				
	CLIENTS STEPS	LIENTS STEPS AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE		
	1. Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day		
	2. Wait for the number to be called and proceed to Miscellaneous Division for payment. 2. Issue Official Receipt upon payment and presentation of order of payment issued by the City Health Office		2. As stated in the order of payment	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44		
		TOTAL:		6 Minutes			



5. Zoning Fees / Locational Clearance

City Ordinance #1373-16 series of 2016 Chapter V Article VI page 55

Office or Division:	Office of the City Tr	reasurer – Mis	scellaneous Division	on		
Classification:	Simple					
Type of Transaction:	G 2 C	G 2 C				
Who may avail:	Individuals who nee	ed to pay Zon	ing Fees / Locatio	nal Clearance		
CHECKLIST OF R	EQUIREMENTS WHERE TO SECURE					
Order of Payment		City Planning Office				
CLIENTS STEPS AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day		
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official Receipt upon payment and presentation of order of payment issued by the City Planning Office.	2. As stated in the order of payment.	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44		
	TOTAL:		6 Minutes			



6. Excavation Permit Fees

City Ordinance #1373-16 series of 2016 Chapter V Article VII page 57-59

try Cramanee #1070 To series of 2010 Chapter v Atticle vii page 07 00				
Office or Division:	Office of the City	/ Treasurer –	Miscellaneous Div	vision
Classification:	Simple			
Type of Transaction	: G 2 C			
Who may avail:	Individuals who	need to pay E	excavation Permit	Fees
CHECKLIST OF R	REQUIREMENTS	,	WHERE TO SEC	URE
Order of Payment		Office of the	City Engineer	
CLIENTS STEPS AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	Receipt upon payment and presentation of order of payment issued by the		2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44
1	TOTAL:		6 Minutes	



7. Secretary's Certification Fees

City Ordinance #1373-16 series of 2016 Chapter V Article IX page 62

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Office or Division:		Office of the Cit	y Treasurer –	Miscellaneous D	ivision
Classification:		Simple			
Type of Transactio	n:	G 2 C			
Who may avail:		Individuals who	need to pay S	Secretary's Certifi	cation Fees
CHECKLIST OF	REQU	JIREMENTS	V	VHERE TO SEC	URE
Order of Payment		Office/Agencies to where Certification Originate.			
CLIENTS STEPS	TEPS AGENCY ACTION		FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Secure a number at the reception area.		uance of mber.	1. None	1. 1 minute	1. Officer of the day
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official Receipt upon payment and presentation of order of payment issued by office / agencies to where certification originals.		2. Unless otherwise provided a. First page – Php 75 b. every page thereafter – Php 15	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44
		TOTAL:		6 Minutes	



8. Amusement Tax

City Ordinance #1373-16 series of 2016 Chapter IV Article V

Office or Division:	Office of the City	Office of the City Treasurer – Miscellaneous Division			
Classification:	Simple	Simple			
Type of Transaction:	G 2 B , G 2 C				
Who may avail:	-	Proprietors Lessees, or operators of theater, cinema's, concert halls, circuses, boxing stadia and other places of amusement			
CHECKLIST OF RE	CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Business License Division			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
Secure a number at the reception area.	Issuance of number.	1. None	1. 1 minute	1. Officer of the day	
2. Wait for the number to be called and proceed to Miscellaneous Division for payment. 2. Name of the payment	Issue Official Receipt upon payment and presentation of order of payment issued by Business License Division.	2. As stated in the order of payment	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44	
	TOTAL:		6 Minutes		



9. Tricycle Regulatory Unit Fees

City Ordinance #1373-16 series of 2016 Chapter V Article XI page 63

Office or Division:	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple				
Type of Transaction:	G 2 C				
Who may avail:	Individuals who need to pay Tricycle Regulatory Fees				
CHECKLIST OF R	CKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		TRU Office			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE	
Secure a number at the reception area.	. Issuance of number.	1. None	1. 1 minute	Officer of the day	
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	Receipt upon payment and presentation of order of payment issued by the TRU Office	2. As stated in the order of payment	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44	
	TOTAL:		6 Minutes		



10. City Assessor's Fees

City Ordinance #1373-16 series of 2016 Chapter V Article XII page 64-65

Office or Division:	Office of the City Treasurer – Miscellaneous Division			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Individual / Institutions required to pay for Assessor's Fee			
CHECKLIST OF F	EQUIREMENTS WHERE TO SECURE		URE	
Order of Payment	City Assessor's Office			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	Officer of the day
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official Receipt upon payment and presentation of order of payment issued by the City Assessor's Office.	2. As stated in the order of payment	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44
	TOTAL:		6 Minutes	



11. Civil Registry Fees

City Ordinance #1373-16 series of 2016 Chapter V Article VIII page 60-61

Office or Division:	Office of the City Treasurer – Miscellaneous Division			
Classification:	Simple			
Type of Transaction:	G 2 C			
Who may avail:	All Individual / Institutions required to pay for Civil Registry Fees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Office of the Civil Registry		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Proceed to Civil Registry Office for payment.	. Issue Official Receipt	1. To be determine by the Office of the Civil Registry	1. 5 minutes	1. Revenue Collector
	TOTAL:		5 Minutes	



12. Professional Tax Receipt

City Ordinance #1373-16 series of 2016 Chapter IV Article IV page 19-20

Office or Division:	Office of the City	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple					
Type of Transaction:	G 2 C	G 2 C				
Who may avail:	-	Each person engaged in the exercise or practice of his profession requiring government examination				
CHECKLIST OF RE	QUIREMENTS WHERE TO SECURE					
PRC ID		Professional Regulations Commission				
Previous PTR		Previously issue	d by issuing agen	су		
Latest Community Ta (CEDULA)	x Certificate	Community Tax (Miscellaneous I	ax Certificate Collectors is Division)			
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day		



111 111		T	1	
2. Wait for the number to be called and proceed to Miscellaneous Division for payment. Present PRC ID and Cedula.	2. Issue Official Receipt upon presentation of PRC ID, Cedula and payment.	2. Architect, engineer, doctor, CPA, lawyer, surveyor – Php 275 all other professionals not mentioned above – Php 200	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44
		Note: Non – Interest payment for renewal is until the last day of January each year. Starting February plus 25% surcharge and 2% interest per month is added until paid.		
	TOTAL:		6 Minutes	



13. Occupational Tax Receipt (OTR)

City Ordinance #1373-16 series of 2016 Chapter IV Article IV section 16-B page 20

Office or Division:	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple				
Type of Transaction:	G 2 C				
Who may avail:	Each person engag government examir	•	cise of his profes	sion without	
CHECKLIST OF R	REQUIREMENTS	V	VHERE TO SEC	URE	
Identification / Name of OTR	of person in need of				
CLIENTS STEPS	AGENCY ACTION			PERSON RESPONSIBLE	
Secure a number at the reception area.	. Issuance of number.	1. None	1. 1 minute	1. Officer of the day	
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	Receipt upon payment and presentation of identification or name of person in need	2. Php 200	2. 5 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44	
	TOTAL:		6 Minutes		



14. Engineering and Other Fees

City Ordinance #1373-16 series of 2016 Chapter V Article XII section 67-68 page 59

Office or Division:	Office of the City Ti	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple	Simple				
Type of Transaction:	G 2 C					
Who may avail:	All persons with tra	nsactions with	Engineering Dep	partment and		
CHECKLIST OF	REQUIREMENTS	V	VHERE TO SEC	URE		
Order of Payment		Concerned Agencies / Offices				
CLIENTS STEPS	AGENCY ACTION	AGENCY ACTION FEES TO PROCESSIN PERSON RESPON				
Secure a number at the reception area.	1. Issuance of number.	1. None	1. 1 minute	1. Officer of the day		
2. Wait for the number to be called and proceed to Miscellaneous Division for payment.	2. Issue Official Receipt upon payment and presentation of order of payment issued by the Office of the City Engineer and other offices.	2. As stated in the order of payment.	2. 10 minutes	2. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44		
	TOTAL:		11 Minutes			



15. Individual Community Tax Certificate (Cedula)

City Ordinance #1373-16 series of 2016 Chapter V Article VII page 22-24

Office or Division:	Office of the City Treasurer – Miscellaneous Division					
Classification:	Simple	Simple				
Type of Transaction:	G 2 B , G 2 C	G 2 B , G 2 C				
Who may avail:	All					
CHECKLIST OF R	EQUIREMENTS	V	VHERE TO SECU	IRE		
Properly filled up infor	rmation	Community T	ax Certificate Col	lectors		
Valid ID						
Personal Appearance						
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Proceed to Miscellaneous Division – CTC Collectors	(CEDULA)	1. Basic tax Php 5.00 Additional tax — Php 1.00 for every 1,000 of gross receipts or earnings derived during previous year	1. 5 minutes	1. Revenue Collectors		

	Note: Non- Interest payment is until the last day of February of each year, plus 2% interest per month is added starting January until paid.		
TOTAL:		5 Minutes	

16. Community Tax Certificate from Corporations

City Ordinance #1373-16 series of 2016 Chapter IV Article VII page 22-24

Office or Division:	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple				
Type of Transaction:	G 2 B				
Who may avail:	All corporations doing business or operating in City of Las Piñas				
	REQUIREMENTS WHERE TO SECURE				
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE			
CHECKLIST OF R Order of Payment	EQUIREMENTS	WHERE TO SECURE Printed on Assessment / Order of payment from Business Permits and Licensing Office			



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Business License	1. Issue CTC (Cedula)	1. Basic tax Php 500	1. 5 minutes	Revenue Collectors:
Division – Collectors.		Additional tax – Php 2.00 for every		Counter 30, Counter 31 & Counter 35
2. For those new and without business permits proceed to Miscellaneous Division.	2. Issue CTC (Cedula)	5,000 of gross receipts or earnings derived during previous year but not to exceed Php10,000	2. 5 minutes	2. Revenue Collectors
		Note: Non – interest payment is until the last day of February of each year, plus 2% interest per month is added starting January until paid.		
	TOTAL:		10 Minutes	



17. Individual Community Tax Certificate (Business)

City Ordinance #1373-16 series of 2016 Chapter IV Article VII page 22-24

Office or Division:		Office of the City	/ Treasurer – N	Miscellaneous Divi	ision
Classification:		Simple			
Type of Transaction	า:	G 2 B , G 2 C			
Who may avail:		Individuals with	business appli	cation	
CHECKLIST OF F	REQ	UIREMENTS	V	VHERE TO SECU	IRE
Order of Payment	1/		Business Per	rmits and Licensin	g Office
CLIENTS STEPS	AG	ENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a number at the reception area.	1. Issuance of number.		1. None	1. 1 minute	1. Officer of the day
2. Wait for the number to be called and proceed to Business License Division for payment		sue CTC cedula)	2. Basic tax Php 5.00 Additional tax – Php 1.00 for every 1,000 of gross receipts or earnings derived during previous year. Note: Non – interest payment is	2. 5 minutes	2. Revenue Collectors: Counter 32, Counter 34 & Counter 34A

OF	until the last day of February of each year, plus 2% interest per month is added starting January until paid.		
TOTAL:		6 Minutes	

18. Issuance of Transfer Tax

City Ordinance #1373-16 series of 2016 Chapter IV Article I page 18

Office or Division:	Office of the City Treasurer – Miscellaneous Division				
Classification:	Simple				
Type of Transaction:	G 2 C				
Who may avail:	Any Individual, Corporation (Seller, Donor Transfer or Executor) transferring ownership or title located within the city				
CHECKLIST OF REQU	UIREMENTS WHERE TO SECURE				
Deed of Sale, Donation, Extra Judicial Settlement & other document as may needed.		Notary Public or Private Lawyer			
Updated Tax Declaration		Counter 2 of the City Assessor's Office			
Certificate of No Improvement		Counter 1 of the City Assessor's Office			
Realty Tax Clearance (Current)		Counter 8 of the City Assessor's Office			
TCT / CCT (Title)		Registry of Deeds			
Business Tax (Tax on Sal	e)				

CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure checklist of requirements for computation	Computation & Issuance of transfer tax order of payment	1. None	1. 15 minutes	Transfer tax personnel
2. Secure a number at the reception area	2. Issuance of number	2. None	2. 1 minute	Officer of the day
3. Wait for the number to be called and proceed to counter 20,21,42 or 44 for Payment	3. Issuance of Official Receipt for transfer tax.	3. As per Order of Payment	3. 5 minutes	3. Revenue Collectors: Counter 20, Counter 21, Counter 42 & Counter 44
4. Proceed to the supervising staff for the issuance of the clearance	4. Issuance of transfer tax clearance	4. None	4. 5 minutes	4. Transfer tax personnel
	TOTAL:		26 Minutes	



19. Calibration and Sealing of Weights and Measures Calibration of Gasoline Pumps

City Ordinance #1373-16 series of 2016 Chapter V Article IV page 51-54

Office or Division: Office of the City		/ Treasurer – Misc	Treasurer – Miscellaneous Division		
Classification: Simple					
Type of Transaction	n:	G 2 C			
Who may avail:	i vyno may avaii:		y marker vendors or sellers that uses weighing ents in their business		
CHECKLIST OF	REQ	UIREMENTS	WH	ERE TO SECU	RE
Unit of Weights and	Mea	sures	Provided by own	er or business e	entity CTO
CLIENTS STEPS	AGI	ENCY ACTION	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1. Owner of weighing scale must present the instrument to Miscellaneous Division for calibration and sealing.	we if for contains of	neck the eighing scale and ound in good ndition calibrate d sealed the unit weights easures.	1. Mechanical 30 kg. Below – Php 270 Digital – Php 300	1. 10 – 15 minutes	1. Inspectors
2. If for onsite calibration, ask for schedule date of calibration.	scl	onfirmation of hedule date of libration	2. Additional to the fees above service charge – Php 100	2. 10 – 15 minutes	2. Inspectors
3. For gasoline pump ask for schedule date of calibration	scl	onfirmation of hedule date of libration	3. Per pump / nozzle – Php 240 Service Charge – Php 100	3. 4 hours	3. Inspectors
		TOTAL:		4 hours 30 min	

Cash Division Collections and Deposits

1. Remittance of Cash Collections

Office or Division:	Office of the City Treasurer – Cash Division			
Classification:	Simple			
Type of Transaction:	G 2 G			
Who may avail:	All Revenue Collec	All Revenue Collectors		
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Report of Collections a (RCD)	and Deposits	Accountable	e Officer	
Duplicate Copies of Of	Duplicate Copies of Official Receipt			
Order of Payment				
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duplicate copy of issued official receipt with attached order of payment and present the Report of Collections and Deposits (RCD)	Check the accuracy of the amount collected based on the submitted OR's and Order of Payment.	1. None	1. 15 minutes	Verifier Cash Division Staff
2. Receive the RCD 2.	Sign the RCD upon checking the accuracy and completeness of the declared collection.	2. None	2. 5 minutes	2. Verifier Cash Division Staff

3. Proceed to the cashier for the remittance of collection.	3. Receive and count the cash / check remitted.	3. None	3. 5 minutes	3. Cashier / Cash Division
	TOTAL:		20 minutes	

Budget and Fiscal Division Frontline Services

1. Examination of Book of Accounts

Office or Division:	Office of the City Treasurer – Budget & Fiscal Division
Classification:	Complex
Type of Transaction:	G 2 C
Who may avail:	All Las Piñas City taxpayers who operates business

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Registered Books of Accounts		
2. Point of Sales(POS) Financial Report	- Business Owner	
3. Sales Invoice	- Business Owner	
Audited Financial Statements	- Business Owner- Accountant- BIR- BIR	
5. Income Tax Return		
6. VAT Returns 2550Q / Percentage Tax -2551Q		
7. Letter of Authority		
,	- City Treasurer	



CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the issued Letter of Authority 1.1 Taxpayer or authorized representative present and submit the complete documentary requirements	1. Serve the Letter of Authority (LOA) with the list of required documents. 1.1 Set the schedule of examinations	1. None	1. 15 minutes	1. Person Deputized by the City Treasurer
from the person deputized by the City Treasurer	2. Conduct a thorough audit/ examinations on the required documents presented and submitted by the business owner to determine the deficiency, discrepancies and tax delinquency. 2.1 Prepare the Data and Tax Assessment Form and submit to the City Treasurer for review and validation of the audit findings. 2.2 Upon verification and/or validation of the City Treasurer. The Deputy causes to prepare the Notice of	2. None	2. Ten (10) Days	2. Person Deputized by the City Treasurer

Assessment for the approval of the City Treasurer. 2.3 Once approved Notice of Assessment is send to the business owners. Taxpayers/busine ss owners are given (5) working days to file a protest; if no reply after the due time the 2nd notice will be send. If no reply received from the business owners/taxpayers after the final notice. The Tax Assessment will be forwarded or endorsed to the City Legal Office for appropriate legal action.		
2.3A.When the business owners respond and agrees on the deficiency /delinquency after receiving the (1st Reminder) Notice of Assessment; the business are		

3. Present the	the tax deficiency/delinqu ency with in the taxable year. 3. Upon payment or		
original and submit the photocopy of the tax assessment and official receipt s proof of payment	settlement of the tax deficiency / delinquency a Certificate of Examinations will be issued to the business owners as proof that their businesses have been examined.		
	TOTAL:	10 days & 28 minutes	



Administrative Division

Accountable Forms, Communication and Correspondence

1. Receive Incoming / Outgoing Communication and Correspondence

Office or Division:	Office of the City Treasurer – Administrative Division			
Classification:	Simple			
Type of Transaction:	G 2 G , G 2 C	G 2 G , G 2 C		
Who may avail:	Different Governme	ent and Private	Offices / Public	
CHECKLIST OF F	REQUIREMENTS	,	WHERE TO SECU	JRE
Communication and Correspondence attachment, if any		Taxpayers, g employees	overnment offices	, companies,
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or present the letter to the Receiving Officer of CTO	1. Accept and stamp the receiving copy and provide the received copy to the taxpayer / employees or requesting party. 1.1. Refer to City Treasurer for evaluation to which it will be assigned for appropriate response. 1.2. Forwarded the letter to assigned officer and prepare reply on the action	1. None	1. 10 minutes 1.1. 5 minutes	1. Receiving Officer



taken by the division chief. 1.3 Record / Release of communication and correspondence. 1.4. Deliver / mail to the concerned taxpayer / office / division /		
department.		
TOTAL:	15 minutes	

2. Issuance of Accountable Forms

Office or Division:	Office of the City Treasurer – Administrative Division		
Classification:	Simple		
Type of Transaction:	G 2 G		
Who may avail: All City of Las Piñas Bonded Accountable Officers, Appointed Barangay Treasurer and SK Treasurers			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Requisition and Issuance Slips (RIS)	Accountable Forms Unit-Treasury Dept.
Confirmation letter or approved Fidelity Bond	Bureau of Treasury
Memorandum designated as Collecting Officer	City Treasurer's Office
4. Barangay/SK Resolution and Appointment letter designated as Brgy. /SK Treasurer	Barangay Hall-Brgy. Chairman

	5. Authorization letter from Brgy. Chairman requesting for accountable forms (AF 51 Manual & CTC-Individual)		Barangay Hall		
	6. Authorization letter designated as Deputized Collector to receive AF 51 Manual & CTC-Individual (Brgy. Treasurer)		City Treasure	er's Office	
	CLIENTS STEPS AGENCY ACTION		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Barangay /SK Treasurer 1.Present duly approved RIS and submit complete documentary requirements	Present duly proved RIS and evaluate the request and the complete ocumentary RIS and evaluate the request and the completeness of the signatories 1.1Check the		1. 3 minutes	1. Accountable Forms Custodian
	2. Proceed to releasing area of AF, wait for the forms 2. Prepare and check the numbers of pads/booklets and serial numbers of accountable forms requested in the RIS, now ready for release 3. Check the quantity and serial numbers of pads/booklets received as per RIS and sign in the		2. None	2. 12 minutes	2. Admin. Staff
			3. None	3. 1 minute	3. Barangay / SK Treasurer



	receiving logbook of the AF Unit				
/		TOTAL:		16 minutes	
	Bonded Accountable Officers/City Collectors	OF			
	1.Submit duly approved RIS which indicated the quantity of accountable form requested	1.Accept the RIS and prepare the requested accountable forms	1. None	1. 5 minutes	1. Admin. Staff
	2.Wait for the preparation of requested accountable forms	2. Check the quantity, booklets/pads and serial numbers of the accountable forms to be released 2.1 Encode the serial numbers of booklets/pads released to the accountable officer in the system	2. None	2. 10 minutes	2. Admin. Staff
	3. Receive the accountable forms upon checking the quantity and serial numbers of each booklets/pads, sign in the	3. Check the signature and date received by the requesting party	3. None	3. 5 minutes	3. Admin. Staff

	receiving logbook and receive copy of the approved RIS			
1		TOTAL:	20 minutes	

3. Issuance of Certified Photocopies of Accountable Forms

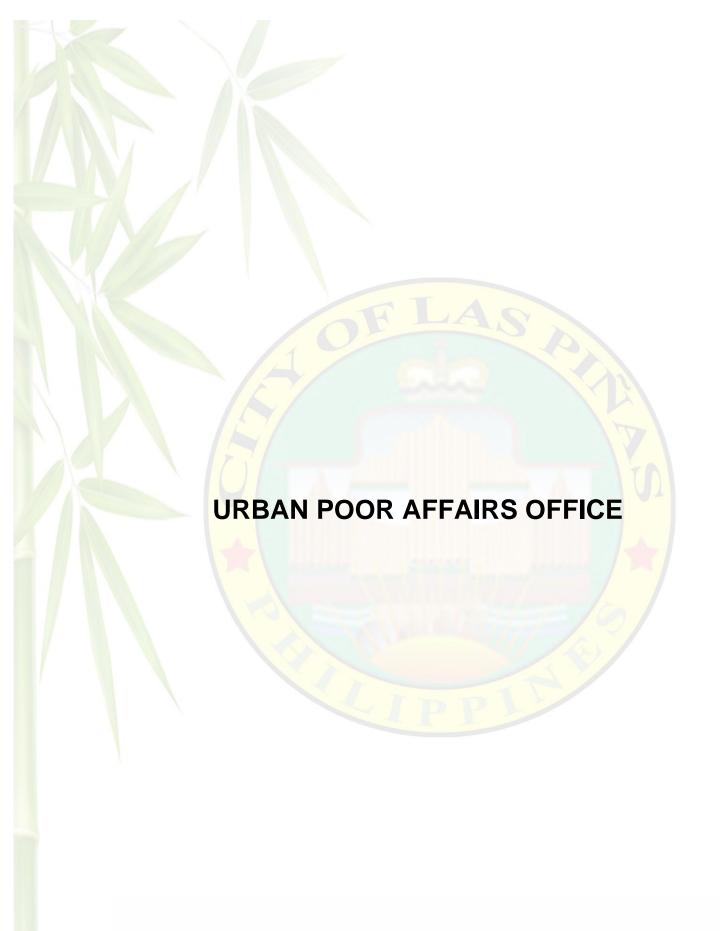
	Office or Division:	Office of the City T	Office of the City Treasurer – Administrative Division			
	Classification:	Simple				
	Type of Transaction:	G2G,G2C				
	Who may avail:	Different Governm	ent and Privat	e Offices / Public		
	CHECKLIST OF REQUIREMENTS			WHERE TO SEC	URE	
	Copy of paid Receipts CLIENTS STEPS AGENCY ACTION		Miscellaneou	ıs Division		
			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
	Present copy of paid receipts	I.Received the documents and check if records are available in the scanned receipts file, if ok, instruct taxpayer to pay at the counters (If requested receipt is not	1. None	1. 2 minutes	1. Admin. Staff (Stockroom keeper)	

	available in the scanned receipts file, advise the taxpayer if willing to wait, or issue claim slip stating time and date of release)			
Proceed to payment counters	Accept payment and issue official receipt	2. Php 75.00 per receipt	2. 1 minute	2. Miscellaneous Division
3. Return to AF Unit and present the official receipt 3.1. Claim the certified photocopy of Accountable Form	3. Check the OR, then photocopy the requested accountable form, stamped with "Certified Photocopy" signed by the AF Custodian, now ready for release	3. None	3. 2 minutes 3.1. 1 minute	3. Admin. Staff & Accountable Forms Custodian
	TOTAL:		6 minutes	



FEEDBACK AND	COMPLAINTS MECHANISM
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office
	Contact info: 478-5033
How feedback is processed	Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 002-2019. Answer the client Complaint Form and drop it at the
How to file a complaint	designated drop box in front of the City Public Relations & Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: -Name of person being complained -Incident -Evidence For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.
How Complaints are processed	The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Office will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	ARTA:complaits@arta.gov.ph:1-ARTA(2782) CCC:8888 PCC:pcc@malacanang.gov.ph CCB:0908-881-6565(SMS)







1. FINANCIAL ASSISTANCE

Office	U	Urban Poor Affairs Office			
Classification	Н	ighly	Technica		
Type of Transaction	G	2C-0	Sovernme	nt to Citizen	
Who May Avail				affected of Demo al Structures	olition and
CHECKLIST OF RE	QUIREMENTS			WHERE TO SE	CURE
Filing Of Application for Financial Assistance: 1. Duly Accomplished Application Form (AP-001) with "2x2" ID Picture 2. Marriage Contract/Birth Certificate (1 Certified True Copy and 2 Photocopies0 3. Barangay Certification for Proof of Residency (1 Original and 2 Photocopies) 4. At least 2 Valid ID's (3 Photocopies) 5. Family Picture ("3x5") in front of the house/structure (1 Original Copy and 2 photocopies) 6. Latest Residence Certificate (Cedula) (1Original Copy and 2 photocopies) 7. Picture of the house/structure before dismantling ("3x5")					
Peleasing of Check for Financial Assistance 1. Picture of the demolished house/structure (1 Original and 1 Photocopy) 2. Bring original copy 2 Valid ID's submitted during the application 3. Signed and Notarized "Sinumpaang Salaysay" or Affidavit of Waiver 4. UPAO Certification of demolished or dismantled structure			Applicant Applicant UPAO UPAO		
CLIENT STEPS	AGENCY ACTION	NC	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client should verify whether he/she is qualified to avail financial assistance. Verify whether the applicant is in the master list to avail financial assistance		9	None	5 minutes	Neominda B. Antonio
2. Secure Application Form for Financial Assistance together with list of requirements If qualified, issue Application Form for Financial Assistance		се	None	3 minutes	Janil D. Manuzo
3. Submission of requirements Note: All requirements should be submitted	Accept and review whether Application Form for Financial Assistance is duly accomplished and	n	None	5 minutes	Janil D. Manuzo

completely otherwise it will not be accepted	Requirements were completed			
4. Wait for the Release of financial assistance	Preparation of ObR and Vouchers and other attachment/documents	None	1 day	Janil D. Manuzo
	Approval of the Office of the Mayor	None	3 days	
	Obligation Request to be signed by the Budget Officer if there are available funds	None	3 days	
	For review and checking of requirements by the City Accounting Office	None	3 days	
	Check Preparation, and signing of City Treasurer	None	3 days	
	Advice from Treasurer's Office if check is ready for release	None	1 day	
5. Received Check for Financial Assistance to the Applicant	Assists Applicant for the release of check for Financial Assistance	None	1 hour	Janil D. Manuzo
	TOTAL	None	14 Days, 1 hour and 13 minutes	



2. CERTIFICATE OF UNDERPRIVILEGED AND HOMELESS CITIZEN

Office		UPAO				
Classification		Simple				
Type of Transaction		G2C				
Who May Avail			privileged and Homeless Citizen			
CHECKLIST OF R	CHECKLIST OF REQUIREMENTS			WHERE TO SI	ECURE	
Duly accomplished Request Form (RF-001) for At least 2 Valid ID indicating the applicant's complete address and Date of Birth Barangay Certification		the	Applicant Barangay Hall where the applicant resides.			
CLIENT STEPS AGENC			FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Filing of Request for Certification	Verify if the applicant is list of inform settlers and poor housing projects	al <mark>ur</mark> ban	None	2 minutes	Neominda B. Antonio	
2. Submit Accept and Review if the requirements are complete		ements	None	2 minutes	Neominda B. Antonio	
Wait for the released of the Certification	Prepares for Certification	the	None	5 minutes	Rowela Ustari	
Received the Certification	Released the Certification	е	None	1 minute	Neominda B. Antonio	
		TOTAL	None	10 minutes		

3. CERTIFICATE OF ELECTRICAL CONNECTION

Office	UPAO	
Classification	Simple	
Type of Transaction	G2C	
Who May Avail	Urban Poor Sector	
CHECKLIST OF REQUIREME	ENTS WHERE TO SECURE	



1.	Duly accomplished Request Form
	(RF-001)

2. Picture of the Structure "3x5"

3. Homeowners Certification

Barangay Certification as to the residency

5. NHA Certification, if area or place of

residents is under NHA Administrative Project

Applicant

6. Proof of Payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Filing of Request for Certification	Verify if the applicant is in the list of informal settlers and urban poor housing projects	None	2 minutes	Neominda B. Antonio
2. Submit requirements	Accept and Review if the requirements are complete; If need to conduct site inspection, issue date of release of certification.	None	2 minutes	Erlinda Sanchez Ricky Ridesa
3. Pay to the Miscellaneous Counter of City Treasurer's Office	Treasurer's Office received payment	Php 75.00	30 minutes	Person in-charge at the Counter
Wait for the released of the Certification	Preparation for the Certification	None	5 minutes	Erlinda Sanchez
5. Received the Certification	Released the Certification	None	1 minute	Erlinda Sanchez
	Php 75.00	10 minutes		

4. CERTIFICATION OF CENSUS, TAGGING AND VALIDATION

Office	UPAO	
Classification	Complex	
Type of Transaction	G2C	
Who May Avail	Informal Setters and Urban Poor Sector	

CHE	CKLIST OF REQUIREMENTS	WHERE TO SECURE
	Duly accomplished Request Form (RF-001)	
	Registration of HOA or Neighborhood Ass'n., if registered;	
3.	List of Officers with corresponding addresses, position and contact number	Applicant
	List of Members with corresponding addresses and their tenurial status whether Structure Owner, Sharer or Renter as certified by the Secretary and noted by the President of the Community Association;	LASA
	Copy of the Results of Census and Tagging;	
	For HOA under CMP, NHA and other related projects, copy of the subdivision plan	

			EEE6		
	CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Filing of Request Form	Received the complete documents and issue claim stub for the date of release	None	5 minutes	Ma. Larinette P. Cosme
	Wait for the date of the release of certification	Verify in the Master List or database of Informal Settlers the list of members submitted by the association	None	2 days	Neominda B. Antonio
		Conduct Census Validation and prepares report	None	2 days	Jeffrey B. Abanilla
		Encode the corrected Masterlist in the Database	None	1 day	Neominda B. Antonio
		Preparation of the Certification	None	1 day	Neominda B. Antonio
	Submit the claim stub for the Certification on the	Release of the Certificate	None	5 minutes	Ma. Larinette P. Cosme



given date of release			
TOTAL	None	6 days and 10 minutes	

5. CERTIFICATION OF ELECTION OF OFFICERS

Office UPAO					
Classification Simple				70 Y	
Type of Transaction		G2C			
Who May Avail			Poor Sector		
CHECKLIST OF R	EQUIREME	NTS		WHERE TO SE	CURE
Duly accomplished Request Fo (RF-001) Policy and Guidelines for t Conduct of Election signed by t majority of the members; Minutes of the Election of Officers;		for the by the ficers; s with position ratified by	Applicant		S
CLIENT STEPS	AGEN ACTIO	_	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Request Form	Received the request and if the document are complete.	l review nents ted	None	5 minutes	John Carlos T. Salas
Wait for the release of Certification	Preparation certification		None	15 minutes	John Carlos T. Salas
3. Received certification	Record and released Certification		None	5 minutes	John Carlos T. Salas
		TOTAL	None	20 minutes	

6. CERTIFICATION OF ACCREDITATION OF HOA AND NEIGHBORHOOD ASSOCIATION

Office UPAO



Classification	Simple			
Type of Transaction	G2C			
Who May Avail	Urban F	Poor Sector	•	
CHECKLIST OF REQI	UIREMENTS		WHERE TO SE	CURE
Duly accomplished (RF-001) Board resolution Certificate of the accomplished duly authorized resolution; List of Officers and corresponding a contact numbers; Barangay Certification existing association	Applicant	ASA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit complete documents rec	eceived the quest and review cuments if mpleted.	None	5 minutes	Rechel A. Ibaya
	eparation of the rtification.	None	5 minutes	Rechel A. Ibaya
	eleased the ertification	None	5 minutes	Rechel A. Ibaya
	TOTAL	None	15 minutes	

7. CERTIFICATION OF POSTING FOR HOUSING BENEFICIARIES SUBJECT OF SUBSTITUTION

Office	UPAO	UPAO		
Classification	Simple			
Type of Transaction	G2C			
Who May Avail Urban		Poor Sector		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



1.	Duly accomplished Request
	Form (RF-001)
_	

Copy of Board Resolution Declaring Members in Default;

 Copy of Final Demand Letter of the Association to Defaulting Members;

4. Statement of Account of the Defaulting Members;

5. At least 2 Valid ID's of the new member of the association;

6. Proof showing that Demand Letter was posted within thirty (30) days Applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File a Request for the Certification	Received the request and verify if the documents are completed.	None	5 minutes	Denia M. Admana
Wait for the release of the certification	Prepares certificate	None	5 minutes	Denia M. Admana
Received Certification	Released of Certification	None	5 minutes	Den <mark>ia M. Ad</mark> mana
	TOTAL	None	15 minutes	

8. CERTIFICATION FOR THE CONDUCT OF PRE-DEMOLITION CONFERENCE

Office	UPAO		
Classification	Highly Technical		
Type of Transaction	G2C-Government to Citizen, G2G –Government to Government		
Who May Avail	MeTC, RTC, Underprivileged and Homeless Citizens Affected of Demolition		
CHECKLIST OF REQUIREME	IENTS WHERE TO SECURE		
Duly accomplished Request (RF-001)	lest Form		
Sheriff's Request for the Demolition Conference	the Pre- Applicant		
Court's Decision			



4.	Writ	of	Execution	and	Motion	for
Execution						

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit Request Form	Received the request and review if the documents are completed	None	5 minutes	Jeffrey B. Abanilla	
2. Wait for the Invitation of Pre-Demolition conference	Check Availability of agencies involved in the conference Ensure Venue, Sound system and Chairs for the Conference Preparation and Distribution of Invitation	None	6 days	Jeffrey B. Abanilla	
3. Attend the Pre- Demolition Conference based on the invitation	Conduct Pre- Demolition Conference	None	1 day	Mylene M. Castilla	
Received certification	Record and released Certification	None	5 minutes	Jeffrey B. Abanilla	
	TOTAL	None	7 days and 10 minutes		

9. COMPLAINT AGAINST ILLEGAL STRUCTURES, ENCROACHMENT, SQUATTING SYNDICATES, DEMOLITION AND OTHER RELATED PROBLEMS

Office	UPAO			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business, G2G, Government to Government			
Who May Avail	All			
CHECKLIST OF REQUIREME	ENTS WHERE TO SECURE			



1.	For complaints sent via, email,
	registered mail or walk-in, kindly
	include the following information:

- Full name of the complainant; Address of the complainant;

- Contact details of the complainant;
 Details of the acts complained of;
 Person(s) charged;
 Name of agency of person(s)
 charged, if applicable;
 Evidence of such violation
- Relief prayed for

Complainant

				TYD.		
CLIENT STEPS		AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Sent complaint via email with detailed information to: The Secretariat, Housing and Estate Development Board (HEDBoard)	Send an acknowledgement email upon receipt by the Frontline Complaint Officer.	None	5 minutes	Frontline Complaint Officer Monday- Wednesday- Friday (MWF):	
\ _	nail Address: aolaspinascity@gmail.com	Print out email for filing and records purposes.	None	5 minutes	Jeffrey B. Abanilla	
		Generate a unique Complaint Ticket Number and assign to new complaints. The Complaint Ticket Number and information from the checklist of requirements are encoded in the Complaints Log Book for tracking. Read the	None	5 minutes 1 day	Tuesday- Thursday Rowela Ustari	
		complaint email along with other attached documents to identify the form (the required information is complete) and substance is			1.00	

	Fill out the complaint Handling Sheet with identified issues, violations, and recommended action.	None	15 minutes	
A	Encode the complaint details in the UPAO database.	None	10 minutes	Assigned Frontline Complaint Officer
	Locate email address of sender concerned from the database	None	10 minutes	Assigned Frontline Complaint Officer
Wait for the copy furnish of letter sent to respondent	Send a Letter to the respondent, corporation or HOA's concerned and copy furnish the complainant.	None	1 day	Assigned Frontline Complaint Officer
	Contact the sender to inform that UPAO sent a Letter to the respondent, email it and confirm receipt.	None	1 day	Assigned Frontline Complaint Officer
	Evaluate substance of response from responder to identify if the complainant's prayer has been resolved.	None	1 day	Assigned Frontline Complaint Officer
Send a closure letter if satisfied with the action of the respondent.	Receives a closure letter of the complaint filed;	None	30 minutes	Assigned Frontline Complaint Officer
	Draft and send closure letter addressed to complainant.	None	1 day	Assigned Frontline Complaint Officer



Keep the documents on file for records purposes. File and record all actions taken on the	None	1 hour	Assigned Frontline Complaint Officer
complaint Ensure that the complaint ticket number is tagged as closed on file	None	30 minutes	Assigned Frontline Complaint Officer
TOTAL	None	5 days 2 hours and 50 minutes	

10. REQUEST FOR MEETINGS AND CONSULTATION

Office			UPAO			
			•	Technical		
Ty	Type of Transaction G2C					VI.
W	ho May Avail			Poor Sect	or	
	CHECKLIST OF REQ	UIREMEN	TS		WHERE TO SI	ECURE
Duly Accomplished Request Fo (RF-001) Letter of request signed by the Secretary and noted by the Pres			Applicant			
	CLIENT STEPS	AGEN ACTIO		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	File the request letter and RF-001	Received the request letter and RF-001		None	10 minutes	Neominda B. Antonio
sc red ba the	2. Wait for the schedule of meeting Note: Meeting is scheduled 5 days upon receipt of the request or base on the availability of the person who will attend the meeting. Read the content of the letter and verify the calendar for the schedule of the meeting.		None	10 minutes	Rowela Ustari	
3.	Š	Ensure the venue, sor system an chairs for meeting	und d	None	1 day	John Carlos T. Salas

4. Actual date of meeting he/she ensures the attendance in the meeting	Prepare invitation for the meeting. Inform other agencies involved if there be any; Attend actual meeting Note: UPAO shall represent to whom the	None	5 days	Rowela Ustari Mylene M. Castilla
	schedule was assigned	None	6 days and 20 minutes	

11. REQUEST FOR TRAININGS AND ORIENTATION

Office UPAO					
Classification Highly T		Highly T	Technical		
Type of Transaction	n	G2C			
Who May Avail		Urban P	oor Sec	tor	
CHECKLIST C	F REQUIREMEN	TS		WHERE TO SE	CURE
Duly Accomplished Request Form (RF-001) Letter of request signed by the Secretary and noted by the President;			Applican FEES		
CLIENT STEPS	AGENCY AG	AGENCY ACTION		PROCESSING TIME	PERSON RESPONSIBLE
File the request let and RF-001	ter Received the relater and RF-	equest 001	None	10 minutes	Neominda B. Antonio
Wait for the sched of meeting Note: Meeting is scheduled 5 days upor receipt of the request base on the availability of the person who will attend the meeting.	the letter and v the calendar fo schedule of the meeting. or	erify or the	None	10 minutes	Rowela Ustari
Received the date and time of the meeting/consultati	venue, sound son and chairs for t	Ensure the speaker, venue, sound system and chairs for the trainings/orientations.		3 weeks	John Carlos T. Salas

	Prepare invitation for the trainings/orientations. Inform other agencies involved if there be any;			
4. Actual date of meeting he/she ensures the attendance in the meeting	Attend actual meeting Note: UPAO shall represent to whom the schedule was assigned	None	2 days	Rowela Ustari/Mylene M. Castilla
	TOTAL	None	3 weeks, 2 days and 20 minutes	

FEEDBACK AN	D COMPLAINTS MECHANISM
How to send feedback?	Answer the feedback form in the office lobby and put it in the feedback and complaints drop box.
How feedbacks are processed?	The admin verifies the nature of queries and feedback within one working day. The same will be referred to the unit concerned via email. Upon receiving the reply from the concerned Office, the client will be informed via email or phone call. For follow-ups or queries, the contact information are as follows: 8-836-4797 or upaolaspinascity@gmail.com
How to file complaints?	To file a complaint against the Authority, provide the following details via email: -

		Full name and contact information of the complainant; Narrative of the complain; Evidences; Name of the person being complained.
		Send all complaints against the upaolaspinascity@gmail.com
		For follow-ups or queries, the contact information are as follows: 8-836-4797
How complaints a	re processed?	All complaints received against the Office will be processed by the Urban Poor Affairs Office. The UPAO browses, evaluates, and determines the complaints received on a daily basis.
		The UPAO shall coordinate with the concerned complainant to answer the complaint and shall investigate, if necessary. After the concern has been addressed or after the conduct of the investigation, the UPAO shall create an incident report for the Director General, for appropriate action. The UPAO shall give the feedback to the clients via email.
V V	- IIIIII	For follow-ups or queries, the contact information are as follows: 8-836-4797
		The state of the s
Contact Information	on?	URBAN POOR AFFAIRS OFFICE
		Contact No.: (632)8836-47-97
		Email Address: upaolaspinascity@gmail.com
		Address: 3 rd Floor Admin Building, Las Pinas City Hall Complex, Zapote-Alabang Road, Pamplona III, Las Pinas City
		ARTA
		Email: complaints@arta.gov.ph
		Contact Center ng Bayan (CCB)
		Email: email@contactcenterngbayan.gov.ph
		Presidential Complaint Center















1. CERTIFIED TRUE COPY OF CIVIL DOCUMENTS

Office or Division	1: City Civil Regist	City Civil Registry Office			
Classification:	Simple	Simple			
Type of	G2C				
Transaction:					
Who may avail:		er or his authorize Death Certificate of	d representative / of the decedent	nearest-of-kin for	
CHECKLIST OF	REQUIREMENTS	V	WHERE TO SECU	RE	
1. Duly accomplish	ned verification slip	Public Assistance	ce Desk /Counter 4	1	
2. Present original photocopy of va	I valid ID and submit lid ID	Client	1/7		
3. If by representat	ive, authorization letter of the document	Document Owne	er		
4. Affidavit of Kins Certificate)	hip (for CTC of Death	Client; Notary P	ublic	VI.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Present duly completed Request Form CTC of Civil Document/ Verification For at Window 4	and availability	None	20 Minutes	Ruby F. Flores	
2. Proceed to the Cashier (Windo 2) for payment fee(s)	payment and	₱75.00 per copy	30 Minutes	Janice Calvento	
Proceed to releasing area claim CTC	Release / to Issuance of CTC of Certificate of Death	None	3 hours	Ariel Caluag Alvin Cristobal	



Release / Issuance of birth and marriage documents		Within 1 to 3 days after the request	
Total	₱75.00 (per copy)	3 working days, 3 hours, and 50 minutes	

2. REGISTRATION OF CERTIFICATE OF LIVE BIRTH

Office or Division:	City Civil Registry Office			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Parties interested in	the registration of birth of the subject		
CHECKLIST OF REC	QUIREMENTS	WHERE TO SECURE		
A. TIMELY REGISTRATION	V			
LEGITIMATE CHILD:				
Duly accomplished Complished Compliance	ertificate of Live Birth	Hospital / Clinic where child was born		
Certificate of Marriage	e of parents	Philippine Statistics Authority (PSA)		
ILLEGITIMATE CHILD:				
Duly accomplished Certificate of Live Birth		Philippine Statistics Authority (PSA)		
Affidavit to Use the Seecuted by the moth		Civil Registry Office or Notary Public		
Valid ID or recent Ced mother	dula of the father and	Treasurer's Office (LGU Las Pinas City)		
B. LATE REGISTRATION				
Negative Certification Statistics Authority		Philippine Statistics Authority (PSA)		
Duly accomplished Certificate of Live Birth		Philippine Statistics Authority (PSA)		
 At least 2 documentary evidences stating the facts of the birth of the child such as: Name, Date and Place of Birth and Name of Parents, e.g. Immunization Records, Medical Certificate, Baptismal Certificate, 		City Health Office; Clinic/Hospital where Child was born; Church; School of the Subject; Barangay Office where subject was born.		

School Record, and Barangay Certificate	
for Late Registration Purposes	
4. Certificate of Marriage of Parents	Philippine Statistics Authority (PSA)
5. Valid ID or recent Cedula of the father and	Treasurer's Office
mother	
6. Joint Affidavit of two (2) witnesses	Notary Public / Person authorized to
	administer oaths
7. Valid ID or recent Cedula of two (2)	Treasurer's Office
witnesses	

For children born on march 19, 2004 up to present		FLA		
> Zero to 6 years old:			101	
 Affidavit to Use the Surname of the Father executed by the mother and Valid ID 7 years old to 17 years old: 		or Civil Registry		
the Father e and Valid ID		or Civil Registry		TA
Sworn Attes the mother a	station executed by and valid ID	Notary Public/ Por Civil Registry	Person Authorized to Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Window 1 and submit documentary requirements for Birth Registration	Evaluation of documentary requirements and issuance of OPS	n/a	20 minutes	Melanie J. Aranda Minerva G. Delos Santos
2. Proceed to the Cashier (Window 2) for payment of fee/s	Receipt of payment and issuance of Official Receipt	• Timely Registration None • Late Registration Fee ₱150.00	30 minutes	Janice Calvento



Note:				Melanie J. Aranda
A. TIMELY REGISTRATION • Availability of Certified True Copy is within 3 days upon date filed for registration	40	FLA	S' P	Minerva G. Delos Santos
B. LATE REGISTRATION • Availability of the Certified True Copy is upon expiration of 10 day posting period				S
	Total	₱150 (Late Registration Fee)	Timely - 50 minutes Late Registration – 12 days	

3. REGISTRATION OF CERTIFICATE OF LIVE BIRTH TO OTHER CITIES/MUNICIPALITIES

Office or Division:	City Civil Reg	istry Office	
Classification:	Highly Technical		
Type of Transaction:	G2C and G2G		
Who may avail:	Parties interested in the Registration of Birth of the subject		
CHECKLIST OF REQUIR	REMENTS	WHERE TO SECURE	
Negative Certification from Statistics Authority	om Philippine	Philippine Statistics Authority (PSA)	

2. At least 3 documentary evidences stating the facts of the birth of the child such as: Name, Date and Place of Birth and Name of Parents, e.g. Immunization Records, Medical Certificate, Baptismal Certificate, School Record, and Barangay Certificate for Late Registration Purposes			born; Church; \$	ice; Clinic/Hospital School of the Subje ubject was born.		
3.	Certificate of Marriag	e of Par <mark>en</mark> ts		stics Authority (PS		
4.	Valid ID or recent Ceomother			fice (LGU-Las Pina		
5.	Joint Affidavit of two ((2) witnesses	Notary Public/ oaths or Civil R	Person Authorized Registry Office	to administer	
6.	Affidavit of Corrobora	ition	Notary Public/ oaths or Civil R	Person Authorized Registry Office	to administer	
7.	Valid ID or recent witnesses	Cedula of two (2)		fice (LGU Las Pina	s City)	
	OR CHILDREN BORI 04 UP TO PRESENT	N ON MARCH 19,		1		
	Zero to 6 years o	l <mark>d:</mark>		<u> </u>		
		e the Surname of the ted by the mother	Notary Public/ Person Authorized to administer oaths or Civil Registry Office			
	7 years old to 17	years old:				
		e the Surname of the ted by the child and	Notary Public/ Person Authorized to administer oaths or Civil Registry Office			
	Sworn Attesta mother and va	tion executed by the alid ID	Notary Public/ Person Authorized to administer oaths or Civil Registry Office			
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Submission of complete documentary requirements for birth registration to the Civil Registry Office of Las Pinas	Evaluation of documentary requirements	Depends upon the verification to other cities/ municipalities	3 hours	Melanie J. Aranda Cristina V. Dela Cruz	
	Mailing of the documentary requirements with Certificate of Live Birth and Transmittal letter to the LCR of the place where the	Mailing of the documentary requirements with Certificate of Live Birth and Transmittal letter to the LCR of the				

	subject was born				
2.	Registration of Certificate of Live Birth at the LCR of the place where the subject was born	Late Registration of Certificate of Live Birth		1-3 months	LCR of the place where the subject was born
3.	Claim of Certificate of Live Birth	Issuance of Affirmed Certificate of Live Birth	LA	10 mins	
		Total		1 to 3 months	

4. APPLICATION FOR MARRIAGE LICENSE

Office or Division:	City Civil Registry Office				
Classification:	Complex	eries III III III III III III III III III I			
Type of Transaction:	G2C				
Who may avail:	Persons who wants to get married in the Philippines				
CHECKLIST OF REQU	UIREMENTS WHERE TO SECURE				
FILIPINO CITIZEN	14 1				
1. Application for Marria (Municipal form No. 90, copies					
Birth Certificate (Certifie	ed LCR / PSA copy)	Philippine Statistics Authority (PSA)			
CENOMAR (Certificate of the control of the	of No Marriage)	Philippine Statistics Authority (PSA)			
4. Cedula (Community Tax		Treasurer's Office (LGU-Las Pinas City)			
	e-Marriage Counseling & Family Planning CSWDO and City Health Office of Las Pinas City ertification from the City Social Welfare and Development Office				
18-20 years old – of father or guardian					
 21-24 years old – Paparent or guardian 	arental advice both	Civil Registry Office			



widow/widower				
Annulment papers / Decree of Nullity of		Court where Annulment was filed		
Marriage or Judicial De	ecree of Annulment			
Legal Capacity from the	Embassy	Embassy of the Foreign National		
Photocopy of Passport in		Client		
arrival				
 Death Certificate of widow/widower 	late spouse if	Client		
Embassy	udicial Decree of ertification from		ssued the Decision passy of the Foreign	
REMINDER				
 Completion of ten (10) of or publication before the Marriage License Marriage License validit 	e issuance of			
 the issuance One of the contracting resident of Las Piñas Ci 	•			N
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete	Evaluation of	None	30 minutes	Leticia A. Legasp
documentary	documents and			
requirements at Window 6	interview of the		120	Reinneth D.
	couple		191	Leuterio
	Issuance of OPS			
2. Window 2 – Payment of	Issuance of	₱275.00	30 minutes	Janice Calvento
Fee(s)	Official Receipt	DP	3	
	and claim stub.			
	Evaluator shall prepare Notice of Application for Marriage License for posting (10 days)		12 days	
3. Proceed to Window 6 and present proof of payment	Issuance of Marriage License	None	30 minutes	Leticia A. Legasp
				Reinneth Leuteri

Death Certificate of late spouse if Philippine Statistics Authority (PSA)

widow/widower

and/or claim stub for				
Marriage License				
	Total	₱275.00	12 days	

5. REGISTRATION OF MARRIAGE CERTIFICATE

Office or Division:	City Civil Registry Office				
Classification:	Simple and Co	mple	X		
Type of Transaction:	G2C		AG		
Who may avail:	Solemnizing Officers / Ma				n Las Pinas)
CHECKLIST OF REG			WHERE TO SEC	URE	
A. TIMELY REGISTRATION					
Duly accomplished Cercopies	tificate of Marriag	e – 4	Solemnizing	g Officer	
Marriage solemnized outside Churches or Municipal Court must submit a Request address to solemnizing officer for celebration of Marriage in a place other than those authorized by law			Solemnizino	g Officer	
3. Photocopy of Marriag outside Las Piñas City	ge License if is	sued	Client / LCR which issued the marriage license		
4. Islam Attachment for	Muslim Couple		Civil Registry Office Las Pinas		
B. LATE REGISTRATION	titi anto of Manuica	- 1	Solompizing Officer		
Duly accomplished Cercopies	uncate of Marriago	e – 4	Solemnizing Officer		
Affidavit for delayed re at the back of the Certi		iage	Solemnizing Officer and Notary Public/ Person duly authorized to administer oaths		
3. CENOMAR of both par	ties		Philippine Statistics Authority (PSA)		
 Photocopy of Marriag outside Las Piñas City 	ge Lice <mark>nse if is</mark>	sued	Client / LCR which issued the marriage license		
5. Islam Attachment for M	uslim Couple		Civil Regist	ry Office Las Pina	
CLIENT STEPS	AGENCY ACTIONS	FE	ES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
Window 5 – Submission of complete documentary requirements	Evaluation submitted requirements		None	Timely Registration 30 minutes	Oliva E. Tolentino
	and issuance of OPS			Late Registration	Leilani S. Hernandez
				30 minutes	LAS PIN

				Gloria M. Lopena
2. Window 2 – Payment of Fee(s)	Issuance of Official Receipt	• Solemnizing Fee 150.00 (if solemnized by Judge, Mayor and Reverend) • Late Registration Fee 150.00	30 minutes	Janice Calvento
Note: A. TIMELY REGISTRATION • Availability of the Certified True Copy is within 3 days from filing for registration			Timely: 3 days	Oliva E. Tolentino Leilani S. Hernandez
B. LATE REGISTRATION • Availability of Certified True Copy is upon expiration of 10 day posting period			Late Registration: 12 days	Gloria M. Lopena
	Total		A. 3 days B. 12 days	



6. REGISTRATION OF DEATH CERTIFICATE

0(()	0', 0', "P 0"						
Office or Division:	City Civil Registr	City Civil Registry Office					
Classification:	Simple and Complex						
Type of Transaction:	G2C						
Who may avail:	Party interested in the Registration of Death of decedent						
CHECKLIST OF RE	QUIREMENTS	QUIREMENTS WHERE TO SECURE					
A. TIMELY REGISTRAT	ION						
Certificate of Deat	h – 4 copies	Hospital where d	lecedent died/ Fur	neral Parlor			
B. LATE REGISTRATIO	N						
Affidavit for Late back of the certific	hed Certificate of ate of Fetal Death / Registration at the						
2. Negative Certificate	cation of Death Philippine Statistics Authority						
3. Certification from	he Cemetery	Cemetery where decedent was buried					
4. If more than three		Notary public / Person authorized to administer oaths					
Explanation is req	uired	oaths					
Explanation is req	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE			
CLIENT STEPS 1. Submission of complete documentary requirements for registration of death	AGENCY	FEES TO BE					
CLIENT STEPS 1. Submission of complete documentary requirements for	AGENCY ACTIONS Evaluation and	• Timely Registration ₱75.00 Late Registration Fee	TIME	Gloria M. Lopena Oliva E. Tolentino Leilani S.			
CLIENT STEPS 1. Submission of complete documentary requirements for registration of death certificate 2. Window 2 – Payment of Fee(s)	AGENCY ACTIONS Evaluation and issuance of OPS Issuance Official	• Timely Registration ₱75.00 Late Registration	TIME 1 hour	Gloria M. Lopena Oliva E. Tolentino Leilani S. Hernandez			
CLIENT STEPS 1. Submission of complete documentary requirements for registration of death certificate 2. Window 2 – Payment of Fee(s) Note: A. TIMELY REGISTRATION	AGENCY ACTIONS Evaluation and issuance of OPS Issuance Official	• Timely Registration ₱75.00 Late Registration Fee	TIME 1 hour	Gloria M. Lopena Oliva E. Tolentino Leilani S. Hernandez			
CLIENT STEPS 1. Submission of complete documentary requirements for registration of death certificate 2. Window 2 – Payment of Fee(s) Note: A. TIMELY	AGENCY ACTIONS Evaluation and issuance of OPS Issuance Official	• Timely Registration ₱75.00 Late Registration Fee	1 hour 30 minutes	Gloria M. Lopena Oliva E. Tolentino Leilani S. Hernandez Janice Calvento			

Copy is within 45 minutes B. LATE REGISTRATION • Availability of Certified True Copy is upon expiration of 10 day posting			Late Registration: 12 days	Leilani S. Hernandez
period	Total	A. Timely Registration ₱75.00 B. Late Registration Fee ₱150.00	A. 2 hours and 30 minutes B. 12 days	

7. COURT DECISION FOR ANNOTATION/REGISTRATION

Office or Division:	City Civil Registry Office				
Classification:	Highly Technical				
Type of Transaction:	G2C and G2G				
Who may avail:	Interested parties	parties			
CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
A. IF PROMULGATED IN LA	S PIÑAS CITY:				
Four (4) Certified copie Decision	Four (4) Certified copies of Finality of Court				
2. Four (4) Certified copie	s of Decision	Court which issued the decision			
PSA copy and Cer document affected by C		Philippine Statistics Authority and Civil Registry Office			
4. Valid ID of petitioner	[/] photocopy	Client			
B. IF PROMULGATED OUT					
Certificate of Authen decision – 3 copies	enticity of the court Civil Registry Office of the place of the Court which issued the decision				
Certificate of Registration copies	on of the decision – 3	Civil Registry Office of the place of the Court which issued the decision			



3. Certified copy of Finality – 3 copies	Civil Registry Office of the place of the Court
	which issued the decision
4. Certified copy of the decision 3 copies	Civil Registry Office of the place of the Court
	which issued the decision
5. PSA copy and Certified true copy of the	
document affected by Court Decision -	Registry Office
copies	•

	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Submit requirements to Court Decrees and Legal Instrument Division	Evaluation and issuance of OPS	None	1 hour	Corazon M. Recto Ramona S. Mijares and Joanna Marie Javier
2.	Window 2 – Payment of Fee(s)	Issuance of Official Receipt	 Registration Fee 150.00 Supporting Documents 75.00 per page Birth/ Marriage Certificate 75.00 per page 	30 minutes	Janice Calvento
3.	Submission of Petition to Philippines Statistics Authority			2 weeks – 1 month	Corazon M. Recto, Joanna Marie Javier and Ramona S. Mijares
4.	Approval / Denial by Philippines Statistics Authority		DP1	1-3 months	Philippines Statistics Authority
5.	Issuance of Certificate of Finality & Annotation of approved petition in LCR copy	Issue Certificate of Finality		1 day	Corazon M. Recto and Ramona S. Mijares
		Total		1-3 months	



8. R.A. 9048-CORRECTION OF CLERICAL ERROR AND CHANGE OF FIRST NAME

City Civil Registry Office

Office or Division:

Classification:	Highly Technical				
Type of	G2C and G2G				
Transaction:					
Who may avail:	Parties who would like to	correct clerical errors or change their first name			
	in their civil documents				
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE			
A. PETITION FOR COL ERROR (CCE)	RRECTION OF CLERICAL				
1. Petition Form		Civil Registry Office (CDLI)			
	opy of the civil document atry or entries sought to be ged.	Philippine Statistics Office			
correct entry or correction or che Earliest school documents, Me	B) documents showing the entries upon which the ange shall be based (e.g. record or earliest school dical records, Baptismal other documents issued by es)	Client (Employer, School, Church, Hospital depending on the supporting document presented)			
5. Photocopy of Va	alid ID of the Petitioner	Client			
B. PETITION FOR CH (CFN)	IANGE OF FIRST NAME				
The petition shall likew documents mentioned in	ise be supported with the A. Petition				
 Petition Form 		Civil Registry Office (CDLI)			
consecutive week circulation.	east once a week for two (2) as in a newspaper of general	Publication office (newspaper of general circulation)			
	ertification that the owner of	Client's employer if employed /National			
	s no pending administrative,	Bureau of Investigation and Philippine			
civil or criminal ca	se, or no criminal record	National Police			
		LAJ PINI			

	4. Photocopy of Vali	id ID of the Petitioner	Client		
	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
1.	Submit requirements to Court Decrees and Legal Instrument Division	Evaluation and issuance of OPS	LAS	1 hour	Ramila Y. Dela Cruz and Joanna Marie P. Javier
2.	Window 2 — Payment of Fee(s)	Issuance of Official Receipt	CORRECTION OF CLERICAL ERROR • Filing/ Processing Fee 1,000.00 • Migrant Petitioner 500.00 CHANGE OF FIRST NAME • Filing/ Processing Fee 3,000.00 • Migrant Petitioner 1,000.00	30 minutes	Janice Calvento
3.	Submission of Petition to Philippines Statistics Authority		PPL	2 weeks – 1 month	Ramila Y. Dela Cruz
4.	Approval / Denial by Philippines Statistics Authority			1-3 months	Philippines Statistics Authority
5.	*	Issue Certificate of Finality		1 day	Corazon M. Recto Ramona S. Mijares
		Total		1 - 3 months	

9. R.A. 10172-PETITION FOR CORRECTION OF MONTH & DAY IN DATE OF BIRTH AND SEX

Office or Division:	City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2G	AS		
Who may avail:	avail: Interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petition Form	17 - 7	Civil Registry Office (CDLI)		
Certified True Copy of containing the erroneous		Philippine Statistics Office		
3. At least three (3) documents showing the correct entry or entries upon which the correction or change shall be based (e.g. Earliest school record or earliest school documents, Medical records, Baptismal Certificate and other documents issued by religious authorities)		Client (Employer, School, Church depending on the supporting document presented)		
Clearance or a certification that the owner of the document has no pending administrative, civil or criminal case, or no criminal record		Obtained from employer, if employed; National Bureau of Investigation and Philippine National Police		
5. The petition for the correction of sex and day and/or month in the date of birth shall include the affidavit of publication from the publisher and a copy of the newspaper clipping		Publication office (newspaper of general circulation)		
6. In case of correction of be supported with a medi by an accredited governr petitioner has not unde sex transplant	cal certification issued nent physician that the rgone sex change or	Accredited government physician		
7. Photocopy of Valid ID of	the Petitioner	Client		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E
				IASPINA

		Total		1 3 months	
5.	Issuance of Certificate of Finality & Annotation of approved petition in LCR copy	Issue Certificate of Finality		1 day	Ramila Y. Dela Cruz
4.	Approval / Denial by Philippines Statistics Authority			1-3 months	Philippines Statistics Authority
3.	Submission of Petition to Philippines Statistics Authority	OF	3	2 weeks – 1 month	Ramila Y. Dela Cruz
2.	Instrument Division Window 2 – Payment of Fee(s)	Issuance of OPS Issuance of Official Receipt	• Filing/ Processing Fee 3,000.00 • Migrant Petitioner 1,000.00	30 minutes	Joanna Marie P. Javier Janice Calvento
1.	Submit requirements to Court Decrees and Legal	Evaluation and		1 Hour	Ramila Y. Dela Cruz and

10. REGISTRATION /ANNOTATION OF LEGAL INSTRUMENT

Office or Division:	City Civil Registry Office			
Classification:	Complex			
Type of	G2C and G2G	TDDI		
Transaction:				
Who may avail:	Interested parties			
CHECKLIST OF R	EQUIREMENTS	WHERE TO SECURE		
LEGITIMATION				
A. WITH ADMISIO	ON OF PATERNITY			
Certificate of No Marriage of both parties		Philippine Statistics Office		
PSA copy of Certificate of Marriage		Philippine Statistics Office / Civil Registry Office		
Certified copy o Birth of the child	f Certificate of Live	Philippine Statistics Office		



4. Joint Affidavit of Legitimation of	Persons authorized to administer oath/ Notary public/ Civil
the parents	Registry Office
B. WITHOUT ADMISSION OF PATERNITY	
1. Affidavit of acknowledgement of the father	Persons authorized to administer oath/ Notary public/ Civil Registry Office
2. Two (2) documents showing the paternity between the father and the child	Client (ex. Insurance benefit signed by the father, School report card signed by the father, DNA report)
SUPPLEMENTAL REPORT	
Affidavit of Supplemental Report	Persons authorized to administer oath/ Notary public
2. Two (2) documents showing the omitted entries	Client (ex. school records, baptismal certificate, hospital records)
3. Photocopy of Valid Id	Client
R.A. 9255	
A. WITH ADMISION OF PATERNITY	
1. Personal appearance of parents	
2. Two (2) valid Id of mother and father	Client
3. Passport, if foreigner	Client
4. Certificate of Live Birth (Certified True Copy)	Philippine Statistics Office
5. Affidavit to Use the Surname of the Father executed by both parents	Persons authorized to administer oath/ Notary public
B. WITHOUT ADMISSION OF PATERNITY	
1. Affidavit of Acknowledgement executed by the father	Persons authorized to administer oath/ Notary public
Z. Two (2) documents showing the paternity between the father as beneficiary or dependent of father	Client (ex. Insurance benefit, School report card signed by the father, DNA report)
1412011050555151515	
MARRIAGE SETTLEMENT	Develop and primal to administrative of the Alexander III
1. Pre-Nuptial Agreement – 2 copies	Persons authorized to administer oath/ Notary public
2. Photocopy of Valid ID's of both parties	Client
FOUNDLING	0'' 0 1 1111 11 11 11 11 11 11 11 11 11 11
Certification declaring a child legally available for adoption by the CSWDO	City Social Welfare Development Office
2. Child's profile	City Social Welfare Development Office
Case Study issued by the CSWDO and Certificate of Foundling	City Social Welfare Development Office



	AGENCY FEES TO BE DEOCESSING PERSON				
	CLIENT STEPS	AGENCY	FEES TO BE	PROCESSING	RESPONSIBLE
	OLILITI OTLI O	ACTIONS	PAID	TIME	KESPUNSIBLE
1	. Submit requirements to Court Decrees and Legal Instrument Division . Window 2 –	Evaluation of documentary requirements and issuance of OPS	None • Legitimation	2 Hours 15 minutes	Corazon M. Recto and Ramona S. Mijares and Joanna Marie P. Javier Janice Calvento
	Payment of Fee(s)	Official Receipt	Fee 150.00 Certified True Copy 75.00 CTC of Affidavit 75.00 Certification of Registration 100.00 CTC of Acknowledgem ent 75.00 Registration Fees 150.00 Supporting documents 75.00/page Supplemental Report 150.00 CTC of Birth 75.00 Acknowledgem ent Fee 150.00 CTC of AUSF 75.00 Marriage Settlement 150.00 Foundling 150.00 Foundling 150.00 Foundling Certificate 75.00		



	3.	Submission of Petition to Philippines Statistics Authority			2 weeks – 1 month	Ramila Y. Dela Cruz
	4.	Approval / Denial by Philippines Statistics Authority			1-3 months	Philippines Statistics Authority
	5.	Issuance of Certificate of Finality & Annotation of approved petition in LCR copy	Issue Certificate of Finality	LAS	1 day	Ramila Y. Dela Cruz
١			Total		1 -3 months	

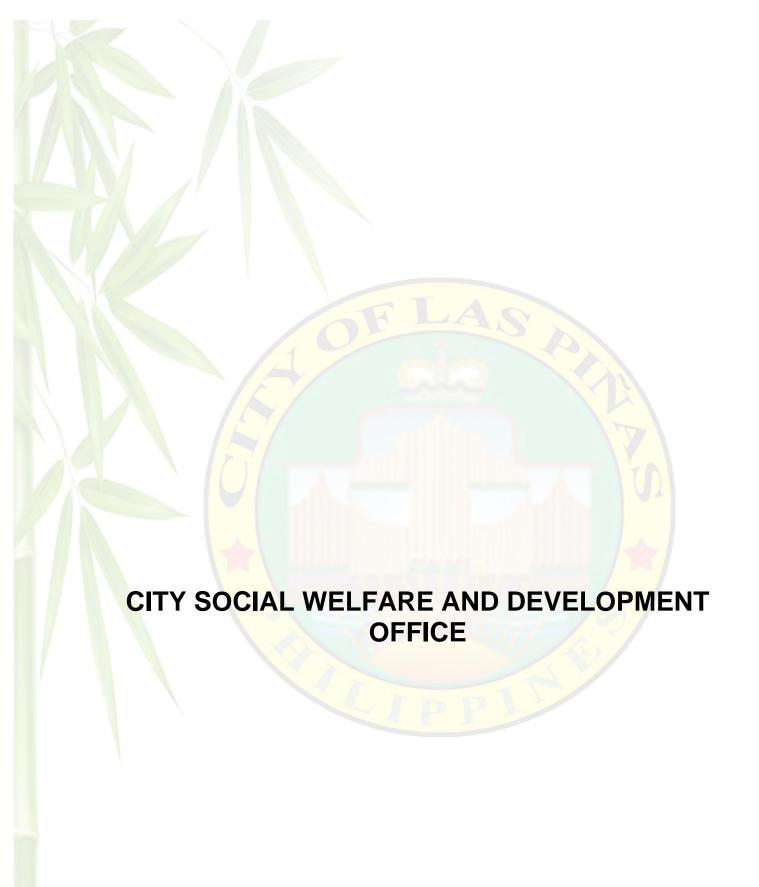
11. Advance Endorsement to Philippines Statistics Authority

Office or Division:	City Civil Registry Office				
Classification:	Simple				
Type of Transaction:	G2C and G2G				
Who may avail:	Interested parties				
CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE			
Request for Advance Endorsement Form		Civil Registry Office			
2. Certified True Copy of Civil documents		Civil Registry Office			
3. Valid ID of the requeste	or	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit request form for advance endorsement	Verification of records		2 hours	Cristina V. Dela Cruz Maria Cynthia L. Llagas	
2. For mailing and filing with PSA	Release PSA endorsement letter and Original and		2 hours	Cristina V. Dela Cruz	

N N N / / / / / / / / / / / / / / / / /	C of civil cuments		Maria Cynthia L. Llagas
	Total	1 hour and 20 minutes	

FEEDBACK AND CO	OMPLAINTS MECHANISM
How to send feedback	Filing in the Civil Registry Office Public Information and Complaints Desk or Facebook page or via email
How feedbacks are processed	Conduct investigation to improve processes
How to file a complaint	Filing in the Civil Registry Office Public Information and Complaints Desk or Facebook page or via email or call at 8253-4370.
How complaints are processed	Conduct investigation for possible disciplinary action
Contact Information of CCB, PCC, ARTA	ARTA
	Email: complaints@arta.gov.ph
	Contact Center ng Bayan (CCB)
	Email: email@contactcenterngbayan.gov.ph
	Presidential Complaint Center
	Email: pcc@malacanang.gov.ph
	Citizens' Complaint Center
	Contact No.: 8888







1. Medical Assistance/ Burial/Financial Assistance/ Free Cremation/ Financial Assistance

Office or Division:	City Social Welfare a	nd Development Office		
Classification:	Complex			
Type of	G2C			
Transaction:				
Who may avail:	General Public			
CHECKLIST OF	REQUIREMENTS	WHERE TO SECURE		
1. For Medical Assistance 1.1. Personal Letter Address to City Mayor 1.2. Medical Certificate with license/PTR No. of the attending		Hospital where the client is confined		
price	tificate or medicine)with r address to City	Client's Physician		
Mayor 1.6. 2 valid ID of the patient or his/her representative (e.g. driver's license, postal, school, voters and senior citizen ID)		Government Agencies		
2. For Burial/Financial Assistance 2.1. Certified Photocopy of Death Certificate (death of a family member) 2.2. Barangay Certification (claimant) 2.3. Funeral Contract (claimant)		Civil Registry Respective Barangay Funeral Parlor		
2.4. 2 valid ID of the representative (e.g.d postal, school, voters ID)		Government Agencies		
Certificate 3.2. Funeral Contr	ocopy of Death act tificate (claimant)	Civil Registry Funeral Parlor Respective Barangay		



4. For Financial Assistance

(Assistive Device)

4.1. Personal Letter address to City Mayor

4.2. Barangay Certificate (claimant)

4.3. Any Valid Identification Card

4.4. Picture of Patient

5. For Financial Assistance

(Livelihood)

5.1. Personal Letter Address to City Mayor

5.2. Barangay Certificate

5.3. 2 Valid ld of the client

Claimant

Respective Barangay Government Agencies

Claimant

Respective Barangay Government Agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present the requirements	Verify the documents and check the record	None	3 minutes	Katlene V. Garcia Aylene A. Cachero Ma.Christina C. Velasquez Leni M. Arevalo Laarnila C. Calaycay Rowena R. Javier	
Personal interview	Interview the client Prepare the Case Study Report Sign the Case Study Report Process the request	None	15 minutes 5 days	Katlene V. Garcia Aylene A. Cachero Ma.Christina C. Velasquez Leni M. Arevalo Laarnila C. Calaycay Rowena R. Javier Lolita J. Santos	
Receive the assistance	Release the assistance/Record	None	2 minutes	Lolita J. Santos	
	Total	None	5 days and 20 minutes		



2. ISSUANCE OF SOCIAL CASE STUDY REPORT

Office or Division:	City Social Welfare and Development Office				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	General Public	General Public			
CHECKLIST OF R	REQUIREMENTS WHERE TO SECURE				
Endorsement/Acceptar	ce Letter coming from	Hospital Concern			
hospital					
Original and latest Med	ical Certificate/	Hospital Concern			
Clinical Abstract		TAD'			
Original and Latest Barangay Certificate		Hospital Concern			
Hospital Bill/ Quotation of said chemo/		Tiospital Concern			
Prescribed Medicines		Local Assessor's Office			
Assessor's Certificate (if no Existing property)		2553.7.555555.55.31			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register the name and purpose in the logbook	Assist the client on the registration		1 minute	Katlene V. Garcia
Submit the requirements	Verify the requirements		2 minutes	Aylene A. Cachero Ma.Christina C. Velasquez Leni M. Arevalo Laarnila C. Calaycay
Undergo one-on-one interview (May be required to sketch the residence for home visit) (normal days)	Interview the client thru phone call and write the given information in the Social Case Study Report	PI	25 minutes	Cecilia P. Guerrero Rolando T. Casanova Rexandre D. Vilbar
Assist the social worker in the data gathering	*Home Visit (if necessary)			
Receive the Social Case Study Report	Release the Social Case Study Report with Signature		2 minutes	Cecilia P. Guerrero Rolando T. Casanova Rexandre D. Vilbar
	Total	None	30 Minutes	



3. ISSUANCE OF CERTIFICATE OF INDIGENCY

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:				
Who may avail:	General Public			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	CURE
Barangay Certification of Residency Barangay Certification of Indigency Certification from the City Assessor's Office (non-ownership of real property)		Respective Barangay Respective Barangay Local Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register the name and purpose in the logbook	Accommodate the client		1 minute	Katlene V. Garcia Aylene A.
Submit the requirements	Verify the requirements		2 minutes	Cachero Ma.Christina C. Velasquez Leni M. Arevalo Laarnila C. Calaycay
Undergo one-on-one interview (May be required to sketch the residence for home visit)	Interview the client thru phone	D P I	25 minutes	Cecilia P. Guerrero Rolando T. Casanova Rexandre D. Vilbar
Assist the social worker in the data gathering	Home Visit (if necessary)			
Receive the document	Release the document with signature		2 minutes	Cecilia P. Guerrero Rolando T. Casanova Rexandre D. Vilbar
	Total	None	30 Minutes	



4. PROVIDE RESCUE AND SURVEILLANCE SERVICES

	The second second			
Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF R	EQUIREMENTS		WHERE TO SEC	URE
Medical Abstract		Hospital Co	ncern	
Barangay Certification		Respective	Barangay	
Barangay Blotter		Concern Ba	n <mark>rangay</mark>	
Police Blotter		Police Prec	inct	
	7/			_
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the	Assess the	None	2 Minutes	Ms. Edna B.
requirements	requirements		\ \ \	Bacungan
				Ms. Aileen B.
Undergo personal	Interview the client	None	30 minutes	Bellen
interview				Ms. Lowefe D.
	Provide letter to the	None	5 minutes	Romulo
	second party			7
Proceed to the PNP	Refer to the PNP or	None	5 minutes	*/
or Barangay officials	Barangay Officials			/
as referred by the			- 10a	
O				
Social Worker	Total	None	42 Minutes	



5. PROVIDE DISASTER RELIEF ASSISTANCE

The state of the s					
Office or Division:	City Social Welfare and Development Office				
Classification:	Simple				
Type of Transaction:	G2C				
Who may avail:	General Public				
CHECKLIST OF R				URE	
Barangay Certificate of	Residency	Respective	Barangay		
Barangay Certification in	ndicating that the	Respective	Barangay		
client is affected by the	disaster				
Police blotter or Certification	ate from the Bureau	Police Prec	inct/ Fire Bureau		
of Fire Protection					
Pictures	Pictures		Claimant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Present valid ID	Check valid Id	None	3 minutes	Cecilia P. Guerrero	
Release of stub signed by the in-	Sign the stub	None	5 minutes	Rolando T.	
charge Social Worker		l l l		Casanova Rexandre D.	
				Vilbar	
			second /	VIIDAI	
Proceed to the	Refer to the	None	2 minutes	Cashier's Staff	
Cashier's Office	Cashier's Office		-/0		
	Total	None	10 Minutes		



FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback	Feedbacks maybe send through the following modes: 1. Through formal letters sent to DSWD 2. Via DSWD Facebook Page			
How feedbacks are processed	All feedbacks received are immediately acted upon by DSWD within the day upon receipt. Acknowledgement of feedbacks are recorded, results of which copy furnished the office or person concerned. Continuous monitoring is being undertaken for systems updating.			
How to file complaints	Citizen of Las Piñas may file their complaints through letters or e-mail addressed to the Head of DSWD. The complaints are being processed based on existing office procedures and Civil Service guidelines. Based on the merit of the complaint, it may be referred to the right forum for appropriate action.			
Contact Information	CSWD: officialcswdo.lp2020@gmail.com			
	ARTA: complaints@arta.gov.ph			
	Contact Center ng Bayan (CCB):			
	email@contactcenterngbayan.gov.ph			
	Presidential Complaint Center:			
	pcc@malacanang.gov.ph			
	Citizens' Complaint Center: 8888			





1. EMPLOYEES CLINIC



Office on Divisions		FIOE			
Office or Division:	CITY HEALTH OFFICE				
Classification:	SIMPLE				
Type of Transaction:	G2G				
Who may avail:	CGO LAS PINAS I	EMPLOYEE			
CHECKLIST OF REQ	UIREMENIS		WHERE TO SEC	JURE	
Wala		N/A			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Magpalista sa nurse/midwife na naka duty upang makunan ng vital signs katulad ng BP, temperature at timbang Go to the nurse or midwife on duty for listing of name and taking of vital signs (BP, temperature and weight)	1. Pagkuha ng vital signs ng mga pasyente Vital signs taking of patients listed.	LIBRE / FREE	5 Minuto / 5 Minutes	Nurse or Midwife on duty	
2. Hintaying tawagin ang pangalan para matingnan ng duktor na nakaduty. Name will be called according to the list, for interview by the Doctor on Duty.	2. Pag susuri ng duktor sa pasyente Doctor on duty will examine the patient.	LIBRE/ FREE	10-15 Minuto depende sa sakit ng pasyente/ 10 to 15 minutes depending on patient's concerns	Doctor on Duty	
3. Bumalik sa nurse na pinagpalistahan para mabigyan ng gamot o iba pang instruction Go back to the nurse at the receiving area to avail of medicines available and/or receive further instructions.	3. Pagbibigay ng gamot o iba pang instruction sa pasyente Giving of medicines available, prescription and further instructions.	LIBRE/ FREE	5 minuto - 10 minuto 5 to 10 minutes	Nurse on Duty	
	TOTAL	Wala/ None	30 minutes/ minuto		

2. SPECIALTY CLINIC



Office or Division:	LAS PINAS CITY HEALTH OFFICE				
Classification:	SIMPLE				
Type of Transaction:	G2G				
Who may avail:	LAS PIÑAS CITY EMPLOYEES	GOVERNM	ENT OFFICIALS	AND	
CHECKLIST OF REQ			WHERE TO SEC	URE	
Referral slip para sa bag Referral slip for new patier		Sa health center na nakakasakop sa tira ng pasyente Health Center in the Barangay where patient resides			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Kumuha ng priority number na may nakasulat na specialty clinic Go to the City Health Office Bldg and get a specialty clinic priority number.	1. Pagbibigay ng priority number	LIBRE / FREE		Mr. Jericho Ramos, Ms. Norita Gita and Mr. Edilberto Jabone	
2. Umupo sa waiting area at hintaying tawagin ang iyong numero para maiayos ang patients record at makunan ng vital signs (BP, temperature at timbang) Take a seat at the waiting area and wait for your number to ba called and your vital signs to be taken.	2. Pagkuha ng vital signs ng mga pasyente	LIBRE / FREE	10 hanggang 20 minuto depende sa dami ng pasyente	Mr. Jericho Ramos, Ms. Norita Gita and Mr. Edilberto Jabone	
3. Hintaying tawagin ang pangalan/numero para matingnan ng doktor Wait for your turn to be attended by the doctor on duty.	3. Pagsusuri ng doktor sa pasyente Doctor on duty will examine the patient	LIBRE / FREE	10 hanggang 30 minuto depende sa dami ng pasyente	I AC DIT	

4. Bumalik sa nurse na pinagpalistahan para mabigyan ng gamot o iba pang instruction Go back to the nurse at the receiving area to be given medicines that are available and for further instructions.	4. Pagbibigay ng gamot o iba pang instruction sa pasyente Patient is given medicines that are available and further instructions.	LIBRE / FREE	10 hanggang 30 minuto depende sa dami ng pasyente	Mr. Jericho Ramos, Ms. Norita Gita and Mr. Edilberto Jabone
	TOTAL	Wala/ None	1 oras at 20 minuto	

3. DENTAL SERVICES

Office or Division:	LAS PINAS CITY HEA	LTH OFFIC	E	
Classification:	SIMPLE			
Type of Transaction:	G2C & G2G			
Who may avail:	BONAFIDE RESIDEN GOVERNMENT OFFIC			S PIÑAS CITY
CHECKLIST OF	REQUIREMENTS		WHERE TO SE	CURE
1. Patients Treatment	Record	1. Dental Se	ection - <mark>c/o Den</mark>	tal Aide
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
Magpalista sa Dental Aide na naka duty upang makunan ng vital signs katulad ng BP, temperature at timbang	Kunan ng vital signs katulad ng BP, temperature at timbang ang pasyente	LIBRE / FREE	10 minuto hanggang 15 minuto 10 to 15 minutes	Dental Aide (Ms Cristina Galang)
Hintaying tawagin ang pangalan para matingnan ng Dentista a. Bunot ng ngipin b. Pasta c. Linis ng ngipin	Tawagin ang pangalan ng pasyente para matingnan ng Dentista	LIBRE / FREE	30 minuto depende sa gagawin sa pasyente About 30 minutes depending on what needs	Dentista na nakatalaga sa naturang araw Dentist on Duty

				to be done to the patient.	
	Bumalik kay Ms	Bigyan ng gamot/	LIBRE /	10 hanggang	Dental Aide (Ms
	Cristina Galang	instruction ang	FREE	30 minuto	Cristina Galang)
	(Dental Aide) para	pasyente		About 10 to	
4	mabigyan ng gamot			30 minutes	
	at para sa iba pang				
7	instruction				
		TOTAL	Wala/	1 Oras at 15	
		IOIAL	None	minuto	

4. HOSPITALIZATION PROGRAM

Office or Division:	LAS PINAS CITY HE	LAS PINAS CITY HEALTH OFFICE			
Classification:	SIMPLE				
Type of Transaction:	G2C & G2G				
Who may avail:	ALL GREENCARD HOLDERS				
CHECKLIST OF	REQUIREMENTS WHERE TO SECURE				
1. Referral form o en	dorsement form	1. Galing sa	doktor ng heal <mark>th c</mark> e	<mark>ente</mark> r o	
		endorsement	galing sa coordin	ator ng hospital	
	Health Center in the barangay where patient			where patient	
	resides OR Greencard Coordinator of Accredited				
	Hospitals				
2. Certificate of Eligib	pility	•	n <mark>Office- Gree</mark> nca	rd Coordinator	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Kumuha ng	1.Pagbigay ng	LIBRE/FRE		Ms. Ruth	
priority number na	greencard priority	E		Rovillos/alternate	
may nakasulat na	number				
greencard patients					
0.11					
2. Umupo sa	2. Pagtawag ng	LIBRE/FRE 5 minuto Ms. Ruth			
waiting area at	numero ng mga	E	depende sa	Rovillos/Alternat	
hintayin na tawagin	pasyente na		interview ng	е	
ang inyong numero	naghihintay sa		mga naunang		
	waiting area		pasyente		



3. Magpa-interview at pagkatapos ay pumirma ng kasunduan	3. Pagkausap sa pasyente o kamaganak ng pasyente tungkol sa detalye ng sakit at pagpapapirma ng kasunduan	LIBRE/FRE E	5 minuto depende sa interview ng mga naunang pasyente	Ms. Teresita Amano/Ms. Cesalyn Sim
4. Pagkatapos ng interview ay mag-antay po ulit para sa pagrelease/pagbiga y ng "Certificate of Eligibility" at "Letter of Authority"	4. Ibibigay sa pasyente o kamag- anak ng pasyente ang Certificate of Eligibility at Letter of Authority	LIBRE/FRE E	10-15 minuto depende sa dami ng pasyente	Ms. Teresita Amano/Ms. Cesalyn Sim
5. Magtungo sa CSWD Office para papirmahan ang Certificate of Eligibility	5. Ituro kung saan ang CSWD Office	LIBRE/FRE E	5 minuto depende sa dami ng pasyente	CSWD Staff on duty
6. Pumunta sa Mayor's Office para magpapirma ng Letter of Authority	6. Ituro kung saan ang Mayor's Office	LIBRE/FRE E	10-15 minuto depende sa dami ng pasyente	Staff ng Mayor's Office
7. Magtungo na sa ospital o laboratory na naaayon sa inyong Letter of Authority	7. Ipaliwanag na kukunin ng LPCHP Coordinator ang Certificate of Eligibility at Letter of Authority sa ospital o laboratoryo na pupuntahan	LIBRE/FRE E	10-15 minuto depende sa dami ng pasyente	LPCHP Coordinator
	TOTAL	Wala	1 oras	



5. LABORATORY

Classification: SIMPLE Type of Transaction: G2C & G2G Who may avail: Bonafide Residents of Las Piñas City, Las Piñas City Government Officials and Employees CHECKLIST OF REQUIREMENTS 1. Referral slip para sa bagong pasyente 2. Specimen (kung may dala) CLIENT STEPS 1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. 1 lbigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan ELBRE S-10 minuto Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan	Office or Division:				
Type of Transaction: G2C & G2G Who may avail: Bonafide Residents of Las Piñas City, Las Piñas City Government Officials and Employees CHECKLIST OF REQUIREMENTS 1. Referral slip para sa bagong pasyente 2. Specimen (kung may dala) CLIENT STEPS 1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. 1 lbigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan Separational services and		LAS PINAS CITY I	HEALTH OFF	ICE	
Who may avail: Bonafide Residents of Las Piñas City, Las Piñas City Government Officials and Employees CHECKLIST OF REQUIREMENTS 1. Referral slip para sa bagong pasyente 2. Specimen (kung may dala) CLIENT STEPS 1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 2. Pagtawag ng numero nang pasyente na nais magpa laboratoryo kapag tinawag na ang iyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 3. Pagtawag ng ng ng pasyente 4. Balikan ang resulta sa hapon o kinabukasan Shapa a bagong pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 1. Sa Health Center na nakakasahop sa tiraha ng pasyente 1. Sa Health Center na nakakasa	Classification:	SIMPLE			
CHECKLIST OF REQUIREMENTS 1. Referral slip para sa bagong pasyente 2. Specimen (kung may dala) 1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. 1 lbigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan Officials and Employees WHERE TO SECURE 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 1. Libre 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 1. Libre	Type of Transaction:	G2C & G2G			
1. Referral slip para sa bagong pasyente 2. Specimen (kung may dala) CLIENT STEPS AGENCY ACTIONS 1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. Sa Health Center na nakakasakop sa tiraha ng pasyente 2. Pasyente 1. BRE 1-30 minuto Ms. Clotiide Villanueva, Ms. Caryl Anr Butingan	Who may avail:				
2. Specimen (kung may dala) CLIENT STEPS AGENCY ACTIONS 1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo at laboratoryo 3. Pumunta sa laboratoryo at laboratoryo 3. Pumunta sa laboratoryo 3. I bigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan RESPONSIBL LIBRE 1-30 minuto LIBRE 5-10 minuto Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan AGENCY ACTIONS BE PAID IIME Laboratory Aid Laboratory Aid Laboratory Aid Laboratory Aid Villanueva, Ms. Caryl Anr Butingan Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan	CHECKLIST OF RE	EQUIREMENTS		WHERE TO SEC	URE
1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3. 1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan 2. Cragtawag ng numero ang pasyente na nais magpa laboratoryo 3. LIBRE ang Laboratory Aid LIBRE alaboratory Aid Laboratory Aid Laboratory Aid LIBRE ang Laboratory Aid LIBRE ang pasyente ang laboratoryo 3. LIBRE ang Laboratory Aid LIBRE ang Laboratory Aid LIBRE ang pasyente ang laboratory Aid Villanueva, Ms. Clotilde Villanueva, Ms. Caryl Ang Butingan 4. Balikan ang resulta sa hapon o kinabukasan ang pasyente ang pasyent		1	ng pasye		asakop sa tirahan
1. Kumuha ng numero para sa laboratoryo at umupo sa waiting area 2. Hintaying tawagin ang inyong numero 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan 1. Pagbigay ng numero sa mga nangi numero sa mga naghihintay sa laboratory waiting area 2. Pagtawag ng numero ng pasyente na nais magpa laboratoryo 3. LIBRE 1-30 minuto Laboratory Aid 1. Laboratory Aid 1. Laboratory Aid 1. Pagbigay ng numero sa mga naghihintay sa laboratory waiting area 2. Pagtawag ng numero ng pasyente na nais magpa laboratoryo 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng dugo ng pasyente 4. Balikan ang resulta sa hapon o kinabukasan 4. Ibigay ang resulta ng pasyente 4. Ibigay ang resulta ng pasyente 5-10 minuto Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan	CLIENT STEPS				
2. Hintaying tawagin ang inyong numero 2. Pagtawag ng numero ng pasyente na nais magpa laboratoryo 3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan 2. Pagtawag ng numero numero ng pasyente na nais magpa laboratoryo LIBRE solominuto Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan 4. Ibigay ang sample ng dugo ng pasyente na nais magpa laboratoryo LIBRE solominuto Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan 5-10 minuto Villanueva, Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan	para sa laboratoryo at umupo sa waiting	Pagbigay ng numero sa mga naghihintay sa laboratory waiting			Laboratory Aide
3. Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng sample ng inyong dugo 4. Balikan ang resulta sa hapon o kinabukasan San Pumunta sa laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang san Medical Technologist ang specimen at kukuha ng sample ng dugo ng pasyente 4. Ibigay ang resulta ng pasyente LIBRE 5-10 minuto Ms. Clotilde Villanueva, Ms. Caryl Anr Butingan		numero ng pasyente na nais magpa	LIBRE	1-30 minuto	Laboratory Aide
dugo ng pasyente 4. Balikan ang resulta 4. Ibigay ang sa hapon o resulta ng kinabukasan pasyente Digital pasyente ng pasyente sulta ng p	laboratoryo kapag tinawag na ang iyong numero 3.1 Ibigay ang specimen na kailangan ng medical technologist at hayaang kumuha ng	3.1 Tatanggapin ng Medical Technologist ang specimen at kukuha ng	LIBRE	5-10 minuto	Villanueva, Ms. Caryl Ann
	dugo 4. Balikan ang resulta sa hapon o	4. Ibigay ang resulta ng	LIBRE	5-10 minuto	Villanueva, Ms. Caryl Ann
Total Walls Sommitte		Total	Wala	50 Minuto	J

6. RELEASE OF COVID 19 VACCINATION CERTIFICATE

	Office or Division:	LAS PINAS CITY H	IEALTH OFF	ICE			
4	Classification:	SIMPLE					
ý	Type of Transaction:	G2C					
d	Who may avail:	BONAFIDE RESID	ENTS OF LA	S PIÑAS CITY			
	CHECKLIST OF RE	QUIREMENTS	WHERE TO SECURE				
N	Covid 19 vaccination ca	ard	Vaccination	site			
ľ	Xerox copy of local trav	el ticket					
	Copy of S Pass						
	Xerox copy of valid ID			110			
N	CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
	Go to the CHO Bldg window for Vaccination Certificate	Assign staff to receive documents	LIBRE / FREE	5 minuto	Office staff on duty		
	Issuance						
١	2. Give to Staff on duty the documents required for processing	2. Receive and Process documents submitted	LIBRE/ FREE	5 to 10 minuto	Office staff on duty		
	3. Wait for return of staff to know Claiming Schedule	3, Staff to give instructions for claiming of results (Usually after 2 to 3 days)	LIBRE/ FREE	5 to 10 minuto	Office staff on duty		
	4. Return to CHO Bldg window for Vaccination Certificate Issuance on scheduled date	4. Release of Vaccination Certficate	LIBRE/ FREE	5 minuto	Office staff on duty		
		Total	Wala	30 Minuto			



FEEDBACK A	FEEDBACK AND COMPLAINTS MECHANISM				
How to send feedback?	- Thru email and writing a response letter - Answer client feedback form and drop it at				
How toodhooks are proceeded?	designated drop box in front of each counter as City Health Office.				
How feedbacks are processed?	Complaints and feedbacks are forwarded to the designated offices and they are required to respond within three (3) days upon the receipt thereof;				
How to file complaints	Citizen of Las Piñas may file their complaints through letters or e-mail addressed to the City Health Officer. The complaints are being processed based on existing office procedures and Civil Service guidelines. Based on the merit of the complaint, it may be referred to the right forum for appropriate action.				
Contact Information	For inquiries, the clients may contact the City Health Office at 8773-7268/8776-7268/8815-4104. ARTA Email: complaints@arta.gov.ph				
	Contact Center ng Bayan (CCB) Email: email@contactcenterngbayan.gov.ph				
	Presidential Complaint Center Email: pcc@malacanang.gov.ph				
	Citizens' Complaint Center Contact No.: 8888				



HUMAN RESOURCES MANAGEMENT OFFICE



1. REQUEST OF CERTIFICATE OF EMPLOYMENT / SERVICERECORD

Office	HRMO			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who May Avail	City Employees	AG		
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	CURE
CHECKLIST OF REQUIREMENTS CERTIFICATION OF EMPLOYMENT & COMPENSATION 1. Request form duly accomplished by employees 2. Employee's 201 file 3. Payroll data/information 4. System's information SERVICE RECORD 1. Request form duly accomplished by employees 2. Employee's 201 file 3. System's information		Applicant HRMO HRMO HRMO HRMO Applicant HRMO HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure request form from the HRMO receiving/releasing section	Preparation of request as indicated in the form to be approved by the Head, HRMO	None	3 days	Alvin Arceo Andie Tongio
	TOTAL	None	3 days	



2. RECEIVING/RELEASING OF MONTHLY LEAVE CREDITS

Office	HRMO			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	City Employees			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	CURE
1. Updated leave credits balance (monthly) 2. Summary of Employee's attendance per month 3. Recommended application for leave of absence from offices concerned PROCESSING & APPROVAL OF LEAVE APPLICATION 1. Recommended vacation applications filed 5 days in advance 1. 2.Medical Certificate for sick leave of more than 5 days 2. Detailed information for other types of leave		HRMO Office concerned Office concerned Any Government Physician HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry from the office concerned of requirements as indicated, then proceed to the HRMO for final action	HRMO facilitates the processing of documents for final approved of the Head before releasing to the clients.	None	3 days	Meriam Pacia
	TOTAL	None	3 days	



3. APPLICATION FOR TERMINAL PAY

Office	HRMO	HRMO			
Classification	Highly Technical				
Type of Transaction	G2C, G2G				
Who May Avail	City Employees				
CHECKLIST OF REQ	UIREMENTS	JIREMENTS WHERE TO S			
1. Obligation Request (OBR) 2. Terminal Leave Application 3. Property Clearance 4. Police Clearance 5. Photocopy of Last Appointment 6. Resignation Letter (if resigned) 7. PSA-Birth Certificate (if retired) 8. PSA-Death Certificate (if deceased) 9. Updated Service Record 10. Updated Leave Credits 11. SALN		Accounting Office Applicant Supply Management Office Police Administrative Office HRMO Applicant PSA-applicant PSA-beneficiaries HRMO HRMO Applicant/Beneficiaries			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Applicants must submit complete requirements to HRMO before processing.	Complete documents shall be processed and approved by concerned offices for payment.	None	20 days	Yusil Orola Meriam Pacia	
	TOTAL	None	20 days		



4. PAYROLL PREPARATION FOR SALARIES AND OTHER CLAIMS

Office	HRMO				
Classification	Complex				
Type of Transaction	G2G				
Who May Avail	City Employees				
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE			
SALARY PAYROLL 1. Daily Time Record for period (01-15 or 15-31) 2. Approved Leave Application 3. Copy of Payroll 4. Approved Salary Payr 5. Obligation Request (Continuous Interest of Payroll 4. Daily Time Record 2. Approved Appointmen 3. Personal Data Sheet-14. Position Description For Tork Diploma 6. Birth Certificate 7. SALN 8. BP Number 9. BIR 10. NBI/Police Clearance 11. Medical Certificate 12. Pag-Ibig 13. Philhealth 14. Oath of Office 15. Assumption of Duty	of the month) cations oll bBR) RSEMENT ott PDS	Office Concerned Office Concerned Office Concerned Accounting Office New Employee			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete requirements to HRMO	Process and approve payrolls & Disbursement Vouchers	None	5 days	Julius Villanueva Jose Sonny Gamat Jr. Kevin Culgue
	TOTAL	None	5 days	



5. ISSUANCE OF APPOINTMENT FOR THE REGULAR NEW HIRE

Office	HRMO			
Classification	Simple			
Type of Transaction	G2G, G2C			
Who May Avail	New Hires			
CHECKLIST OF REC	QUIREMENTS		WHERE TO SE	CURE
(if needed) 3. Personal Data Sheet (F 4. Position Description Fo 5. TOR/Diploma 6. Authenticated License, Eligibility 7. Birth Certificate 8. NBI/Police Clearance 9. Medical Certificate 10. Property Clearance & C	Publication of Position tion of HRMPSB deliberation ed) I Data Sheet (PDS) Description Form (PDF) bloma cated License, RA1080, CSC / rtificate ce Clearance Certificate / Clearance & Certificate of Last leceived, If transferred form the			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete requirements to HRMO before appointment preparation.	Prepares appointment for approval of the City Mayor & submission to CSC.	None	3 days	Pia Marito Chona Remulla
	TOTAL	None	3 days	



6. ISSUANCE OF APPOINTMENT TO CASUAL & JOB ORDER

Office	HRMO Simple					
Classification						
Type of Transaction	G2G, G2C				G2G, G2C	
Who May Avail	New Hires					
CHECKLIST OF REQ	UIREMENTS	WHERE TO SECURE				
 Approved recommendation by office concerned Accomplishment of Requirements as listed under Regular New Hires Copy of Publication of Position Certification of HRMPSB deliberation (if needed) Personal Data Sheet (PDS) Position Description Form (PDF) TOR/Diploma Authenticated License, RA1080, CSC Eligibility Birth Certificate NBI/Police Clearance Medical Certificate Property Clearance & Certificate of Last Salary Received, if transferred 		Office Concerned HRMO				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete requirements to HRMO before appointment preparation.	Prepares appointment for approval of the City Mayor/ City Vice Mayor & submission to CSC, except for Job Orders	None	3 days	Adrian Lee Molina Mark Lawrence Guerrero Gemster Ann Corcoro
	TOTAL	None	3 days	



7. LOAN CERTIFICATION (GSIS AND PAG-IBIG FUND)

Office	HRMO			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	City Employees			
CHECKLIST OF REQ	UIREMENTS		WHERE TO SE	CURE
GSIS LOANS 1. GSIS UMID Card 2. Confirm Loan from GS 3. Certification of No Pe 4. Stop/Start Deduction PAG-IBIG LOANS 1. Pag-ibig Loan Applica 2. One (1) Month Latest 3. Photocopy of two (2) 4. Certification of No Pe 5. Stop/Start Deduction	nding Case Form (If Applicable) ation Form Payslip Valid ID's nding Case	GSIS Agency GS HRMO HRMO HRMO HRMO/ Pag HRMO HRMO HRMO HRMO	IS KIOSK g-ibig Fund Offic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete requirements for loan certification	Certification of loans for qualified applicants	None	3 days	Pia Marito Chona Remulla
	TOTAL	None	3 days	



8. PROCESSING OF 8888 COMPLAINTS AND ACTIONS

011				
Office	HRMO	HRIVIO		
Classification	Complex			
Type of Transaction	G2G, G2C			
Who May Avail	City Employees, Citizens			
CHECKLIST OF REG	OF REQUIREMENTS WHERE TO SECURE			
Printed Copy of Com Endorsement Letter Office/Person		HRMO HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE
		BE PAID	TIME	REGI GROIDEE
Secure copy of endorsement letter	Monitor compliance	None	3 days	Anna Lissa Amo Chona Remulla Jerome Gervacio



9. ISSUANCE OF CGO-ID'S

Office	HRMO	HRMO		
Classification	Complex			
Type of Transaction	G2G			
Who May Avail	City Employees			
CHECKLIST OF REQ	UIREMENTS	JIREMENTS WHERE TO SECURE		
Request Form Approved Appointme	nt	HRMO HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of duly accomplished ID form together with other requirements	Preparation & release of ID	None	2 days	Jerome Gervacio Mark Lawrence Guerrero
	TOTAL	None	2 days	



10. AGENCY REMITTANCE ADVICE (ARA) TO GSIS

Office	HRMO	LIDMO		
Office	TINNO			
Classification	Simple			
Type of Transaction	G2G			
Who May Avail	City Employees	City Employees		
CHECKLIST OF REQ	UIREMENTS	UIREMENTS WHERE TO SECURE		
 Membership Form Copy of Approved App Certificate of Assumpt Resignation (if any) 		HRMO HRMO Employee Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete requirements to HRMO	Approval and sending of information to GSIS	None	3 days	Pia Marito
	TOTAL	None	3 days	



11. ORGANIZING TRAININGS AND OTHER SEMINARS

Office	HRMO			
Classification	Highly Technical	Highly Technical		
Type of Transaction	G2G			
Who May Avail	City Officials/Employees			
CHECKLIST OF REQU	QUIREMENTS WHERE TO SECURE			CURE
Information Disseminat Approved Program Pro Mayor		HRMO HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure first hand information from the HRMO	Organize the mechanics	None	20 days	Anna Lissa Amo Gemster Ann Corcoro Jose Eusebio
	TOTAL	None	20 days	



12. IMPLEMENTATION OF OJT PROGRAMS

Office	HRMO			
Classification	Complex			
Type of Transaction	G2G, G2C			
Who May Avail	Students			
CHECKLIST OF REQU	JIREMENTS		WHERE TO SE	CURE
 Endorsement Letter from Concerned Memorandum of Agree Student Resume Deployment Letter 		School Con School Con Applicant HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of complete documents (Endorsement letter, MOA, Resume to HRMO)	Approves application and release deployment schedules	None	7 days	Anna Lissa Amo Gemster Ann Corcoro
	TOTAL	None	7 days	



EEEDDACK AND C	OMDI AINTE MECHANISM
FEEDBACK AND C	OMPLAINTS MECHANISM
How to send feedback	Feedbacks maybe send through the following modes: 1. Suggestion Box located at the Receiving/Releasing area of HRMO 2. Through telephone or e-mail 3. Through formal letters sent to HRMO
How feedbacks are processed	All feedbacks received are immediately acted upon by the Head, HRMO within the day upon receipt. Acknowledgement of feedbacks are recorded, results of which copy furnished the office or person concerned. Continuous monitoring is being undertaken for systems updating.
How to file complaints	Personnel or any other Citizen of Las Piñas may file their complaints through letters or e-mail addressed to the Head of HRMO. The complaints are being processed based on existing office procedures and Civil Service guidelines. Based on the merit of the complaint, it may be referred to the right forum for appropriate action.
Contact Information	Human Resources Management Office Head of HRMO: Ms. Lea M. Rodriguez Contact No.: 8256-5198 Email: hrmd_laspinascity@yahoo.com hrmdlaspinascity@gmail.com ARTA: complaints@arta.gov.ph Contact Center ng Bayan (CCB) Email: email@contactcenterngbayan.gov.ph Presidential Complaint Center Email: pcc@malacanang.gov.ph Citizens' Complaint Center Contact No.: 8888

Offices	Address	Contact Information
City Mayor's Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8800-5124/ 8871-4343/ 8871-4345
Business Permits & Licensing Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8817-4460
City Assessor's Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8874-6781
City Engineer's Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8873-3004
City Planning and Development Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8872-0921
City Treasurer's Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8874-6176
Urban Poor Affairs Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8836-4797
City Civil Registry Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8253-4370
City Social Welfare & Development Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8403-7045
City Health Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8773-7268/ 8776-7268/ 8815-4104
Human Resources Management Office	Real St. Alabang-Zapote Rd. Pamplona Tres, Las Piñas City	8256-5198