



CITIZEN'S CHARTER

MARIKINA CITY



Marikina City Citizen's Charter

Table of Contents

OFFICE/DEPARTMENT	PAGE NO.
<u>Administrative Support</u>	3
Office of the Mayor and Office of the City Administrator	4-9
City Legal Office	10-15
Gender and Development (GAD)/MDTO	16-32
Office of the Sangguniang Panlungsod Secretary	33-35
City Personnel Office	36-47
General Services Office (GSO)	48-56
Management Information System and Call Center (MISCC)	57-63
City Library	64-67
<u>Finance Management and Project Development</u>	68
City Accounting Office	69-80
City Budget Office	84-87
City Treasurer's Office	88-104
Business Permit and Licensing Office (BPLO)	105-121
City Assessor's Office	122-130
City Planning and Development Office (CPDO)	131-135
<u>Infrastructure Development and Transportation</u>	136
Office of the Building Official	137-139
Office of Public Safety and Security (OPSS)	140-155
School Repair and Maintenance Group (SRMG)	156-165
<u>Citizen's Affairs</u>	165
Office of the Vice Mayor	166-170
City Social Welfare and Development Office (CSWDO)	171-205
PLMAR	206-210
Public Information Office (PIO)	211-214
Community Relations Office (CRO)	215-219
Marikina Settlements Office (MSO)	220-225
City Civil Registry Office	226-256
Office for Senior Citizens Affairs (OSCA)	257-259
<u>Economic Development</u>	260
Marikina Cultural & Tourism Office	261-265
City Trade, Industry and Investment Promotions Office	266-270
Labor Relation and Public Employment Services Office	271-276
Marikina Sports Center (MSC)	277-279
Marikina Public Market Office	280-286
<u>Health and Environmental Management</u>	287
City Health Office (CHO)	288-303
Disaster Risk Reduction Management Office (DRRMO)	304-307
City Environment and Management Office (CEMO)	308-314
Parks Development Office (PDO)	315-319
Marikina River Parks Authority	320-323
City Veterinary Office	324-331
<u>Public Order and Safety</u>	332
Marikina Police Station - Investigation and Detective Management Section	333-338
Marikina City Jail (BJMP) - Male Dorm	339-347
Marikina City Jail (BJMP) - Female Dorm	348-356
Bureau of Fire Protection	357-363



Administrative Support



OFFICE OF THE MAYOR

CITIZEN'S CHARTER

2022

MANDATE : The Local Chief Executive oversees and administers the planning and implementation of the medium-term development program of the city. For this reason, he must be provided with all the necessary resources in order to achieve its goal and target for the general welfare of its constituency. All the plans and programs and services which envisions to carry-out essentially directed toward the acceleration of the city's progress and development and thereby contribute to the national efforts for economic recovery.

VISION : To provide for an integrated and comprehensive city development program which will cater to the best interest of the public.

MISSION : To lead and power the institutional mechanisms and resources that will effectively steer the city development.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
OFFICE OF THE MAYOR AND OFFICE OF THE CITY ADMINISTRATOR	4-9
Internal/External Services	
Mayor's Clearance: PNP/BFP/AFP/Firearms' License	6
Medical Endorsements to National Agencies	6
Issuance of Film Shooting, Motorcade, Recorda and Procession Permits	7
Travel Abroad/Authority to Travel	8
Marriage Solemnization	8
Requests/Complaints (Walk-in, Phone calls, Letters, Emails, etc.)	9
Request for Appointment (Letter/Walk-in)	9



**OFFICE OF THE MAYOR and OFFICE OF THE CITY ADMINISTRATOR
INTERNAL/EXTERNAL SERVICES**

1. MAYOR'S CLEARANCE: PNP/BFP/AFP/FIREARMS' LICENSE

Office/Division:	Office of the City Mayor/Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	PNP/BFP/AFP (Army, Navy, Marines, Airforce) Applicants Firearms' License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Police Clearance (photocopy) • MTC Clearance (photocopy) • RTC Clearance (photocopy) • Mayor's Clearance Receipt • Documentary Stamp 		PNP Metropolitan Trial Court Regional Trial Court Treasury Department Treasury Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submits requirements	1. Receives and checks requirements	None	1 minute	Admin Staff
2. Claims Order of Payment		None	1 minute	Admin Staff
	2. Pays: Mayor's Clearance Fee and Documentary Stamps	Php 50.00 Php 20.00	5 minutes	Cashier, Treasury Office
3. Submits OR and Doc Stamps to Mayor's Office		None	1 minute	Admin Staff
	3. Preparation of the Mayor's Clearance	None	5 minutes	Admin Staff
4. Receives the Mayor's Clearance	4. Issuance of the clearance	None	1 minute	Admin Staff
TOTAL			14 minutes	

2. MEDICAL ENDORSEMENTS TO NATIONAL AGENCIES

Office/Division:	Office of the City Mayor/Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Individuals seeking medical assistance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Social Case Study 		Social Welfare Development Office (SWDO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements	1. Receives requirement	None	1 minute	Admin Staff
	2. Prepares the medical endorsement	None	5 minutes	Admin Staff
2. Receives the Medical Endorsement	3. Issuance of the medical endorsement	None	1 minute	Admin Staff
TOTAL			7 minutes	



3. ISSUANCE OF FILM SHOOTING, MOTORCADE, RECORIDA AND PROCESSION PERMITS

Office/Division:	Office of the City Mayor / Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Private Companies Churches			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter with contact name & contact details Location/Route 		From the requestor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements	1. Receives request with requirements and endorses to OPSS for assessment/evaluation	None	1 day	Admin Staff
	2. OPSS will get in touch with client to evaluate the details	None	1 day	OPSS Clerk/OPSS Chief
2. If approved, client claims OPSS Clearance with Order of Payment	3. If approved, OPSS issues clearance	None	5 minutes	OPSS Clerk
3. Client Pays	4. Treasury receives payment	Film shooting (Local) Php 10,000 (International) Php 20,000 Motorcade/Recorida Php 50.00	10 minutes	Cashier, Treasury
4. Client claims Mayor's Permit	5. Preparation and releases Mayor's Permit	None	5 minutes	Admin Staff
TOTAL			2 days and 20 minutes	



4. TRAVEL ABROAD/AUTHORITY TO ATTEND

Office/Division:	Office of the City Mayor/Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local government elected officials (Vice Mayor, Councilors, Barangay Captains)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request letter indicating travel details For Authority to Attend Trainings/Seminars, present the approved Seminar Invitation and Training Design Personal Leave of Absence (if not official) 		From the requestor From the organization/office/department extending the invitation Personnel Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements	1. Receives requirement	None	1 minute	Admin Staff
	2. Prepares the Travel Authority	None	5 minutes	Admin Staff
2. Receives the Medical Endorsement	3. Issuance of the Travel Authority	None	2 days	Admin Staff
TOTAL			2 days and 6 minutes	

5. MARRIAGE SOLEMNIZATION

Office/Division:	Office of the City Mayor/Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Couples to be married			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Marriage License Contact name and contact details of the couple Names of wedding sponsors 		Local Civil Registry Client/couple		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements	1. Receives requirements	None	5 minutes	Admin Staff
	2. Prepares Marriage Certificate	None	10 minutes	Admin Staff
2. Client validates Marriage Certificate	3. Provides checklist of requirements on the wedding day	None	5 minutes	Admin Staff
	4. Confirmation of schedule of marriage ceremony	None	Will be confirmed accordingly	Admin Staff
TOTAL			20 minutes	



6. REQUESTS/COMPLAINTS (WALK-IN, PHONE CALLS, LETTERS, EMAILS, ETC.)

Office/Division:	Office of the City Mayor/Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Request Letter containing the details of the request and contact information 		<ul style="list-style-type: none"> From the Requesting Person/Office/Organization/Business/Group 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Request	1. Receives request/ requirements and put barcode	None	5 minutes	Records Officer, Window 14, General Services Office
	2. Transmits to Mayor's Office	None	30 minutes	Liaison Officer, General Services Office
	3. Office of Deputy City Administrator endorses and Admin Staff transmits to the concerned department/office	None	1 day	Deputy City Administrator/ Admin Staff
	4. Concerned office takes action and/or responds or give feedback to requestor	None	1 day	Concerned Department Head/Office
TOTAL			2 days and 35 minutes	

7. REQUEST FOR APPOINTMENT (LETTER/WALK-IN)

Office/Division:	Office of the City Mayor/Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Request with nature of appointment, contact name and contact details 		<ul style="list-style-type: none"> From the Requesting Person/Office/Organization/Business/Group 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements	1. Submit requirements and put barcode	None	3 minutes	Records Officer, Window 14, General Services Office
	2. Deputy City Administrator endorses to the concerned department/office or appointment secretary	None	1 day	Deputy City Administrator
	3. Client will be informed of the appointment schedule (date & time)	None	2 days	Appointment Secretary
TOTAL			3 days and 3 minutes	



CITY LEGAL OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : Its creation is mandated by Republic Act 7160, otherwise known as the Local Government Code of 1991 and RA No. 8223 otherwise known as "An Act Converting the Municipality into a Highly Urbanized City to be known as the City of Marikina".
- VISION** : A partner in local development, the City Legal Office is the law office and legal defender of the City Government of Marikina and it envisions to protect the interest of the city government.
- MISSION** : To accomplish its vision, the City Legal Office as much as possible desires to avoid court litigations ensuring that all actions by the city government are within the bounds of law and its legal framework.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY LEGAL OFFICE (CLO)	10-15
Internal Services	
Judicial Management	12
Executive Management	12 - 13
Property Acquisition	14
External Services	
Legal Advice (Walk-in and Online Clients)	15
Notarial Services	15



MARIKINA CITY LEGAL OFFICE

INTERNAL SERVICES

1. JUDICIAL MANAGEMENT

As partner in local development, the City Legal Office is the law office and legal defender of the City Government of Marikina and it envisions to protect the interest of the city government. Represents the local government unit in all legal actions and judicial proceedings wherein the local government unit or any official thereof, in his official capacity, is a party.

Department/Office	City Legal Office			
Classification:	Highly Technical Transactions			
Type of Classification:	G2G - Government to Government			
Who may avail:	All City Government Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			From requesting office	
2. Citation Ticket				
3. Salaysay / Barangay or Police Blotter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter and pertinent documents	Conference with the requesting office point person	None	30 minutes	Lawyer/Legal Assistant
	Preparation of demand letter or complaint affidavit	None	2 days	
	Return to the requesting office for filing of the complaint before the Office of the City Prosecutor or proper Court	None	1 day	
	Attend hearings	None	2 hours per hearing	
	Prepare pleadings as required of the case	None	2 days	

2. EXECUTIVE MANAGEMENT

The City Legal Office is also mandated to formulate measures for the consideration of the Sanggunian and provide legal assistance and support to the Mayor in carrying out the delivery of basic services and provisions of adequate facilities as provided for under Section 17 of the Local Government Code:

- (i) when required by the Mayor or Sanggunian, draft ordinances, contracts, bonds, leases and other instruments, involving any interest of the local government unit and provide comments and recommendations on any instrument already drawn;
- (ii) render opinion in writing on any question of law when requested to do so by the Mayor or Sanggunian;
- (iii) investigate or cause to be investigated any local official or employee for administrative neglect or misconduct in office, and recommend appropriate action to the Mayor or the Sanggunian;
- (iv) investigate or cause to be investigated any person, firm or corporation holding any franchise or exercising any public privilege for failure to comply with any term or condition in the grant of such franchise or privilege, and appropriate action to the City Mayor of the Sanggunian;
- (v) when directed by the City Mayor or the Sanggunian, initiate and prosecute in the interest of the local government unit concerned any civil action or any bond, lease or other contract upon any breach or violation thereof; and
- (vi) review and submit recommendations on approved ordinances and executive orders issued by component units.



Department/Office	City Legal Office			
Classification:	Highly Technical Transactions			
Type of Classification:	G2G - Government to Government			
Who may avail:	All City Government Department			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter			From requesting office	
2. Copy of MOA/Contracts / Resolution / Ordinance				
3. Project Proposal				
4. Copy of complaint				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Review of MOA/Contracts and other instruments and rendering legal opinion on the matter Submission of request letter and pertinent documents	Conference with the requesting office point person	None	30 minutes	Lawyer/Legal Assistant
	Review of MOA/Contracts	None	2 days	
	Return to the requesting office	None	1 day	
Drafting of Resolution / Ordinance / IRR Submission of request letter and pertinent documents	Conference with the requesting office point person	None	30 minutes	Lawyer/Legal Assistant
	Preparation of Resolution / Ordinance / IRR	None	3 days	
	Return to the requesting office	None	1 day	
Investigation of City Government Employees for Administrative Neglect or Misconduct in the office Submission of endorsement letter, complaint and other pertinent documents	Call a conference between the erring parties	None	1 hour	City Legal Officer
	If they are not amicable, the complaint will be set for a clarificatory conference before the Personnel Complaints and Ethics Board	None	1 day	
	Conduct hearings	None	1 hour per hearing	
	Submit the case for resolution	None	1 day	
	Issuance of resolution	None	30 days upon submission of the case for resolution	



3. PROPERTY ACQUISITION

The City Legal Office assists the City Mayor in communicating with the owners of the property the local government intends to acquire to be used in the latter's programs and projects. The City Legal Office is also in-charge with the documentation and processing of transfer of ownership of properties acquired to the City Government of Marikina.

Department/Office	City Legal Office			
Classification:	Complex Transactions			
Type of Classification:	G2G - Government to Government			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Certificate of Title		From requesting office		
2. Tax Declaration		From property owners		
3. Deed of Absolute Sale				
4. Valid Identification Cards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of TCT, Tax Dec, IDs, and other pertinent documents	Conference with the property owners	None	1 day	Lawyer/Legal Assistant/Liaison Officer
	Preparation of Deed of Absolute Sale, City Ordinance/Resolution, Check for payment, and other pertinent documents	None	15 days	
	Processing with the Registry of Deeds and Bureau of Internal Revenues	None	30 days	
	Request updated Tax Declaration from the City Assessor's Office	None	1 day	
	Submit the Original TCT to GSO for safekeeping	None		



**MARIKINA CITY LEGAL OFFICE
EXTERNAL SERVICES**

1. FREE LEGAL ADVICE / ASSISTANCE (WALK-IN AND ONLINE CLIENTS)

The Legal Advice / Assistance Services provide adequate and appropriate response to the client's queries.

Department/Office	City Legal Office			
Classification:	Simple Transactions			
Type of Classification:	G2C - Government to Client			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled out Legal Advice Form			From the City Legal Office	
2. email or Personal Message thru City Legal Office FB page			From the requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in: Fill out the Legal Advice Form and wait to be called	Conference with the client and provide adequate and appropriate response	None	10 minutes	Lawyer/Legal Assistant
Online: Send email or personal message thru FB messenger	Provide adequate and appropriate response to the client thru email or FB messenger	None	10 minutes	Lawyer/Legal Assistant

2. NOTARIAL SERVICES

The Notarial Services provide free notarial service to indigent constituents, provided that they were endorsed/recommended by the CSWDO; required documents for the programs and projects of the City Mayor such as MOAs and Contracts entered into by the government, application for electrification in the settlement areas, mass wedding, etc.

Department/Office	City Legal Office			
Classification:	Simple Transactions			
Type of Classification:	G2C - Government to Client			
Who may avail:	Office of the City Mayor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Document for notary			From the requesting party	
2. Valid Identification Cards				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the document, valid IDs, and endorsement from CSWDO	Receive and process the document for signature of the notary public	None	10 minutes	City Legal Officer

Note on Classification:

- Simple Transactions – 3 working days
- Complex Transactions – 7 working days
- Highly Technical Transactions – 20 working days



GENDER AND DEVELOPMENT MANPOWER DEVELOPMENT AND TRAINING OFFICE (GAD/MDTO)

CITIZEN'S CHARTER 2022

- MANDATE** : The Marikina GAD Office shall ensure that the Marikina City Government fully adopts gender mainstreaming as a strategy to promote women's human rights and eliminate gender discrimination in its systems, structures, policies, programs, processes, and procedures.
- VISION** : The Marikina GAD Office envisions a completely inclusive Local Government that shapes empowered and value-driven residents.
- MISSION** : The Marikina GAD Office is driven in transforming this institution, its policies, processes and services into becoming more accessible, accountable, responsive and equitable to all its constituents.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
GENDER AND DEVELOPMENT (GAD)/MDTO	16-32
Internal Services	
1. Capacity Building	18
2. Gender Mainstreaming in Program/Project/Activity and Policy-Making	19
External Services	
1. Crisis Intervention Services: Marikina Referral System	20-21
2. Crisis Intervention Services: Women and Children's Shelter	
a. Protective Custody and Therapeutic Care Services	22
b. Initial Medical Services to Assess Medical Condition of New MWCS Resident	23
c. Medical, Health and Nutrition Services	24
d. Psychological Care	25
e. Shelter-based Education	26
f. Reintegration	27 - 28
g. Aftercare Services	29 - 31
3. Data Management	32
4. Livelihood and Job Readiness Services	32



**MARIKINA GENDER AND DEVELOPMENT OFFICE
INTERNAL SERVICES**

1. CAPACITY BUILDING/TRAINING

The Capacity Building/Training is a series of activities given to all government employees and citizens of Marikina to improve their awareness and knowledge on gender-related laws and principles, especially those who are part of the mechanisms and systems that formulate and implement programs that promotes gender mainstreaming, gender equality and women empowerment, and to improve their skills in providing crisis intervention and care services to clients.

Office/Division:	GAD Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter Profiles of Participants			From the Requesting Office/Organization/Group	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Initial submission of Request Letter for a specific capacity building/training with profiles of participants	1. Assessment or evaluation of request	None	1 day	Program Planning Officer Research, Advocacy, GAD Mainstreaming - GAD Office
	2. Conference with Facilitator/Trainer	None	3 hours	
	3. Conduct of Training Needs Assessment (TNA)	None	1 day	
	4. Feedback on TNA Result and Training Design	None	2 days	
	5. Agreement on Final Training Design and its Implementation	None	3 days	
	6. Conduct of Training Project	None	Varies depending on planned training project	



2. GENDER MAINSTREAMING: PROGRAM/PROJECT/ACTIVITY AND POLICY-MAKING

The Gender mainstreaming is a strategy to realize gender equality. It involves the integration of a gender perspective into the preparation, design, implementation, monitoring and evaluation of policies, regulatory measures and spending programs, with a view to promoting equality between women and men, and combating discrimination.

Office/Division:	GAD Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G – Government to Government G2C – Government to Client			
Who may avail:	All City Government Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Proposal with Budgetary Requirements		From the Requesting Office/Organization/Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of gender-responsive project proposal	Assessment of the project Proposal using Harmonized Gender and Development Guidelines Feedback on the result of the assessment with specific recommendation for improvement (if any)	None	2 days	<i>Program Planning Officer</i> Research, Advocacy, GAD Mainstreaming - GAD Office
2. Submission of final gender-responsive project proposal based on the given recommendation for improvement, if any	For recommending approval of the GAD Department Head To be returned to the requesting office for their presentation to and approval of the City Mayor	None	1 day	<i>Program Planning Officer</i> Research, Advocacy, GAD Mainstreaming - GAD Office
3. For presentation and approval of the City Mayor		None	1 day	<i>Department Head</i> Requesting Office
4. Submission of a copy of gender-responsive proposal approved by the Mayor to GAD office	File the submitted copy for documentation and monitoring	None	5 minutes	<i>Program Planning Officer</i> Research, Advocacy, GAD Mainstreaming - GAD Office
5. Implementation of the Program/ Project/ Activity	Monitoring of the program implementation using HGDG tool	None	Depending on the number of days of Program	<i>Program Management Officer</i> PMI - GAD Office
6. Submission of Accomplishment Report to GAD office	Evaluation and completion using HGDG tool of Narrative reports	None	2 days	<i>Evaluation Officer</i> M&E - GAD Office



MARIKINA GENDER AND DEVELOPMENT OFFICE

EXTERNAL SERVICES

1. CRISIS INTERVENTION SERVICES: MARIKINA REFERRAL SYSTEM

The Crisis Intervention Services provide an organized care services for victim-survivors of gender violence through the Marikina Referral System. It also develops and implements interventions, capacity buildings and self-care programs for service providers.

Office/Division:	GAD Office – Special Programs and Services			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Survivors of Violence/Abuses and Care Services Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Intake and Referral Form		PNP, Barangay, CSWDO or other partner agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p><u>For entry point:</u> PNP, Barangay, CSWDO or other partner agencies</p> <p>1. Submission of Request and accomplished Intake Form of the referred client</p>	<p>1. Provisions of referred requested services</p> <p>2. Assessment of other needs to be extended such as medical, legal, rescue through referral and coordination with CHO, ARMMC, CSWDO, Legal Office, PNP-WCPV and other partner agencies.</p> <p>3. Updating of services provided in the Marikina Anti-Gender-Based Violence Referral System.</p>	None	1 day	Care Services Coordinator Crisis Intervention Services – Referral System, GAD Office
<p><u>For walk-in clients:</u></p> <p>1. Accomplish intake form through an intake interview</p>	<p>1. Assessment of immediate needs of client or victim-survivor</p> <p>2. In cases where there is physical or sexual harm inflicted or threat thereof, and emergency medical services or rescue operation may be needed:</p> <ul style="list-style-type: none"> • Bring victim-survivor immediately to ARMMC for provision of emergency hospital services • Refer and coordinate immediately to CSWDO and PNP-WCPD for assessment and rescue 			



	<p>3. In cases where no medical emergency or immediate need for rescue is assessed, conduct intake interview to ascertain client needs and provisions of services with GAD-CIS.</p> <p>3.1 Accomplishment of intake form</p> <p>3.2 Apprise client or victim-survivor on rights and remedies provided under relevant laws</p> <p>3.3 Counseling to address emotional or psychological trauma</p> <p>4. Assist client in accessing needed care services through referral to partner agencies in the Marikina Referral System.</p> <p>5. Encode case in Marikina Anti-Gender-Based Violence Referral System Database.</p>			
--	---	--	--	--



2. CRISIS INTERVENTION SERVICES: WOMEN AND CHILDREN'S SHELTER

a. Protective Custody and Therapeutic Care Services

The Women and Children’s Shelter was established to provide immediate temporary custody and therapeutic care services to survivors of violence, specifically women and girls, with safety and security issues.

Office/Division:	GAD Office – Women and Children’s Shelter (WCS)			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Women and Girls Who Survive from Gender-based Violence and with Issues on Safety and Security			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement for Protective Custody Accomplished Intake Form		PNP, Barangay, CSWDO or other partner agencies		
If Child, case study and Endorsement		CSWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p><u>For entry point:</u> PNP, Barangay, CSWDO or other partner agencies</p> <p>1. Submission of Request and accomplished Intake Form of the referred client</p> <p><u>For walk-in clients:</u></p> <p>1. Accomplished intake form through an intake interview</p> <p><u>For minors (girls):</u></p> <p>1. Endorsement from CSWDO and case summary of the minor 2. Accomplished intake form of the referred client 3. MWCS admission agreement and consent of the minor’s guardian</p>	<p>1. Initial Physical Assessment (head, body, lower extremities)</p> <p>2. Provision of food, water</p> <p>3. Intake Interview with the survivor and companion</p> <p>3.1 Get information about the circumstance (legal, medico-legal, etc.) as part of assessment</p> <p>3.2. Determine if survivor is qualified for sheltering</p> <p>4. If yes, provision of transportation service to MWCS</p> <p>If no, endorse to CSWDO for referral to other suitable institution</p>	None	1 day	<p><i>Care Services Coordinator</i></p> <p>Crisis Intervention Services – Referral System, GAD Office</p>



b. Initial Medical Services to Assess Medical Condition of New MWCS Resident

Newly accommodated residents of the Women and Children’s Shelter will need to undergo initial medical services to assess their health condition so that it can immediately address any health issues or concerns especially if it would put her and to her fellow residents at risk.

Office/Division:		GAD Office – Special Programs and Services		
Classification:		Simple Transactions		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Newly Accommodated Residents of Women and Children’s Shelter		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MWCS admission agreement and consent form		Crisis Intervention Unit, GAD office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
MWCS admission agreement and consent on the provision of Initial Medical Services approved and signed by the client or her guardian	1. Provision of transportation service	None	15 mins	Care Services Coordinator Crisis Intervention Services – WCS, GAD Office
	2. Initial medical assessment	None	10 mins	Doctor CHO
	3. Physical exam at ARMMC	None	1 hour	Doctor ARMMC
	4. Other medical services (X-ray, Lab Tests, HIV test) based on the doctor’s recommendation	None	2 hours	
	5. Provision of transportation service	None	15 mins	Care Services Coordinator
	6. Provision of transportation service to get the result	None	15 mins	Crisis Intervention Services – WCS, GAD Office
	7. Getting all the results	None	5 mins	
	8. Interpreting the results	None	10 mins	Doctor
	9. If for further medication upon recommendation of the doctor, refer to partner hospital	None	10 mins	CHO/ARMMC
	10. Go to the CHO medical staff for the needed medicines, etc.	None	10 mins	Medical Staff CHO
	11. Provision of transportation service	None	15 mins	Care Services Coordinator
	12. Orient the house parents and the guards regarding the medical condition of the survivor	None	15 mins	Crisis Intervention Services – WCS, GAD Office



c. Crisis Intervention Services: Medical, Health and Nutrition Services

All residents while in the care of the Women and Children's Shelter will continue to receive health services such as medical and nutrition to ensure they are in good condition.

Office/Division:		GAD Office – Special Programs and Services		
Classification:				
Type of Transaction:		G2C – Government to Client		
Who may avail:		Residents of Women and Children's Shelter		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MWCS admission agreement and consent form		Crisis Intervention Unit, GAD office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
MWCS admission agreement and consent on the provision of Medical, Health and Nutrition Services approved and signed by the client or her guardian	<ol style="list-style-type: none"> 1. Hygiene and self-care <ol style="list-style-type: none"> 1.1 Provision of hygiene kits 1.2 Orientation on self-care 1.3 Orientation on First Aid 2. In-house monthly checkup <ol style="list-style-type: none"> 2.1 Provision on transportation services 2.2 Conduct individual check up 3. Provision of medicines 4. Provision of nutritious and fortified food for the clients' age and nutritional requirements and likewise consider their cultural and spiritual practices 5. Provision of age-appropriate vitamins and dietary supplements 6. Provide individual health chart 	None	Varies per client per situation and per type of activities	<i>Care Services Coordinator</i> Crisis Intervention Services – WCS, GAD Office



d. Crisis Intervention Services: Psychological Care

Provision of psychological care such as counseling, conducting recreational and therapeutic activities for WCS residents to help calm their thoughts and give them pleasure that my help in expediting their process of healing and recovery.

Office/Division:	GAD Office – Special Programs and Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of Women and Children's Shelter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MWCS admission agreement and consent form		Crisis Intervention Unit, GAD office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
MWCS admission agreement and consent on the provision of Psychological Care approved and signed by the client or her guardian	<ol style="list-style-type: none"> 1. Continuous counseling sessions 2. Therapy programs such as conduct of socio-cultural recreational activity series on arts, crafts, music, drama, singing, dance and other exercises that will help them develop feeling of confidence among themselves 3. Conduct of special activities like birthdays, religious celebrations, etc. 	None	<p>1 day per activity</p> <p>Varies per client per situation and per type of activities</p>	<p>Care Services Coordinator</p> <p>Crisis Intervention Services – WCS, GAD Office</p>



e. Crisis Intervention Services: Shelter-based Education

Provision of continuing education for school-aged WCS residents so that their circumstances will not affect their process and progress of their study.

Office/Division:	GAD Office – Special Programs and Services			
Classification:				
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of Women and Children's Shelter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MWCS admission agreement and consent form		Crisis Intervention Unit, GAD office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
MWCS admission agreement and consent on the provision of shelter-based education approved and signed by the client or her guardian	1. Facilitate admission and transfer of shelter school age residents to formal schooling 1.1 Orient the survivor regarding her/his schedule and school rules 1.2 Send the survivor to school 2. Continuous education of school age residents through the facilitation of home-based learning modules 2.1. Enroll the minor upon accomplishing and submitting the documents, 2.2. Orient the survivor regarding her/his home base school rules	None	1 week	Care Services Coordinator Crisis Intervention Services – WCS, GAD Office
	3. Provision of a conducive study area where the clients can study their lessons	None	Continuous while the resident is sheltered and in need of shelter-based education	GAD Social Worker WCS Admin
	4. Provide tutoring and assistance in school works/ assignments 5. Conduct of empowerment seminar-workshops on anti-VAWC, women and children's human rights, practicing non- violence behavior, etc.			



f. Crisis Intervention Services: Reintegration Services

The reintegration process is done in preparation for WCS residents to be able to return to their family, community or institution because there is no longer a threat to their safety and they can live a normal life again.

Office/Division:	GAD Office – Special Programs and Services			
Classification:				
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents of Women and Children's Shelter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MWCS admission agreement and consent form		Crisis Intervention Unit, GAD office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
MWCS admission agreement and consent on the provision of Reintegration Services approved and signed by the client or her guardian	1. Family and institutional Reintegration 1.1. Conduct Case Conference 1.2. Facilitate the Family Conference Re: Safety Planning 1.3. Do the Home Visit 1.4. Assess the family as a support group 1.5. Prepare and assess the survivor for the possible family re-integration. Prepare the documents for release, agreement and etc. 1.6. Facilitate the Family Re-integration 1.7. Then do the aftercare monitoring to the survivor status (it could be text messages or phone call) 1.8. Do the aftercare visitation 1.9. Conduct Case Conference 1.10. Look for a possible institution/partner agency, if family reintegration not feasible or not to the best interest of client 1.11. Do the institutional visit 1.12. Know the program/rules of the institution then assess 1.13. Conduct Case Conference	None	Varies per client per situation and per type of activities	<i>Care Services Coordinator</i> Crisis Intervention Services – WCS, GAD Office <i>Social Welfare Officer I</i> CSWDO



	<p>1.14. Prepare and assess the survivor for the reintegration in the partner institution</p> <p>1.15. In family or institutional reintegration, inform the court through manifestations</p> <p>1.16. Prepare the documents needed for the transfer of the survivor</p> <p>1.17. Facilitate the transfer of the survivor\</p> <p>1.18. Aftercare monitoring to the survivor status (it could be text messages or phone call)</p> <p>2. Social investigation. Coordination and referral to government and private institutions</p> <p>3. Coordination with some other local stakeholders (MSO, LRPESO, MCTTIPO, and others) for any possible intervention such as shelter, job placement, entrepreneurial for business opportunities and for other needs</p> <p>4. Do the linkages and networks to other potential stakeholders or partner institution</p>			
--	---	--	--	--



g. Crisis Intervention Services: Aftercare Services

Aftercare services are provided to former WCS residents. This is done to ensure that they are in good condition and continue to be provided with the services they need to fully achieve justice, and make their healing and recovery complete. Often only one or two of the services below are needed by clients.

Office/Division:	GAD Office – Special Programs and Services			
Classification:				
Type of Transaction:	G2C – Government to Client			
Who may avail:	Former Residents of Women and Children’s Shelter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished MWCS release form and agreement between GAD Office, guardian of the resident and CSWDO		Crisis Intervention Unit, GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
MWCS agreement on Aftercare services approved and signed by the client or her guardian	<ol style="list-style-type: none"> 1. Family reintegration <ol style="list-style-type: none"> 1.1. Provision of Transportation Vehicle or Funds 2. Follow-up and aftercare support services <ol style="list-style-type: none"> 2.1. Educational and Legal Assistance: <ol style="list-style-type: none"> a. Provision of transportation b. Do the constant communication with the survivor c. Assist (if necessary) in attending Hearing d. Provide transportation allowance (if necessary) in attending the hearing 		Varies per client per situation and per type of activities	<i>Care Services Coordinator</i> Crisis Intervention Services – WCS, GAD Office <i>Social Welfare Officer I</i> CSWDO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	<ul style="list-style-type: none"> e. Provide transportation allowance f. Provide any legal documents (if required by court) 2.2. Individual and family counseling: <ul style="list-style-type: none"> a. Conduct individual counseling to the survivor (for re-enforcement) b. Conduct family counseling as a support system of the Survivor 2.3. Economic empowerment services (Livelihood and Skills Training) and Personality Development <ul style="list-style-type: none"> a. Provide skills training as preference/choice of the survivor b. Skills enhancement and personality development of the Survivor 			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
	2.4. Psychological Services: a. Assists the survivor in undergoing assessment b. Assists the survivor for the necessary intervention services as recommended by the Psychologist /Psychiatrist	None	2 days	Care Services Coordinator Crisis Intervention Services – WCS, GAD Office
	2.5. Referral Services: a. Provide survivor with Legal assistance such as consultation, preparation of judicial documents, legal documents, b. Assists the survivor in everything she/he may be needing pursuant to the mandates stated in the GAD Codes	None	2 days	Lawyer Legal Office Care Services Coordinator Crisis Intervention Services – WCS, GAD Office
	2.6. Access to WCS facility during hearings and medical follow-ups.	None	2 days	Care Services Coordinator Crisis Intervention Services – WCS, GAD Office



h. Data Management

Data management manages all the information that can be used to mainstream GAD principles in all government programs and policies.

Office/Division:	GAD Office – Monitoring and Evaluation			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for the Needed Datasets		From the Requesting Office/Organization/Group GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of letter of Request for the needed datasets	1. Assessment of the request as to availability and compliance with regulations 2. Approval of the request subject to availability and compliance	None	1 days	<i>Data Analyst Assistant</i> Monitoring and Evaluation, GAD Office
	3. Data Processing 4. Release of the data needed		2 days	

i. Livelihood and Job Readiness Services

The Livelihood and Job Readiness Services is design to implement programs for economic and personal effectiveness, specifically in enterprise development, job readiness, and livelihood skills training

Office/Division:	GAD Office – Special Programs and Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Accomplished Profiling Tool		From the Requesting Office/Organization/Group GAD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of letter of request for livelihood skills training and accomplished profiling tools of beneficiaries	1. Assessment or evaluation of request	None	1 day	<i>Livelihood Coordinator</i> Special Programs and Services (SPS) - Job Readiness and Livelihood of GAD Office
	2. Conference with Facilitator/Trainer	None	3 hours	
	3. Conduct of Training Needs Assessment (TNA)	None	1 day	
	4. Feedback on TNA Result and Training Design	None	2 days	Pamantasan ng Lungsod ng Marikina (PLMar)
	5. Agreement on Final Training Design and its Implementation	None	3 days	
	6. Conduct of the Skills Training Project	None	Varies depending on planned training project	

Note on Classification:
 Simple Transactions – 3 working days
 Complex Transactions - 7 working days
 Highly Technical Application – 20 working days



OFFICE OF THE SANGGUNIANG PANLUNGSOD SECRETARY

CITIZEN'S CHARTER 2022

- MANDATE** : The City Council is the legislative branch of the City Government of Marikina mandated to enact ordinances, approve resolutions, and appropriate funds for the general welfare of the city and its inhabitants pursuant to Section 16 Republic Act. No. 7160 of the Local Government Code of 1991.
- VISION** : Effective Legislation thru the enactment and adoption of quality ordinances and resolutions responsive to the needs and aspirations of the Marikeños.
- MISSION** : To craft legislative measures which are in harmony with the dreams and wishes of the Marikeños for better quality of life.



LIST OF SERVICE

OFFICE AND SERVICES	PAGE No.
SANGGUNIANG PANLUNGSOD	33-35
External Service	
Enact ordinances and approve resolutions, Issuance, (upon request) Certified Copy/copies of records of public character	35



**SANGGUNIANG PANLUNGSOD
EXTERNAL SERVICES**

Enact ordinances and approve resolutions, Issuance, (upon request) Certified Copy/copies of records of public character

Office or Division:	Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Conduct of Public Hearings		City Council Secretariat Office		
2. Issuance, (upon request) Certified Copy/copies of Ordinances, Resolutions, Minutes of Session, Committee Reports, Certifications		City Council Secretariat Office/Receiving Clerk		
3. Research, Request Form, ID/Endorsement Letter		Receiving Clerk, Legislative Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of the Notice of Hearing	1.1 Set the day, time and venue of Public Hearing 1.2 Prepares the necessary materials and documents	NONE	1 day	Secretariat
2. Fill out Request Form	2.1. Wait for verification of the date and number of the requested document/s after its retrieval from the office archives 2.2 Confirm if the document/s presented are the specific documents being requested 2.3. Wait for the photocopied or certified copy of the requested document/s	NONE	5 minutes	I.T. Programmer Receiving/ Releasing Officer
3. Fill out Request Form and other requirements	3.1 Advise Schedule	NONE	5 minutes	Receiving Clerk Legislative Staff
TOTAL			10 minutes	



CITY PERSONNEL OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : To institutionalize meritocracy and excellence in human resource management (PRIME-HRM)
- VISION** : A well-informed, competent, highly motivated and disciplined workforce truly responsive to the needs of the clients.
- MISSION** : To develop and administer a comprehensive Human Resource Management Program which shall serve as the framework for the observance of the merit principle in recruitment, selection, appointment, promotion and retention of employees.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY PERSONNEL OFFICE	36-47
Internal Service	
1. Processing of Different kinds of GSIS Loans	38
2. Processing of PAG-IBIG such as Retirement Benefits, Maturity, Death Claim, etc.	
a. Retirement Benefits	39
b. Maturity (20 years) Optional Maturity (10 years, 15 years)	40
c. For Death Claim	41-42
3. Processing of Pag-Ibig Short Term Loan	43
4. Processing of Claims of Employees Welfare Fund	44
5. Request for Employees Service Record and Certificate of Employment	45
6. Processing of Monetization of Leave Credits	46
7. Processing of Terminal Leave of Employees Who Separated from the Services	47



**CITY PERSONNEL OFFICE
INTERNAL SERVICES**

1. PROCESSING OF DIFFERENT KINDS OF GSIS LOANS

Assist employees in the availment of GSIS loan.

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials and Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. GSIS UMID Card (for different kinds of loan)		Personnel Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the nearest G WAPS machine and select the type of loans wanted.	Verify the completeness of requirements	none	5 minutes	Darrell John Felipe Admin Officer/Liaison Officer
2. After the validation of loan selected, proceed to the City Personnel Office for confirmation of the loan by the Admin Officer	Record the confirmation of loan			
3. Wait for the release of the loan thru UMID cards after the GSIS has informed you thru text	Notify the employee concerned			
TOTAL			5 minutes	



2. PROCESSING OF PAG-IBIG CLAIMS SUCH AS RETIREMENT BENEFITS, MATURITY, DEATH CLAIM, ETC.

Help employees to avail of different claims..

a. RETIREMENT BENEFITS

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials and Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Retirement benefits:		Personnel Office		
a. Properly accomplished application for provident benefits				
b. Voucher of CSV & retirement claim from GSIS as clearance				
c. Birth certificate (NSO/PSA copy)				
d. Service Record (updated)				
e. 2 valid IDs (photocopied back to back)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For claims (retirement, death, maturity)	Confirmation of the loan by the Admin Officer	none	20 minutes	Darrell John Felipe Admin Officer/Liaison Officer
1. Over the counter)for evaluation)				
2. If qualify, processing time (regular application without problem, maximum processing (15 working days)..				
3. For problematic/technical assistance support concern application, maximum of 22 working days.				
4. If with check already, inform members thru SMS to claim their check.				
		TOTAL	20 minutes	



b. MATURITY (20 YEARS) OPTIONAL MATURITY (10 YEARS, 15 YEARS)

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials And Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maturity (20 years) Optional Maturity (10 years, 15 years)		Personnel Office		
a. Properly accomplished application for provident benefits				
b. Original updated service records (valid 6 mos. From date of issue)				
c. Original latest payslip				
d. Unexpired valid Ids				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For maturity:..		none	20 minutes	Darrell John Felipe Admin Officer/Liaison Officer
1. Over the counter (for evaluation)	Issuance of Service Record.			
2. If qualify, processing time (regular application without problem, maximum processing (15 working days)..	Issuance of Pay Slip			
3. For problematic/technical assistance support concern application, maximum of 22 working days	Authentication of valid ID Issuance of updated Service Record/Pay slip			
4. If with check already, inform members thru SMS to claim their check.	Certification of last payment			
TOTAL			20 minutes	



c. FOR DEATH CLAIM

Department/Office:	City Personnel Office	
Classification:		
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector	
Who may avail:	City Officials And Employees (Elective, Permanent, Casual)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Death Claim:		Personnel Office
a.	Properly accomplished application for provident benefit	
b.	Member's death certificate (original NSO/PSA/copy)	PSA
c.	if recently deceased, death certificate from LCR, NSO, PSA authenticated).	
d.	Certificate of non-marriage (for single member only) (original NSO/PSA copy)	
e.	Member's birth certificate (orig. NSO/PSA)	
f.	Parent's marriage contract (orig. NSO/PSA copy)	
g.	Father's death certificate (orig. NSO/PSA/copy)	
h.	Mother's death certificate (orig. NSO/PSA copy)	
i.	Properly accomplished proof of surviving legal heirs form	
j.	Birth certificate of all children/brother/sister (orig. NSO/PSA copy)	
k.	Properly accomplished declaration of guardianship form (if with minor children, below the age of 18 years old)	
l.	Properly accomplished waiver of rights (to be notarized) (if with legal age children (18 years old and above)	
m.	Two (2) valid IDs of claimants and member (Xerox back to back).	
n.	At least one valid ID of witnesses (Xerox back to back)	
o.	Funeral receipt (original/cert. true copy)	
p.	Updated Service Record (orig/cert. true copy)	
q.	Original latest payslip	
r.	Certificate of last payment	
s.	Joint affidavit of abandonment with witness of barangay chairman/councilor	
t.	Join affidavit of cohabitation from common law wife/husband	
u.	Joint affidavit of singleness and no children	
v.	SSS employment history.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Over the counter (for evaluation)	Advice the claimants of the completeness of different requirements.	none	20 minutes	Darrell John Felipe Admin Officer/Liaison Officer
2. If qualify, processing time (regular application without problem, maximum processing (15 working days).				
3. For problematic/technical assistance support concern application, maximum of 22 working days..				
4. If with check already, inform members thru SMS to claim their checks.				
TOTAL			20 minutes	



3. PROCESSING OF PAG-IBIG SHORT TERM LOAN

Help employees to avail of PAG-IBIG short term loan

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials and Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Multi-purpose application form	Personnel Office		
2.	One (1) valid Id acceptable by the Fund			
3.	One (1) month latest pay slip			
4.	Cash Card issued by PAG-IBIG			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Over the counter filing (for evaluation)..	See to it that the application forms is properly filled out.	none	15 minutes	Darrell John Felipe Admin Officer/Liaison Officer
2. If the employee has no ATM card, for issuance of PAG-IBIG Loyalty Cash Card or LBP Cashcard.	Payslip			
3. If qualify, issuance of acknowledgement receipt/inform thru text if approved (3 to 7 working days)..	Certify photo copy of valid ID			
4. If with for merging/consolidation, processing time is maximum of 15 days.				
TOTAL			15 minutes	



4. PROCESSING OF CLAIMS ON EMPLOYEE WELFARE FUND

Provide immediate financial assistance in case of hospitalization or death.

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials and Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Hospitalization:		Personnel Office		
1. Hospital bills duly signed by the proper authority				
2. Doctor's certificate indicating the ailment/disease				
1. Primary beneficiary (wife/husband, if single, parent) <ul style="list-style-type: none"> a. Death certificate duly authenticated by LCR. b. Marriage contract duly authenticated by LCR (If claimant is wife/husband) c. Birth certificate of the deceased duly authenticated by LCR (If single) d. 2 valid IDs of claimant 				
2. Secondary beneficiary (child, parent, brother or sister) <ul style="list-style-type: none"> a. Death certificate of both parents duly authenticated by LCR b. Marriage contract of parents duly authenticated by LCR. c. Birth certificate of brother or sister duly authenticated by LCR. d. Birth certificate of child duly authenticated by LCR. e. 2 valid IDs of claimant 				
3. Nearest surviving legal heir (grandchild, grandparent, uncle, aunt, cousin) <ul style="list-style-type: none"> a. Death certificate duly authenticated by LCR b. Birth certificate of the deceased duly authenticated by LCR c. Proof of relationship with the deceased. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the City Personnel Office.	Verification of all the requirements submitted.	none	10 minutes	Bernadette Fulgencio HRMO IV
2. Claimant form will be signed by the claimant.				
3. Once the check is ready, claimant will be notified.				
4. The Treasurer's Office will issue the corresponding check and will be released thru Cashiers Office				
TOTAL			10 minutes	



5. REQUEST FOR EMPLOYEES SERVICE RECORD AND CERTIFICATE OF EMPLOYMENT

Issuance of Service Records and Certificate of Employment for whatever legal purpose it may serve.

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials and Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filling-up of request form.		Personnel Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-up request form	Verification and updating of Service Card	none	15 minutes	Mitos de Guzman Admin Aide III
2. Wait for 2 to 3 days for the release of the request.	Release of service record/certificate of employment	none		
TOTAL			15 minutes	



6. PROCESSING OF MONETIZATION OF LEAVE CREDITS

Provide financial support/assistance

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials and Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for monetization approved by the Mayor		Personnel Office		
2. Leave form				
3. Earned leave credits				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the leave form together with the approval of the mayor.	Process the documents submitted	none	30 minutes	Bernadette M. Fulgencio HRMO IV Solicidad S. Bilacsi HRMO III
2. Wait for the release of the check.	Inform the employee concerned			
TOTAL			30 minutes	



7. PROCESSING OF TERMINAL LEAVE OF EMPLOYEES WHO SEPARATED FROM THE SERVICE

Provide financial support/assistance to employees after separation

Department/Office:	City Personnel Office			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	City Officials And Employees (Elective, Permanent, Casual)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance from your office		Personnel Office and other offices concerned		
2. GSO clearance				
3. Assets & Liabilities (SALN)				
4. Affidavit of no pending criminal case- Legal Office				
5. Fiscal/Court Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the Personnel Office for evaluation/ verification	Review /verification of records regarding absences, tardiness, leave of absence.	none	30 working days	Solicidad S. Bilacsi HRMO III
2. Wait for the notification of the office for the release of check.	Inform the employee concerned			
TOTAL			30 working days	



GENERAL SERVICES OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : The logistic arm of the Local Government Unit and overall custodian of all city government properties and facilities.
- VISION** : A local government agency judicious in management of its resources.
- MISSION** : Provision of systematic and highest standard of procurement, document tracking, central records depository, property and warehouse inventory system and building maintenance.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
GENERAL SERVICES OFFICE (GSO)	48-56
Internal Service	
1. Document Tracking System (DTS)	50
2. Repair and Maintenance Request	51
3. Issuance of Office Supplies	51
4. Issuance of Property Clearance	52
5. Request for Coasters / Sound System / Chairs/ Tents	53
6. Request for Property Return of Unserviceable	53
7. Request for Materials at the Warehouse	54
8. Procurement of Supplies and Services	54
External Service	
1. Request for Coasters / Sound System / Chairs/ Tents	55
2. Property Insurance and Registration	55
3. Lease, Disposal of unserviceable property and records.	56



**GENERAL SERVICES OFFICE
INTERNAL SERVICES**

1. DOCUMENT TRACKING SYSTEM (DTS)

Receiving unit of any document addressed to the City Government/Officials with Contact Details

Department/Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. City Hall Departments/Offices 2. Other Government Agencies 3. Private Citizens and Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any document addressed to the City Government/Officials with Contact Details and Receiving/Duplicate Copy		Hand carried or mailed document		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document	DTS and receiving of documents	n/a	3 mins	GSO-Records Division Window 14 & 15
2. Update status of request per reference number via telephone at 8646-2371 and/or walk in at Windows 14-15 respectively.	Tracking of the document and its status	n/a	2 mins	GSO-Records Division Window 14 & 15
TOTAL			5 minutes	



2. REPAIR AND MAINTENANCE REQUEST

Repair and maintenance of all city properties and buildings/facilities

Department/Office:	General Services Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	1. City Hall Departments/Offices 2. Other Government Agencies				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly accomplished form			GSO BGMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit document/request	1. Receiving of the request	n/a	2 mins	GSO-BGMD	
2. Schedule of the Inspection/Pullout	2. Scheduling	n/a	2 mins	GSO-BGMD	
3. Acceptance	3. Actual repair and delivery of parts and materials		Depends on the extent of work and availability of parts/materials	Requesting dept.	
TOTAL					

3. ISSUANCE OF OFFICE SUPPLIES

Continuous supply of office supplies to all offices for its operation

Department/Office:	General Services Office				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	1. CITY HALL OFFICES 2. OTHER GOVERNMENT AGENCIES				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Requisition Issuance Slip (RIS) duly signed by the Supplies Officer and approved by the Head of the Department			GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit RIS	1.1 Receipt of Request/RIS	n/a	1 minutes	GSO SPMD	
	1.2 Release of office supplies per RIS.	n/a	4 minutes	GSO SPMD	
TOTAL			5 Minutes		



4. ISSUANCE OF PROPERTY CLEARANCE

Requirement for retirement or severance from office or travel

Department/Office:		General Services Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		1 Employees of departments (LGU)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter				
2. Department Clearance		Own Department		
3. Treasury Clearance		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Receipt of Request	n/a	5 minutes	GSO-Admin
2. Release Clearance	Signed Clearance	n/a	5 minutes	GSO-Admin
TOTAL			10 Minutes	



5. REQUEST FOR COASTER/SOUND SYSTEM/CHAIRS/TENTS

Provision of Coasters for Official Travel/Sound System/Chairs/Tents for Various Events

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. City Hall Offices 2. Other Government Facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with Details		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	Receipt and DTS of the Request		1 Min	GSO RECORDS
	Checking of Availability of the items requested	Toll fees shouldered by requesting party if applicable	3 Mins	GSO ADMIN
	Approval/Disapproval Request		1Min	GSO Chief
TOTAL			5 Minutes	

6. REQUEST FOR PROPERTY RETURN OF UNSERVICEABLE

Documentation and surrender of unserviceable for disposal purposes

Department/Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1 Different Departments (LGU)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Property Return Slip		GSO Warehouse		
2. Picture of Property to be Returned				
3. Actual Property				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Property Return Slip	Receipt of Request	n/a	4 minutes	GSO - Warehouse
	Approval of the return	n/a	1 min	GSO Chief
TOTAL			5 Minutes	



7. REQUEST FOR MATERIALS AT THE WAREHOUSE

Provision of materials and its release from warehouse for their consumption

Department/Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1 Different Departments (LGU)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Requisition Issuance Slip (RIS) duly signed by the Supplies Officer and approved by the Head of the Department				
2. Gate pass for the release of materials			GSO Warehouse	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit RIS	Receipt of RIS	n/a	5 minutes	GSO - Warehouse
2. Release of materials per RIS and presentation of Gate pass	Releasing of materials	n/a	5 min	GSO - Warehouse
TOTAL			10 Minutes	

8. PROCUREMENT OF SUPPLIES AND SERVICES

Documentation and purchase of supplies and services

Department/Office:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. City Hall Departments/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved and Funded Work Program/Approved Budget for Contract (ABC)			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Work Program	Receipt of PR/WP	n/a	3 minutes	GSO - Procurement
2. Acceptance of Supplies/Service	Release of supplies	n/a	10mins	GSO Warehouse
3. Acknowledgment of PAR/RIS	Issuance of ICS/PAR/RIS	n/a	3 mins	GSO Warehouse
TOTAL			16 Minutes	



**GENERAL SERVICES OFFICE
EXTERNAL SERVICES**

1. REQUEST FOR COASTERS/SOUND SYSTEM/CHAIRS/TENTS

Provision of Coasters/Sound System/Chairs/Tents

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Other Government Entities 2. Private Entities/Persons			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with details		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1.1 Receipt and DTS of the request	n/a	1min	GSO RECORDS
	1.2 Checking of availability of the items requested	Toll fees shouldered by requesting party if applicable	3mins	GSO ADMIN
	1.3 Approval/Disapproval of the request	n/a	1min	GSO Chief
TOTAL			5 minutes	

2. PROPERTY INSURANCE AND REGISTRATION

Compliance with existing laws on insurance of buildings and registration of vehicles, service firearms, buildings, and equipment.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Government			
Who may avail:	1. City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application 2. Payment		Government agency involved		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application request with complete attachments	Submission of the application	Depends on the transaction involved	1-3days	GSO SPMD
TOTAL			3 days	



3. LEASE, DISPOSAL OF UNSERVICEABLE PROPERTY AND RECORDS.

Conduct of public bidding of unserviceable properties and lease of government spaces to other entities and disposal of records per retention period under existing rules and regulations.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application 2. Posting 3. Bidding		Government agency involved		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application request with complete attachments	Submission of the application	n/a	6days	GSO SPMD
2. Posting	Posting at newspaper 2x	8,000.00 minimum	2 weeks	GSO Procurement
3. Bidding	Actual Bidding/Auction	Bid Forms	One day	Committee on Awards or the Records Division
TOTAL			3 weeks	



MANAGEMENT INFORMATION SYSTEM AND CALL CENTER (MISCC)

CITIZEN'S CHARTER 2022

- MANDATE** : MISCC will give the citizenry access to information, records involving methods of processing documents like renewal of business license, health advisories, online various government policy agenda' knowledge about departments, organizational charts/duties and functions, job opening, access to library books, information services with regards to tax, legal matters, public service, police, fire department and education advisories, including an input on potential local laws, executive order, among others
- VISION** : To be the leader in I.T. innovation, moving forward to effective e-governance.
- MISSION** : Growing from strength to strength, MISCC Office is dedicated to creating and maintaining high quality, efficient and stable technology solution to further enhance the quality of services that the City Government of Marikina offers.;



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
INFORMATION SYSTEM AND CALL CENTER (MISCC)	57-63
Internal Service	
1. Technical Support	59
2. Web and Applications Development	60
External Service	
1. STAYSAFE.PH Registration Assistance	61
2. VAXCERTPH Application Assistance	62
3. Lost Vaccination Card Replacement	63



**MANAGEMENT INFORMATION SYSTEM AND CALL CENTER
INTERNAL SERVICES**

1. TECHNICAL SUPPORT

Provide assistance re. hardware, software and network errors or requests of Marikina LGU employees

Department/Office:	MANAGEMENT INFORMATION SYSTEM AND CALL CENTER			
Classification:				
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Compliance Slip		MISCC Office, Online		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure or fill-out Compliance Form	Receiving Staff Admin Asst.		2 mins	Receiving Staff Admin Asst.
2. Submit fully filled-up request form for evaluation, assessment and inspection	Admin. Asst. Technical Support Staff		5 mins	Admin. Asst. Technical Support Staff
3. Client will carry out the form for the signature of their department head or OIC	Admin Asst.			Admin Asst.
4. Troubleshooting or repairing of unit	Technical Support Staff		1 day	Technical Support Staff
5. Service personnel call the client for approved/disapproved request	Admin. Asst.		2 mins	Admin. Asst.
6. Releasing of the unit	Admin. Asst. Technical Support Staff		2 mins	Receiving Staff Admin Asst.
TOTAL			Minimum of 15 minutes	



2. WEB and APPLICATIONS DEVELOPMENT

Provide assistance regarding design, development and hosting of web and systems applications for LGU use

Department/Office:	MANAGEMENT INFORMATION SYSTEM AND CALL CENTER			
Classification:				
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request signed by head of office		c/o End User (Requesting Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to MIS Office	Receive and endorse to head of MIS		1 day	Receiving Staff Admin Asst
2. Wait for evaluation results	Evaluate and discuss details with the requesting office		1 day	WebApp Developer
	Design, document and prepare for testing then endorse to end user for evaluation		7-30 days	WebApp Developer, Technical Documentation Staff
3. Test and evaluate for revisions	If no revisions, proceed to launching and user training		7-14 days	Technical Documentation Staff
TOTAL			16 - 46 days	



EXTERNAL SERVICES

1. STAYSAFE.PH REGISTRATION ASSISTANCE

StaySafe.ph or Stay Safe is a digital contact tracing app launched by the Philippine government as a response to the COVID-19 pandemic in the Philippines.

Office or Division:	MANAGEMENT INFORMATION SYSTEM AND CALL CENTER			
Classification:				
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Individuals or Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mobile Number		c/o Applicant		
Valid ID		c/o Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant may go https://www.staysafe.ph and download the StaySafe.PH app on his/her mobile.	Assist applicant in downloading and registering on the app if necessary		5-10 mins	applicant
2. For walk-in assistance, present your valid ID and mobile number.	MIS staff will register the applicant's information on the StaySafe.PH website and wait for the One Time Password (OTP) sent via SMS.		2-5 mins	MIS Staff
3. Give the OTP to the MIS personnel to complete the registration,	MIS staff will input the OTP to the StaySafe.PH website and finish the registration process.		3-5 mins	MIS Staff
TOTAL			5 to 10 minutes	



2. VAXCERTPH APPLICATION ASSISTANCE

VaxCertPH is the official digital vaccination certificate for Filipinos and non-Filipinos vaccinated in the Philippines that may be used for international and domestic travel. This system is developed by the Department of Information and Communications Technology (DICT).

Only those vaccinated at Marikina LGU vaccination sites can be rectified by Marikina LGU. For those vaccinated outside Marikina, they will have to coordinate with the concerned LGU or country where they were vaccinated.

Office or Division:	MANAGEMENT INFORMATION SYSTEM AND CALL CENTER			
Classification:				
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Individuals who are vaccinated under Marikina LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID (Passport, if for International Travel)		Applicant		
2. Marikina Vaccination Card		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant may go https://vaxcert.doh.gov.ph/ or present your valid ID and vaccination card to VaxCertPH Booth.	Input the applicant's information to the VaxCertPH website.		1 - 2 mins	VaxCert Encoder
2. Wait for the results	If record is found, download and print the generated digital vaccine certificate.		1 - 2 mins	VaxCert Encoder
	If record is not found or needs to be corrected, VaxCert encoder will verify the vaccination records then encode or edit the vaccination entries on VaxCertPH.		5 - 10 mins	VaxCert Encoder
TOTAL			1 to 10 mins	



3. LOST VACCINATION CARD REPLACEMENT

For lost vaccination passport or cards, records must be verified first if they are encoded in the system. Only those vaccinated at Marikina LGU vaccination sites are encoded in the system. For those vaccinated outside these sites, they will have to coordinate with the hospital or concerned LGU where they were vaccinated.

Office or Division:	MANAGEMENT INFORMATION SYSTEM AND CALL CENTER			
Classification:				
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Individuals who are vaccinated under Marikina LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID		Applicant		
2. Copy of Marikina Vaccination Card (if any)		Applicant		
3. Proof of vaccination (if any)		Applicant		
4. Lost Vaccination Card Form		MISCC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants must proceed to MIS Office and present their valid ID and proof of vaccination (if any)	Encoder will verify the information submitted on Marikina Vaccination System.		5 - 15 mins	VaxCert Encoder
2. Wait for the results.	Encoder will print the lost vaccination card certificate or VAXCERT.		0 - 5 mins	VaxCert Encoder
TOTAL			5 - 20 minutes	



MARIKINA CITY LIBRARY

CITIZEN'S CHARTER

2022

- MANDATE** : Provide an easy and updated access to information.
- VISION** : To become a premiere public library imbued with sound values and a strong commitment to lifelong learning and information literacy.
- MISSION** : To promote the moral and intellectual well-being and elevate the literacy level of every Marikeno, to preserve and make available the vast resources of Marikina City Library to the public.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
MARIKINA CITY LIBRARY	64-67
Internal Service	
1. Government Service	66
External Service	
1. Government Service	67



**MARIKINA CITY LIBRARY
INTERNAL SERVICES**

1. GOVERNMENT SERVICE

Employees clearance for leave and retirement purposes

Department/Office:	Marikina City Library			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employees Clearance form issued by the City Personnel Office				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Employees Clearance Logbook		None		Library Staff
2. Submit employees clearance for signature	Signature of the City Librarian	None	1 minutes	City Librarian
3. Release of employees clearance	Signature of employee upon release of clearance	None	1 minute	Library Staff
TOTAL			2 minutes	



**MARIKINA CITY LIBRARY
EXTERNAL SERVICES**

2. GOVERNMENT SERVICE

Access to Information

Office or Division:	Marikina City Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marikina City Library ID		Marikina City Library		
2. Letter of Intent to access Marikina City Library				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the clients logbook				Library Staff
2. Submit Application Form together with 2 copies 1x1 ID (availment of Library Card)	2. Received and log the application form and ID 2.1 Start processing of the Library ID 2.2 Release of Library ID 2.3 Clients Signature on Library card and logbook.	None	4 minutes	Library staff
3. Borrowing of books	3. 1 Submit Library card 3.2 Fill out book cards 3.3 Return book 3.4 Retrieve Library Card	None	2minutes	Library Staff
TOTAL			6 minutes	



Finance Management and Project Development



CITY ACCOUNTING OFFICE

CITIZEN'S CHARTER 2022

MANDATE : Accounting is the department mandated by law to safeguard government assets against loss, wastage and misuse; and to provide timely and authentic financial information to our local legislators and stakeholders that will serve as their guide in making decision for the benefit of the general public.

VISION : Entrusted with the duty of ensuring correctness, reliability, completeness and timeliness in recording government financial transactions in compliance with applicable with laws, accounting and auditing rules and regulations and International Accounting Standards and providing statements to the City Mayor and the Sanggunian concerned.

MISSION :

1. To generate financial reports in accordance with the policies and procedures of the Philippine Public Sector Accounting System (PPSAS).
2. To submit available periodic and relevant financial reports to the City Mayor and to the Sanggunian for better monitoring of performance and for sound management decision making.
3. To improve accountability and governance through transparency in governmental financial management.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY ACCOUNTING OFFICE (CAO)	69-80
External Services	
1. Processing of Government Obligations / Disbursement of Funds	71-72
2. Remittance of Tax Withheld from Compensation and Government Money Payments	73
3. Remittance of GSIS, PAGIBIG and PhilHealth Contributions	74
4. Preparation and Submission of Financial Statements to the Commission on Audit (COA)	75-76
5. Preparation and Submission of Barangay Financial Statements to Commission on Audit (COA)	77-78
6. Issuance of Certifications (PhilHealth, PagIBIG, Withholding Tax, GSIS)	79-80



**CITY ACCOUNTING OFFICE
EXTERNAL SERVICES**

1. PROCESSING OF GOVERNMENT OBLIGATIONS / DISBURSEMENT OF FUNDS

Processing Disbursement Voucher of sorts covering claims on INFRA, Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers under Contracts, Purchase Order, et.al; as payment for services rendered or goods delivered.

Department/Office:	City Accounting Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Consumer G2B – Government to Business Sector	
Who may avail:	1. Marikina City Officials and employees 2. Contractors, Suppliers and Others	
	CHEC KLIST OF REQUIREMENTS	WHERE TO SECURE
I. Procurement of Goods	<ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Certificate of Availability of Funds 4. Purchase Order (PO) / Purchase Request (PR) 5. Canvass (if needed) 6. Acceptance and Issuance Request (AIR) 7. Original Copy of Invoice 8. Bids and Awards Committee (BAC) Resolution 9. City Ordinance (if needed) 10. Approved Budget Contract (ABC) 11. Property Acknowledgment Receipt (PAR) 	<p>City Budget Office (CBO)</p> <p>General Services Office (GSO)</p>
II. Procurement of Services	<ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Contract / Purchase Order/ Letter Order 4. Certificate of Service Rendered / Occupancy or Accomplishment Report 5. Bids and Awards Committee (BAC) Resolution 6. City Ordinance (if needed) 7. Approved Budget Contract (ABC) 	<p>City Budget Office (CBO)</p> <p>General Services Office (GSO)</p>
III. Procurement of Services for Infrastructures	<ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Notice of Award 4. Contract / Purchase Order 5. Notice to Proceed 6. Performance / Security Bond / Retention Bond 7. Bids and Awards Committee (BAC) Resolution 8. Letter Request from Contractors 9. Statement of Work Accomplished / Progress Billing 10. Inspection Report 11. Result of Test Analysis (if applicable) 12. Monthly Certificate of Payment 13. Contractor’s Affidavit on Payment of Laborers and Materials 14. Pictures, before, during and after construction 15. Photocopy of vouchers of all previous payments 16. Certificate of completion 	<p>City Budget Office (CBO)</p> <p>General Services Office (GSO)</p> <p>City Engineering Office</p>



<p>IV. Payment of Salaries and Wages, Overtime (OT) Pay, Allowances, Incentives, Honorarium, Per Diem, Hazard Pay, Bonuses, Terminal Pay</p> <ol style="list-style-type: none"> 1. Disbursement Voucher (DV) 2. Payroll 3. Certificate of service or Daily Time Record (DTR) 4. Authority to Render Service 5. Work Program 6. Accomplishment Report 7. Clearances 8. Service Record 9. Credit Leaves 10. Statement of Assets, Liabilities and Net Worth (SALN) 11. Approved Leave Application <p>V. Cash Advances</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher 3. Letter of Invitation 4. Authority to Travel 5. Breakdown of Expenses 6. Duly approved itinerary of travel 7. Approved Work Program/Payroll 	<p>City Personnel Office</p> <p>City Budget Office (CBO)</p> <p>City Mayors Office</p>														
<table border="1"> <thead> <tr> <th data-bbox="165 1103 500 1223">CLIENT STEPS</th> <th data-bbox="500 1103 863 1223">AGENCY ACTIONS</th> <th data-bbox="863 1103 984 1223">FEES TO BE PAID</th> <th data-bbox="984 1103 1205 1223">PROCESSING TIME</th> <th data-bbox="1205 1103 1461 1223">PERSON RESPONSIBLE</th> </tr> </thead> <tbody> <tr> <td data-bbox="165 1223 500 1716"> <ol style="list-style-type: none"> 1. Submit requirements </td> <td data-bbox="500 1223 863 1716"> <ol style="list-style-type: none"> 1.1 Check Attachments, Evaluation of completeness of documents Receives, records and designates accounting no. for all incoming DVs 1.2 Checks computation of taxes Final Review 1.3 Signs </td> <td data-bbox="863 1223 984 1716"> <p>none</p> </td> <td data-bbox="984 1223 1205 1716"> <p>1 Day</p> </td> <td data-bbox="1205 1223 1461 1716"> <p>Louella B. Espinosa Receiving Clerk</p> <p>Carmina D. Buenaventura Assistant City Accountant</p> <p>Erlinda G. Gonzales City Accountant</p> </td> </tr> <tr> <td colspan="3" data-bbox="165 1716 984 1771" style="text-align: right;">TOTAL</td> <td data-bbox="984 1716 1205 1771">1 Day</td> <td data-bbox="1205 1716 1461 1771"></td> </tr> </tbody> </table>		CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	<ol style="list-style-type: none"> 1. Submit requirements 	<ol style="list-style-type: none"> 1.1 Check Attachments, Evaluation of completeness of documents Receives, records and designates accounting no. for all incoming DVs 1.2 Checks computation of taxes Final Review 1.3 Signs 	<p>none</p>	<p>1 Day</p>	<p>Louella B. Espinosa Receiving Clerk</p> <p>Carmina D. Buenaventura Assistant City Accountant</p> <p>Erlinda G. Gonzales City Accountant</p>	TOTAL			1 Day
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE											
<ol style="list-style-type: none"> 1. Submit requirements 	<ol style="list-style-type: none"> 1.1 Check Attachments, Evaluation of completeness of documents Receives, records and designates accounting no. for all incoming DVs 1.2 Checks computation of taxes Final Review 1.3 Signs 	<p>none</p>	<p>1 Day</p>	<p>Louella B. Espinosa Receiving Clerk</p> <p>Carmina D. Buenaventura Assistant City Accountant</p> <p>Erlinda G. Gonzales City Accountant</p>											
TOTAL			1 Day												



2. REMITTANCE OF TAX WITHHELD FROM COMPENSATION AND GOVERNMENT MONEY PAYMENTS

Remittance of Tax covering Personnel Services and Government money Payment of Supplies and Materials Maintenance, Security and other related Services rendered by contractors & suppliers.

Office or Division:		City Accounting Office		
Classification:		Complex		
Type of Transaction:		G2C – Government to Consumer G2B – Government to Business Sector		
Who may avail:		1. Marikina City Officials and employees 2. Contractors, Suppliers and Others		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payrolls 2. Paid Disbursement Vouchers		City Personnel Office City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Compute and Record Tax Withheld based on received payroll and Paid Vouchers 2.1 Create Disbursement voucher for remittance of contributions for BIR	none	On or before the 10th of the succeeding Month	Christopher S. Domitas Processing Clerk
		TOTAL		



3. REMITTANCE OF GSIS, PAGIBIG AND PHILHEALTH CONTRIBUTIONS

Remittance of Mandatory Contributions covering Personnel Services, Disbursement voucher/s and MOOE (regular plantilla, salaries and other benefits; contract of service, consultant, job order) of City Government Employees.

Office or Division:		City Accounting Office		
Classification:		Complex		
Type of Transaction:		G2G – Government to Government		
Who may avail:		1. Marikina City Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payrolls 2. Daily Time Records		City Personnel Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Compute and Record Employee Contributions based on received payroll 1.2 Create Disbursement voucher for remittance of contributions for GSIS, PagIBIG and PhilHealth	none	On or before the 10th of the succeeding month for GSIS Every 15th for PhilHealth Every 14th for Pag-IBIG	Dick D. Demoral/ Allan Joseph T. Quilingking Processing Clerk
		TOTAL		



4. PREPARATION AND SUBMISSION OF FINANCIAL STATEMENTS TO THE COMMISSION ON AUDIT (COA)

The Office prepares and submits Financial Statements keeps records of all accounts and financial records of the City Government. Maintain books of accounts to enable those concerned to ascertain the assets, the liabilities, the government equity, the income and the expenditures as of a given time.

Office or Division:	City Accounting Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	1. Commission on Audit (COA)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. Collection and Deposits <ol style="list-style-type: none"> 1. Summary Report of Collection and Deposits (SRCD) 2. Duplicate Copy of Official Receipts (ORs) 	City Treasurer's Office
II. Paid Disbursement Voucher <p>A. Procurement of Goods</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Certificate of Availability of Funds 4. Purchase Order (PO) / Purchase Request (PR) 5. Canvass (if needed) 6. Acceptance and Issuance Request (AIR) 7. Original Copy of Invoice 8. Bids and Awards Committee (BAC) Resolution 9. City Ordinance (if needed) 10. Approved Budget Contract (ABC) 11. Property Acknowledgment Receipt (PAR) 	City Budget Office (CBO) General Services Office (GSO)
<p>B. Procurement of Services</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Contract / Purchase Order/ Letter Order 4. Certificate of Service Rendered / Occupancy or Accomplishment Report 5. Bids and Awards Committee (BAC) Resolution 6. City Ordinance (if needed) 7. Approved Budget Contract (ABC) 	City Budget Office (CBO) General Services Office (GSO)
<p>C. Procurement of Services for Infrastructures</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Notice of Award 4. Contract / Purchase Order 5. Notice to Proceed 6. Performance / Security Bond / Retention Bond 7. Bids and Awards Committee (BAC) Resolution 8. Letter Request from Contractors 9. Statement of Work Accomplished / Progress Billing 10. Inspection Report 11. Result of Test Analysis (if applicable) 	City Budget Office (CBO) General Services Office (GSO) City Engineering Office



Marikina Citizen's Charter

<ul style="list-style-type: none"> 12. Monthly Certificate of Payment 13. Contractor's Affidavit on Payment of Labourers and Materials 14. Pictures, before, during and after construction 15. Photocopy of vouchers of all previous payments 16. Certificate of completion D. Payment of Salaries and Wages, Overtime (OT) Pay, Allowances, Incentives, Honorarium, Per Diem, Hazard Pay, Bonuses, Terminal Pay <ul style="list-style-type: none"> 1. Disbursement Voucher (DV) 2. Payroll 3. Certificate of service or Daily Time Record (DTR) 4. Authority to Render Service 5. Work Program 6. Accomplishment Report 7. Clearances 8. Service Record 9. Credit Leaves 10. Statement of Assets, Liabilities and Net Worth (SALN) 11. Approved Leave Application E. Cash Advances <ul style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher 3. Letter of Invitation 4. Authority to Travel 5. Breakdown of Expenses 6. Duly approved itinerary of travel 	<p>City Personnel Office</p> <p>City Budget Office (CBO)</p> <p>City Mayors Office</p>			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
<p>1. Submit Records</p>	<ul style="list-style-type: none"> 1.1 Receives and check the accuracy of the reports submitted. 1.2 Prepares eNgas Journal Entry Voucher (JEV) 1.3 Approves eNgas JEV's 	<p>none</p>	<p>Submission every 20th of the following month</p>	<p>Danilo C. Lopez Jr./ Rea Semei S. Solomon/ Aideliza S. Mendoza Processing Clerk</p> <p>Erlinda G. Gonzales City Accountant</p>
<p>2. Preparation of Financial Statements</p>	<ul style="list-style-type: none"> 2.1 Checks and Reviews Initials Financial Statement 2.2 Approves and signs financial statements 2.3 Transmit Financial Statements to COA. 			<p>Christopher S. Hermogenes Management and Audit Analyst</p> <p>Erlinda G. Gonzales City Accountant</p>
TOTAL				



5. PREPARATION AND SUBMISSION OF BARANGAY FINANCIAL STATEMENTS TO THE COMMISSION ON AUDIT (COA)

The Office prepares and submits Financial Statements, keeps records of all accounts and financial records of all the barangays in the City. Maintain books of accounts to enable those concerned to ascertain the assets, the liabilities, the government equity, the income and the expenditures of the barangay unit as of a given time.

Office or Division:	City Accounting Office
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	1. Commission on Audit (COA) 2. The Barangay Treasurers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>I. Collection and Deposits</p> <ol style="list-style-type: none"> 1. Summary Report of Collection and Deposits (SRCD) 2. Duplicate Copy of Official Receipts (ORs) <p>II. Paid Disbursement Voucher</p> <p>A. Procurement of Goods</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Certificate of Availability of Funds 4. Purchase Order (PO) / Purchase Request (PR) 5. Canvass (if needed) 6. Acceptance and Issuance Request (AIR) 7. Original Copy of Invoice 8. Bids and Awards Committee (BAC) Resolution 9. City Ordinance (if needed) 10. Approved Budget Contract (ABC) 11. Property Acknowledgment Receipt (PAR) <p>B. Procurement of Services</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Contract / Purchase Order/ Letter Order 4. Certificate of Service Rendered / Occupancy or Accomplishment Report 5. Bids and Awards Committee (BAC) Resolution 6. City Ordinance (if needed) 7. Approved Budget Contract (ABC) <p>D. Procurement of Services for Infrastructures</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher (DV) 3. Notice of Award 4. Contract / Purchase Order 5. Notice to Proceed 6. Performance / Security Bond / Retention Bond 7. Bids and Awards Committee (BAC) Resolution 	Barangay Treasurer



Marikina Citizen's Charter

<ol style="list-style-type: none"> 8. Letter Request from Contractors 9. Statement of Work Accomplished / Progress Billing 10. Inspection Report 11. Result of Test Analysis (if applicable) 12. Monthly Certificate of Payment 13. Contractor's Affidavit on Payment of Labourers and Materials 14. Pictures, before, during and after construction 15. Photocopy of vouchers of all previous payments 16. Certificate of completion <p>E. Payment of Salaries and Wages, Overtime (OT) Pay, Allowances, Incentives, Honorarium, Per Diem, Hazard Pay, Bonuses, Terminal Pay</p> <ol style="list-style-type: none"> 1. Disbursement Voucher (DV) 2. Payroll 3. Certificate of service or Daily Time Record (DTR) 4. Authority to Render Service 5. Work Program 6. Accomplishment Report 7. Clearances 8. Service Record 9. Credit Leaves 10. Statement of Assets, Liabilities and Net Worth (SALN) 11. Approved Leave Application <p>F. Cash Advances</p> <ol style="list-style-type: none"> 1. Duly Certified Budget/ Obligation Request Slip (OBR) 2. Disbursement Voucher 3. Letter of Invitation 4. Authority to Travel 5. Breakdown of Expenses 6. Duly approved itinerary of travel 7. Approved Work Program/Payroll 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Records	<ol style="list-style-type: none"> 1.1 Receives and check the accuracy of the reports submitted. 1.2 Prepares Journal Voucher (JV) 1.3 Approves JV's 	none	Submission every 20th of the following month	Maricar C. Velasco Jordan C. Duque Nenita C. Simeon Rowell M. Ballesteros Processing Clerk Erlinda G. Gonzales City Accountant
2. Preparation of Financial Statements	<ol style="list-style-type: none"> 2.1 Checks and Reviews Initials Financial Statement 2.2 Approves and signs financial statements 2.3 Transmit Financial Statements to COA. 			Maricar C. Velasco Jordan C. Duque Nenita C. Simeon Rowell M. Ballesteros Processing Clerk Erlinda G. Gonzales City Accountant
		TOTAL		



6. ISSUANCE OF CERTIFICATIONS (PHILHEALTH, PAGIBIG, WITHHOLDING TAX)

Issuance of Certifications for PhilHealth, PagIBIG Loans, Tax Withheld (ITR) From Employees and Withholding Tax for Suppliers and Contractors.

Office or Division:	City Accounting Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Consumer			
Who may avail:	1. Marikina City Officials and employees 2. Contractors, Suppliers and Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Philhealth 1. Accomplished PhilHealth Form 2. At least 9 months Contribution with in the immediate 12 months prior to the 1st day of confinement for PhilHealth		Hospital / Clinic		
For PagIBIG Loans 1. Accomplished Pag-IBIG Form 2. At least 24 months Contribution 3. 1 month Payslip 4. Photocopy of ID with 3 signatures, Certified by Personnel Office		City Personnel Office		
For Tax Withheld (ITR) 1. Request Income Tax Return (ITR)		City Accounting Office		
For Withholding Tax 1. Request for Certificate of Tax Withheld 2. Photocopy of Disbursement Voucher		City Accounting Office City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For PhilHealth 1. Submit requirements	1.1 Check Current Employment status and Contributions 1.2 Print Certification 1.3 Approves and Signs Certification 1.4 Release to Client	none	10 Mins	Dick D. Demoral Allan T. Quilingking Processing Clerk Erlinda G. Gonzales City Accountant
For PagBIG 2. Submit requirements	2.1 Check Current Employment status and Contributions and Requirements 2.2 Approves and Signs Loan Form 2.3 Release to Client	none	10 Mins	Dick D. Demoral Allan T. Quilingking Processing Clerk Erlinda G. Gonzales City Accountant
For Tax Withheld (ITR) 3. Submit requirements	3.1 Check Tax Withheld 3.2 Input information in required fields 3.3 Print ITR Form 3.4 Approves and Signs Form 3.5 Release to Client	none	10 Mins	Christopher S. Dotimas Processing Clerk Erlinda G. Gonzales City Accountant



For Tax Withheld (ITR) 4. Submit requirements	4.1 Check Withholding tax for Correctness 4.2 Input information in required fields 4.3 Print Form 4.4 Approves and Signs Form 4.5 Release to Client	none	10 Mins	Christopher S. Dotimas Processing Clerk Erlinda G. Gonzales City Accountant
TOTAL				



CITY BUDGET OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** The City Budget was created with the provision of Section 475 of Republic Act 7160. It is task to provide technical assistance to the Local Chief Executive in the PREPARATION, AUTHORIZATION, REVIEW, EXECUTION AND ACCOUNTABILITY phases of the budget process.
- VISION** An office that will provide transparent, efficient and effective budgeting system for programming of funds to support the management for a sound implementation and accomplishment of programs, projects and activities that will lead to the realization of all the City Government's aspirations for its employees and constituents.
- MISSION** To provide technical knowledge and actions in the processing of budgetary requirements of the city to defray financial obligations to the offices, employees, suppliers, NGO's and other government agencies through effective programming of income and expenditures and accurate and speedy processing of budgetary documents.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY BUDGET OFFICE	81-87
Internal/External Services	
1. Preparation and Submission of Annual / Supplemental Budget of the City	83-84
2. Review of Annual / Supplemental Barangay Budget	85-86
3. Systematic Encoding, Recording, Monitoring and Processing of Transactions Involving the City's Expenditures Against the Allocated Resources	86-87



**CITY BUDGET OFFICE
INTERNAL / EXTERNAL SERVICES**

1.) PREPARATION AND SUBMISSION OF ANNUAL / SUPPLEMENTAL BUDGET OF THE CITY				
Review and consolidates the budget proposals of different offices and departments of the City to determine the compliance with budgetary requirements and guidelines of governing agencies like DBM, DILG, COA and Other Agencies.				
Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices / Departments of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Budget Proposals with Prescribed Budget Preparation Forms <ol style="list-style-type: none"> 1. LBP Form No. 1 – Budget of Expenditures and Sources of Financing 2. LBP Form No. 2 – Programmed Appropriation and Obligation by Object of Expenditure 3. LBP Form No. 3 – Plantilla of LGU Personnel 4. LBP Form No. 4 – Mandate, Vision/Mission, Major Final Output, Performance Indicators and Targets Personnel Schedule 5. LBP Form No. 6 – Statement of Statutory and Contractual Obligations and Budgetary Requirements 6. LBP Form No. 7 – Statement of Fund Allocation by Sector 7. Annual Procurement Plan (APP) 8. Project Procurement Management Plan 		To be prepared by the department/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Confer with the City Finance Committee in coordination with the revenue generating departments to determine budgetary ceiling / income estimates.	None	1 day	Local Finance Committee
Receive budget call (memorandum/letter) from LCE and prepare budget proposals with necessary forms	Disseminate memorandum letter with attached Budget Call, required budgetary forms and calendar of activities stating the submission of budget proposals	None	1 day	Irene P. Zaldivar Receiving Clerk
Submit the Budget Proposals to City Budget Office	Budget Officer reviews the budget Proposals of various office / departments All Budget Proposals will be consolidated by the	None	30 days (July 15 to August 15)	Jason R. Nepomuceno Department Head Local Finance Committee



Marikina Citizen's Charter

	Budget Officer for submission to the Local Finance Committee and conduct technical budget hearings			
Attend budget hearing	Conduct budget hearing	None	3 days	Local Finance Committee Committee on Appropriations
Local Finance Committee Members will evaluate all the budget proposals	Prepares the consolidated Executive Budget Prepares the Budget Message	None	53 days	Budget Technical Team Budget Officer Local Finance Committee
Submit the Executive Budget to the Sangguniang Panlungsod for deliberation	Authorization of Budget is done through an Appropriation Ordinance enacted by the Sanggunian and forwarded to DBM	None	On or before October 16	Sangguniang Panlungsod
END OF TRANSACTION				

2.) REVIEW OF ANNUAL / SUPPLEMENTAL BARANGAY BUDGET

Conduct initial review of the submitted Barangay Annual / Supplemental Budget of the 16 barangays of Marikina City

Office or Division:	City Budget Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Barangay officials and residents concerned

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Barangay Annual / Supplemental Budget 2. Budget Message 3. Certification of Actual Income (Next Preceding Year) 4. Certification of Estimated Income (Budget Year) 5. Certification of Additional Income (For Supplemental Budget) 6. Appropriation Ordinance 7. Statement of Special Purpose Appropriation (SPA) 8. Annual Investment Program (AIP) 9. BBP Form No. 1 (Budget Expenditures and Sources of Financing) 10. BBP Form No. 2 (Program Appropriation by PPA) 11. BBP Form No. 2A (20% Development Plan) 12. BBP Form No. 3 (Plantilla of Personnel) 13. BBP Form No. 4 (Statement of Indebtedness) 14. BBP Form No. 5 – Statement of Funding Sources (For Supplemental Budget) 15. BBP Form No. 6 – Statement of Supplemental Appropriation (For Supplemental Budget) 16. GAD Plan and Budget with City Planning and DILG Certificate of Review and Endorsement 17. BDRRMF Plan with Barangay Resolution	To be prepared by Barangay / SK concern



<p>18. Senior Citizen and PWD Plan and Budget 19. BCPC Plan and Budget 20. Barangay Plans, PPA and Work Programs (Health and Nutrition, BADAC, Peace and Order, Clean and Green, and other Special Activities) 21. Annual Procurement Plan (APP) For SK Annual Budget</p> <ol style="list-style-type: none"> 1. Endorsement Letter address to Budget Office 2. Certification from Barangay Treasurer the ESTIMATED TEN PERCENT (10%) of the General Fund of the Barangay for the ensuing fiscal year, supported by a certification of income of the Barangay. 3. SK Resolution approving the SK Annual Barangay Youth Investment Program (ABYIP) before the start of SK Budget Preparation. 4. Copy of Approved SK Annual Barangay Youth Investment Program (ABYIP) duly signed by DILG Marikina Field Office. 5. SK Resolution approving the SK Annual Budget. 6. SK Annual Work Plan and Budget duly signed by DILG Marikina Field Office. 7. SK Project Brief. 8. SK Resolution approving the Honorarium for SK Kagawads, SK Secretary and SK Treasurer 9. Copy of Approved Appointment of SK Secretary and SK Treasurer duly signed by the appointing authority. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Submit Barangay / SK Annual / Supplemental Budget with complete documents required	Receive the Proposed Barangay / SK Annual / Supplemental Budget Distribute to assigned budget reviewer	None	10 minutes	Irene P. Zaldivar Receiving Clerk
Barangay Treasurer's reports to City Budget Office to verify and comply the deficiencies Resubmit of corrected and complete set of Barangay Annual / Supplemental Budget	Check attached documents (per checklist) stamping of date and time received Check, Review, Evaluate, Process and Sign Prepare transmittal letter and forward to Mayor's Office for approval	None	5 days	Lady Cristal A. Mendoza Rosana S. Medina Erlinda J. Tablan Budget Reviewer Jason R. Nepomuceno Department Head
	Endorse approved barangay budgets to the concerned barangays	None	1 day	Lady Cristal A. Mendoza Rosana S. Medina



				Erlinda J. Tablan Budget Reviewer
END OF TRANSACTION				

3.) SYSTEMATIC ENCODING, RECORDING, MONITORING AND PROCESSING OF TRANSACTIONS INVOLVING THE CITY'S EXPENDITURES AGAINST THE ALLOCATED RESOURCES				
Obligation Request (ObR) Form is reviewed, evaluated and processed to certify as to availability of appropriation based on the approved budget and released of allotment of concerned departments/offices.				
Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices / Departments of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Certification of Availability of Fund <ol style="list-style-type: none"> Budget Clearance signed by Requesting Office Signed ABC and PR approved by LCE For Payroll (Salaries & Wages, Allowances and Other Personnel Benefits) <ol style="list-style-type: none"> ObR signed by Requesting Office Signed Payroll For terminal leave pay, maternity leave and other personnel benefits, signed OBR and copy of various requirements prescribed by HR Office. For Financial, Medical and Funeral Assistance <ol style="list-style-type: none"> ObR signed by Requesting Office Disbursement Voucher Letter by the client Requirements prescribed by CSWDO For Supplies, Materials and Equipment <ol style="list-style-type: none"> ObR signed by Requesting Office Signed ABC / PR / PO / Quotation / Abstract / BAC Resolution 		To be prepared by the department/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents with necessary requirements	Check attached documents, Scanned DTS to receive Distribute to assigned budget staff	None	10 minutes	Irene P. Zaldivar Receiving Clerk
	Review, evaluate, process and sign the Obligation Request	None	1 day (Payroll) 2 days (Various Assistance) 2 days (Supplies, Materials, Equipment)	Jason R. Nepomuceno Department Head Lady Cristal A. Mendoza Rosana S. Medina Shirley B. Aquino Nikka Andrea C. Cornel Erlinda J. Tablan Judith A. Leynes Budget Staff
	Transmit the approved ObR to Accounting Office (Payroll, DV, Various Assistance)	None	10 minutes	Irene P. Zaldivar Receiving Clerk



Marikina Citizen's Charter

	Treasury Office (Budget Clearance, ABC); GSO Procurement (PR, PO, BAC Resolution)			
END OF TRANSACTION				



CITY TREASURY OFFICE

CITIZEN'S CHARTER

2022

MANDATE	Collect taxes and other revenues authorized by law and take charge of the actual disbursement of funds.
VISION	An ideal Treasury Office recognized for its excellence in the collection of revenues and judicious management, disposition and utilization of government funds.
MISSION	To fully finance and support government operations in the pursuit of providing efficient and effective delivery of services and facilities to the people of Marikina.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY TREASURY OFFICE	88-104
External Services	
1. Collection of Real Property Tax	90
2. Issuance of Real Property Tax Clearance	91
3. Collection on Business Tax	91
4. Collection on Transfer Tax	92
5. Collection on Community Tax Certificate	92-93
6. Payment of Professional Tax	93
7. Payment of Fees for Sealing and Licensing Weights and Measures	94
8. Payment of Mayor's Permit	94
9. Payment of Secretary's Fees (Certification and other copies of any official documents)	95
10. Payment of Building and Other Construction Permit Fees	95
11. Payment of Excavation Permit Fees	96
12. Collection of Market Rentals and Fees	96
13. Parking Fees (Market Area)	97
14. Parking Fees (City Hall Parking, LTO Parking and North Parking Area)	97
15. Parking Fees (Central Parking Area)	98
16. Fees and Charges: Marikina Sports Center Fees	98-99
17. Fees and Charges: Marikina City Tourism Office	99
18. Fees and Charges: Police Clearance	99
19. Fees and Charges: Civil Registry Fees	100
20. Fees and Charges: CEMO	100
21. Fees and Charges: PNB/Flower Stall Rental	101
22. Fees and Charges: OPSS Fees	101
23. Fees and Charges: PLMar	102
24. Fees and Charges: Locational/Zoning Clearance	102
25. Fees and Charges: Sanitation and Health Certificate Fees	103
26. Fees and Charges: Cemetery Fees	103
27. Cash Section (Disbursement through Checks)	104



1. Collection on Real Property Tax

Real Property Tax payment are collected and validated through issuance of Official Receipts.

Department/Office:	Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Real Property Owners / Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Account Number / Property Identification Number (PIN)		Previous Official Receipt of Owner Statement of Account from Teller		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk
2. Proceed to Window where queuing number was called and present the requirements	Accept the previous Official Receipt/Statement of Account to get the account number of the real property owner and input the PIN/Account # to the system to transact and issue official receipt.	Based on the Assessment of the Real Property	3 Minutes	Revenue Collector
3. RPT Online Services	Issuance of Official Receipt for successful online payment transactions.	Based on the Assessment of the Real Property	1 Minute	Assigned Revenue Collector



2. Issuance of Real Property Tax Clearance

Issued to property owners to certify the completeness/updated of Real Property Tax payment in Marikina City.

Department/Office:	Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Real Property Owners / Developers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Registered Owner: <ul style="list-style-type: none"> - Photocopy of RPT Current Official Receipt - Photocopy of Valid I.D. For Representative/Liason/Buyer: <ul style="list-style-type: none"> - Photocopy of RPT Current Official Receipt - Authorization Letter from the registered owner/SPA from the property owner and Photocopy of Valid I.D. of owner and representative. - Photocopy of documents needed to be used in sale/loan/etc. 		<ul style="list-style-type: none"> - Current Official Receipt of Owner - Owner Valid I.D. - Current Official Receipt of Owner - From Property Owner 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Teller 57 2. Fill up form Request 3. Submit the required documents	Accept the form request and the required documents.	P 50.00	5 Minutes	Revenue Collector

3. Collection on Business Tax

Business Tax payment are collected and validated through issuance of Official Receipts.

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Business owners / Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Business Identification Number (BIN) - Tax Billing from BPLO 		<ul style="list-style-type: none"> - Previous Official Receipt of Owner - Business Permit and Licensing Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number 2. Proceed to Window where queuing number was called and present the requirements	Issue Queuing number to taxpayers. Accept the previous Official Receipt/Tax Billing and input the BIN to the system to transact and issue official receipt.	None Based on the Assessment of the Business	30 seconds 3 Minutes	Treasury Help Desk Revenue Collector



4. Collection on Transfer Tax

The Marikina City may impose a tax rate of seventy five percent (75%) of one percent (1%) on the sale, donation, barter, or any mode of transferring ownership of the real property within territorial jurisdiction of Marikina based on the total consideration involved in the sale of the property or of the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher. LGC (Section 135) & Revenue Code of Marikina Ord. 085 S-2015 (Sec. 21 - 24).

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City taxpayers (Seller, Buyer, Heirs, Donor and Donee of Real Property)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Deed of Transfer - Tax Declaration - Tax Clearance - TCT (Original or Certified Tru Copy) - Authorization letter/SPA - Valid I.D. (owner & representative) - Photocopy of above documents 		<ul style="list-style-type: none"> - Property Owner - City Assessor's Office - City Treasurer's Office - Register of Deeds - Property Owner - Property Owner & Representative 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Teller 72	Accept the the required documents.	None	30 seconds	Revenue Collector
2. Submit the required documents	Check the completeness of the requirements and compute the transfer tax.	None	10 Minutes	
	Issue Official Receipt	Fees based on Fair Market Value/ Consideration	5 Minutes	

5. Collection on Community Tax Certificate

Community Tax Certificate is issued to individual or corporation. A community tax shall be paid in place of residence of the individual or in the place where the principal office of the juridical entity is located. LGC (Sec 160)

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Resident, Business owners and Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Community Tax Certificate (CTC) Form		Treasury Help Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk



Marikina Citizen's Charter

2. Proceed to Window where queuing number was called and present the accomplished form	Accept the accomplished form and input the information to the system to transact and issue Community Tax Certificate	Based on the taxpayer income	3 Minutes	Revenue Collector
--	--	------------------------------	-----------	-------------------

6. Payment of Professional Tax

Every Person legally authorized to practice his/her profession shall pay the Professional Tax. The Professional Tax shall be payable annually on or before thirty first (31st) of January. LGC (Sec 139)

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Person legally authorized to practice his/her profession			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Professional Regulation Commission (PRC)/Integrated Bar of the Philippines (IBP) Identification Card (ID) - Previous Receipt 		<ul style="list-style-type: none"> - Philippine Regulation Commission Office and Integrated Bar of the Philippines National Office. - Taxpayer 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk
2. Proceed to Window where queuing number was called and present the requirements	Verify the record of the taxpayer/ input the information to the system to transact and issue Professional Tax Receipt	P 300.00	3 Minutes	Revenue Collector



Payment of Fees and Charges

Collection on Fees and Charges are required by law and imposed by revenue generating offices of Marikina City.

7. Payment of Fees for Sealing and Licensing Weight and Measures

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Business License - Mobile Vendor ID - Occupational Permit - Order of Payment 		<ul style="list-style-type: none"> - Business License and Permit Office - Market Office - Business License and Permit Office - Market Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk
2. Proceed to Window where queuing number was called and present the documents	Verify the requirements of the taxpayer/input the information to the system to transact and issue Official Receipt	P 220.00	5 Minutes	Revenue Collector

8. Payment of Mayor's Permit

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Taxpayers engaging in Business and Professional Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Order of Payment 		<ul style="list-style-type: none"> - Concerned Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk
2. Proceed to Window where queuing number was called and present the order of payment	Accept the order of payment and input the information to the system to transact and issue Official Receipt	Based on order of payment	2 Minutes	Revenue Collector



Marikina Citizen's Charter

9. Payment of Secretary's Fees (Certification and other copies of any official documents)

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All taxpayers who request certificate and certified true copies of official documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk
2. Proceed to Window where queuing number was called and present the order of payment	Accept the order of payment and input the information to the system to transact and issue Official Receipt	Based on order of payment	2 Minutes	Revenue Collector

10. Payment of Building and Other Construction Permit Fees

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Residents and Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Order of Payment		- Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Engineering Office	Issuance of order of payment .	None	5 Minutes	Engineering Office Personnel
2. Proceed to Cashier and present the order of payment	Accept the order of payment and input the information to the system to transact and issue Official Receipt	Based on project		Revenue Collector (Engineering Office))



11. Payment of Excavation Permit Fees

Department/Office:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Order of Payment		- Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Engineering Office	Issuance of order of payment .	None	5 Minutes	Engineering Office Personnel
2. Proceed to Cashier and present the order of payment	Accept the order of payment and input the information to the system to transact and issue Official Receipt	Based on order of payment		Revenue Collector (Engineering Office)

12. Collection of Market Rentals and Fees

Department/Office:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina Public Market Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Electricity and Water Billing - Previous Official Receipt of Fixed Stall Payment		- Market Office - Stallholder's copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 seconds	Treasury Help Desk
2. Proceed to Window where queuing number was called and pay the amount due	Accept the previous Official Receipt, water electricity billing to determine the amount due and issue official receipt. Update record of payment on the index card of the stallholder.	Based on the monthly fixed stall fee, water and electricity charges	3 Minutes	Revenue Collector



13. Parking Fees (Market Area)

Department/Office:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All vehicle owners willing to park at the designated pay parking areas in the market zone		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Park your vehicle at the designated pay parking areas	The parking collector records the time of arrival	None	10 seconds	Vehicle owner
2. Pay the parking fee due and wait for the parking ticket to be issued	Compute the total amount of parking fee due and issue parking ticket upon receipt of payment	Based on the computed parking fees	50 seconds	Parking Collector

14. Parking Fees (City Hall Parking & LTO Parking)

Department/Office:		Business Tax Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All vehicle owners willing to park at the City Hall Parking & LTO Parking		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Park your vehicle (Get your parking card at the parking collector's booth upon entry - for North Pay Parking Only)	The parking collector records the time of arrival	None	10 seconds	Vehicle owner
2. Pay the parking fee due and wait for the parking ticket to be issued	Compute the total amount of parking fee due and issue parking ticket upon receipt of payment	Based on the computed parking fees	50 seconds	Parking Collector



15. Parking Fees (Central Parking Area)

Department/Office:	Business Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All vehicle owners willing to park at the Central Pay Parking Area			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding parking rate for the first two (2) hours upon entry, get the parking ticket issued and park your vehicle	Accept the payment for the first 2 hours parking fee and issue parking ticket	Based on the parking rate	10 seconds	Parking Collector
2. At the exit point, present the parking ticket issued upon entry	Inspect the parking ticket presented and compute for any succeeding hour (if any)	Based on the computed parking fee	40 seconds	Parking Collector
3. Wait for the parking ticket to be issued if there is a succeeding charge	Issue Parking Ticket for the succeeding time (if any)	Based on the computed parking fee	10 seconds	Parking Collector

16. Fees and Charges : Marikina Sports Center Fees

Department/Office:	Business Tax Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Residents & Outside Marikina Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Sports Facilities (Order of Payment) - Rental of Space/Facility (Order of Payment) 		<ul style="list-style-type: none"> - Marikina Sports Center - Marikina Sports Center 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from MSC	Issuance of order of payment .	None	30 seconds	MSC Booking Office



Marikina Citizen's Charter

2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on order of payment.	3 Minute	Revenue Collector (MSC)
--------------------------------	---	----------------------------	----------	-------------------------

17. Fees and Charges : Marikina City Tourism Office

Department/Office:	Business Tax Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Residents & Outside Marikina Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Rental of Kapitan Moy / Teatro Marikina/Marikina Kiosk (Order of Payment) - Shoe Museum (Order of Payment) 		<ul style="list-style-type: none"> - Tourism Office - Tourism Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Tourism Office	Issuance of order of payment .	None	5 minutes	Tourism Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on order of payment.		Revenue Collector (Tourism Office)

18. Fees and Charges : Police Clearance

Department/Office:	Business Tax Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Local Employment - Abroad – Employment - Passport/VISA Application - Application for Filipino Citizenship - Firearms Application - Change Name - Certified true copy (Order of Payment) 		<ul style="list-style-type: none"> - Police Station 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Police Station	Issuance of order of payment .	None	5 minutes	Police Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on order of payment.		Revenue Collector (Police Station)



19. Fees and Charges : Civil Registry Fees

Department/Office:		Business Tax Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Order of payment from LCR Office 		<ul style="list-style-type: none"> - Local Civil Registrar Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from LCR Office	Issuance of order of payment .	None	5 minutes	LCR Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on order of payment.		Revenue Collector (2 nd Floor Finance Building)

20. Fees and Charges : CEMO

Department/Office:		Business Tax Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Garbage Fee - MRF (Order of Payment) 		<ul style="list-style-type: none"> - CEMO Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from CEMO Office	Issuance of order of payment .	None	2 minutes	CEMO Officer
2. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 Seconds	Treasury Help Desk
3. Proceed to Window where queuing number was called and present the order of payment	Accept the order of payment and input the information to the system to transact and issue Official Receipt	Based on the order of payment.	3 Minutes	Revenue Collector



21. Fees and Charges : PNB / FLOWER STALL RENTAL

Department/Office:		Business Tax Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Flower Stall Holder & PNB Lessee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - PNB Rental - Flower Stall Rental (Order of Payment) 		<ul style="list-style-type: none"> - GSO - GSO 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from GSO Office	Issuance of order of payment .	None	2 minutes	GSO Officer
2. Secure Queuing Number	Issue Queuing number to taxpayers.	None	30 Seconds	Treasury Help Desk
3. Proceed to Window where queuing number was called and present the order of payment	Accept the order of payment and input the information to the system to transact and issue Official Receipt	Based on the order of payment.	3 Minutes	Revenue Collector

22. Fees and Charges : OPSS FEES

Department/Office:		Business Tax Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - City Ordinance Violation (Order of Payment) 		<ul style="list-style-type: none"> - OPSS 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from OPSS	Issuance of order of payment .	None	5 minutes	OPSS Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on the order of payment.		Revenue Collector (OPSS)



23. Fees and Charges : PLMAR

Department/Office:		Business Tax Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina City Residents and Non Marikina City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Tuition Fees (Order of Payment)		- PLMAR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from PLMAR	Issuance of order of payment .	None	5 minutes	PLMAR Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on the order of payment.		Revenue Collector (PLMAR)

24. Fees and Charges : LOCATIONAL/ZONING CLEARANCE

Department/Office:		Business Tax Section		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Marikina City Residents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Order of Payment from Planning Office		- Planning Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Planning Office	Issuance of order of payment .	None	5 minutes	Planning Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on the order of payment.		Revenue Collector (2 nd Floor, Finance Building)



25. Fees and Charges : SANITATION AND HEALTH CERTIFICATE FEES

Department/Office:	Business Tax Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Residents and Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Health Office		- Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Health Office	Issuance of order of payment .	None	5 minutes	Health Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on the order of payment.		Revenue Collector (City Health Office)

26. Fees and Charges : CEMETERY FEES

Department/Office:	Business Tax Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Marikina City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment Health Office		- Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment from Health Office	Issuance of order of payment .	None	5 minutes	Health Officer
2. Proceed to Treasury Cashier	Accept the order of payment and input the amount to be paid to the system to transact and issue official receipt.	Based on the order of payment.		Revenue Collector



27. Cash Section

Disburse through releasing of checks

Department/Office:	Cash Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2B – Government to Business Sector			
Who may avail:	National & Local Government Agencies and Business Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Official Receipt - Photocopy of Company I.D. of Collector - Authorization letter from the Company 		<ul style="list-style-type: none"> - Authorized Person 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Authority to collect and photocopy of company I.D.	Verify the Official Receipt/check/ I.D.	None	30 seconds	Releasing Officer Window 13
2. Issue Official Receipt and sign check register and voucher	Accept the Official Receipt and verify the indicate amount and information		5 seconds	
3. Claim check	Release check			



BUSINESS PERMITS AND LICENSING OFFICE

CITIZEN'S CHARTER 2021 (1ST EDITION)

- MANDATE** : The Business Permits and Licensing Office (**BPLO**) is primarily created/organized to regulate the entry and operations of all business establishments in the City. In the fulfillment of this mandate, it undertakes business assessment, issuance of business permits and licenses, monitoring an imposition of mandatory standards to ensure compliance with applicable laws, rules and regulations in order to protect the interest of the public and to promote greater commercial activity for general welfare of the City.
- VISION** : To become a model of excellence among the departments of the City Government widely recognized for its dedication and commitment to public service through a dedicated, highly trained and motivated workforce that promotes integrity and professionalism.
- MISSION** : To provide the public with the highest level of service in an efficient, courteous and competent manner in order to create an environment that encourages economic development and promotes investment In the City.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
BUSINESS PERMITS AND LICENSING OFFICE	105-121
External Services	
1. New Business Registration	107-108
2. Renewal of Business	109-110
3. Amendments	
a. Change of Ownership	110-111
b. Change of Tradename	111-112
c. Change of Business Address	112-113
d. Change of Nature of Business	113-114
e. Additional Nature of Business	114-115
4. Contractor/Non-Contractor/Government Project	115-117
5. Retirement of Business	117-118
6. Occupational Permit	118
7. Special Permits	119
8. Certification (No Record on File/Amendments/Retirement/Business Registered/Status)	120
9. Certified True Copy of Business	121



EXTERNAL SERVICES

1. New Business Registration

- The practice of making one's living by engaging in commerce. not existing before; made, introduced, or discovered recently or now for the first time

Department Office:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Walk – in Clients		
1. Zoning Clearance <i>One (1) Photocopy</i>	City Planning Office	
2. Picture of Business Establishment (showing permanent signboard and sidewalk)		
3. Single Proprietorship DTI Registration <i>One (1) Photocopy</i>	DTI	
4. Corporation / Partnership SEC Registration <i>One (1) Photocopy of Articles and Bylaws</i>	SEC	
5. Cooperative CDA Registration <i>One (1) Photocopy</i>	CDA	
6. Valid ID(s) <i>One (1) Photocopy</i>		
7. Certificate of Compliance	Engineering, BFP, CHO, CEMO (If Necessary)	
8. If Representative a. Single Proprietorship Authorization from the owner b. Corporation Secretary Certificate		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. FILE Submit duly accomplished application form with complete requirements</p>	<p>Evaluation, Assessment, Billing and Permit</p>	<p>Revenue Code of Marikina City Chapters 4, 5, 6, 11 10, 13, 26, 30, 33</p>	<p>15 minutes</p>	<ol style="list-style-type: none"> 1. Rosalinda Gulosino License Officer III 2. Susana Ordoñez License Officer II 3. Glenda Bondoc Clerk III 4. Arleen Jusayan Clerk III 5. Sheilla Rigon Admin Aide I 6. Joanna Lopez Admin Aide I 7. Clarisse Austria Admin Aide I 8. Rhodora Go Admin Assistant 9. Keith Aramil Admin Aide I 10. Rhoda Dimayuga Project Based
<p>2. PAY</p>	<p>Treasury Office Cashier Received Payment</p>		<p>15 minutes</p>	<ol style="list-style-type: none"> 1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
B. Online Registration				
1. Visit www.marikina.gov.ph		Marikina Website (https://bplo.marikina.gov.ph/bplo.html)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. REGISTER AND PAY https://payment.marikina.gov.ph/Marikina/Online/Services/</p>	<p>Online (Assessment, Billing and Permit)</p>	<p>Revenue Code of Marikina City Chapters 4, 5, 6, 11 10, 13, 26, 30, 33</p>	<p>15 minutes</p>	<ol style="list-style-type: none"> 1. Richard Adriano Computer Operator III



2. Renewal of Business

- Existing business, corporation, or other entity engaged in the active conduct of a trade or business at a location within the enterprise zone prior to the date the authority designated the area as an enterprise.

Department Office:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Walk – in Clients		
1. Marikina Business Portal Compliance	Engineering, BFP, CHO, CEMO	
2. Financial Statement / Quarterly Vat Returns / Monthly Percentage Tax <i>Photocopies</i>	BIR	
3. Valid ID <i>One (1) Photocopy</i>		
4. If Representative a. Single Proprietorship Authorization from the owner b. Corporation Secretary Certificate		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 4, 5, 6, 11, 10, 13, 26, 30, 33	15 minutes	1. Rosalinda Gulosino License Officer III 2. Susana Ordoñez License Officer II 3. Glenda Bondoc Clerk III 4. Arleen Jusayan Clerk III 5. Sheilla Rigon Admin Aide I 6. Joanna Lopez Admin Aide I 7. Clarisse Austria Admin Aide I 8. Rhodora Go Admin Assistant 9. Keith Aramil Admin Aide I 10. Rhoda Dimayuga Project Based
2. PAY	Treasury Office Cashier		15 minutes	1. Erlita Cruz Admin Aide I



	Received Payment			2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I
--	------------------	--	--	--

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
B. Online Registration				
1. Visit www.marikina.gov.ph		Marikina Website (https://bplo.marikina.gov.ph/bplo.html)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. REGISTER AND PAY https://payment.marikina.gov.ph/Marikina/Online/Services/	Online (Assessment, Billing and Permit)	Revenue Code of Marikina City Chapters 4, 5, 6, 11 10, 13, 26, 30, 33	15 minutes	1. Richard Adriano Computer Operator III

3. Amendments

- Used in the registration procedure includes the process of changing/altering a document to change or modify entries therein by a requesting party.

A. Change of Ownership

Department Office:	Business Permits and Licensing Office		
Classification:	Simple		
Type of Transaction:	Government to Citizen		
Who may avail:	Business Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Single Proprietorship			
1. DTI Registration		DTI	
2. Affidavit of Change of Ownership			
3. Deed of Conveyance			
4. Original Business Permit			
5. Authorization Letter			
6. Valid ID (s) (Owner, New Owner, Representative)			
B. Corporation to Corporation			
1. SEC Amended		SEC	
2. Board Resolution			
3. Secretary Certificate			
4. Original Business Permit			
5. Authorization Letter			
6. Valid ID (s)			



Authorize Signatory Authorize Representative	
➤ Public Market / Market Zone Goodwill / Deed of Assignment Market Clearance Treasurer's Clearance	City Market Office City Treasurer's Office
➤ Death Certificate	Philippine Statistics Authority / Local Civil Registry
➤ Affidavit of Agreement	
Photocopies must be submitted to BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City	15 minutes	1. Sheilla Rigon Admin Aide I 2. Rhoda Dimayuga Admin Aide I
2. PAY	Treasury Office Cashier Received Payment	Chapters 13 Sec. 74	15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

B. Change of Tradename

Department Office:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Business Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Single Proprietorship	
1. DTI Registration	DTI
2. Affidavit of Change of Tradename	
3. Original Business Permit	
4. Authorization Letter	
5. Valid ID (s) (Owner, New Owner, Representative)	
B. Corporation	



1. Amended SEC	SEC
2. Secretary Certificate	
3. Original Business Permit	
C. If Rented	
1. Contract of Lease	
2. Consent Letter	
Photocopies must be submitted to BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 13 Sec. 74	15 minutes	1. Sheilla Rigon Admin Aide I 2. Rhoda Dimayuga Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

C. Change Business Address

Department Office:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Business Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Single Proprietorship	
1. Zoning Clearance	City Planning Office
2. Affidavit of Change of Business Address	
3. Proof of Ownership/Lease/Use	
4. Original Business Permit	
5. Authorization Letter	
6. Valid ID (s) (Owner, Representative)	

B. For Corporation	
1. Zoning Clearance	City Planning Office



2. Original Business Permit	
3. Secretary Certificate	
4. Proof of Ownership/Lease/Use	
5. Valid ID (s) Authorize Signatory Authorize Representative	
Photocopies must be submitted to BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 13 Sec. 74	15 minutes	1. Sheilla Rigon Admin Aide I 2. Rhoda Dimayuga Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

D. Change Nature of Business

Department Office:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Single Proprietorship		
1. Zoning Clearance	City Planning Office	
2. DTI Registration	DTI	
3. Affidavit of Change of Nature of Business		
4. Original Business Permit		
5. Authorization Letter		
6. Valid ID (s) (Owner, Representative)		
B. Corporation		
1. Zoning Clearance	City Planning Office	
2. SEC Amended	SEC	



3. Secretary Certificate	
4. Original Business Permit	
5. Valid ID (s)	
(Owner, Representative)	
Photocopies must be submitted to BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 13 Sec. 74	15 minutes	1. Sheilla Rigon Admin Aide I 2. Rhoda Dimayuga Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

E. Additional Nature of Business

Department Office:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. Single Proprietorship		
1. Zoning Clearance	City Planning Office	
2. Affidavit of Additional Nature of Business		
3. Original Business Permit		
4. Authorization Letter		
5. Valid ID (s)		
(Owner, Representative)		
Photocopies must be submitted to BPLO		



B. For Corporation	
1. Zoning Clearance	City Planning Office
2. SEC Amended	SEC
3. Secretary Certificate	
4. Original Business Permit	
5. Valid ID (s) Authorize Signatory Authorize Representative	
Photocopies must be submitted to BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City	15 minutes	1. Sheilla Rigon Admin Aide I 2. Rhoda Dimayuga Admin Aide I
2. PAY	Treasury Office Cashier Received Payment	Chapter 13 Sec. 74	15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

4. Contractor/Non-Contractor/Government Project

- A person or company that undertakes a contract to provide materials or labor to perform a service or do a job.

Department Office:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Business Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. Contractor	
1. Barangay Clearance	Barangay Hall
2. Bill of Materials	
3. PRC/PTR	
4. PCAB	DTI
5. Locational Clearance	City Planning Office
6. Authorization Letter	
7. Valid ID (s)	
Photocopies must be submitted to BPLO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 4, 5, 6, 11 10, 13, 26, 30, 33	15 minutes	1. Glenda Bondoc Clerk III 2. Sheilla Rigon Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

B. Non-Marikina Based Contractor	
1. Barangay Clearance	Barangay Hall
2. Bill of Materials	
3. PRC/PTR	
4. PCAB	DTI
5. Locational Clearance	City Planning Office
6. Authorization Letter	
7. Valid ID (s)	
8. Affidavit of Non-Contractor (Owner, Engineer / Architect will act as the Supervisor / designer of the Plan	

Photocopies must be submitted to BPLO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 4, 5, 6, 11 10, 13, 26, 30, 33	15 minutes	1. Glenda Bondoc Clerk III 2. Sheilla Rigon Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I



C. Contractor/Non-Contractor/Government Project	
1. Barangay Permit	Barangay Hall
2. Contract of Agreement / Award	
3. Notice to Proceed Project	
4. PCAB from DTI	DTI
5. Authorization Letter	
6. Valid ID (s)	
Photocopies must be submitted to BPLO	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City	15 minutes	1. Glenda Bondoc Clerk III 2. Sheilla Rigon Admin Aide I
1. PAY	Treasury Office Cashier Received Payment	Chapters 4, 5, 6, 11 10, 13, 26, 30, 33	15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I

5. Retirement of Business

- Any person who discontinues or closes his business operations

Department Office:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original Business Permit		
2. Original Official Receipt		
3. Notarized Application for Business Retirement		
4. Secretary Certificate (Corp. Only)		
5. Financial Statement (Prior and Current Year)		
6. Authorization/Consent Letter		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 4 Sec. 32	15 minutes	1. Joanna Lopez Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Amin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I
7. Photocopy of Valid I.D. of Company Owner / Applicant				

6. Occupational Permit

- An individual Mayor's Permit required for workers or employees, whether temporary or permanent, working within the jurisdiction of the City.

Department Office:	Business Permits and Licensing Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Business Taxpayers

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Form Parental Consent if applicant is a minor (17 yrs. old below)	Encoding Issuance of Occupational Permit	Revenue Code of Marikina City Chapter 13 Sec. 64 (d)	15 minutes	1. Hernando de Leon Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Amin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I



7. Special Permits

➤ Permission granted specifically on application in advance for a specific period of time.

Department Office:	Business Permits and Licensing Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Business Taxpayers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Zoning Clearance	City Planning Office	
2. DTI Registration	DTI	
3. SEC Registration <i>Articles and Bylaws</i>	SEC	
4. Barangay Permit	Barangay Hall	
5. Authorization Letter (Owner, Representative) If Corporation Secretary Certificate		
6. Picture of Business Establishment (showing permanent signboard and sidewalk)		
7. Valid ID (s)		
➤ If Renting Contract of Lease / Contract Agreement		
➤ If Complex / Highly Technical City Council Resolution Barangay Resolution Certificate of Compliance	City Council Barangay Hall (Engineering, Fire, Health, CEMO)	
Photocopies must be submitted to BPLO		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit duly accomplished application form with complete requirements	Evaluation, Assessment, Billing and Permit	Revenue Code of Marikina City Chapters 4, 5, 6, 11 10, 13, 26, 30, 33	15 minutes	1. Sheilla Rigon Admin Aide I 2. Keith Aramil Admin Aide I
2. PAY	Treasury Office Cashier Received Payment		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide 1



8. CERTIFICATION (No Record on File/Amendments/Retirement/Business Registered/Status)

- The action or process of providing someone or something with an official document attesting to a status or level of achievement.

Department Office:		Business Permits and Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Business Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Authorization Letter Valid ID (s)				
➤ If Corporation Secretary Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit the requirements	1. Request records will be verified 2. Certification will be signed by the BPLO Chief	Revenue Code of Marikina City	15 minutes	1. Carina Santos License Officer III
2. PAY	Treasury Office Cashier Received Payment	Chapter 22 Section 103 (b)	15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I



9. CERTIFIED TRUE COPY OF BUSINESS

- A copy (often a photocopy) of a primary document that has on it an endorsement or certificates that it is a true copy of the primary document. It does not certify that the primary document is genuine, only that it is a true copy of the primary document.

Department Office:		Business Permits and Licensing Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Business Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter Authorization Letter Valid ID (s)				
➤ If Corporation Secretary Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit the requirements	Documents will be certified and signed by the BPLO Chief	Revenue Code of Marikina City Chapter 22 Section 103 (b)	15 minutes	1. Carina Santos License Officer III
2. PAY	Treasury Office Cashier		15 minutes	1. Erlita Cruz Admin Aide I 2. Merlyn Jacinto Admin Aide I 3. Heidi Poncio Admin Aide I 4. Junella Navarro Admin Aide I



CITY ASSESSOR'S OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** : Assessment of all Real Properties subject to tax
- VISION** : An accurate, prompt and systematic delivery of services at all times through e-government
- MISSION** : Updated inventory and properly assessed real properties in accordance with existing assessment rules and regulations



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY ASSESSOR'S OFFICE	122-130
External Services	
1. Issuance of Tax Declaration for Undeclared Land	124-125
2. Issuance of Tax Declaration for New and Renovated Buildings	126
3. Issuance of Tax Declaration for Operational Machineries and Equipment	127
4. Transfer of Tax Declaration to the New Owner	128
5. Transfer of Tax Declaration with Segregation / Consolidation	129
6. Issuance of Different Certifications, Certified True Copy of Tax Declaration/s and Taxmappings	130



**CITY ASSESSOR'S OFFICE
EXTERNAL SERVICES**

1. ISSUANCE OF TAX DECLARATION FOR UNDECLARED LAND

Office or Division:	CITY ASSESSOR'S OFFICE, MARIKINA CITY			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. CLIENT 2. TAXPAYERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Untitled Property				
1. Approved Survey Plan issued by the Land Management Bureau (LMB) of the DENR.		LMB of DENR		
2. Certification from the Community Environment and Natural Resources Office (CENRO) stating among others, that the land is within the alienable and disposable area.		Bureau of Lands or DENR		
3. Affidavit of ownership and/or Sworn Statement declaring the Market Value of Real Property filed by the owner/administrator; Affidavit that the applicant is in long, continuous and notorious possession of the property.		Notary Public		
4. Certification from the barangay captain that the declarant is the present possessor and occupant of the land.		Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	- Receive required documents - Ocular Inspection / Investigation report by the assessor or his representative - Appraisal - Encoding		10 mins. Min. 5 working days for simple transaction only	Jade Castro Admin Aide I Marvin S. Andres LAOO IV Johann G. Nolasco LAOO III Brian C. Bernardo Tax Mapper II Romeo De Leon LAOO II Roberto Tolentino LAOO II Edmundo Javier Admin Aide I Yolanda B. Cabal LAOO III Jocelyn Dela Paz LAOO II Sheryll Ballovar Tax Mapper II



Marikina Citizen's Charter

				Jeniffer Velasco Bookbinder II Maribel Rojo Admin Aide I
2. Release of Tax Declaration	- Released of Tax Declaration		On the 5 th day	Jade Castro Admin Aide I/Clerk 1
TOTAL			5 Working Days for those with approved investigation report of the assessor or representative.	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
B. For Titled Property				
1. Certified true copy of free patent, homestead or miscellaneous sales application must be submitted.		Register of Deeds		
2. Certified true copy of the title issued by the Registrar of Deeds, certifying among others, that the original copy of which is intact and existing in the said registry; and				
3. Approved survey plan				
		LMB of DENR or Bureau of Lands		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	<ul style="list-style-type: none"> - Receive required documents - Ocular Inspection / Investigation report by the assessor or his representative - Appraisal - Encoding 		10 mins. Min. 5 working days for simple transaction and with approved investigation report.	Jade Castro Admin Aide I Marvin S. Andres LAOO IV Johann G. Nolasco LAOO III Brian C. Bernardo Tax Mapper II Romeo De Leon LAOO II Roberto Tolentino LAOO II Edmundo Javier Admin Aide I Yolanda B. Cabal LAOO III Jocelyn Dela Paz LAOO II Sheryll Ballovar Tax Mapper II Jeniffer Velasco Bookbinder II Maribel Rojo Admin Aide I
2. Release of Tax Declaration	- Released of Tax Declaration		On the 5 th day	Jade Castro Admin Aide I/Clerk I
TOTAL			5 Working Days	



2. ISSUANCE OF TAX DECLARATION FOR NEW AND RENOVATED BUILDINGS

Office or Division:		CITY ASSESSOR'S OFFICE, MARIKINA CITY		
Classification:				
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector		
Who may avail:		1. CLIENT 2. TAXPAYERS		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Building Floor Plan		Owner		
2. Picture of the Building		Owner		
3. Duly Notarized Sworn Declaration (in cases without Building/Occupancy Permit)		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Receive required documents (Inspection, Appraisal, Encoding)	N/A	10 mins. (5 working days)	Jade Castro Admin Aide I Marvin S. Andres LAOO IV Johann G. Nolasco LAOO III Brian C. Bernardo Tax Mapper II Romeo De Leon LAOO II Roberto Tolentino LAOO II Edmundo Javier Admin Aide I Yolanda B. Cabal LAOO III Jocelyn Dela Paz LAOO II Sheryll Ballovar Tax Mapper II Jeniffer Velasco Bookbinder II Maribel Rojo Admin Aide I
2. Release of Tax Declaration	Released of Tax Declaration		On the 5 th day	Jade Castro Admin Aide I/Clerk I
TOTAL			5 Working Days	



Marikina Citizen's Charter

EXTERNAL SERVICES

3. ISSUANCE OF TAX DECLARATION FOR OPERATIONAL MACHINERIES AND EQUIPMENT

Office or Division:	CITY ASSESSOR'S OFFICE, MARIKINA CITY			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Client 2. Taxpayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Machineries with description : Quantity, Serial No., Model, Acquisition Cost, Year of Operation		Duly certified by the owner or accountant		
2. Notarized Sworn Declaration		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Receive Ocular inspection. Appraisal Encoding		10 minutes 5 working days	Jade Castro Admin Aide I Marvin S. Andres LAOO IV Johann G. Nolasco LAOO III Brian C. Bernardo Tax Mapper II Romeo De Leon LAOO II Roberto Tolentino LAOO II Edmundo Javier Admin Aide I Yolanda B. Cabal LAOO III Jocelyn Dela Paz LAOO II Sheryll Ballovar Tax Mapper II Jeniffer Velasco Bookbinder II Maribel Rojo Admin Aide I
2. Release of Tax Declaration	Released		On the 5 th day	Jade Castro Admin Aide I/Clerk
TOTAL			5 days	



EXTERNAL SERVICES

4. TRANSFER OF TAX DECLARATION TO THE NEW OWNER

Office or Division:	CITY ASSESSOR'S OFFICE, MARIKINA CITY			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Client 2. Taxpayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of TCT in the name of the new owner		Register of Deeds		
2. Document used for transfer of ownership 2.1 Deed of Absolute Sale 2.2 Deed of Donation 2.3 Extra Judicial Settlement of 2.3.1 Estate 2.4 Certificate of Sale and Affidavit 2.4.1 of Consolidation 2.5 Special Power of Attorney, if 2.5.1 applicable 2.6 Others		Taxpayer or Client		
3. Certified true copy of Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
4. Transfer tax receipt		City Treasurer's Office		
5. Authorization letter (if representative) and photocopy of ID from the buyer or seller and representative		Taxpayer or Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and get Order of Payment	Receive		10 Minutes	Sheryll Ballovar Tax Mapper II
2. Pay the processing fee	Payment	P50.00/ parcel	10 Minutes	Cashier
3. Release of tax declaration	Released		On the 5 th day (maximum of 10 parcels) On the 10 th day (maximum of 30 parcels)	Pinky Marie Retrita



EXTERNAL SERVICES

5. TRANSFER OF TAX DECLARATION WITH SEGREGATION / CONSOLIDATION

Office or Division:	CITY ASSESSOR'S OFFICE, MARIKINA CITY				
Classification:					
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector				
Who may avail:	1. Clients 3. Taxpayers				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.	Certified true copy of TCT in the name of the new owner	Registry of Deeds			
2.	Document used for transfer of ownership 2.1. Deed of Absolute Sale 2.2. Deed of Donation 2.3. Extra Judicial Settlement of Estate 2.4. Certificate of Sale and Affidavit of Consolidation 2.5. Special Power of Attorney, if applicable 2.6. Others	Owner			
3.	Certified true copy of Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue			
4.	Transfer tax receipt	Treasurer's Office			
5.	Authorization letter (if representative) and photocopy of ID from the buyer or seller and representative				
6.	Approved plan for subdivision/ consolidation transaction	Owner			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.	Submit the required documents and get Order of Payment	Review documents before order of payment	N/A	10 minutes	Sheryll Ballovar Tax Mapper II
2.	Pay the processing fee	Issue receipt (Treasurer's Office)	Php 50.00 / parcel	10 minutes	Cashier
3.	Release of tax declaration	Filing of submitted documents	N/A	5 working days for maximum of 10 parcels 10 working days for a maximum of 30 parcels	Pinky Marie Retrita
TOTAL			For 10 parcels 5days For 30 or more parcels 10days		



EXTERNAL SERVICES

6. ISSUANCE OF DIFFERENT CERTIFICATIONS, CERTIFIED TRUE COPY OF TAX DECLARATION/S AND TAXMAPPINGS

Office or Division:		CITY ASSESSOR'S OFFICE, MARIKINA CITY		
Classification:				
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector		
Who may avail:		3. Clients 4. Taxpayers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled Out Request Form		Assessor's Office		
2. Personal Appearance of Owner or Authorized Representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out forms		N/A	10 minutes	Yolanda B. Cabal Jocelyn Dela Paz Sheryll Ballovar Jeniffer Velasco Romina Medina Maribel Rojo Dhapnee Garfil Pinky Marie Retrita Nicole Anne Aguilon
2. Pay processing fee	Issue receipt (Treasurer's Office)	Php 50.00 / Tax declaration	10 minutes	Cashier
3. Release	Filing of submitted documents	N/A	30 minutes	Yolanda B. Cabal Jocelyn Dela Paz Sheryll Ballovar Jeniffer Velasco Romina Medina Maribel Rojo Dhapnee Garfil Pinky Marie Retrita Nicole Anne Aguilon
		TOTAL	30 minutes per transaction	



CITY PLANNING AND DEVELOPMENT OFFICE

CITIZEN'S CHARTER

2022

MANDATE : Formulates development plans for the city and monitors the implementation thereof.

VISION : A model planning department composed of responsive staff who provide sound planning and technical services and work cooperatively with the decision-makers, citizens and other agencies to continuously improve development quality and the environment and act as a catalyst for positive change.

MISSION : To help, preserve, protect and manage the city's resources by providing the highest quality planning services and growth management guidance and by facilitating effective intergovernmental and citizen involvement through education and technical assistance.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY PLANNING AND DEVELOPMENT OFFICE	131-135
External Services	
1. Issuance of Zoning Certificate for Business	133
2. Issuance of Locational Clearance for Building Permit	134-135
3. Assistance to Researchers	135



**CITY PLANNING AND DEVELOPMENT OFFICE
EXTERNAL SERVICES**

1. ISSUANCE OF ZONING CERTIFICATE FOR BUSINESS

Issuance of Zoning Certificate is a prerequisite document before a person can get a business permit to ensure that the business is in conformity with the existing Comprehensive Land Use Plan, Zoning Ordinance and other pertaining laws and ordinances.

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	Government to Business Sector			
Who may avail:	Business owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
▪ Fill-out Application Form		City Planning and Development Office		
▪ Attached picture of business establishment showing sidewalk/parking facilities (front view)		Requester		
▪ If newly constructed/renovated, submit Locational Clearance (photocopy)		Requester		
▪ If renting, submit Contract of Lease or any related documents		Lessor		
▪ In case of representative, please submit the following: - Written authorization - Valid ID of Business Owner (photocopy) - Valid ID of representative (photocopy)		Requester and Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits filled-out Zoning Certificate Application and requirements	1. Receives filled-out application form with complete requirements		2 minutes	Bernardita de Guzman Admin Clerk
	2. Verifies application with the existing City Zoning Ordinance		5 minutes	Calvin Carambas Evaluation Officer
	3. Conducts ocular inspection of Business location and structure		Within 3 days, prior to the number of sites to be visited	Elmer B. Madrid Inspector
2. Pays Zoning Fee	4. Issues Order of Payment	Php130.00 Ord.No. 085, S. 2015 Chapter 23 Sec. 108	3-5 minutes	Treasury, Cashier
	5. Approves Zoning Certificate		2-3 minutes	Engr. Nerlisa Palomar CPDO
	6. Releases the Zoning Certificate		2 minutes	Bong de Guzman Admin Clerk
TOTAL				
Minimum (for variety store)			17 minutes	
Maximum (for establishment scheduled for inspection)			3 days	



2. ISSUANCE OF LOCATIONAL CLEARANCE FOR BUILDING PERMIT

Issuance of Locational Clearance is a prerequisite document before a person can get a building permit to ensure that the building/structure is in conformity with the existing Comprehensive Land Use Plan, Zoning Ordinance and other pertaining laws and ordinances.

Office or Division:	City Planning and Development Office			
Classification:	Simple to Highly Technical Transactions			
Type of Transaction:	Government to Building/Structure Owner			
Who may avail:	Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ 2 sets of complete plan (Architectural, Structural, Electrical and Plumbing) <ul style="list-style-type: none"> - Architectural Plan (Provide ingress/egress parking facilities) 		Architect/Engineer (Private Practice)		
<ul style="list-style-type: none"> ▪ Barangay Clearance (for construction purposes) 		Barangay jurisdiction		
<ul style="list-style-type: none"> ▪ Lot Plan signed and sealed by Geodetic Engineer (2 sets) <ul style="list-style-type: none"> - Vicinity Map - Lot Description 		Geodetic Engineer (Private Practice)		
<ul style="list-style-type: none"> ▪ Bill of Materials (must be signed and sealed by Licensed Engineer/ Architect) 		Architect/Engineer (Private Practice)		
<ul style="list-style-type: none"> ▪ Photocopy of Proof of Ownership <ul style="list-style-type: none"> - Certified True Copy of the Title (latest) - Tax Declaration of Land and Improvement (latest) 		Assessor's Office		
<ul style="list-style-type: none"> ▪ Contract of Lease (if renting) 		Lessor		
<ul style="list-style-type: none"> ▪ Affidavit of Undertaking 		Building/Structure Owner or Business owner must be notarized		
<ul style="list-style-type: none"> ▪ Letter of Authorization from the owner for representative must be notarized or Secretary's Certificate 		Requester		
<ul style="list-style-type: none"> ▪ Letter of Consent from immediate neighbors must be notarized (if a need arises) 		Neighbors		
<ul style="list-style-type: none"> - Whenever necessary, other related clearances obtained from various authorities exercising and enforcing regulatory functions affecting building/structure as specified in 2005 National Building Code of the Philippines 		Concerned agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits filled-out Locational Clearance Application with complete requirements	Receives filled-out application form with complete requirements		5-10 minutes	Elmer B. Madrid Admin. Clerk
	Conduct verification/ inspection/assessment/ computation of fees: For Simple Transaction <ol style="list-style-type: none"> 1. Single dwelling residential building not more than 3-Storeys 2. Commercial buildings of not more than 2-Storeys 3. Warehouse not storing hazardous substance 4. Renovation within a mall with issued Building Permit 		5 days	Elmer B. Madrid Calvin A. Carambas Inspector/ Evaluator
	For Highly Technical Transaction		20 days	



Pays Locational Clearance Fee	Issues Order of Payment	Ord. No. 085, S. 2015 Revenue Code of Marikina City Chapter 24 Section 112	3-5 minutes	Treasury, Cashier
	Approves Locational Clearance (2 minutes)		2 minutes	Engr. Nerlisa Palomar CPDO
	Releases Locational Clearance		2 minutes	Arvie Joan R. Mejia Admin Clerk
TOTAL				
Simple Transaction			5 days	
Highly Technical Transaction			20 days	

3. PROVIDE ASSISTANCE TO RESEARCHERS ON MARIKINA

Provide information that can be accessed by students, researchers, investors and other groups. These information are useful as reference in making a study, formulating a plan or in decision making.

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Anyone/Any Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request with email address and tracking number		Go to Window 15 (GSO) for tracking number		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Brings letter of request with tracking number	Acknowledge the request	none	2 minutes	Nerissa Castro PDO III or any CPDO Staff
	Respond to request	none	20 minutes or more (for comprehensive data/information)	
TOTAL			20 minutes or more	



Infrastructure Development and Transportation



OFFICE OF THE BUILDING OFFICIAL

CITIZEN'S CHARTER 2022

- MANDATE** : The Office of the City Building Official (OCBO), in consonance with the National Building Code of the Philippines, PD 1096 implements regulations and requirements for the construction, alteration, repair, conversion use, occupancy and demolition of buildings pursuant to Section 301 of PD 1096, as well as enforcement of related laws and ordinances, decisions and orders.
- MISSION** : To provide and manage quality service, fast and efficient processing / evaluation of building and other ancillary permits and ensuring the safety of all infrastructure facilities as well as the best use, occupancy and maintenance of buildings and other structures.
- VISION** : To effectively enforce strict compliance of all mandate under the National Building Code, PD 1096 and its implementing rules and regulations through the desired performance and work ethics of engineers and personnel under the Office of the City Building Official (OCBO).



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
OFFICE OF THE BUILDING OFFICIAL	137-139
External Services	
1. Building Permit and other ancillary permits application	139



OFFICE OF THE BUILDING OFFICIAL

EXTERNAL SERVICES

1. Building Permit and other ancillary permits application

Processing and Issuance of Building Permit and enforcement pursuant to the provisions of the National Building Code of the Philippines (P.D. 1096)

Department/Office:	Office of the Building Official			
Classification:	G2C			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	All Building permit and other ancillary permits applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TCT, Tax Declaration, Tax Receipt, Bill of materials, Specification, CSHP Certificate from DOLE, Locational Clearance		Owner submitted		
2. Signed and Sealed Construction Plans (Architectural, Structural, Lot Plan, Electrical, Sanitary and Mechanical)		Owner submitted		
3. Others government agency clearances as requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements at receiving section	Receiving of filled-out application from with complete requirements		10 minutes	Receiving Clerk
2. Endorse 2 copies of plan to BFP			5 minutes	Receiving Clerk
3. Evaluation of electrical, sanitary, structural, architectural plans and all property documents			2 hours	Technical Evaluators
4. Proposed Construction subject to inspection			1 day	Building/ Electrical inspectors
5. If compliant, preparation of order of payment		Based on Philippine Electrical Code , Mechanical Code and National Building Code	10 minutes	Chief, Permits Division/ Building Official
6. Approval			20 minutes	Chief, Permits Division/ Building Official
7. Releasing			10 minutes	Releasing Clerk
TOTAL			1 day and 3 hours	



OFFICE OF PUBLIC SAFETY AND SECURITY (OPSS)

CITIZEN'S CHARTER 2022

MANDATE : Ordinance No. 040, Series of 2018, entitled **“ORDINANCE RESTRUCTURING THE OFFICE OF PUBLIC SAFETY AND SECURITY, REDEFINING ITS FUNCTIONS AND FOR OTHER PURPOSES”**

Section 3. - The OPSS is hereby vested with the primary responsibility of maintaining safety, security and order in all public spaces, keeping peace and order, preventing and suppressing lawlessness, disorder, violence and enforcing all laws and local ordinances for the safety, comfort and protection of the citizenry, and managing, supervising, executing, enforcing and implementing all national and local laws, rules and regulations governing the operations/activities of all motorized and non-motorized vehicles within the City of Marikina.

VISION : To make Marikina the safest and most secured city throughout the country.

MISSION : To improve peace, order and public safety of the city, to protect and secure government official and employees as well as government facilities against threat to life and property to provide the people of Marikina better service through the development of an effective partnership between the OPSS and the constituents it serves with demonstrations of sincerity and transparency at all time and conditions.



LIST OF SERVICES

OFFICE AND SERVICES OFFERED	PAGE NO.
OFFICE OF PUBLIC SAFETY AND SECURITY (OPSS)	140-155
Internal Services	
1. Security / Assistance-related	142
External Services	
1. Application of Excavation Permit or Working Permit on Road / Traffic Clearance	143
2. Application/Renewal of OPSS-TSR PUV Driver's ID	
a. New Applicant	144
b. Renewal Applicant	145
3. Complaints from Citizens	146
4. Redemption of Licenses & Impounded Vehicles	147
5. Renewal of franchise, change motor, change of ownership, change route, and renewal of sticker for tricycle with franchise and private tricycle.	
a. Franchise Renewal	148
b. Change of Ownership	149
c. Change Motor	150
d. Change Route	151
e. Renewal of Sticker with Franchise and Private Tricycle	152
6. Renewal of Regulation Sticker for Pedicab	153
7. Renewal of Regulation Sticker for PUJ (Marikina Base Route)	154
8. Renewal of Regulation Sticker for UV Express (Marikina Base Route)	155



OFFICE OF PUBLIC SAFETY AND SECURITY

INTERNAL SERVICES

1. Security / Assistance-related

Ord. No. 040 Series of 2018

Entitled “Restructuring the Office of Public Safety and Security, Redefining Its Functions and for Other purposes”

Section 3. Public Security

(g) Provide escort or physical/personal security to government officials/ employees

The Office of Public Safety and Security is tasked to assist other government offices and agencies or VIPs to facilitate their security/escort requests.

Department/Office:		Office of Public Safety and Security – Admin		
Classification:		Complex Transactions		
Type of Transaction:		G2G – Government to Government		
Who may avail:		1. All City Government Offices and Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		From the Requesting Office/Organization/Group		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter	1.1 For recommending approval of the Department Head 1.2 Feedback to the requesting agency/office	None	6 minutes	Clerk
		TOTAL	6 minutes	

Note on Classification:

Simple Transactions – 3 working days

Complex Transactions - 7 working days

Highly Technical Application – 20 working days



**OFFICE OF PUBLIC SAFETY AND SECURITY
EXTERNAL SERVICES**

1. Application of Excavation Permit or Working Permit on Road / Traffic Clearance
Title of the Service

Issuance of Traffic Clearance for the assessment of the project location for possible traffic congestion (Pre-requisite requirement for Excavation Permit of the Engineering Office)

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Residents of the city 2. Business Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Excavation Permit Form from Engineering Dept.		Engineering Office		
2. Barangay Clearance		Barangay Hall (location of project)		
3. Picture of site		Requesting individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Ocular inspection of the project site 1.2 Assessment of the site for possible traffic 1.3 For recommending approval of the Traffic Chief 1.4 Feedback to the requestor	None	1 day	Clerk
2. Claiming of Traffic Clearance	2.1 Releasing of Traffic Clearance		1 minute	Clerk
TOTAL			1 day and 1 minute	

Note on Classification:

Simple Transactions – 3 working days

Complex Transactions - 7 working days

Highly Technical Application – 20 working days



2. Application/Renewal of OPSS-TSR PUV Driver's ID

Issuance of Public Utility Vehicle Driver's Identification Card.

A. New Applicant

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Applicant		OPSS - TSRU		
1. Application Form				
2. Original Copy of Franchise				
3. Original and Photocopy of valid and updated Official Receipt and Certificate of Registration		Requesting individual		
4. Original and Photocopy of Driver's License (Professional)		Requesting individual		
5. Copy of Blood Type Card		Red Cross Chapter		
6. Copy of Community Tax Certificate / Cedula (Type B)		Barangay / City Hall		
7. Original Certificate of Membership of Association		Association President		
8. Copy of OPSS-TSR PUV Driver's Seminar Certificate		OPSS - TSRU		
9. Medical Certificate (if PEDICAB Driver)		City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Picture taking and signing for ID 1.2 Wait for the issuance of Order of Payment from window 4	None	3 minutes	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 70.00	1 minute	Cashier
3. Proceed to window 3 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Thumb marking	4.1 Releasing of PUV ID		1 minute	Records Officer
TOTAL			10 minutes	



B. Renewal Applicant

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Renewal		OPSS - TSRU		
1. Application Form		Requesting individual		
2. Original and Photocopy of Driver's License (Professional)		Requesting individual		
3. Expired OPSS-TSRU PUV Driver's ID		Requesting individual		
4. Copy of Community Tax Certificate / Cedula (Type B)		Barangay / City Hall		
5. Original Certificate of Membership of Association		Association President		
6. Medical Certificate (if PEDICAB Driver)		City Health Office		
7. Affidavit of Loss (for replacement)		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Picture taking and signing for ID 1.2 Wait for the issuance of Order of Payment from window 4	None	3 minutes	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 70.00	1 minute	Cashier
3. Proceed to window 3 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Thumb marking	4.1 Releasing of PUV ID		1 minute	Records Officer
		TOTAL	10 minutes	



3. Complaints from Citizen

Assessment of Complaint from citizen.

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Citizen			
	2. Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Traffic Related 1. Complaint Letter with contact details of complainant 2. Supporting Document		Complainant		
For Transport Related 1. Accomplished complaint form (OPSS-TSR)		Complainant		
For Peace and Order Concerns 1. Complaint Letter with contact details of complainant 2. Supporting Document		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Traffic Related 1. Submission of Complaint Letter	1.1 Receiving of Complaint	None	1 minute	Clerk
	1.2 Scheduling of Hearing			
	2. Wait for notice of Hearing	2.1 Releasing of Notice		
3. Attend Hearing	3.1 Releasing of Resolution	None	1 hour	Hearing Officer
For Transport Related 1. Submission of Complaint Letter	2.2 Receiving of Complaint	None	1 minute	Clerk
	2.3 Scheduling of Hearing			
	2. Wait for notice of Hearing	3.1 Releasing of Notice		
3. Attend Hearing	3.1 Releasing of Resolution	None	1 hour	Hearing Officer
For Peace and Order concerns 1. Submission of Complaint Letter	1.1 Receiving of Complaint	None	1 minute	Clerk
	1.2 Communicate to enforcers for proper action			
2. Wait for action	2.1 Release of Report	None	3 days	Clerk
TOTAL			1 – 3 day	



4. Redemption of Licenses and Impounded Vehicles

Redemption of confiscated driver's licenses and impounded vehicles.

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Ordinance violation receipt (OVR)		Violator		
2. Photocopy of updated Official Receipt (for impounded vehicle)		Vehicle Owner		
3. Photocopy of Certificate of Registration (for impounded vehicle)		Vehicle Owner		
4. Valid ID of Vehicle Owner		Vehicle Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Original Traffic Violation Receipt	1.1 Encoding of Records 1.2 Releasing of Order of Payment	None	1 minute	Clerk
2. Payment	2.1 Releasing of Official Receipt	Amount is based on what is indicated in the order of payment	1 minute	Cashier
3. Submission of Official Receipt	3.1 Releasing of Driver's License 3.2 Issuance of Release Order (if Impounded Vehicle)	None	3 minutes	Records Officer
4. Proceed to Impounding Area and present the Release Order (if impounded)	4.1 Releasing of Impounded Vehicle	None	5 minutes	Impounding Officer
TOTAL			10 minutes	



5. Renewal of franchise, change motor, change of ownership, change route, and renewal of sticker for tricycle with franchise and private tricycle.

Issuance of franchise, change motor, change of ownership, change route, and renewal of sticker for tricycle with franchise and private tricycle.

A. Franchise Renewal

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form	OPSS – TSRU and notarize to Legal Office			
2. Original Copy of Franchise				
3. Original and Photocopy of valid and updated Official Receipt and Certificate of Registration	Requesting individual			
4. Original and Photocopy of 2 Valid IDs	Requesting individual			
5. Copy of Community Tax Certificate / Cedula (Type B)	Barangay Hall / City Hall			
6. Original Certificate of Membership of Association	Association President			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of Tricycle	None	5 - 10 minutes	Tricycle Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 300.00	1 minute	Cashier
3. Proceed to window 2 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Signing to Releasing Log-book	4.1 Releasing of Regulation Sticker or Franchise		2 minute	Records Officer
TOTAL			20 minutes	



B. Change of Ownership

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form	OPSS – TSRU and notarize to Legal Office			
2. Original Copy of: i. Deed of Sale (if purchased) ii. Extra Judicial (if deceased) iii. Waive of Rights (if transfer to kin)	City Legal Office			
3. Original Copy of Franchise				
4. Original and Photocopy of valid and updated Official Receipt and Certificate of Registration	Requesting individual			
5. Original and Photocopy of 2 Valid IDs (new owner and previous owner)	Requesting individual			
6. Copy of Community Tax Certificate / Cedula (Type B) (for applicant)	Barangay Hall / City Hall			
7. Original Certificate of Membership of Association	Association President			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of Tricycle	None	5 - 10 minutes	Tricycle Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 150.00 (for cancellation of old franchise)	1 minute	Cashier
3. Proceed to window 2 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Signing to Releasing Log-book	4.1 Releasing of Regulation Sticker or Franchise		2 minute	Records Officer
TOTAL			20 minutes	

Note on Classification:
 Simple Transactions – 3 working days
 Complex Transactions - 7 working days
 Highly Technical Application – 20 working days



C. Change Motor

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form		OPSS – TSRU and notarize to Legal Office		
2. Original Copy of Franchise				
3. Photocopy of valid and updated Official Receipt and Certificate of Registration (previous motorcycle)		Requesting individual		
4. Photocopy of valid and updated Official Receipt and Certificate of Registration (new motorcycle) / Certificate from the Dealership		Requesting individual		
5. Original and Photocopy of 2 Valid IDs (new owner and previous owner)		Requesting individual		
6. Copy of Community Tax Certificate / Cedula (Type B) (for applicant)		Barangay Hall / City Hall		
7. Original Certificate of Membership of Association		Association President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of Tricycle	None	5 - 10 minutes	Tricycle Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 150.00 (for cancellation of old franchise)	1 minute	Cashier
3. Proceed to window 2 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Signing to Releasing Log-book	4.1 Releasing of Regulation Sticker or Franchise		2 minute	Records Officer
TOTAL			20 minutes	

Note on Classification:
 Simple Transactions – 3 working days
 Complex Transactions - 7 working days
 Highly Technical Application – 20 working days



D. Change Route

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Application Form		OPSS – TSRU and notarize to Legal Office		
2. Original Copy of Franchise				
3. Original Copy of Certificate to transfer from the origin association.		Association President		
4. Original Copy of Certificate of Acceptance from the transferable association.		Association President		
5. Original Copy of valid and updated Official Receipt and Certificate of Registration		Requesting individual		
6. Original and Photocopy of 2 Valid IDs (applicant)		Requesting individual		
7. Copy of Community Tax Certificate / Cedula (Type B) (for applicant)		Barangay Hall / City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of Tricycle	None	5 - 10 minutes	Tricycle Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 150.00 (for cancellation of old franchise)	1 minute	Cashier
3. Proceed to window 2 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Signing to Releasing Log-book	4.1 Releasing of Regulation Sticker or Franchise		2 minute	Records Officer
TOTAL			20 minutes	



E. Renewal of Sticker for Tricycle with franchise and Private Tricycle
 Renewal of Sticker (Private Tricycle / Private Delivery / Tricycle with franchise)

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Public Utility Drivers plying in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form	OPSS – TSRU			
2. Original and Photocopy of valid and updated Official Receipt and Certificate of Registration	Requesting individual			
3. Original and Photocopy of 2 Valid IDs (applicant)	Requesting individual			
4. Copy of Community Tax Certificate / Cedula (Type B) (for applicant)	Barangay Hall / City Hall			
5. Original Certificate of Membership of Association (if Tricycle with Franchise)	Association President			
6. Copy of Business Permit registered in Marikina City (if Delivery Type)	Business Owner			
7. (CHANGE MOTOR) Photocopy of valid and updated Official Receipt and Certificate of Registration (previous motorcycle)	Applicant			
8. (CHANGE MOTOR) Photocopy of valid and updated Official Receipt and Certificate of Registration (new motorcycle) / Certification from the Dealership	Applicant			
9. (CHANGE OWNERSHIP) Original Copy of: <ul style="list-style-type: none"> i. Deed of Sale (if purchased) ii. Extra Judicial (if deceased) iii. Waive of Rights (if transfer to kin) iv. 2 Valid IDs (previous and new owner) 	Applicant			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of Tricycle	None	5 - 10 minutes	Tricycle Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 100.00 (for Sticker fee) P 70.00 (for Change motor/ ownership)	1 minute	Cashier
3. Proceed to window 2 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Signing to Releasing Log-book	4.1 Releasing of Regulation Sticker or Franchise		2 minute	Records Officer
TOTAL			20 minutes	

Note on Classification:
 Simple Transactions – 3 working days
 Complex Transactions - 7 working days
 Highly Technical Application – 20 working days



6. Renewal of Regulation Stickers for PEDICAB

Issuance of new Regulation sticker for PEDICAB.

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Pedicab Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Accomplished Application Form		OPSS – TSRU and notarize to Legal Office		
2. Certificate of Membership from the respective PUJ Operators/Drivers Association, accredited and duly recognized by the City Gov't. of Marikina.		Association President		
3. TSRU-OPSS PUVs ID		Requesting individual		
4. Copy of Community Tax Certificate / Cedula (Type B)		Barangay Hall / City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of Tricycle	None	5 - 10 minutes	Pedicab Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 257.50 (Filing Fee, Bicycle Fee, Registration Fee, Plate Number Fee, Supervision Fee)	1 minute	Cashier
3. Proceed to window 2 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Signing to Releasing Log-book	4.1 Releasing of Regulation Sticker or Franchise		2 minute	Records Officer
TOTAL			15 minutes	

Note on Classification:
 Simple Transactions – 3 working days
 Complex Transactions - 7 working days
 Highly Technical Application – 20 working days



7. Renewal of Regulation Stickers for PUJ (Marikina Based Route)

Issuance of new Regulation sticker for PUJ (Marikina based route).

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Pedicab Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and Photocopy of Decision/Franchise-to-Operate issued by the LTO		Land Transportation Office		
2. Original copy of Franchise Verification from the LTFRB		LTFRB		
3. Original and Photocopy of valid and updated Official Receipt and Certificate of Registration		Requesting individual		
4. Certificate of Membership from the respective PUJ Operators/Drivers Association, accredited and duly recognized by the City Gov't. of Marikina.		Association President		
5. Photocopy of Valid I.D. of operator				
6. Copy of Community Tax Certificate / Cedula (Type B)		Barangay Hall / City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of PUJ	None	5 - 10 minutes	PUV Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 280.00 (for Sticker and Clearance Fee)	1 minute	Cashier
3. Proceed to window 3 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Wait for the Inspector for the Attachment of the Regulation Sticker for PUV	4.1 Releasing and Attachment of Regulation Sticker.		2 minute	PUV Inspector
TOTAL			20 minutes	

Note on Classification:
 Simple Transactions – 3 working days
 Complex Transactions - 7 working days
 Highly Technical Application – 20 working days



8. Renewal of Regulation Stickers for UV Express (Marikina Based Route)

Issuance of new Regulation sticker for UV Express (Marikina based route).

Office or Division:	Office of Public Safety and Security – Traffic Division			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Pedicab Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and Photocopy of Decision/Franchise-to-Operate issued by the LTO		Land Transportation Office		
2. Original copy of Franchise Verification from the LTFRB		LTFRB		
3. Original and Photocopy of valid and updated Official Receipt and Certificate of Registration		Requesting individual		
4. Certificate of Membership from the respective PUV Operators/Drivers Association, accredited and duly recognized by the City Gov't. of Marikina.		Association President		
5. Photocopy of Valid I.D. of operator				
6. Copy of Community Tax Certificate / Cedula (Type B)		Barangay Hall / City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements	1.1 Actual inspection of PUV	None	5 - 10 minutes	PUV Inspector
	1.2 Issuance of Order of Payment		1 minute	Records Officer
2. Payment	2.1 Releasing of Original Receipt	P 280.00 (for Sticker and Clearance Fee) + P250.00/month (Terminal Fee)	1 minute	Cashier
3. Proceed to window 3 and present the payment receipt	3.1 Encoding records purposes		5 minutes	Records Officer
4. Wait for the Inspector for the Attachment of the Regulation Sticker for PUV	4.1 Releasing and Attachment of Regulation Sticker.		2 minute	PUV Inspector
TOTAL			20 minutes	

Note on Classification:

Simple Transactions – 3 working days

Complex Transactions - 7 working days

Highly Technical Application – 20 working days



SCHOOL REPAIR AND MAINTENANCE GROUP (SRMG)

CITIZEN'S CHARTER 2022

- MANDATE** : In line with the continuous improvement of Marikina City; School Repair and Maintenance Group (SRMG) is conducting regular services in construction, repair and maintenance of school buildings and other facilities for the benefit of its beloved users as well as for the betterment of the City as a whole.
- VISION** : To become a city where public schools are known for its state-of-the-art facilities, establishments and offices. A city where all students, teachers, parents, principal and other staffs are privileged to enjoy the said facility and equipment. And a city where Department of Education division office can focus on providing high quality education without troubling themselves about the school and office condition.
- MISSION** : To provide high quality service for all Public Schools and Offices in Marikina City under Local Government Unit (LGU) supervision. Our passion to serve led us to ensure that all facilities are safe, secure, and risk-free. Our commitment to provide service should always be accompanied with good governance that will have good impact to each and every one especially to Marikina city.



LIST OF SERVICES

OFFICE AND SERVICES OFFERED	PAGE NO.
SCHOOL REPAIR AND MAINTENANCE GROUP (SRMG)	156-164
Internal Services	
1. Design, Repair, Rehabilitation & Maintenance of Public Schools Facilities	158-161
External Services	
1. Design, Repair, Rehabilitation & Maintenance of Public Schools Facilities	161-164



INTERNAL SERVICES

1. Design, Repair, Rehabilitation & Maintenance of Public Schools Facilities

Accommodate all design, repair, rehabilitation & maintenance of all public school facilities.

Department/Office:	Architectural & School Repair and Maintenance			
Classification:	Infrastructure			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. Principals 2. Teachers 3. Students 4. Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter of Request		School head or Dep-ED Local Division Officer		
3. Mayors Instruction		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit letter of request to GSO for documentary tracking	4.1 GSO Tracking	N/A	1 day	GSO personnel
	4.2 Site inspection upon receive of request letter	N/A	1 day	Architectural Team 1. Ar. Raymond Aquino (OIC-Head) 2. Ar. Ralph Espinosa (OIC-Asst. Head) 3. Barry Manook (Draftsmans III) 4. Carlos Federico Da Silva (Architectural Designer) 5. Marc Anthony Madamba (General Foreman) SRMG Supervisors (Foreman) 1. Nilo Lanzuela



				<p>(Foreman Mason)</p> <p>2. Ernesto Bello (Foreman Electrical)</p> <p>3. Dionisio Longga (Foreman Plumber)</p> <p>4. Reynaldo Isip (Foreman Painter)</p> <p>5. Rolando Reyes (Foreman Carpenter)</p>
	4.3 Design & estimation prior to For large scope of works	N/A	1 – 14 days	<p>Architectural Team</p> <p>1. Ar. Geoffrey Saavedra (Architect I)</p> <p>SRMG Estimator</p> <p>1. Cristeta Raymundo (Estimator)</p>
	4.4 For minimal repairs	N/A	1 day	<p>Architectural Team (for Supervision)</p> <p>1. Ar. Raymond Aquino (OIC-Head)</p> <p>2. Ar. Ralph Espinosa (OIC-Asst. Head)</p> <p>3. Marc Anthony Madamba (General Foreman)</p> <p>SRMG Supervisors (Foreman) &</p> <p>SRMG Construction Team</p> <p>1. Nilo Lanzuela (Foreman Mason)</p> <p>2. Ernesto Bello (Foreman</p>



Marikina Citizen's Charter

				<p>Electrical)</p> <p>3. Dionisio Longga (Foreman Plumber)</p> <p>4. Reynaldo Isip (Foreman Painter)</p> <p>5. Laborers</p> <p>6. Carpenters</p> <p>7. Plumbers</p> <p>8. Electricians</p> <p>9. Masons</p>
	1.5 For major repairs	N/A	7 days – 90 working days	<p>Architectural Team (for Supervision)</p> <p>1. Ar. Raymond Aquino (OIC-Head)</p> <p>2. Ar. Ralph Espinosa (OIC-Asst. Head)</p> <p>3. Marc Anthony Madamba (General Foreman)</p> <p>SRMG Supervisors (Foreman) &</p> <p>SRMG Construction Team</p> <p>1. Nilo Lanzuela (Foreman Mason)</p> <p>2. Ernesto Bello (Foreman Electrical)</p> <p>3. Dionisio Longga (Foreman Plumber)</p> <p>4. Reynaldo Isip (Foreman Painter)</p> <p>5. Laborers</p> <p>6. Carpenters</p> <p>7.</p>



Marikina Citizen's Charter

				Plumbers 8. Electricians 9. Masons
TOTAL			7-90 working days	

EXTERNAL SERVICES

2. Design, Repair, Rehabilitation & Maintenance of Public Schools Facilities

Accommodate all design, repair, rehabilitation & maintenance of all public school facilities.

Department/Office:	Architectural & School Repair and Maintenance			
Classification:	Infrastructure			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Personal letter		
2. Mayors Instruction		Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to GSO for documentary tracking	1.1 GSO Tracking	N/A	1 day	GSO personnel
	1.2 Site inspection upon receive of request letter	N/A	1 day	Architectural Team 1. Ar. Raymond Aquino (OIC-Head) 2. Ar. Ralph Espinosa (OIC-Asst. Head) 3. Barry Manook (Draftsmans III) 4. Carlos Federico Da Silva (Architectural Designer) 5. Marc Anthony Madamba (General



Marikina Citizen's Charter

				<p>Foreman)</p> <p>SRMG Supervisors (Foreman)</p> <p>1. Nilo Lanzuela (Foreman Mason)</p> <p>2. Ernesto Bello (Foreman Electrical)</p> <p>3. Dionisio Longga (Foreman Plumber)</p> <p>4. Reynaldo Isip (Foreman Painter)</p> <p>5. Rolando Reyes (Foreman Carpenter)</p>
	1.3 Design & estimation prior to For large scope of works	N/A	1 – 14 days	<p>Architectural Team</p> <p>1. Ar. Geoffrey Saavedra (Architect I)</p> <p>SRMG Estimator</p> <p>1. Cristeta Raymundo (Estimator)</p>
	1.4 For minimal repairs	N/A	1 day	<p>Architectural Team (for Supervision)</p> <p>1. Ar. Raymond Aquino (OIC-Head)</p> <p>2. Ar. Ralph Espinosa (OIC-Asst. Head)</p> <p>3. Marc Anthony Madamba (General Foreman)</p> <p>SRMG Supervisors (Foreman) &</p> <p>SRMG Construction Team</p> <p>1. Nilo Lanzuela</p>



Marikina Citizen's Charter

				<p>(Foreman Mason)</p> <p>2. Ernesto Bello (Foreman Electrical)</p> <p>3. Dionisio Longga (Foreman Plumber)</p> <p>4. Reynaldo Isip (Foreman Painter)</p> <p>5. Laborers</p> <p>6. Carpenters</p> <p>7. Plumbers</p> <p>8. Electricians</p> <p>9. Masons</p>
	1.5 For major repairs	N/A	7 days – 90 working days	<p>Architectural Team (for Supervision)</p> <p>1. Ar. Raymond Aquino (OIC-Head)</p> <p>2. Ar. Ralph Espinosa (OIC-Asst. Head)</p> <p>3. Marc Anthony Madamba (General Foreman)</p> <p>SRMG Supervisors (Foreman) & SRMG Construction Team</p> <p>1. Nilo Lanzuela (Foreman Mason)</p> <p>2. Ernesto Bello (Foreman Electrical)</p> <p>3. Dionisio Longga (Foreman Plumber)</p> <p>4. Reynaldo Isip (Foreman</p>



Marikina Citizen's Charter

				Painter) 5. Laborers 6. Carpenters 7. Plumbers 8. Electricians 9. Masons
TOTAL			7-90 working days	



Citizen's Affairs



OFFICE OF THE VICE MAYOR

CITIZEN'S CHARTER

2022

- MANDATE** : Implement Article Two Section 445 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991
- VISION** : To promote harmonious relation with the executive branch; provide leadership and direction to the Sangguniang Panlungsod; formulate and enact legislative measures to create vital, healthy lives for the families and communities now and for the future.
- MISSION** : To provide assistance to Chief Executive and support its executive agenda, as well as attaining an efficient and effective measures through local legislation.



LIST OF SERVICES

OFFICE AND SERVICES OFFERED	PAGE NO.
OFFICE OF THE VICE MAYOR	166-170
External Services	
1. Medical And Dental Services (Mental Health Consultation, Laboratory, Health & Wellness)	168
2. Transportation Services (Funerals And Others)	168
3. Distribution and Giving-Out of Essential Medicines and Medical Equipments	169
4. Hot Meals & Food/Non-Food Distribution (Feeding/Food Pack and Milk and Diaper, Hand Soap, Pillow, Etc.)	169
5. Accident Insurance (Transport and Other Community Sectors)	169
6. Urban Gardening	170



**OFFICE OF THE VICE MAYOR
EXTERNAL SERVICES**

1. MEDICAL AND DENTAL SERVICES (Mental Health Consultation, Laboratory, health & wellness)
Free Medical And Dental Services for the resident of Marikina by appointment

Office or Division:	OFFICE OF THE VICE MAYOR			
Classification:	Simple Transaction / Special Project			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Resident of Marikina			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Online registration via Facebook page visit https://www.facebook.com/DoctorMarionAndres or Walk-in Registration at the Front Desk			Office of the Vice Mayor	
2. Receive confirmation via text/call				
3. Avail Services				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online registration via Facebook page visit https://www.facebook.com/DoctorMarionAndres or Walk-in Registration at the Front Desk	1. Approval	N/A	5 mins	Front desk officer
	2. Send confirmation via text/call	N/A	5 mins	Admin Staff
TOTAL			10 minutes	

2. TRANSPORTATION SERVICES (Funerals and others)
Free Transportation Services for the resident of Marikina by appointment

Office or Division:	OFFICE OF THE VICE MAYOR			
Classification:	Special Projects			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Marikina Resident			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any form of Request (Letter, Text Message, Email, Social media, etc.)			Office of the Vice Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Any form of Request (Letter, Text Message, Email, Social media, etc.)	Approval	N/A	5 mins	Front desk officer
	Send confirmation via text/call		5 mins	Admin Staff
TOTAL			10 minutes	



3. DISTRIBUTION AND GIVING-OUT OF ESSENTIAL MEDICINES AND MEDICAL EQUIPMENTS

(Essential Medicines, Wheelchair, Oxygen tank, Cane, Potty chair, etc.)

Free Essential Medicines and Medical Equipment for the resident of Marikina

Office or Division:		OFFICE OF THE VICE MAYOR		
Classification:		Special Project		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Marikina Resident		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any form of Request (Letter, Text Message, Email, Social media, etc.)			Office of the Vice Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Any form of Request (Letter, Text Message, Email, Social media, etc.)	Approval	N/A	5 mins	Front desk officer
	Send confirmation via text/call		5 mins	Admin Staff
TOTAL			10 minutes	

4. HOT MEALS & FOOD/NON-FOOD DISTRIBUTION (FEEDING/FOOD PACK AND MILK AND DIAPER, HAND SOAP, PILLOW, ETC.)

Free Hot Meals and Essentials for Marikina Residents

Office or Division:		OFFICE OF THE VICE MAYOR		
Classification:		Special Project		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Marikina Resident		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any form of Request (Letter, Text Message, Email, Social media, etc.)			Office of the Vice Mayor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Any form of Request (Letter, Text Message, Email, Social media, etc.)	Approval	N/A	5 mins	Front desk officer
	Send confirmation via text/call		5 mins	Admin Staff
TOTAL			10 minutes	

5. ACCIDENT INSURANCE (Transport and other Community Sectors)

Free Accident Insurance for the transport and other community sectors for the residents of Marikina

Office or Division:		OFFICE OF THE VICE MAYOR		
Classification:		Special Project		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Marikina Resident		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Insurance Form			Office of the Vice Mayor	
2. Valid ID				
3. 2x2 Picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit insurance form with attachment	Approval	N/A	5 mins	Front desk officer
	Send confirmation via text/call		5 mins	Admin Staff
TOTAL			10 minutes	



6. Urban Gardening
FREE PLANTS for Marikina Residents

Office or Division:		OFFICE OF THE VICE MAYOR		
Classification:		Special Project		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Marikina Resident		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any form of Request (Letter, Text Message, Email, Social media, etc.)		Office of the Vice Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Any form of Request (Letter, Text Message, Email, Social media, etc.)	Approval	N/A	5 mins	Front desk officer
	Send confirmation via text/call		5 mins	Admin Staff
TOTAL			10 minutes	



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE (CSWDO)

CITIZEN'S CHARTER

2022

MANDATE : The SWDO is established and mandated to care, protect and rehabilitate most disadvantages individuals and have the least in life in terms of social welfare assistance and development interventions so that they could become more productive members of society.

VISION : A society where the poor vulnerable and disadvantaged individuals, families and communities are empowered for an improved quality of life.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE	171-205
External Services	
1. Social Service Office	173-174
2. Marikina Youth Home	175-179
3. Person with Disability Affairs Office (PDAO)	180
4. Social Welfare Programs	
a. Adoption Program	181-185
b. Foster Care Program	185-186
c. Women and Children program- Violence Against Women and Children and Trafficked Victim-Survivor	187-191
d. Community Based Programs Reach Out Operations	192-193
e. Children Program- Child Development Centers and Supplementary Feeding Program	194-196
f. Solo Parent Welfare program	197-200
g. Youth Program	200
h. Relief Services	201-205



**CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE (CSWDO)
EXTERNAL SERVICES**

1. SOCIAL SERVICE OFFICE

PROVISION OF ASSISTANCE

Office or Division:	City Social Welfare Development Office			
Classification:	SOCIAL WELFARE OFFICE			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Client in Crisis Situation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. MEDICAL - Personal Letter 1 original and 1 photocopy - 1 valid I.D of claimant 2 photo copies - Medical Certificate 2 photo copies - Hospital Bill/prescription Charge Slip- 2 photo copies		HOSPITAL or LABORATORY, CLINICS		
2. BURIAL - Personal Letter 1 original and 1 photo copy - 1 Valid I.D of Claimant 2 Photocopies - Funeral Contract (2 photo copies) - Death Certificate (2 photo copies) - Authorization Letter of the Informant and I.D - "Pakikiramay"- donation of bouquet/ flower for the deceased		FUNERAL PARLOR		
3. FINANCIAL - Personal Letter 1 original and 1 photo copy - 1 valid I.D of claimant		GOVERNMENT OFFICES		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements	Checking of Requirements	N/A	2 minutes	Focal Person - Social Service Office: Niña Elena R. Javier, Admin Officer II, Case Workers: Mary Joyce E. Baladjay, Admin Aide I Adoracion M. Ducanes, Admin Aide I Linda S. Basallo, Houseparent
	Assessment or Evaluation of Client according to their needs		10 minutes	
	Preparation of Social Case Study/Case Summary Report/Certificate of Indigency		10 minutes	



Marikina Citizen's Charter

	<p>Signing/Approval of:</p> <p>1. Case Summary Report</p> <p>2. Case Summary Report/Social Case Study Report</p> <p>3. Certificate of Indigency</p>	N/A	1 minute	<p>Eva C. Johnson, Houseparent</p> <p>Niña Sta. C. Ana, Admin Officer I</p> <p>Officer-in-Charge, Social Service Office:</p> <p>Adler G. Enriquez Executive Assistant III</p>
		N/A	1 minute	<p>City Government Department Head II:</p> <p>Hazel T. Militante</p>
	Preparation of OBR and Disbursement	N/A	2 minutes	Carlo S. Paz, Admin Aide I
	Endorsed the documents to the concerned department/s	N/A	After 2-3 days	Personnel from Budget Office, Accounting and Treasury Office
	<p>To inform the client if the check or cash assistance is available (case to case basis)</p> <p>(Communicate with the client thru cellphone number given)</p>	N/A	It depends on the release from Treasury Office (Steps and process c/o Budget, Accounting and Treasury office)	<p>Focal Person - Social Service Office:</p> <p>Niña Elena R. Javier, Admin Officer II</p> <p>Case Workers:</p> <p>Adoracion M. Ducanes, Admin Aide I</p> <p>Eva C. Johnson, Houseparent</p>

2. MARIKINA YOUTH HOME- Children in Conflict with the Law (CICL) and Child



At Risk (CAR)

The Marikina Youth Home is a 24-hour residential child-caring facility providing temporary shelter for CICL who are referred to SWDO for care and protective custody and need further case management.

Office/Division:	City Social Welfare Development Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Children in Conflict with the Law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral/ Endorsement Letter, Medical Records, Birth Certificate, Blotter Report, Result of RT PCR/ Antigen, Social Case Study Report (optional)		WCPD/PNP, Barangay, C/M/PSWDO or other partner agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p><u>For entry point:</u> PNP, Barangay, C/M/PSWDO or other partner agencies</p> <p>1. Submission of Checklist of Requirements</p>	<p>1. Admission process</p> <p>1.1. Initial intake interview and accomplishment of admission slip. Provision of immediate needs /services of clients such as medical, legal and temporary custody</p> <p>1.2. Record management</p>	<p>Not Applicable</p> <p>Not Applicable</p>	<p>15 minutes</p> <p>3 minutes</p>	<p>Houseparent on duty: Arlene Manalaysay, Houseparent I Flozerpida A. Centeno, House Parent I Darwin B. Serrano, House Parent I Roberto N. Orijuela, House Parent I Ofelia O. Yadao, House Parent I Danny M. De Leon, House Parent I</p> <p>Marikina Youth Home Records Officer: Niña Jesusa M. Bayhon Admin Aide I</p>
	<p>2. Case Management</p> <p>2.1 Comprehensive intake interview and issuance of Certificate of Discernment</p>	<p>Not Applicable</p>	<p>Within the month of admission</p>	<p>Marikina Youth Home Social Worker-in-Charge: Shelly Mae D. Mondano Social Welfare Officer I</p>

	2.2. Case Summary	Not	Within the	
--	-------------------	-----	------------	--



Marikina Citizen's Charter

	<p>Report/Social Case Study Report</p> <p>2.3. Other required reports include PCAR, Aftercare plan, disposition program, and others.</p> <p>2.4. Counseling, Individual and group session</p>	<p>Applicable</p> <p>Not Applicable</p> <p>Not Applicable</p>	<p>month of admission</p> <p>Within the month of admission</p> <p>Within the month of admission</p>	<p>Marikina Youth Home Social Worker-in-Charge:</p> <p>Shelly Mae D. Mondano Social Welfare Officer I</p> <p>City Government Department Head II:</p> <p>Hazel T. Militante</p>
	<p>3. Home Life Services</p> <p>3.1. Provision of basic needs</p> <p>3.2. Monitoring of residents' hygiene</p> <p>3.3. Prepare a behavioral report of each resident</p>	<p>Not Applicable</p> <p>Not Applicable</p>	<p>The entire duration of admission</p> <p>Once a month</p>	<p>Houseparent on duty:</p> <p>Arlene Manalaysay, Houseparent I</p> <p>Flozerpida A. Centeno, House Parent I</p> <p>Darwin B. Serrano, House Parent I</p> <p>Roberto N. Orijuela, House Parent I</p> <p>Ofelia O. Yadao, House Parent I</p> <p>Danny M. De Leon, House Parent I</p> <p>OPSS Personnel</p>

				Marikina Youth
--	--	--	--	----------------



Marikina Citizen's Charter

	3.4 Recreational activities	Not Applicable	Per schedule	<p>Home Social Worker-in-Charge: Shelly Mae D. Mondano Social Welfare Officer I</p> <p>Houseparent on duty:</p> <p>Flozerpida A. Centeno, House Parent I</p> <p>Darwin B. Serrano, House Parent I</p> <p>Roberto N. Orijuela, House Parent I</p> <p>Ofelia O. Yadao, House Parent I</p> <p>Danny M. De Leon, House Parent I</p>
	3.5 Security services	Not Applicable	As needed	OPSS Personnel
	<p>4. Medical/ Dental Services</p> <p>4.1. Referral for medical/ health, dental, RTPCR/antigen and Psychiatric services</p>	Not Applicable	As needed	<p>Marikina Youth Home Social Worker-in-Charge: Shelly Mae D. Mondano Social Welfare Officer I</p> <p>Arlene Manalaysay, Houseparent I</p> <p>OPSS Personnel</p>
	5. Endorsement to NTSB/NTSG	With care and maintenance	Per court case disposition	<p>Marikina Youth Home Social Worker-in-Charge: Shelly Mae D. Mondano Social Welfare Officer I</p> <p>Social Workers from MYH, NTSB and NTSG</p>
	6. Aftercare/ Reintegration Services	Not Applicable	Upon discharge of CICL in the home	<p>Marikina Youth Home Social Worker-in-Charge: Shelly Mae D. Mondano Social Welfare Officer I</p> <p>Concerned offices/LGUs or barangay</p>



Office/Division:	City Social Welfare Development Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Child at Risk (CAR)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral/ Endorsement Letter, Medical Records, Birth Certificate, Blotter Report, Result of RT PCR/ Antigen, Social Case Study Report (optional)		WCPD/PNP, Barangay, C/M/PSWDO or other partner agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
For entry point: PNP, Barangay, C/M/PSWDO or other partner agencies 1. Submission of Checklist of Requirements	1. Admission process a. Initial intake interview and accomplishment of admission slip. Provision of immediate needs /services of clients such as medical, legal and temporary custody	Not Applicable	15 minutes	Houseparent on duty: Arlene Manalaysay, Houseparent I Flozerpida A. Centeno, House Parent I Darwin B. Serrano, House Parent I Roberto N. Orijuela, House Parent I Ofelia O. Yadao, House Parent I Danny M. De Leon, House Parent I
	1.2 Record Management	Not Applicable	3 minutes	Marikina Youth Home Records Officer: Niña Jesusa M. Bayhon Admin Aide I
	2. Case Management 2.1 Comprehensive intake interview and Aftercare 2.2. Social Case Study Report	Not Applicable	Within the week of admission	Marikina Youth Home Social Worker-in-Charge: Shelly Mae D. Mondano Social Welfare Officer I City Government Department Head II: Hazel T. Militante



	<p>2.3. Other required reports such as intervention plan and others.</p> <p>2.5. Counseling, Individual and group session</p> <p>2.6. Endorsement of CAR to other partner agencies</p>	<p>Not Applicable</p>	<p>Within the week upon admission</p>	<p>Marikina Youth Home Social Worker-in-Charge:</p> <p>Shelly Mae D. Mondano Social Welfare Officer I</p> <p>Social Workers from PREDA (NGO), DSWD-NCR facilities and other NGO partners P/C/MSWDO</p>
	<p>3.Home Life Services</p> <p>3.1. Provision of basic needs</p> <p>3.2 Monitoring of residents' hygiene</p>	<p>Not Applicable</p>	<p>Upon Admission</p>	<p>Houseparent on duty:</p> <p>Arlene Manalaysay, Houseparent I</p> <p>Flozerpida A. Centeno, House Parent I</p> <p>Darwin B. Serrano, House Parent I</p> <p>Roberto N. Orijuela, House Parent I</p> <p>Ofelia O. Yadao, House Parent I</p> <p>Danny M. De Leon, House Parent I</p>



Marikina Citizen's Charter

3. Person with Disability Affairs Office (PDAO) - Issuance of PWD ID and Purchase Booklet

- a. Expanded benefits and privileges of the Persons with Disability
- b. Provision of other assistance per need such as medical, burial and financial assistance including assistive device (if available for the assistive device)

Office or Division:	PDAO OFFICE			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Persons with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Government-issued Valid ID -Medical Certificate or Certificate of Non-Apparent Disability from the doctor -3 Pcs. 1x1 Picture -Whole Body Picture		Any Government offices Medical Doctor, Ophthalmologist, Neurologist or Orthopedic Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For entry point: Endorsement of doctors, offices and walk-in				
1. Accomplished PWD form and interview 2. Submission of requirements including pictures	1. Interview and Assessment of client or guardian/family member or relative 2. Review of requirements	None	5mins	PWD client and PDAO Focal Person: Gil S. Flores/ Admin Aide I
	3. Recording to log book	None	10 seconds	Melenciana A. A.Villa/ Consultant
	4. Issuance of PWD Card	None	2 minutes	PDAO Focal Person: Gil S. Flores/ Admin Aide I
	5. Encoding of complete information in the database	None	3 minutes	Mylyn S. Santos/ Admin Aide I
3. Request for other needed assistance	6. Endorsement for burial, medical, burial assistance and release of assistive device if available		1 minute	PDAO Focal Person: Gil S. Flores/ Admin Aide I and PWD client
			TOTAL: 11 minutes and 10 seconds	



4. Social Welfare Programs

a. Adoption

Based from Presidential Decree 603 article 3 on the rights of the child paragraph 2 states that “Every child has the right to a wholesome family life that will provide him with love, care and understanding, guidance and counseling, and moral and material security”. The dependent or abandoned child shall be provided with the nearest substitute for a home. The Social Welfare and Development Office of Marikina City provides assistance to those prospective adoptive parents who wishes to adopt a child.

Department/Office:	City Social Welfare and Development Office	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen	
Who may avail?	1. Prospective Adoptive Parents	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Voluntary Committed (Surrendered) Children		
1. Letter Recommendation address to Field Office Regional Director	Social Welfare and Development Office	
2. Social Case Study Report (with SW's PRC License No. and validity date)	SWDO	
3. Original or Certified machine Copy of Notarized Deed of Voluntary Commitment	SWDO Lawyer	
4. Birth Certificate (Certified True Copy from LCR or SECPA)	Local Civil Registry of the concerned LGU /National Statistic Office	
5. Original and recent whole-body photograph	Photo Studio	
6. Original photograph of the child upon relinquish.	Photo Studio	
For Abandoned, Neglect, and Dependent Child		
1. Notarized Petition	Social Welfare and Development Office Lawyer	
2. Social Case Study Report (with SW's PRC License No. and validity date)	Social Welfare and Development Office	
3. Written certification from radio/tv station that case was aired in three different dates	Radio/TV station	
4. One (1) Newspaper publication (whole copy of newspaper or affidavit of publication)	Newspaper publication in general circulation	
5. Police report/Barangay Certificate or Blotter/ Certified copy of tracing report issued by PNRC (Philippine National Red Cross)	Concerned Barangay Hall Philippine National Red Cross	
6. Birth Certificate/Certificate of Foundling, Certified true copy from LCR or SECPA (if available) or	Local Civil Registry of the concerned LGU National Statistic Office /	
7. Child's profile	Social Welfare and Development Office (using the prescribed template from DSWD FO)	
8. Child's original recent photograph	Photo Studio	
9. Original photograph of the child upon abandonment.	Photo Studio	
10. Certified Copy of Notice of Petition	Field Office NCR	
11. Original copy of Certificate of Posting	Field Office NCR	



Marikina Citizen's Charter

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Independent Placement				
For Walk-in	1. Brief orientation on the process of adoption. (Including the need to attend the adoption forum conducted by FO-NCR)	None	5 mins	Focal Person on Adoption: Diana C. Coronel, Social Welfare Officer I
1. Attendance to Adoption Forum conducted by the Field Office-NCR	<p>For surrendered child:</p> <p>2.1 Gathering Information and Data Validation to Biological Parents.</p> <ul style="list-style-type: none"> a) Conduct Home Visit to the Biological Parents of the child. b) Brief Orientation on signing of Deed of Voluntary Commitment. c) Facilitation on the signing of the Deed of Voluntary Commitment. d) Notarized the Deed of Voluntary Commitment. e) Conduct Counseling to the biological parents of the child. <p>*If in case the biological parents of the child are from different region or LGU, the handling social worker will request a Parenting Capability assessment Report from the C/MSWDO where the biological parents reside.</p> <p>2.2 Gathering Information and Data validation to Prospective Adoptive Parents or PAP's</p> <ul style="list-style-type: none"> a) Conduct Home Visit to assess the child's condition, the PAP's family as well as home and economic condition. 	None	20 working days	<p>Focal Person on Adoption: Diana C. Coronel, Social Welfare Officer I</p> <p>Prospective Adoptive Parents and Biological Parents of the child</p>



Marikina Citizen's Charter

<p>2. Submission of Requirements Need for application of CDCLAA</p>	<p>3. Application of CDCLAA "Certificate Declaring the Child is Legally Available for Adoption: a) Preparation of Social Case Study Report. b) Secure Notarized Petition c) Secure other requirements (recent photo of the child, birth certificate, barangay /police blotter) d) Letter of recommendation to the regional director FO-NCR. e) Submission of the complete documentary requirements to the Department Head for review and inputs. f) Once approved, Submission of the child's Dossier to ARRS (Adoption Resource and Referral Section) - FO NCR. g) Issuance of CDCLAA.</p> <p>Note: The ARRS will review the requirement on the petition/application of CDCLAA.</p> <p><i>If the application has compliance, the ARRS will return the application/petition to SWDO.</i></p>	<p>None</p>	<p>40 working days</p>	<p>Social Workers from DSWD-NCR ARRS and DSWD-Central Office Program Management Bureau (PMB)</p>
	<p>For Abandoned, Neglected and Dependent Children</p> <p>2.1 Gathering Information and Data validation to Prospective Adoptive Parents or PAP's a) Conduct Home Visit to assess the child's condition, the PAP's family as well as home and economic condition.</p>	<p>None</p>	<p>15 working days</p>	<p>Focal Person on Adoption: Diana C. Coronel, Social Welfare Officer I</p> <p>PAP's</p>



Marikina Citizen's Charter

	<p>3.Application of CDCLAA "Certificate Declaring the Child is Legally Available for Adoption.</p> <ul style="list-style-type: none"> h) Preparation of Social Case Study Report. i) Secure Notarized Petition j) Secure other requirements (recent photo of the child, birth certificate, barangay /police blotter) k) Facilitate Newspaper publication in general l) Coordination to radio/tv station for airing the child's case in 3 different dates to know the whereabouts of the biological parents. m) Letter of recommendation to the regional director FO-NCR. n) Submission of the complete documentary requirements to the Department Head for review and inputs. o) Once approved, Submission of the child's Dossier to ARRS (Adoption Resource and Referral Section) -FO NCR. p) Secure copy of notice of petition from FO-NCR q) Secure copy of certificate for posting. r) Issuance of CDCLAA. <p>Note: The ARRS will review the requirement on the petition/application of CDCLAA.</p>	<p>None</p>	<p>45 working days for regular process depending on the availability of documents</p>	<p>Focal Person on Adoption: Diana C. Coronel, Social Welfare Officer I</p> <p>City Government Department Head II: Hazel T. Militante</p> <p>Social Worker from DSWD-NCR ARRS & DSWD-CO-PMB</p>
--	---	-------------	---	--



Marikina Citizen's Charter

	<i>If the application has compliance, the ARRS will return the application/petition to SWDO.</i>			
			TOTAL: 60 working days	

b. Foster Care

- Social Welfare and Development Office helps in facilitating temporary placement of child to a foster parent for substitute parental care and protection.
- It enables every child eligible for foster care to experience a caring and nurturing family life necessary for his/her growth and development through a licensed foster family pending his/her permanent placement

Office or Division:	Social Welfare and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. Prospective Foster Care Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (PSA copy)		Philippine Statistics Authority Office		
2. Marriage Contract, if married		Philippine Statistics Authority Office		
3. Medical Certificate		Hospital		
4. Income Tax Return or Certificate of Employment, if employed		Bureau of Internal Revenue RDO assigned		
5. NBI Clearance or Police Clearance		NBI main or Satellite Office		
6. Brgy. Certificate stating that the applicant is a resident of the barangay, the length of his residence, and that he is of good moral character.		Barangay Hall of the concerned applicant		
7. Recent photo and where applicable, his/her family		Photo Studio		
8. Three (3) Character References				
9. Certificate stating residency in the Philippines for not less than a year (additional requirements for foreign nationals)		Barangay Hall of the concerned applicant		
10. Valid residence visa or proof of residency (additional requirements for foreign nationals)		DFA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For walk-in				
a. Attendance to Foster Care Forum	1. Gathering of information a) Conduct Home Visit to the Prospective Foster Parents/Family; b) Child	None	Within 15 days	Focal Person on Foster Care: Diana C. Coronel, Social Welfare Officer I Prospective Foster Parents
b. Fill out the application form	2. Prepare a Comprehensive Child Case Study Report and Home Study Report	None	3 working days	Focal Person on Foster Care: Diana C. Coronel, Social Welfare Officer I City Government Department Head II: Hazel T. Militante



Marikina Citizen's Charter

				Prospective Foster Parents, Regional Director DSWD-NCR, Foster Committee
c. Submit documentary requirements	<p>3. For foster care matching</p> <p>a) Secure all the documents needed such as Health/Medical Profile, Birth Certificate or Foundling Certificate, recent photograph of the prospective foster parents, and recent photograph of the child.</p> <p>b) Submit the documents to FO NCR for regional matching.</p> <p>c) After the child is matched with the family, the Foster Care Committee will issue a resolution declaring the match for recommendation for approval of the FO Regional Director for the issuance of Matching Certificate.</p> <p>Note: If the prospective foster parents are unable to match, the dossier of the PFP's shall be forwarded to FO-NCR for regional matching.</p> <p>d) Issuance of Foster Placement Authority</p>	None	20 Days Depending on the time line of process to FO-NCR	<p>Focal Person on Foster Care: Diana C. Coronel, Social Welfare Officer I</p> <p>Prospective Foster Parents, Regional Director DSWD-NCR, Foster Committee</p>
	4. Conduct counselling to the Prospective Foster Parents/Family in preparation for the Physical Placement of the child.	None	2 working days	<p>Focal Person on Foster Care: Diana C. Coronel, Social Welfare Officer I and Prospective Foster Parents</p>
			TOTAL 40 working days	



c. CASE MANAGEMENT OF VIOLENCE AGAINST WOMEN AND THEIR CHILDREN (VAWC) AND TRAFFICKED VICTIM SURVIVOR

1. The Women and Children violence is a global concern affecting people of all ages and both sexes. An integrated referral system between and among stakeholders to ensure a holistic approach in handling VAWC cases and Trafficked Victims survivors' standards delivery of service for victim-survivors.
2. Provision of necessary services and intervention to victim-survivors and their families
3. Psychosocial intervention for victim-survivor

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple Transactions- 1 to 3 working days Highly Technical Application- 15 working days			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Any person against a woman who is wife, had sexual or dating relationship, or with whom he has a common child, or against her child whether legitimate or illegitimate, within or without the family abode. - Any person who is a child, who experience any form of maltreatment by an adult, which is violent or threatening for the child. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter If Child, Social Case Study Report, PCAR and Home Visit		CSWDO, PNP, Barangay and other partner agencies. CSWDO		
2. Blotter Report		Barangay and PNP		
3. General Intake Sheet and		CSWDO		
4. Documentation (blotter report, police report, medico legal etc)		CSWDO, PNP, Barangay and other partner agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Entry of victim-survivor at the Barangay Level	1.1 VAW and Trafficked person's Desk officer will Conduct an Interview with the victim-survivor and the witnesses to gets relevant information about abuse and gives him/her an idea on the type of assistance	N/A	1 to 3 HOURS	VAWC Desk Officer, PNP
	1.2 Transport or escort the woman and her child/ren and other trafficked victim survivors to the nearest hospital or available medical facility for treatment and medico-legal examination	N/A	1 TO 3 HOURS	Punong Barangay, VAWC desk officer, Barangay Police
	1.3 If the victim-Survivor opts to stay in a safe Shelter, refer her to a shelter, a women's center or to CSWDO. Assist the victim-survivor in removing personal belongings from the house;	N/A	1 to 3 HOURS	Focal Person on LCAT VAWC: Aileen Hope J. Baliling, Social Welfare Officer I



Marikina Citizen's Charter

	<p>1.4 In accordance with the IRR of RA 9262, and RA 9208 report the incident to the Philippine National Police (PNP) and the City Social Welfare and Development (CSWDO) within 4 hours from the reporting time</p> <p>1.5 Arrest the suspected perpetrator without a warrant when any of the acts of violence defined by this Act is occurring, or when he/she has personal knowledge that any act of abuse has just been committed, and there is imminent danger to the life or limb of the victim-survivor or advise him to temporarily leave the house to prevent further violence</p> <p>1.6 Assist the victim-survivors in filling the appropriate complaint with the PNP WCPD or the NBI and forwarding all pertinent documents to them</p> <p>1.7 Ensure the privacy of the victims-survivors and the confidentiality of all records, including having a separate logbook for VAW cases</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>2-5 HOURS</p> <p>3 HOURS</p>	<p>Focal Person on LCAT VAWC:</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p> <p>PNP</p> <p>Barangay VAWC Desk</p>
<p>2.Entry of Victim-survivor at the Law enforcement agency/officer</p>	<p>2.1 An Initial interview is conducted before the in-depth investigation to give the victim an opportunity to settle down and to express her feelings relative to the violent incident. It is to be conducted in a separate room from the perpetrator and in a place where she can have privacy</p> <p>2.2 The victim-survivor is informed about her legal rights, the process and time involved and the services available to her. In cases of sexual and physical violence, the purpose of a medico-legal examination must be made clear to her. She must sign a consent for such examinations and other services</p>	<p>N/A</p> <p>N/A</p>	<p>2-4 HOURS</p>	<p>PNP, VAWC desk officer</p>



Marikina Citizen's Charter

	<p>2.3 In cases where the victim-survivor is injured, raped and/or severely traumatized, the victim must be referred immediately for medical attention and the interview is conducted after the treatment. Such referral, including medico-legal examination, must be understood by the victim and she must be assured of the confidentiality of results</p> <p>2.4 Investigation (Prosecutor)</p> <ul style="list-style-type: none"> • Conduct inquest and/or preliminary investigation • Evidence gathering and case build up • Preparation and Subscription of Affidavits • Prosecution of VAW cases <p>2.5 The handling officer will refer the client to the CHO or any medical facility for medical treatment/medical-legal examination and to the CSWDO for further assistance such as counselling and temporary shelter</p> <p>2.6 The handling officer shall continue to collaborate with the case manager assigned by the CSWDO relative to the progress of investigation, subsequent endorsement to the Prosecutor and the arrest of the perpetrator</p>	<p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>Varies per client situation and per type of activities/ intervention</p>	<p>Barangay VAWC-Officer</p> <p>Medical Worker</p> <p>Focal Person on LCAT VAWC:</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p> <p>Barangay VAWC-Officer, PNP, Prosecutor's Office</p> <p>Focal Person on LCAT VAWC:</p> <p>Medical Worker, Barangay VAWC Desk Officer</p> <p>Focal Person on LCAT VAWC:</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p>
<p>3.Entry of Victim-survivor at the Public Prosecutor's Office and Public Attorney's Office or Legal Associations</p>	<p>The victim-survivor may contact directly the public Prosecutor's Office, the PAO or any legal associations for legal information and advice</p> <p>3.1 Communicate with the victim-survivor in a language understood by her and her child/ren bearing in their mind ethnic and educational background;</p>	<p>N/A</p>	<p>1 TO 3 HOURS</p>	<p>PAO/Legal Association, PNP (WCPD),</p> <p>Focal Person on LCAT VAWC:</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p>



Marikina Citizen's Charter

	<p>3.2 Provide information in clear and simple manner the provision of anti-VAW and Anti-Trafficking law and the legal remedies available to her including witness protection and compensation, the process and requirements.</p> <p>3.3 Inform the victim-survivor of her rights and the services available to her particularly legal assistance form the PAO or other legal associations and make such referrals.</p> <p>3.4 Refer the victim-survivor for support services to the CSWDO or NGO providing such services.</p>			
<p>4.Entry of the CHO/medical facility</p>	<p>4.1 Provision of Immediate medical treatment/care</p> <p>4.2 History taking, physical and anogenital examination</p> <p>4.3 Conduct forensic examination (if applicable)</p> <p>4.4 Documents and recordings of injuries and findings</p> <p>4.5 Psychosocial counseling/intervention by medical social workers and psychologists.</p> <p>4.6 Psychological/psychiatric evaluation/care/treatment</p> <p>4.7 Provision of food, medicines, and transportation, as needed by victim-survivor</p> <p>4.8 Ensure privacy of victim-survivor and confide</p> <p>4.9 Referrals to the PNP for investigation and the CSWDO for assistance and support services</p>	<p>N/A</p>	<p>1 TO 3 HOURS</p>	<p>Barangay VAWC Desk Officer</p> <p>Medical Worker</p> <p>Focal Person on LCAT VAWC:</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p>



Marikina Citizen's Charter

<p>5. Entry of victim-survivor to CSWDO</p>	<p>A social worker as the case manager is responsible in the management of a particular case</p> <p>5.1 Provide Immediate comfort to client and meet immediate needs (medical care and treatment, temporary shelter, food, clothing, transportation, etc.)</p> <p>5.2 The Social worker will Inform her of her rights and available services</p> <p>5.3 The Social worker will Conduct interview and assessment</p> <p>5.4 Crisis Intervention</p> <p>5.5 The Social worker will conduct therapeutic counselling</p> <p>5.6 Facilitate safety and security planning with the client</p> <p>5.7 The SW will refer the victim-survivor for other servicers based on initial assessment and plans:</p> <ul style="list-style-type: none"> • Immediate remedial care/treatment • Temporary Shelter, if needed; • Legal advice or counseling <p>5.8 Work out initial recovery and reintegration plan with client</p>	<p>N/A</p>	<p>1 TO 3 HOURS</p> <p>Varies per client per situation and per type of activities/ intervention</p>	<p>Barangay VAWC Desk Officer</p> <p>Focal Person on LCAT VAWC:</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p>
---	--	------------	---	--



d. Community-Based Program: Reach-Out Operations

- Reach-Out Operation aims to help the homeless individuals, families, and indigenous people especially Sama Badjaos, informal settlers and those in geographically isolated and disadvantaged areas to be provided with the needed assistance and a safe place.

Office/Division:	City Social Welfare and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Street Children, Street Families, Indigenous People			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Assistance Report Requesting/ Requiring for Reach-Out Operation		PNP, Barangay, SWDO or other partner agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
For entry point: PNP, Barangay, SWDO or other partner agencies	1.Reach out and conduct of intake interview	None	Within the day	Team A <ul style="list-style-type: none"> • Diana C. Coronel, Social Welfare Officer I • Contessa C. Eugenio, Admin Aide I • Marddie Javier – Adornado, Admin Aide I • Marivel E. Francisco, Admin Aide I • Niña Jesusa M. Bayhon, Admin Aide I Team B <ul style="list-style-type: none"> • Shelly Mae D. Mindano, Social Welfare Officer I • Aileen Hope J. Baliling, Social Welfare Officer I • Michelle D. Avisado, Admin Aide I • Arlene Manalaysay, Houseparent Barangay and PNP



Marikina Citizen's Charter

	<p>2. Assessment of immediate needs/services for the client</p> <p>3. Provision of needed assistance such as medical, transportation assistance (Balik Probinsya) and temporary shelter or return to families/relatives</p> <p>4. For Endorsement to Barangay and other LGUs if returned to families/relatives</p> <p>5. For temporary shelter to partner Agencies (NGOs and GOs)</p>	<p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>Within the day</p> <p>Depending on the case management of the Social Worker</p>	
<p><u>For walk-in clients of Balik Probinsya:</u></p>	<p>1. Conduct of intake interview</p> <p>2. Assessment of immediate needs/services for the client</p> <p>3. Provision of transportation or return to families/relatives</p> <p>4. For Endorsement to Barangay and other LGUs if returned to families/relatives</p> <p>5. For temporary shelter to partner Agencies (NGOs and GOs)</p>	<p>None</p>	<p>Within the day</p>	<p>Adoracion M. Ducanes, Admin Aide I</p> <p>Michelle D. Avisado, Admin Aide I</p>



e. Supplementary Feeding Program (SFP)

Description: The Supplementary Feeding Program is the provision of food in addition to regular meals, to currently enrolled child development children as part of the DSWD's contribution to the Early Childhood Care and Development (ECCD) program of government. For CY 2011, food supplementation will be in the form of hot meals to be served during break/snack time in the morning session or during break/snack time in the afternoon session to children in child development centers and children in the community five (5) days a week. The parents will manage the feeding program based on a prepared meal cycle using available indigenous food materials. The children will be weighed at the start of the feeding program and monthly weighing thereafter will be done to determine improvement and sustenance in their nutritional status.

Office/Division:	City Social Welfare and Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Beneficiaries of the program are 3-year-old and 4-year-old children enrolled in CDC.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished intake form for the beneficiaries per Child Development Center		SWDO and Child Development Centers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Identification of the beneficiaries	Target beneficiaries are children ages 3 to 4.11 years old	None	10 Minutes/ child	Marikina Child Development Workers Joycee Vel J. Alonzo Barangka CDC Mara Joy C. Cabillon IVC CDC Priscilla N. Flores Little Jesus/ JDLP Cristina C. Janaban Bulelak CDC Flora A. Robiños Bright Star CDC Darlita H. Placente Give Care CDC Esperanza M. Estonido Paradise CDC Florence R. Valdez San Roque A CDC Annaliza P. Ambrocio San Roque B CDC Loreta M. Mangalindan Sto. Niño CDC



				<p>Mener P. Buensuceso KLBSL CDC</p> <p>Nelly G. Carillo Tañong CDC</p> <p>Nelie J. De Leon Bantayog CDC</p> <p>Girlie M. Tenorio Happy Kids CDC</p> <p>Rizalina R. Duria Little Lamb CDC</p> <p>Elizabeth M. Alog Bonanza CDC</p> <p>Rachel N. Cruz Champaca II</p> <p>Josefina F. Malimata Hodon Sophia CDC</p> <p>Candelaria M. Rubias PEA CDC</p> <p>Lourdes R. Castor Printing Village CDC</p> <p>Jennifer P. Peroche Santan CDC</p> <p>Jocelyn D. Dayag San Miguel CDC</p> <p>Airene T. Añonuevo Twinkle Star CDC</p> <p>Shirley M. Timagos East Drive CDC</p> <p>Lilia C. Ola Marikina Heights</p> <p>Zoraida Dela Torre Marikina Heights</p> <p>Ma. Elizabeth M. Saurin West Land CDC</p> <p>Angelita R. Loberiano Balubad CDC</p>
--	--	--	--	--



Marikina Citizen's Charter

				<p>Marycile T. Tanyag Basihan CDC</p> <p>Analyn R. Ellasus Little Nazarene CDC</p> <p>Karen Therese R. Perez Herbosa CDC</p> <p>Rocelia S. Memoracion Tumana CDC</p> <p>Cecile L. Sibungga Ulirang Kabatan</p>
Orientation of parents/guardians	Organizing and briefing on supplemental feeding	None	1 Hour	Child Development Workers
Initial weighing and measuring of the heights of the beneficiaries Vitamin A Supplementation	Weighing, deworming, and giving vitamin A to the children before the start of the Supplementary Feeding Program.	None	10 Minutes/child	<p>Child Development Workers</p> <p>Barangay Health Workers</p> <p>City Health Office</p>
Monitoring	Monitor the implementation monthly	None	30 Minutes	<p>SFP- Focal Person:</p> <p>Contessa C. Eugenio, Admin Aide I</p> <p>Child Development Workers</p>
Weighing and measuring the heights of the beneficiaries after 120 days of SFP implementation.				<p>Child Development Workers</p> <p>Barangay Health Workers</p> <p>City Health Office</p>
Submission of Nutritional Status to DSWD- NCR	Submission of updated Nutritional Status, Photo documents	None	Semestral	<p>SFP- DSWD- NCR</p> <p>SFP- Focal Person:</p> <p>Contessa C. Eugenio, Admin Aide I</p> <p>Child Development Workers</p>



f. SOLO PARENT WELFARE PROGRAM

Issuance of Solo Parent ID, Referral of Solo Parents to other services

Office or Division:	City Social Welfare and Development Office
Classification:	Social Welfare Office
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector
Who may avail:	<p>a. A parent who provides sole parental care and support of the child or children due to:</p> <p>(1) A woman who gives birth as a result of rape and other crimes against chastity even without a final conviction of the offender: <i>Provided</i>, That the mother has the sole parental custody, care and is the sole support of the child or children;</p> <p>(2) Parent left solo or alone with the responsibility of parenthood due to death of his/her spouse;</p> <p>(3) Parent left solo or alone with the responsibility of parenthood while the spouse is detained or is serving sentence for a criminal conviction for at least three (3) months;</p> <p>(4) Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public or private medical practitioner: <i>Provided</i>, That the physical or mental incapacity of the spouse prevents him/her from performing his/her parental duty;</p> <p>(5) Parent left solo or alone with the responsibility of parenthood due to legal separation or <i>de facto</i> separation from spouse for at six (6) months, and the solo parent is entrusted with the sole parental care and support of the child or children;</p> <p>(6) Parent left solo or alone with the responsibility of parenthood due to declaration of nullity or annulment of marriage as decreed by a court recognized by law, or due to divorce, subject to existing laws, and the solo parent is entrusted with the sole parental care and support of the child or children;</p> <p>(7) Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least six (6) months;</p> <p>b. A spouse or any family member of an OFW, as define in item (e) of this section, of an Overseas Filipino Worker (OFW), or the guardian of the child or children of an OFW: <i>Provided</i>, that the said OFW belong to the low or semi-skilled worker category, and is away from the Philippines for an uninterrupted period of twelve (12) months; <i>Provided, further</i>, that the OFW, his/her spouse, family member or guardian of the child, or children of an OFW, belongs to low semi-skilled worker category, subject to the assessment of the duly appointed or designated social worker;</p> <p>c. Unmarried mother/father who has preferred to keep and rear her/his child/children instead of having others care for them or give them up to a welfare institution;</p> <p>d. Any legal guardian, adoptive or foster parent who solely provides parental care and support to a child or children;</p> <p>e. Any relative within the fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian whose death, disappearance,</p>



Marikina Citizen's Charter

Who may avail:	<p>f. absence or abandonment of the child or children, for at least six (6) months, led to the said relative assuming sole parental care and support of the child or children; <i>Provided</i>, That in cases of solo grandparents who are senior citizens and who have the sole parental care and support over their grandchild or grandchildren who are unmarried, or unemployed, and twenty-two (22) years old or below, or those twenty-two (22) or over but who are unable to fully take care or protect themselves from abuse neglect, cruelty, exploitation or discrimination because of physical or mental disability or condition, <i>Provided, further</i>, That the child or children entitled to be supported beyond the age of majority shall be limited to those who are in school or in training for some profession, trade or vocation, consistent with and as provided in Article 194 of Executive Order No 209 (E.O. No. 209), or The Family Code of the Philippines; The solo grandparents shall be entitled to the benefits of this Act in addition to the benefits granted to them by Republic Act No. 9994 (R.A. No. 9994) or the "Expanded Senior Citizens Act of 2003"; or</p> <p>g. A pregnant woman who provides sole parental care and support to her unborn child or children.</p> <p>A change in the status or circumstance of the parent claiming benefits under this Act, such that he/she is no longer left alone with the responsibility of parenthood, shall terminate his/her eligibility for these benefits.</p>
-----------------------	--

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sworn affidavit declaring that the solo parents has the sole parental care and support of the child or children at the time of the execution of affidavit: <i>Provided</i> , That for purposes of issuance of subsequent SPIC and booklet, only the sworn affidavit shall be submitted every year; and (Updated and Original)	Legal Office
2. Photo Copy of Death Certificate of Spouse (if widow/widower)	Local Civil Registry
3. Photo Copy of Filed/Pending Petition for Annulment of Marriage/Legal Separation	Regional Trial Court
4. Certificate of Live Birth of Qualified Child or Children	Local Civil Registry
5. Barangay Certification indicate the Circumstances of Being a Solo parent (Updated and original)	Barangay Hall
6. Latest Medical Certificate and Person with Disability ID if the child is over eighteen (18) years but he/she are able to fully take care of or protect themselves or incapable of self-support because of mental and/or physical defect/disability	Public or Private Medical Practitioner and Social Welfare and Development Office
7. Photo copy of Valid ID with photo, Signature, and Marikina Address.	Any government issued ID
8. 2 pcs. 1x1 ID picture of applicant latest and not more than 3 months upon taking his/her photo (white background)	Photo studio
9. Photo copy of Marriage Certificate / CENOMAR	Local Civil Registry / PSA



Marikina Citizen's Charter

10. Medical records, medical abstract, or a certificate of confinement in the National Center for Mental Health or any mental incapacity hospital or facility as a result of the spouse's physical or mental incapacity, which record, medical abstract or certificate of confinement of the incapacitated spouse should have been issued not more than three (3) months before submission, and a valid Person With Disability ID.	Public or Private Medical Practitioner and Social Welfare and Development Office
11. Certificate of Employment with Compensation (if employed) or latest pay slip	Employer / Company
12. Barangay Indigency (If not working)	Barangay Hall
13. Certificate of Enrollment (For those children Eighteen (18) to Twenty-two (22) years old, unmarried, unemployed and dependent of solo parent.	School
14. Certificate of Detention or a Certification that the spouse is serving sentence for at least three (3) months issued by the law-enforcement agency having actual custody of the detained spouse or commitment order by the court pursuant to conviction of the spouse.	Bureau of Jail and Management and Penology (BJMP) / Law Enforcement Agency / RTC
15. Foster Parent License issued by the Department of Social Welfare and Development (DSWD) or the National Authority on Child Care (NACC)	DSWD – NCR
16. Affidavit of Non-Cohabitation (updated and original	Legal Office
17. POEA Standard Employment Contract, Photo copy of OFW's Passport with Stamps Showing Continuous Twelve (12) Months of Overseas work, or a Certification from the Bureau of Immigration, Proof of income of the OFW's spouse of the family member.	POEA / IMMAGRATION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete requirements	1. Review and Validation	None	3 minutes	Focal Person on Solo Parent Program: Chona G. Juatas, Admin Aide I
2. Interview by the FP of Solo Parent	2. Accomplished Application Form c/o SWDO	None	5 minutes	Focal Person on Solo Parent Program: Chona G. Juatas, Admin Aide I
	3.Home visit if needs further assessment	None	30 days	Focal Person of Solo Parents from respective Barangay offices



Marikina Citizen's Charter

	4. Release of ID if qualified and approved	None	3 minutes	Focal Person of Solo Parents from respective Barangay offices Chona G. Juatas, Admin Aide I
--	--	------	-----------	---

Note:

- Applicant Must Personally Apply for Initial Interview
- Application form will be given if all the requirements are already complete.
- All NEW and RENEWAL applicants are for interview and home visit, if needs further assessment.
- If renewal please surrender old solo parent ID, if loss, Bring affidavit of Loss.
- Application will be process more or less seven (7) working days as prescribed by the RA No 8972 or the Solo Parent Welfare Act of 2000 as amended by RA No 11861 or the "Expanded Solo Parents Welfare Act" upon the assessment and evaluation of the Solo Parent by the Social Worker.

g. Youth Program- Pag-Asa Youth Association of the Philippines (PYAP)

- Program for Out of School Youth ages 15-24 years old
- Provision of needed assistance
- Provision of capability building and other recreational activities

Office or Division:		City Social Welfare and Development Office		
Classification:		Complex Transaction		
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen		
Who may avail:		Out of School Youth		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate		LCR		
2. Valid ID		Any Government offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Participate in PYAP Orientation	Conduct PYAP orientation	N/A	3 minutes	PYAP Focal Person: Shelly Mae D.Mondano, Social Welfare Officer I
2. Submission of requirements	Validation of requirements and other information	N/A	5-10 minutes	PYAP Focal Person: Shelly Mae D.Mondano, Social Welfare Officer I
3. Attend interview for membership	Profiling of membership Acceptance	N/A	15 minutes	PYAP Focal Person: Shelly Mae D.Mondano, Social Welfare Officer I
			21 minutes	



h. Relief Services

- Services that provide aid for people in need, families and communities in the immediate aftermath of an emergency.
- Provision of other needed assistance/services

Office/Division:		City Social Welfare and Development Office		
Classification:		Disaster Preparedness and Relief		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Internally Displaced Person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Intake Form		SWDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p>For Natural Disaster Clients: - Calamity</p> <p>1. Accomplish the intake form through an intake interview</p>	<p>Assessment of immediate needs of the clients such as hot meals, food packs and beddings</p>	<p>Not applicable</p>	<p>5 minutes per client</p>	<p>Focal Person on Disaster and Fire: Contessa C. Eugenio, Admin Aide I</p> <p>Disaster Operation Team:</p> <p>Team A:</p> <p>Diana C. Coronel, Social Welfare Officer I</p> <p>Marddie Javier – Adornado, Admin Aide I</p> <p>Marivel E. Francisco, Admin Aide I</p> <p>Niña Jesusa M. Bayhon, Admin Aide I</p> <p>Team B:</p> <p>Shelly Mae D. Mindano, Social Welfare Officer I</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p> <p>Michelle D. Avisado, Admin Aide I</p> <p>Arlene Manalaysay, Houseparent</p>



Marikina Citizen's Charter

<p>2. Submission of Complete Requirements</p>	<p>Accomplished Intake Form, Secure Certification from Barangay, Valid Id and Request letter</p>	<p>Not applicable</p>	<p>5 minutes per client</p>	<p>Focal Person on Disaster and Fire: Contessa C. Eugenio, Admin Aide I</p> <p>Marddie Javier-Adornado, Admin Aide I</p> <p>Marivel E. Francisco, Admin Aide I</p>
<p>3. Processing of Assistance</p>	<p>Endorsement of requirements from SWDO to GSO for DTS / Barcode, Budget, Accounting, Treasury and Mayor's / Mayor's Admin. office</p>	<p>Not applicable</p>	<p>1 week</p>	<p>Focal Person - Social Service Office:</p> <p>Niña Elena R. Javier, Admin Officer II,</p> <p>Case Workers:</p> <p>Mary Joyce E. Baladjay, Admin Aide I</p> <p>Adoracion M. Ducanes, Admin Aide I</p> <p>Linda S. Basallo, Houseparent</p> <p>Eva C. Johnson, Houseparent</p> <p>Niña Sta. C. Ana, Admin Officer I</p> <p>Carlo S. Paz, Admin Aide I</p>
<p>4. Releasing of Assistance</p>	<p>Treasury office to release cheque / Assistance</p>	<p>Not applicable</p>	<p>1 week</p>	<p>Treasury Office</p> <p>Focal Person - Social Service Office:</p> <p>Niña Elena R. Javier, Admin Officer II</p>



Marikina Citizen's Charter

				<p>Case Workers:</p> <p>Adoracion M. Ducanes, Admin Aide I</p> <p>Eva C. Johnson, Houseparent</p>
--	--	--	--	---

<p><u>For Man-Made Disaster: - Fire</u></p> <p>1. Accomplish the intake form through an intake interview</p>	<p>Assessment of immediate needs of the clients such as hot meals, food packs and beddings</p>	<p>Not applicable</p>	<p>5 minutes</p>	<p>Focal Person on Disaster and Fire: Contessa C. Eugenio, Admin Aide I</p> <p>Disaster Operation Team:</p> <p>Team A:</p> <p>Diana C. Coronel, Social Welfare Officer I</p> <p>Marddie Javier – Adornado, Admin Aide I</p> <p>Marivel E. Francisco, Admin Aide I</p> <p>Niña Jesusa M. Bayhon, Admin Aide I</p> <p>Team B:</p> <p>Shelly Mae D. Mindano, Social Welfare Officer I</p> <p>Aileen Hope J. Baliling, Social Welfare Officer I</p> <p>Michelle D. Avisado, Admin Aide I</p> <p>Arlene Manalaysay, Houseparent</p>
--	--	-----------------------	------------------	--



Marikina Citizen's Charter

<p>2. Submission of Complete Requirements</p>	<p>Accomplished Intake Form, Secure Certification from Barangay, Valid Id and Request letter</p>	<p>Not applicable</p>	<p>5 minutes</p>	<p>Focal Person on Disaster and Fire: Contessa C. Eugenio, Admin Aide I</p> <p>Marddie Javier-Adornado, Admin Aide I</p> <p>Marivel E. Francisco, Admin Aide I</p>
<p>3. Processing of Assistance</p>	<p>Endorsement of requirements from SWDO to GSO for DTS / Barcode, Budget, Accounting, Treasury and Mayor's / Mayor's Admin. office</p>	<p>Not applicable</p>	<p>1 week</p>	<p>Focal Person - Social Service Office:</p> <p>Niña Elena R. Javier, Admin Officer II,</p> <p>Case Workers:</p> <p>Mary Joyce E. Baladjay, Admin Aide I</p> <p>Adoracion M. Ducanes, Admin Aide I</p> <p>Linda S. Basallo, Houseparent</p> <p>Eva C. Johnson, Houseparent</p> <p>Niña Sta. C. Ana, Admin Officer I</p> <p>Carlo S. Paz, Admin Aide I</p>
<p>4. Releasing of Assistance</p>	<p>Treasury Office to release cheque / Assistance</p>	<p>Not applicable</p>	<p>1 week</p>	<p>Treasury Office</p> <p>Focal Person - Social Service Office:</p> <p>Niña Elena R. Javier, Admin Officer II,</p>



Marikina Citizen's Charter

				<p>Case Workers:</p> <p>Adoracion M. Ducanes, Admin Aide I</p> <p>Eva C. Johnson, Houseparent</p>
--	--	--	--	---



PAMANTASAN NG LUNGSOD NG MARIKINA

CITIZEN'S CHARTER

2022

- VISION** : Pamantasan ng Lungsod ng Marikina is a progressive higher educational institution fostering competent, compassionate, and creative learning community dedicated to the pursuit of academic excellence, character formation, and social responsibility and accountability.
- MISSION** : Pamantasan ng Lungsod ng Marikina (PLMar) is committed to ...
1. Providing accessible quality education, resources, opportunities, and services for student development;
 2. Promoting holistic approach in lifelong learning leading to better quality of life;
 3. Building an empowered, resilient, and supportive learning community of agents for positive change.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
PAMANTANSAN NG LUNGSOD NG MARIKINA	206-210
External Services	
1. Application for Admission (New Students Bachelor's Degree Program)	208
2. Application for Admission (New Students Graduate Studies)	209
3. Enrolment of New and Continuing Students for the Bachelor and Graduate Degree Programs	210

SERVICES OFFERED: Education | Senior High School, Tertiary, Graduate Studies, and Technical-Vocational

Graduate Studies Programs

1. Doctorate Degree Programs

- Doctor of Philosophy in Educational Leadership and Management (Ph.D.ELM)
- Doctor of Philosophy in Business Management (Ph.D.BM)
- Doctor of Philosophy in Public Administration (Ph.D.PA)

2. Master's Degree Programs

- Master of Arts in Education Major in Educational Management (MAEd)
- Master of Arts in Filipinology (MAFil)
- Master in Business Administration (MBA)
- Master in Public Administration (MPA)

3. Bachelor's Degree Programs

- Bachelor of Science in Business Administration Major in
 - Financial Management
 - Human Resource Development Management
 - Marketing Management
- Bachelor of Science in Criminology
- Bachelor of Science in Entrepreneurship Management
- Bachelor of Science in Hospitality Management
- Bachelor of Science in Nursing
- Bachelor in Secondary Education Major in
 - Filipino
 - Mathematics

4. Senior High School Program

Academic Tracks

- Accountancy, Business and Management (ABM) Strand
- Humanities and Social Sciences (HUMSS) Strand
- Science, Technology, Engineering and Mathematics (STEM) Strand

5. Technical-Vocational Programs

- Caregiving NCII
- Bread and Pastry Production NCII
- Cookery NCII



PAMANTASAN NG LUNGSOD NG MARIKINA

EXTERNAL SERVICES

1. Application for Admission (New Students Bachelor's Degree Program)

- Schedule of availability of service: Admission Period M-F 8:00 AM – 5:00 PM.
- Admission process is online. Please follow the steps provided in the university website: <http://plmar.edu.ph> or <https://sites.google.com/view/plmar-admission/home>

Office or Division:		PAMANTASAN NG LUNGSOD NG MARIKINA		
Classification:		Simple Transactions		
Type of Transaction:		Application for Admission		
Who may avail:		High School Graduates, Transferees from other schools Philippine Educational Placement Test – Alternative Learning System (PEPT-ALS) passer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Fill-out Application Form 		http://plmar.edu.ph or https://sites.google.com/view/plmar-admission/home		
<ul style="list-style-type: none"> ▪ Enters email address again and clicks Initial Application. Client then enters Admission ID and clicks Visit Initial Application. Client prints 'Order of Payment.' 		http://plmar.edu.ph or https://sites.google.com/view/plmar-admission/home		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes 'Full Application.' Client completes required information and uploads scanned required documents	Receives admission application requirements. Checks scanned documents.	NONE	7 – 10 days after client completely uploaded the requirements	Admissions Officers
	Releases admission results	NONE	2 months	Admissions Officers
	Posting of Admission Results	NONE	24 hours	MISC and CPAIPS
TOTAL			2 months and 11 days	
Minimum (for variety store)				
Maximum (for establishment scheduled for inspection)				



2. Application for Admission (New Students Graduate Studies)

- Schedule of availability of service: Admission Period M-F 8:00 AM – 5:00 PM

Office or Division:		PAMANTASAN NG LUNGSOD NG MARIKINA		
Classification:		Simple Transactions		
Type of Transaction:		Application for Admission		
Who may avail:		<ul style="list-style-type: none"> ➤ Master's Degree Program: Bachelors degree or Master's degree graduate from PLMar or from any school. ➤ Doctorate Degree Program: Master's degree of Doctorate Degree graduate from PLMar or from any school. 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Fill-out Application Form 		http://plmar.edu.ph or https://sites.google.com/view/plmar-admission/home		
<ul style="list-style-type: none"> ▪ Enters email address again and clicks Initial Application. Client then enters Admission ID and clicks Visit Initial Application. Client prints 'Order of Payment.' 		http://plmar.edu.ph or https://sites.google.com/view/plmar-admission/home		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Downloads, prints, and fills-out 'Order of Payment Form' Pays Admission Fee to the University Cashier.	Receives Order of Payment, and Payment for Admission. Issues Official Receipt. Records Payment	P 500.00	15 minutes	University Cashier University Accounting Clerk MISC Personnel for tech-support
Download, correctly and completely accomplishes application form for graduate programs. Submits (uploads all the scanned required documents.)	Receives and checks all Submitted documents.	none	15 minutes	Graduate Studies
	• Sends admission results via email.	none	Less than 60 days	Graduate Studies
TOTAL				
Simple Transaction			60 days	
Highly Technical Transaction			30 minutes	

Links for forms:

- Order of Payment Forms
<https://drive.google.com/file/d/1-em1N6Bo-Ryop1vKSn9FrDNORjbCrwtj/view>
- Application for Admission Form for Graduate
<https://drive.google.com/file/d/1oHI5IOKwd6g-FoiaOEWbnuFqMhsbzXVC/view>

Online Submission Form for Graduate Programs
<https://forms.gle/dHueQnPB5Bz7vViq7>



3. Enrollment of New and Continuing Students for the Bachelor and Graduate Degree Programs

Schedule of availability of service: Admission Period M-F 8:00 AM – 5:00 PM

Office or Division:	PAMANTASAN NG LUNGSOD NG MARIKINA			
Classification:	Simple Transactions			
Type of Transaction:	Application for Admission			
Who may avail:	<ul style="list-style-type: none"> ➢ Newly admitted students ➢ Old continuing and approved returning students ➢ Master's Degree Program: Bachelors degree or Master's degree graduate from PLMar or from any school ➢ Doctorate Degree Program: Master's degree of Doctorate Degree graduate from PLMar or from any school. 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logs-in to their Student Portal		□ http://plmar.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registers courses	Approves registered courses	none	3minutes	Academic Advisers
Prints Order of Payment Pays tuition / miscellaneous / RLE (if any)	Receives payment Issues Official Receipt	*See list of fees	5 minutes	University Cashier
	Tags Officially Enrolled students	none	1 minute	University Accounting Clerk
TOTAL			9 minutes	

List of Fees:

Classification	Fees
1. Marikina Resident and Beneficiary of Free Tuition Fee Education Grant ^a	Tuition Fee: 0.00 Miscellaneous Fees: 300.00 ^c
2. Marikina Resident ^a	If retake course: 290.00/unit Tuition Fee: 290.00/unit
3. Non-Marikina Resident ^b	Miscellaneous Fees: 300.00 ^c
4. Nursing Student (Marikina and Non- Marikina Resident) ^d	Tuition Fee: 12,000.00 for the first 21 units; 500.00/unit in excess of 21 units
5. Petitioned Courses (Marikina and Non-Marikina Resident) ^e	Miscellaneous Fee: 300.00 ^c Additional RLE Fee: 1,625.00/unit
6. Graduate Studies	3,000.00/unit

See <https://sites.google.com/view/plmargraduatestudies/tuition-and-fees?authuser=0>

- a. Board Resolution No. 11 Series of 2017
- b. City Ordinance No. 19, Series of 2014; Board Resolution No. 02 Series of 2014
- c. Board Resolution No. 12 Series of 2017
- d. Board Resolution No. 26 Series of 2009
- e. Board Resolution No. 17 Series of 2020

Beginning AY 2021-2022, all fees (Entrance Examination, Tuition Fees, Miscellaneous Fees) for undergraduate students, except for RLE Fees for BS Nursing students, have been paid for under the Free Higher Education Program, Unified Student Assistance System for Tertiary Education.



PUBLIC INFORMATION OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** : PIO's function include the following: Develop communication strategies in support of the City Government thrust and services to its constituents and the larger public; provide and/or assist in social mobilization efforts that will encourage participation in local governance; connect the City Government with the constituents and vice-versa.
- VISION** : To enhance the brand equity of Marikina to increase our chances of attracting new investors and more tourists.
- MISSION** : To effectively create awareness about the City Government's plans and programs among residents and outsiders for optional acceptance and support for it.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
PUBLIC INFORMATION OFFICE	211-214
Internal Services	
1. Photo and Video Documentation of City Events	213
External Services	
1. Reply to inquiries, comments and complaints via walk-in, phone-in and social media messages	214



**PUBLIC INFORMATION OFFICE
INTERNAL SERVICES**

1. Photo and Video Documentation of City Events

Capturing activities/moments that unfold during certain city events which are used to complement public announcement/information dissemination

Department/Office:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Marikina City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of the Event		Office of the Mayor or Concerned /Organizing Office/Dept		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Details provided	1.1 For schedule	N.A.	5 mins	Concerned or Organizing Office/Dept
2. Wait for feedback	2.1 For documentation	N.A.	5 mins	Admin of PIO
TOTAL			5 minutes	

**** Due to Covid-19 pandemic, there are less events/activities organized in the city.**



PUBLIC INFORMATION OFFICE

EXTERNAL SERVICES

1. Reply to inquiries, comments and complaints via walk-in, phone-in and social media messages

Utilization of the social media through Marikina PIO's Facebook Page to communicate with the residents especially about concerns on vaccination and other government services

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Marikina residents Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Details of the query			Solicitant	
2. Contact information of solicitant			Solicitant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Encoding	N.A.	Maximum 5 minutes for walk-in or phone-in Maximum 1 working day for social media	Admin/Editors of Marikina PIO Facebook Page
2. Wait for feedback	2.1 Submission to concerned office/dept	N.A.	5 minutes for walk-in or phone-in 1 working day for social media	Admin/Editors of Marikina PIO Facebook Page
TOTAL			5 minutes for walk-in or phone-in 1 working day for social media	



COMMUNITY RELATIONS OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** : Bringing the city government closer to the people by providing forum for Mayor-community dialogues and setting up direct mechanism in delivering services. In effecting its mandated functions, the Community Relations Office (CRO) also facilitated the realization of projects intended to help develop the various communities of the city.
- MISSION** : Building continuously the capability and image of the city government in maintaining inter-and-extra relationship of the institution with its consultancy.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
COMMUNITY RELATIONS OFFICE	215-219
Internal Services	
1. Issuance of CRO Clearance for Building Permit	217
2. Accreditation of Peoples Organization, Community Association, Homeowners Association, Civic organization, Non-Government Organization	218
External Services	
1. Community Request	219



**COMMUNITY RELATIONS OFFICE
INTERNAL SERVICES**

1. Issuance of CRO Clearance for Building Permit

Department/Office:	Community Relations Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Applicants who are applying for Building permit as required by the City Engineering Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Application form 3. Certified True Copy of Title (1 photocopy) 4. Contract of Lease/Letter of consent if applicant is renter or lessee (1 photocopy) 5. Authorization letter of owner (original copy) 6. Valid Government ID of owner/representative (1 photocopy)		Community Relations Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the needed requirements	1.1 Checking of requirements	none	5 minutes	CRO - receiving clerk
2. Secure order of payment	2.1 Issue Order of Payment	none	5 minutes	CRO - receiving clerk
3. Pay the required fees at the City Treasury Office	3.1 Checking of the Official Receipt	P50.00	5 minutes	City Treasury Office-cashier
4. Ocular Inspection	4.1 Verification of location and ownership	none	1 day	CRO - assigned Organizer
5. Release of Clearance	5.1 Issuance of Clearance to the Client	none	5 minutes	CRO - Clerk



2. Accreditation of Peoples Organization, Community Association, Homeowners Association, Civic organization, Non-Government Organization

Department/Office:	Community Relations Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. People Organization 2. Community Association 3. Homeowners Association 4. Civic Organization 5. Non-government Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Photocopy of Certificate of Registration (SEC/HLURB/HGIC) 2. Photocopy of by laws 3. Photocopy of Article of Incorporation 4. List of Officers 5. Photocopy of Results of Last Election held 6. Photocopy of Updated List of Members 7. Photocopy of Recent Board of Resolution 8. Annual Accomplishment Report 9. Photocopy of Audited Financial Statement 		Agencies where they registered their organization or sector (SEC/HLURB/HGIC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receiving and checking of the documents	none	5 minutes	CRO - receiving clerk
2. Ocular inspection (for new HOA's and other organizations)	2.1 Verification of office address	none	1 day	CRO - Organizer
3. Indorsement to City Council	3.1 Upon completion of the needed requirements and verification of the organization existence all documents are indorse to City Council for review and Accreditation	none	3 days	Head-CRO



**COMMUNITY RELATIONS OFFICE
EXTERNAL SERVICES**

1. Community Request

A systematic request system where in all request and problems of organized sector will be course through to Community Relations Office to endorse and follow up to concerned offices/agency.

Department/Office:	Community Relations Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. People Organization 2. Homeowners Association			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request (assistance to meetings, assistance to General Assembly, assistance to Oath-taking, complains and other community request e.g., improvements of facilities, or infrastructure)		Requesting Homeowners or organized sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements	1.1 Receive the documents	none	5 minutes	CRO - receiving clerk
	1.2 Indorsement of documents to concern office	none	1 day	CRO - Admin Staff
	1.3 Follow ups and monitoring of request	none	2 - 4 days	CRO - Admin Staff
	1.4 Feedback and reporting on the status of the request	none	2- 4 days	CRO - Organizer
	1.5 Completion of the request	none	Depends on the request	CRO – Admin staff/Organizer



MARIKINA SETTLEMENTS OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** : To implement the Local Housing Program of Marikina in-charged with the implementation of the Republic Act 7279. The MSO shall serve as a policy-making and implementing body of the Socialized Housing Program of the City Government of Marikina.
- VISION** : A Squatter-Free City
- MISSION** : To provide decent shelter to the under privileged and homeless citizens in urban and settlements areas whose lives are generally marked by economic insecurities and whose occupancy on the land is uncertain.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
MARIKINA SETTLEMENTS OFFICE	220-225
External Services	
1. MSO CLEARANCE/CERTIFICATION (SOCIALIZED HOUSING SECTION)	222-224
2. LAND MANAGEMENT UNIT PAYMENT COLLECTION MONITORING FOR ERC/PSS HOUSING PROGRAM OF THE LGU	225



MARIKINA SETTLEMENTS OFFICE (MSO), MARIKINA CITY

EXTERNAL SERVICES

1. MSO CLEARANCE/CERTIFICATION (SOCIALIZED HOUSING SECTION)

BUILDING/ ELECTRICAL/WATER/BUSINESS CLEARANCES

Clearance needed before construction of a structure and/or electrical/water/business is allowed in a relocation/resettlement site

Office or Division:	MARIKINA SETTLEMENTS OFFICE	
Classification:	COMPLEX TRANSACTIONS (CASE TO CASE BASIS)	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	1. AWARDEE OF LOT IN RESETTLEMENT/ RELOCATION SITE	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> ❖ Accomplished application forum Basic Documents Application Form <ul style="list-style-type: none"> - Community Association Clearance - Notarized Affidavit of Waiver (Non-Take-out Settlement Site) - Photocopy of Valid ID - Construction Plan (for 2-storey and Up Building Photocopy of Previous Clearance (optional) 	CA Notary Public Applicant MSO
	<ul style="list-style-type: none"> ❖ Additional Requirements for an applicant's Representative; <ul style="list-style-type: none"> - Authorization Letter from the applicant - Photocopy of any valid ID both of the applicant and Representative 	Applicant Applicant
	<ul style="list-style-type: none"> ❖ Additional Requirement for the ERC Take-out Community <ul style="list-style-type: none"> - Latest Receipt of Payment in Monthly Amortization 	MSO Processor assign in the front desk shall release the clearance to the applicant.
	<ul style="list-style-type: none"> ❖ Additional Requirement for the Deceased Awardee <ul style="list-style-type: none"> - Death Certificate of the Deceased Awardee Extra Judicial Settlement of Family (on whom to waive the lot and structure) 	Applicant
	<ul style="list-style-type: none"> ❖ Additional Requirement for a Substitute Housing Beneficiaries <ul style="list-style-type: none"> - Social Housing Finance Corporation (SHFC) Approved Amended Masterlist of Beneficiaries (SHFC) - Housing Awards Committee Substitution Approval 	-SHFC -LGU Housing Awards and Arbitration Committee (HAAC)
	<ul style="list-style-type: none"> ❖ Complex Transactions (7-days) <ul style="list-style-type: none"> - Building Clearance - Business Clearance 	*applications with complications or special circumstances -MSO -MSO
	<ul style="list-style-type: none"> ❖ Simple Transactions (3-days) <ul style="list-style-type: none"> - Water Clearance - Electrical Clearance 	*applications without complications or special circumstances -MSO -MSO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1) The applicant shall submit the application with complete requirements at the front desk.</p>	<p>MSO Processor assign in the front desk upon verification of the requirements shall issue acknowledgement receipt of application (ARA)</p>	<p>0</p>	<p>1 day</p>	<p>Window personnel assigned</p>
	<p>Data encoding of the application</p>			<p>Front desk Officer</p>
	<p>Verification on the masterlist of records of the name of applicant.</p>	<p>0</p>	<p>1-3 days</p>	<p>BHHRD officer with AOR</p>
	<p>Field Inspections (Community Inspector): Inspection through the Housing & Homesite Regulatory Division (HHRD) conduct actual inspection to check the application is in accordance w/the policies & ordinances of the City Government. Checking & Evaluation:</p>			
	<p>Head of Office, Check & examine the clearance application if sufficient and of any necessary supplemental requirements (approval/disapproved/pending)</p>	<p>0</p>	<p>1 day</p>	<p>Office Head</p>
	<p>Clearance Preparation: Clearance processor, facilitation of clearance applied & printing:</p>		<p>1 day</p>	<p>MSO Admin. Div. Head</p>

Marikina Citizen's Charter



	Signature & approval of the applied clearances. Mayor's Endorsement Releasing: MSO Processor assign in the front desk shall release the clearance to the applicant.			Front desk officer
❖ Additional Requirement for the ERC Take-out Community				
- Latest Receipt of Payment in Monthly Amortization				
❖ Additional Requirement for the Deceased Awardee				
- Death Certificate of the Deceased Awardee - Extra Judicial Settlement of Family (on whom to waive the lot and structure)				
❖ Additional Requirement for a Substitute Housing Beneficiaries				
- Social Housing Finance Corporation (SHFC) Approved Amended Masterlist of Beneficiaries (SHFC) - Housing Awards Committee Substitution Approval				
❖ Complex Transactions (7-days)				
- Building Clearance - Business Clearance		0	7 days	Front desk officer
❖ Simple Transactions (3-days)				
- Water Clearance - Electrical Clearance		0	3 days	Front desk officer
TOTAL			3-7 days	



2. LAND MANAGEMENT UNIT

PAYMENT COLLECTION MONITORING FOR ERC/PSS HOUSING PROGRAM OF THE LGU

The member-beneficiaries of Emergency Relocation Centers (ERC) and Permanent Settlement Sites (PSS) as a socialized housing program of the LGU are required/obligated to pay the amount specified in the individual contract of sale for the socialized housing program lots awarded to them.

Office or Division:	MARIKINA SETTLEMENTS OFFICE-LAND MANAGEMENT AND COMMUNITY RELATIONS DIVISION			
Classification:	SIMPLE TRANSACTIONS			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. AWARDEES OF EMERGENCY RELOCATION CENTERS/PERMANENT SETTLEMENT SITES (LOTS OWNED BY THE CITY GOVERNMENT)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAYMENT COLLECTION MONITORING FOR ERC/PSS HOUSING PROGRAM OF THE LGU <ul style="list-style-type: none"> For <u>new payment</u>: contract of sale For <u>continuing payment</u>: receipt of previous payment 		MSO/client Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client approaches the MSO-LMCRD window clerk and will request for an order of payment (Upon verification, an order of payment will be issued by the window clerk assigned) 2. The client will proceed to the City Treasury window, furnish them with the copy of the contract of sale and pay the fee as prescribed therein 3. The client will present the official receipt of payment to the MSO-LMCRD window clerk for recording purposes. End of transaction.	1. Issuance of order of payment 2. Recording of the transaction	Depends on the provision of the individual contract	3-5 minutes 2-5 minutes	Window personnel assigned at the MSO-LMCRD
TOTAL			5-10 minutes	



CIVIL REGISTRY OFFICE

CITIZEN'S CHARTER

2022

I. MANDATE:

**REPUBLIC ACT 7160
ARTICLE IX
THE CIVIL REGISTRAR**

SECTION 479. Qualifications, Powers and Duties. –

- a. No person shall be appointed civil registrar unless he is a citizen of the Philippines, a resident of the local government unit concerned, of good moral character, a holder of a college degree from a recognized college or university, and a first-grade civil service eligible or its equivalent. He must have acquired experience in civil registry work for at least five (5) years in the case of the city civil registrar and three (3) years in the case of the municipal civil registrar. The appointment of a civil registrar shall be mandatory for city and municipal governments.
- b. The civil registrar shall be responsible for the civil registration program in the local government unit concerned, pursuant to the Civil Registry Law, the Civil Code, and other pertinent laws, rules and regulations issued to implement them.
- c. The Civil Registrar shall take charge of the office of the civil registry and shall:
 - (1) Develop plans and strategies and upon approval thereof by the governor or mayor, as the case may be, implement the same, particularly those which have to do with civil registry programs and projects which the mayor is empowered to implement and which the sanggunian is empowered to provide for under this Code;
 - (2) In addition to the foregoing duties and functions, the civil registrar shall
 - i. Accept all registrable documents and judicial decrees affecting the civil status of persons;
 - ii. File, keep and preserve in a secure place the books required by law;
 - iii. Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
 - iv. Transmit to the Office of the Civil Registrar-General, within the prescribed period, duplicate copies of registered documents required by law;
 - v. Issue certified transcripts or copies of any certificate or registered documents upon payment of the prescribed fees to the treasurer;
 - vi. Receive applications for the issuance of a marriage license and, after determining that the requirements and supporting certificates and publication thereof for the prescribed period have been complied with, issue the license upon payment of the authorized fee to the treasurer;
 - vii. Coordinate with the National Statistics Office in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; and



- (3) Exercise such other powers and perform such other duties and functions as may be prescribed by law or ordinance.

ADMINISTRATIVE ORDER NO. 1 SERIES OF 1983, TITLE ONE RULE 5.

Duties of the Civil Registrar, states:

The civil registrar shall take charge of the office of the civil registry and shall:

- a. File registrable certificate and documents presented to them for entry;
- b. Compile the same monthly and prepare and send any information required of them by the Civil Registrar-General;
- c. Issue certified transcripts and copies of any certificate or document registered, upon payment of the proper fees;
- d. Order the binding, properly classified, of all certificates or documents registered during the year;
- e. Administer oaths, free of charge, for civil register purposes; (Sec 12, Act 3753)
- f. Accept all registrable documents and judicial decrees/orders affecting the civil status of persons;
- g. File, keep and preserve in a secured place the books required by law;
- h. Transcribe and enter immediately upon receipt all registrable documents and judicial decrees affecting the civil status of persons in the appropriate civil registry books;
- i. Receive applications for the issuance of a marriage license and after determining that the requirements and supporting certificates and publication thereof for the prescribed period have been complied with, shall issue the license upon payment of the authorized fee to the treasurer;
- j. Coordinate with the office of the civil Registrar-General (Philippine statistics Authority) in conducting educational campaigns for vital registration and assist in the preparation of demographic and other statistics for the local government unit concerned; (Article 9, Section 479, the Local Government Code of 1991)
- k. File, keep and preserve civil registry records as per archival system mandated by the Local Government Code; (Sec 374)
- l. Submit status reports on the condition of civil registry documents filed in the civil registry office whenever there are changes of the previous status of file;
- m. Reconstruct destroyed civil registry records upon compliance with the requirements following the procedures established by the Office of the Civil Registrar-General; and
- n. Make available at all times the civil registry forms in his office.

ACT 3753 CIVIL REGISTRY LAW AND RA 7160, Sec. 479;

Civil Registrar acquires quasi-judicial function on Republic Act 9048,

"An Act Authorizing the City or Municipal Civil Registrar or the Consul General to Correct a Clerical or Typographical Error in an Entry and/or Change of First Name or Nickname in the Civil Register without need of a Judicial Order, Amending for this purpose Articles 376 and 412 of the Civil Code of the Philippines "

Republic Act 10172

"An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct clerical or typographical Error s in the Day and Month in the date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight" which cannot be delegated to any officer of any civil registry office.

Acknowledgement / Admission of Paternity

"For the purpose of civil registration, the acknowledge of an illegitimate child by both parent or by the mother alone if the father refuses shall be done in a public instrument (considered authentic writing under Article 278 of the Civil Code). The public instrument is called affidavit of acknowledgement and is applicable only to those illegitimate children born prior to the effectivity of the Family Code on 03 August 1988. Under the family code, the public instrument is called affidavit of Admission of Paternity which only the father may execute. Whether affidavit of acknowledgment or affidavit of Admission of Paternity, if not done in the Certificate of Live Birth of the illegitimate child, the same should be recorded in the Register of Legal Instruments."



Republic Act 9255,

“An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for this Purpose Article 176 of Executive Order 209 Otherwise known as the Family Code of the Philippines”.

Republic Act 9858 (legitimation of Children Born to Minor Parents)

“This Law amended Article 177 of the Family Code which states that “Children conceived and born outside wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediment to marry each other, or so disqualified only because either or both of them were below eighteen (18) years of age, may be legitimated.”

Affidavit of Legitimation

“Legitimation is a process where a child out of wedlock is considered legitimate by fiction of law due to the subsequent valid marriage of his/her parents. Affidavit of Legitimation is a joint statement of the parents of the illegitimate child where they declare the fact of their not being disqualified to marry each other at the time when the child was conceived at the fact, they subsequently married each other after the child was born.”

II. VISION:

Toward highly efficient, effective, and responsive civil registration system

III. MISSION:

To build an excellent and efficient civil registry system

IV. Service Pledge

We commit to:

- Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption.
- Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public.
- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in the government.
- Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



LIST OF SERVICES

CIVIL REGISTRY OFFICE MARIKINA	PAGE No.
EXTERNAL SERVICES	226-256
1. Registration of Birth Certificate	
a. Regular Filing of Birth Certificate	230
b. Late Registration of Birth Certificate	231-232
c. Out of Town Registration of Birth certificate	232-234
2. Registration of Marriage Certificate	
a. Regular Filing of Marriage Certificate	234-235
b. Late Registration of Marriage Certificate	235-236
c. Marriage License Application	236-237
3. Registration of Death Certificate	
a. Regular Filing of Death Certificate	238
b. Late Registration of Death Certificate	239
4. Issuance of Certified True Copy of Civil Registry Documents -Birth, Death and Marriage Certificate	240
5. Republic Act 9048	
a. Change of First Name	240--242
b. Correction of Clerical Error	242-243
6. Republic Act 10172	
a. Change of Gender / Sex	244-245
b. Correction date & month of birth	246-247
7. Republic Act 9255 with Admission of Paternity	247-248
8. Legitimation with Admission of Paternity	249-250
9. Legitimation with Republic Act 9858	250-251
10. Supplemental Report	251-252
11. Foundling	252-253
12. Court Decrees	253-254
13. Endorsement and Advance Copy	255-256



CITY CIVIL REGISTRY OFFICE
(EXTERNAL SERVICE)

1. REGISTRATION OF BIRTH CERTIFICATE

The birth of the child, being a vital event, should be registered at the Office of the City Civil Registrar within thirty (30) days Reglementary period from the time of birth. Other than serving identification purposes, a certificate of birth is also required by various agencies and instrumentalities in availing of their services.

a. REGULAR FILING OF BIRTH (On-time Registration)

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Marikina City, within thirty (30) days from the date of birth.

Office or Division	City Civil Registry Office – Window 5			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All parents / guardians / attendant at birth / Government or Private Hospital, Maternity & Lying-in Clinic / Authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Municipal Form 102, Revised January 2007 (Certificate of Live Birth form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Hospital, Lying-in & Maternity Clinics, other birthing facilities		
If Parents are Married at the time of birth , attach a Certified True Copy or NSO copy of the Marriage Contract of the parents		Local Civil Registry Office where the parents Marriage Certificate was registered/Philippine Statistic Authority (PSA)		
If Parents are Not Married at the time of birth: <ul style="list-style-type: none"> Affidavit of Admission of Paternity (at the back of the Municipal Form 102 – signed by the parents and notarized) Affidavit to Use the Surname of the Father (4 copies, signed by the mother and notarized) 		Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Certificate of Live Birth and Requirements	None	5 minutes	Administrative Aide III City Civil Registry Office
	1.1 Check completeness of entries and attachment			
	1.2 If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	On time Registration fee - PHP100.00	3 minutes	Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None	1 minute	Administrative Aide III City Civil Registry Office
		TOTAL	9 minutes	

Note: Registration of Certificate of Birth is qualified for multi-stage evaluation & processing, All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed.



b. LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH

This is the process of registering Certificates of Live Birth of Filipino citizens, born in Marikina City, after thirty (30) days filing period from the date of birth.

Office or Division	City Civil Registry Office – Window 5			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All parents / guardians / attendant at birth / Government or Private Hospital, Maternity & Lying-in Clinic / Authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Municipal Form 102, Revised January 2007 (Certificate of Live Birth form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Hospital, Lying-in & Maternity Clinics, other birthing facilities		
Affidavit of Delayed Registration of Birth (at the back of the Municipal Form 102 – signed and notarized)		City Legal Office, Public Attorney's Office and other Law Office		
Affidavit of Two (2) Disinterested Persons (2 copies – signed and notarized)		City Legal Office, Public Attorney's Office and other Law Office		
Negative Result from PSA (1 Original)		Philippine Statistics Authority (PSA)		
Notarized Affidavit of Non-Baptism (from other religion)		City Legal Office, Public Attorney's Office and other Law Office		
Barangay Clearance for Late Registration		Barangay Office		
If Parents are Married at the time of birth , attach a Certified True Copy or NSO copy of the Marriage Contract of the parents		Local Civil Registry Office where the parents Marriage Certificate was registered/Philippine Statistic Authority (PSA)		
If Parents are Not Married at the time of birth: <ul style="list-style-type: none"> • Affidavit of Admission of Paternity (at the back of the Municipal Form 102 – signed by the parents and notarized) • Affidavit to Use the Surname of the Father (4 copies, signed by the mother and notarized) 		Public Attorney's Office, Law Offices, Hall of Justice		
Any 2 of the following <u>documentary evidences</u> showing the date and place of birth: <ul style="list-style-type: none"> • Medical Records • Baptismal Certificate • Voter's Affidavit / Registration Record • Old / New NBI Clearance • Police Clearance • Certificate of Death of Mother/Father • Form 137/138 • SSS E-1 • GSIS Service Record • Philippine Passport • Phil Heath Membership Record • Pag-ibig Membership Record • Income Tax Return / TIN • Insurance Policy • Affidavit of Abandonment 		Hospital, Lying-in Clinic or Other Birthing Church, and Place of Baptism Comelec NBI Police PSA / LCR Elementary School Record SSS GSIS DFA Phil Heath Pag-Ibig BIR Insurance Company Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Certificate of Live Birth and Requirements	None	15 Working Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Administrative Aide III City Civil Registry Office
	1.1 Check completeness of entries and attachment			
	1.2 If Complete, give Order of Payment to client			



2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	<p>Late Registration Fee</p> <p>30 days up to one (1) year PHP 200.00</p> <p>*2 years and above PHP 400.00</p>		Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Administrative Aide III City Civil Registry Office
TOTAL			15 working days	

(Revised IRR 2016) **Illegitimate children born on 3 August 1988 to 18 March 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) or Private Handwritten Instrument (PHI) but cannot use the surname of the father** under Republic Act No. 9255. However, a petition in court may be filed in order that the child can use the surname of the father. However, for COLBs of **illegitimate children born on 3 August 1988 to 18 March 2004** which were processed based on AO No. 1 Series of 2004 of RA 9255 prior to the issuance of this revised IRR, are considered valid.

Note: Registration of Certificate of Birth is qualified for multi-stage evaluation & processing All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed

c. OUT OF TOWN LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH

This is the process of registering Certificates of Live Birth of Filipino citizens, **NOT BORN IN MARIKINA** or Outside Metro Manila or Born in Province, after thirty (30) days filing period from the date of birth.

Office or Division	City Civil Registry Office – Window 5	
Classification:	Complex Transactions	
Type of Transaction:	G2C – Government to Client	
Who may avail:	All parents / guardians / attendant at birth / Government or Private Hospital, Maternity & Lying-in Clinic / Authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly accomplished Municipal Form 102, Revised January 2007 (Certificate of Live Birth form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Hospital, Lying-in & Maternity Clinics, other birthing facilities
Affidavit of Delayed Registration of Birth (at the back of the Municipal Form 102 – signed and notarized)		City Legal Office, Public Attorney's Office and other Law Office
Affidavit of Two (2) Disinterested Persons (2 copies – signed and notarized)		City Legal Office, Public Attorney's Office and other Law Office
Affidavit for Out of Town Registration (2 copies – signed and notarized)		City Legal Office, Public Attorney's Office and other Law Office
Negative Result from PSA (1 Original)		Philippine Statistics Authority (PSA)
Notarized Affidavit of Non-Baptism (from other religion)		City Legal Office, Public Attorney's Office and other Law Office
Barangay Clearance for Late Registration		Barangay Office
If Parents are Married at the time of birth , attach a Certified True Copy or NSO copy of the Marriage Contract of the parents		Local Civil Registry Office where the parents Marriage Certificate was registered/Philippine Statistic Authority (PSA)



<p>If Parents are Not Married at the time of birth:</p> <ul style="list-style-type: none"> • Affidavit of Admission of Paternity (at the back of the Municipal Form 102 – signed by the parents and notarized) • Affidavit to Use the Surname of the Father (4 copies, signed by the mother and notarized) 		Public Attorney's Office, Law Offices, Hall of Justice		
<p><u>Any 2</u> of the following <u>documentary evidences</u> showing the date and place of birth:</p> <ul style="list-style-type: none"> • Medical Records • Baptismal Certificate • Voter's Affidavit / Registration Record • Old NBI Clearance • Police Clearance • Certificate of Death of Mother/Father • Form 137/138 • SSS E-1 • GSIS Service Record • Philippine Passport • Phil Heath Membership Record • Pag ibig Membership Record • Income Tax Return / TIN • Insurance Policy • Affidavit of Abandonment 		Hospital, Lying-in Clinic or Other Birthing Church, and Place of Baptism Comelec NBI Police PSA / LCR Elementary School Record SSS GSIS DFA Phil Heath Pag-ibig BIR Insurance Company Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Certificate of Live Birth and Requirements	None	Approximately 1 Month Processing Time	Administrative Aide III City Civil Registry Office
	1.1 Check completeness of entries and attachment			
	1.2 If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Out of Town Registration Fee <u>PHP 500.00</u> Postal Money Order / Pera Padala (LBC) for processing fee to be sent out of town together with the documents <u>PHP 500.00</u>	*the release date is based on the registration of Birth Certificate in the Province, the Client for Out of town Late Registration and Civil Registry will wait until the province Received, Process & Send back to LCR Marikina the registered Birth Certificate.	Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Administrative Aide III City Civil Registry Office
TOTAL			Estimate = 1 Month	



NOTE:

1. Sending of All Documents for Out-of-Town Birth Registration shall be shouldered by the registrant
2. (Revised IRR) **Illegitimate children born on 3 August 1988 to 18 March 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) or Private Handwritten Instrument (PHI) but cannot use the surname of the father** under Republic Act No. 9255. However, a petition in court may be filed in order that the child can use the surname of the father. However, for COLBs of **illegitimate children born on 3 August 1988 to 18 March 2004** which were processed based on AO No. 1 Series of 2004 of RA 9255 prior to the issuance of this revised IRR, are considered valid.
3. Late Registration of Certificate of Live Birth is qualified for multi-stage processing & evaluation; all incomplete requirements will not be accepted.

2. REGISTRATION OF CERTIFICATE OF MARRIAGE

For marriage being solemnized in Marikina City, the solemnizing officer, contracting parties, any person duly authorized by the solemnizing officer / contracting parties shall register the Certificate of Marriage in the Local Civil Registry Office of the Marikina City within 15 days after the wedding rites. For marriage of exceptional character, 30 days from the date of solemnization (Article 34).

1. REGULAR FILING OF MARRIAGE (On-time Registration)

The process of registering the Certificates of Marriage of constituents who married in Marikina City.

Office or Division	City Civil Registry Office – Window 2			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	<ol style="list-style-type: none"> 1. Any Priest, rabbi, imam, or minister of any church or religious sect duly authorized by his church or religious sect, their representative and registered with the civil registrar general 2. Any incumbent member of the judiciary within the court's jurisdiction 3. Local Chief Executive (Mayor) 4. Marikina constituents, Non-Marikina Residents (who were married in Marikina City) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Municipal Form 97, Revised January 2007 (Certificate of Marriage form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Church, Place of marriage		
Request for Celebration of Marriage in a Place other than those authorized by law (signed by both contracting parties, the solemnizing officer and notarized <i>before</i> the date of the marriage)		Place of Marriage		
<p><u>Article 34</u> – Affidavit of Marriage between a man and a woman who lived together as husband and wife under Article 34 of the New Family Code (2 copies, notarized)</p> <p><u>Article 34</u> – Affidavit of official, priest or minister who solemnized marriage between man and woman who have lived together as husband and wife for at least five years and above (2 copies, notarized)</p>		Public Attorney's Office, Law Offices, Hall of Justice		
Request for celebration of marriage in a place other than those authorized by law (2 copies, notarized)		Church, Place of marriage Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit the properly accomplished Municipal Form 97 (Certificate of Marriage) and its requirements	1. Receives Certificate of Marriage and Requirements	None	5 minutes	Administrative Aide III City Civil Registry Office
	1.1 Check completeness of entries and attachment			
	1.2 If Complete, give Order of Payment to client			



2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Late Registration fee - PHP200.00 Solemnization fee PHP150.00	4 minutes	Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 2, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None	1 minute	Administrative Aide III City Civil Registry Office
TOTAL			9 minutes	

Note: Registration of Certificate of Marriage is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed.

2. LATE REGISTRATION OF MARRIAGE

The process of registering the Certificates of Marriage of constituents who married in Marikina City. After thirty (15) days filing period from the date of marriage.

Office or Division	City Civil Registry Office – Window 2	
Classification:	Complex Transactions	
Type of Transaction:	G2C – Government to Client	
Who may avail:	<ol style="list-style-type: none"> Any Priest, rabbi, imam, or minister of any church or religious sect duly authorized by his church or religious sect, their representative and registered with the civil registrar general Any incumbent member of the judiciary within the court's jurisdiction Local Chief Executive (Mayor) Marikina constituents, Non-Marikina Residents (who were married in Marikina City) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Properly accomplished Municipal Form 97, Revised January 2007 (Certificate of Marriage form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Church, Place of marriage
Certification of Marriage from Church or Solemnizing Officer		Church, Place of marriage
Affidavit of Delayed Registration of Birth (at the back of the Municipal Form 97 – signed and notarized)		Public Attorney's Office, Law Offices, Hall of Justice
Negative Result from PSA (1 Original / 1 Xerox)		Philippine Statistics Authority (PSA)
Marriage License		Civil Registry Office
Certification from the church		Church / Ministry
Request for Celebration of Marriage in a Place other than those authorized by law (signed by both contracting parties, the solemnizing officer and notarized <i>before</i> the date of the marriage)		Place of Marriage
<u>Article 34</u> – Affidavit of Marriage between a man and a woman who lived together as husband and wife under Article 34 of the New Family Code with Family Planning Seminar (2 copies, notarized) <u>Article 34</u> – Affidavit of official, priest or minister who solemnized marriage between man and woman who have lived together as husband and wife for at least five years and above (2 copies, notarized)		Public Attorney's Office, Law Offices, Hall of Justice



Marikina Citizen's Charter

Request for celebration of marriage in a place other than those authorized by law (2 copies, notarized)		Church, Place of marriage Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit the properly accomplished Municipal Form 97 2. (Certificate of Marriage) and its requirements	1. Receives Certificate of Marriage and Requirements	None	15 Working Days	Administrative Aide III City Civil Registry Office
	1.1 Check completeness of entries and attachment			
	1.2 If Complete, give Order of Payment to client			
3. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	On time Registration fee - PHP100.00 Solemnization fee PHP150.00	*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Collector City Treasurer's Office
4. Bring the Official Receipt (OR) to the LCRO Window 2, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Administrative Aide III City Civil Registry Office
TOTAL			15 working days	

Note: Late Registration of Certificate of Marriage is qualified for multi-stage evaluation & Processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed

3. MARRIAGE LICENSE APPLICATION

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside. The local civil registrar concerned enters all applications for marriage license filed in a registry book strictly in the order in which the same are received. When the license is issued, the same shall be valid in any part of the Philippines for a period of 120 days from the date of issuance, and shall be deemed automatically cancelled after the expiration date even if the contracting parties have not made use of it.

Office or Division	City Civil Registry Office – Window 1
Classification:	Complex Transactions
Type of Transaction:	G2C – Government to Client
Who may avail:	Single Individuals, contracting parties who wants to get married, Marikina Constituents, Non-Marikina Residents (who intends to marry in Marikina City) <i>*Marriageable Age: 18 years old</i>
CHECKLIST OF REQUIREMENTS	
Properly accomplished Municipal Form 90, Revised January 2007 (Application for Marriage form), (Typewritten or Hand written) <u>Use only black ink for signing.</u>	Civil Registry Office
Either one of applicant must be a resident of Marikina City	Client
Both applicant must be of legal age (18 years old and/or above)	Client
Personal appearance of applying parties (Male & Female)	Client
If applicant/s is 18-25 years of age, applicant/s should be accompanied by the parents to sign Parental Consent/Advice	Parents of Client
Government-issued/ Valid Identification Card	BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office
PSA / LCR Birth Certificate or Baptismal Certificates of both applicants	Philippine Statistic Authority / Local Civil Registry Place of Baptism



PSA Authenticated Copy of Certificate of No Marriage Record (CENOMAR)		Philippine Statistic Authority		
Community Tax Certificate		City Treasurer's Office / Barangay Office		
2x2 picture of both applicants (1 for each applicant)		Client		
If applicable: <ul style="list-style-type: none"> • Municipal Form No. 92 (<i>Consent of Marriage of a Person Under Age</i>) • Municipal Form No. 7 (<i>Sworn Statement that Advice of Parents or Guardian has been asked</i>) • Municipal Form No. 8 (<i>Advice upon Intended Marriage</i>) • Pre-Marriage Orientation & Counseling 		City Civil Registry Department – Window 1; City Health Office, Population Program Management Office Social Services and Development Department		
For Foreigners: <ul style="list-style-type: none"> • Photocopy of valid passport (<i>indicating the date of arrival</i>) • Certificate of Legal Capacity to Marry issued by their respective diplomatic or consular officials • If Divorced: • Copy of final decree or absolute divorce • Pre-Marriage Orientation & Counseling 		Client; Embassy of country of origin; Court where the divorce was decided City Health Office, Population Program Management Office Social Services and Development Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Present Identification Card (ID) of the contracting parties	Issuing clerk determines residence of contracting applicants	None	11 Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on	Administrative Aide III City Civil Registry Office
2. Submit the properly accomplished Municipal Form 90 (Application for marriage license) and its requirements	2.1. Receives MF 90 and Requirements	None		Collector City Treasurer's Office
	2.2 Check completeness of entries and attachment			
	2.3. If Complete, give Order of Payment to client			
3. Proceed to the treasurer's office for payment	3. The Treasury Office will issue Official Receipt	Application form PHP100.00 Issuance of Marriage License PHP300.00	Collector City Treasurer's Office	
4. Bring the Official Receipt (OR) to the LCRO Window 1, then get a claim stub	4. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None	Administrative Aide III City Civil Registry Office	
TOTAL			11 days	

Note: Application for Marriage License is qualified for multi-stage evaluation & Processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed



3. **REGISTRATION OF DEATH CERTIFICATE**

It shall be the responsibility of the spouse or any nearest relative who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance. The Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death to the officer of the Civil Registrar within the Reglementary period of thirty (30) days.

a. **REGULAR FILING OF DEATH (On-time Registration)**

This is the process of registering the Certificates of Death of the constituents whose death occurred in Marikina City within thirty (30) days from the date of death.

Office or Division	City Civil Registry Office – Window 3			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marikina Constituents, Non-Marikina residents who died in Marikina City hospitals or within the vicinity of Marikina City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Municipal Form 103, Revised January 2007 (Certificate of Death form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Hospital, Funeral Parlors		
Medical Certificate & Certification of Death		Hospital, Attending Physician, Private Physician Public Health Officer		
Certification of Embalmer		Funeral Parlors or License Embalmer		
Burial / Cremation / Transfer Permit		Marikina City Health Office		
Autopsy Report, if applicable		PNP - Medico-Legal Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1.1 Receives Certificate of Death and Requirements	None	5 minutes	Administrative Aide III City Civil Registry Office
	1.2. Check completeness of entries and attachment			
	1.3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	On time Registration fee - PHP100.00 Certified True Copy PHP150.00	2 minutes	Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 3, then get a claim stub	3. Once Paid, the Civil Registrar personnel will release certified photocopy of the death certificate.	None	1 minute	Administrative Aide III City Civil Registry Office
TOTAL			9 minutes	

Note: Registration Death Certificate is qualified for multi-stage evaluation & Processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed



b. LATE REGISTRATION OF DEATH

This is the process of registering the Certificates of Death of the constituents who died in Marikina City after the thirty (30)-day filing period from the date of death.

Office or Division	City Civil Registry Office – Window 3			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Marikina Constituents, Non-Marikina residents who died in Marikina City hospitals or within the vicinity of Marikina City, Funeral Parlors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly accomplished Municipal Form 103, Revised January 2007 (Certificate of Death form), (typewritten 1 st page original, the rest carbon copy) <u>Use only black ink for signing.</u> (1 Set)		Hospital, Funeral Parlors		
Negative Result from PSA (1 Original / 1 Xerox)		Philippine Statistic Authority (PSA)		
Affidavit of Delayed Registration of Death (at the back of the Municipal Form 103 – signed and notarized)		Public Attorney's Office, Law Offices, Hall of Justice		
Medical Certificate & Certification of Death		Hospital, Attending Physician, Private Physician Public Health Officer		
Certificate of Burial		Cemetery		
Certificate of Service		Funeral Parlors		
Certification of Embalmer		Funeral Parlors or License Embalmer		
Burial / Cremation / Transfer Permit		Marikina City Health Office		
Autopsy Report, if applicable		PNP - Medico-Legal Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1.1. Receives Certificate of Death and Requirements	None	15 Working Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Administrative Aide III City Civil Registry Office
	1.2. Check completeness of entries and attachment			
	1.3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Late Registration fee - PHP200.00 Certified True Copy PHP150.00		Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 3, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Administrative Aide III City Civil Registry Office
TOTAL			15 Working Days	

Note: Late Registration Death Certificate is qualified for multi-stage evaluation & Processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed



4. ISSUANCE OF CERTIFIED TRUE COPY OF CIVIL REGISTRY DOCUMENTS (BIRTH, DEATH and MARRIAGE)

Any interested individuals may secure from the City Civil Registrar's Office certified true copies of birth, marriage and death certificates for any legal purposes.

Office/Division:	CITY CIVIL REGISTRY OFFICE			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request of Birth / Marriage / Death		Civil Registry Office Window 4		
Government-issued /Valid Identification Card of Requester and Authorized Representative		BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Post Office		
Authorization Letter / Special Power of Attorney		Document Owner / Public Attorney's Office, Law Offices, Hall of Justice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Proceed to LCRO Window 4 to fill out the request form and submit the same to the Receiving Administrative Aide III / Verifier	Get the Request form and Verify document's availability from the database Issue's order of payment.	None	2 minutes	Administrative Aide III City Civil Registry Office
Proceed to the treasurer's office for payment	The Treasury Office will issue Official Receipt	CTC Fee Php 150.00 per copy	3 minutes	Collector City Treasurer's Office
Bring the Official Receipt (OR) to LCRO Window 4	Issue the CTC of the documents	None	1 minute	Administrative Aide III City Civil Registry Office
TOTAL			6 minutes	

Note: Issuance of Certified True Copy of Civil Registry Documents is qualified for multi-stage evaluation & Processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed

5. REPUBLIC ACT 9048 - Processing of Petitions For Correction of Clerical /Typographical Error and Change of First Name in Birth Certificate

Republic Act No. 9048 authorizes the Municipal Civil Registrar or the Consul General to correct a clerical or typographical error in an entry and/ or change of first name, in the civil registry without a need of a judicial order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in her/ his record.

a. RA 9048 : CHANGE OF FIRST NAME

Office/Division:	CITY CIVIL REGISTRY OFFICE – window 5	
Classification:	Highly Technical Transactions	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Any person of legal age who have direct and personal interest in the petition for change of first name on the civil registry document (the owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PSA Birth, Marriage, Death Certificate (Original/Authenticated/Latest) of the certificate sought to be corrected / changed with (2 photocopies)		Philippine Statistic Authority (PSA)



<p>Mandatory requirements to be submitted (2 photocopies)</p> <ul style="list-style-type: none"> • Employer (if employed): Certification of Employment with no pending case • If not employed: Affidavit of Non-Employment • NBI Clearance (current) purpose: For Change of First Name • Police Clearance (current with 6 months validity) purpose: For Change of First Name 	<p>Employer of client</p> <p>Public Attorney's Office, Law Offices, Hall of Justice; NBI Police</p>			
<p>Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies):</p> <ul style="list-style-type: none"> • Baptismal Certificate • School Records Form 137/138 • Voter's Affidavit / VRR • SSS E1 Record • GSIS Service Record • Phil Health Membership Record • Pag-ibig Membership Record • Medical or Business Record • Certificate of Marriage • Certificate of Live Birth of Child • Drivers License • Postal ID • PRC ID • Passport • Income Tax Return (TIN) • Insurance Policy • Other Government Issued ID / Valid ID's <p>*NOTE: A processor will determine applicable documents</p>	<p>Place of baptism; School of Client; Comelec; SSS; GSIS; Phil health Pag-ibig Hospital or Clinic or Office Record Place of Marriage /PSA Place of Birth / PSA LTO Post Office PRC DFA BIR</p>			
<p>R.A.9048 Form No. 4.1 (LCRO) Petition for Change of First Name (3 Original / Notarized)</p>	<p>Civil Registry Office Public Attorney's Office, Law Offices, Hall of Justice;</p>			
<p>Affidavit indicating entry to be corrected / Affidavit of Minority of the Subject Person</p>	<p>Public Attorney's Office, Law Offices, Hall of Justice;</p>			
<p>Other relevant documents the Civil Registrar may require</p>	<p>Depends on the documents required</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<p>Presents the document sought for correction / change</p>	<p>Receiving Registration Officer compares PSA, local copy of Birth and other Identification Card for consistency of discrepancy.</p>	<p>None</p>	<p>10 Minutes/ petition</p>	<p>REGISTRATION OFFICER II <i>Interviewer / Processor</i> City Civil Registry</p>
	<p>Interview the client / and give application form and list of requirements</p>		<p>10 Days mandatory posting period</p>	
<p>Return to LCRO and submit the requirements and properly filled out application form for checking</p>	<p>The Registration Officer will give order of Payment and advice to pay to the cashier</p>	<p>None</p>	<p>4 Weeks (in PSA Legal Division) depending on the volume of transaction</p>	<p><i>Receiving Clerk / Processor</i> PSA</p>



Proceed to the treasurer's office for payment	The Treasury Office will issue Official Receipt	Filing fee - PHP 3,000.00 Additional fee for Migrant Petition – PHP500.00		Collector City Treasurer's Office
Local News Paper	The Local New Paper will post the Petition for correction for two (2) consecutive weeks	Starting Price Php.2,500.00	2 weeks publication	Local New Paper Personnel
Bring the Official Receipt (OR) and submit all the documents to the LCRO then get the Personal Copy of Petition for Change of First Name Form	The Registration Officer will get the OR / Application form and Requirements and advise to wait for approval of petition for change of first name from PSA Legal Division	None	10 minutes Interview	Registration Office II
TOTAL			2-3 Months	

b. RA 9048: CORRECTION OF CLERICAL ERROR OR TYPOGRAPHICAL ERROR

Office/Division:	CITY CIVIL REGISTRY OFFICE – window 5
Classification:	Highly Technical Transactions
Type of Transaction:	G2C – Government to Client
Who may avail:	Any person of legal age who have direct and personal interest in the petition for correction of clerical error on the civil registry document (the owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PSA Birth, Marriage, Death Certificate (Original/Authenticated/Latest) of the certificate sought to be corrected / changed with (2 photocopies)	Philippine Statistic Authority (PSA)
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies): <ul style="list-style-type: none"> • Baptismal Certificate of (Child/Father/Mother/Husband/Wife) • PSA Birth Certificate of (Child/Father/Mother/Husband/Wife) • PSA Death Certificate of (Child/Father/Mother/Husband/Wife) 1. PSA Birth Certificate of two Brother or Sister showing correct entry 2. PSA Birth Certificate of Two Son/Daughter showing correct entry • School Records Form 137/138 • Voter's Affidavit / VRR • SSS E1 Record • GSIS Service Record • Phil Health Membership Record • Pag-Ibig Membership Record • Medical or Business Record 	Place of baptism; PSA PSA PSA PSA School of Client; Comelec; SSS; GSIS; Phil health Pag ibig Hospital or Clinic or Office Record



<ul style="list-style-type: none"> • Certificate of Marriage • Certificate of Live Birth of Child • Drivers License • Postal ID • PRC ID • Passport • Income Ta Return (TIN) • Insurance Policy • Other Government Issued ID / Valid ID's <p>*NOTE: A processor will determine applicable documents</p>		Place of Marriage / PSA Place of Birth / PSA LTO Post Office PRC DFA BIR		
R.A.9048 Form No. 4.1 (LCRO) Petition for Correction of Clerical Error (3 Original / Notarized)		Civil Registry Office Public Attorney's Office, Law Offices, Hall of Justice;		
Affidavit indicating entry to be corrected / Affidavit of Minority of the Subject Person		Public Attorney's Office, Law Offices, Hall of Justice;		
Other relevant documents the Civil Registrar may require		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Presents the document sought for correction / change	Receiving Registration Officer compares PSA, local copy of Birth and other Identification Card for consistency of discrepancy.	None	10 Minutes/ petition 10 Days mandatory posting period 4 Weeks (in PSA Legal Division) depending on the volume of transaction	REGISTRATION OFFICER II <i>Interviewer /</i> <i>Processor</i> City Civil Registry <i>Receiving Clerk /</i> <i>Processor</i> PSA
	Interview the client / and give application form and list of requirements			
Return to LCRO and submit the requirements and properly filled out application form for checking	The Registration Officer will give order of Payment and advice to pay to the cashier	None		
Proceed to the treasurer's office for payment	The Treasury Office will issue Official Receipt	Filing fee - PHP 1,000.00 Additional fee for Migrant Petition – PHP500.00		Collector City Treasurer's Office
Bring the Official Receipt (OR) and submit all the documents to the LCRO then get the Personal Copy of Petition for Correction of Clerical Error Form	The Registration Officer will get the OR / Application form and Requirements and advise to wait for approval of petition for correction of clerical error from PSA Legal Division	None	10 minutes Interview	Registration Office II
TOTAL			2-3 Months	

Note: RA 9048 Correction of Clerical Error and Change of First Name is qualified for multi-stage evaluation & Processing. All incomplete data/requirements will not be accepted. Only documents with official receipt will be processed



6. **REPUBLIC ACT 10172**

a. **Processing of Petitions For Change of Gender / Sex Correction and Correction of Date & Month of Birth**

Republic Act (RA) 10172 entitled “An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order Amending for this Purpose Republic Act Numbered Ninety Forty-Eight.”

Office/Division:	CITY CIVIL REGISTRY OFFICE – window 5
Classification:	Highly Technical Transactions
Type of Transaction:	G2C – Government to Client
Who may avail:	Any persons of legal age who have direct and personal interest in the petition for correction of Gender / Sex in Birth Certificate. (The owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document).
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
PSA Birth, Marriage, Death Certificate (Original/Authenticated/Latest) of the certificate sought to be corrected / changed with (2 photocopies)	Philippine Statistic Authority (PSA)
Mandatory requirements to be submitted (2 photocopies) <ul style="list-style-type: none"> • Employer (if employed): Certification of Employment with no pending case • If not employed: Affidavit of Non-Employment • NBI Clearance (current) purpose: For Change of GENDER/SEX • Police Clearance (current with 6 months validity) purpose: For Change of GENDER/SEX 	Employer of client Public Attorney's Office, Law Offices, Hall of Justice; NBI Police
Medical Records showing entry to be corrected	Government Hospital / Health Institution or Public Health Office Physician
Medical Certificate Signed by Any Government Hospital / Health Institution or Public Health Office Physician (petitioner should not have undergone SEX CHANGE or TRANSPLANT)	Government Hospital / Health Institution or Public Health Office Physician
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies): <ul style="list-style-type: none"> • Baptismal Certificate • School Records Form 137/138 • Voter's Affidavit / VRR • SSS E1 Record • GSIS Service Record • Phil Health Membership Record • Pag-ibig Membership Record • Medical or Business Record • Certificate of Marriage • Certificate of Live Birth of Child • Drivers License • Postal ID • PRC ID • Passport • Income Tax Return (TIN) • Insurance Policy • Other Government Issued ID *NOTE: A processor will determine applicable documents	Place of baptism; School of Client; Comelec; SSS; GSIS; Phil health Pag ibig Hospital or Clinic or Office Record Place of Marriage /PSA Place of Birth / PSA LTO Post Office PRC DFA BIR



R.A.10172 Form No. 4.1 (LCRO) Petition for Change of First Name (3 Original / Notarized)		Civil Registry Office		
Affidavit indicating entry to be corrected / Affidavit of Minority of the Subject Person		Public Attorney's Office, Law Offices, Hall of Justice;		
Other relevant documents the Civil Registrar may require		Depends on the documents required		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	RESPONSIBLE PERSON
Presents the document sought for correction / change	Receiving Registration Officer compares PSA, local copy of Birth and other Identification Card for consistency of discrepancy.	None	10 Minutes/ petition 10 Days mandatory posting period	REGISTRATION OFFICER II <i>Interviewer / Processor</i> City Civil Registry
	Interview the client / and give application form and list of requirements			<i>Receiving Clerk / Processor</i> PSA
Return to LCRO and submit the requirements and properly filled out application form for checking	The Registration Officer will give order of Payment and advice to pay to the cashier	None	4 Weeks (in PSA Legal Division) depending on the volume of transaction	
Proceed to the treasurer's office for payment	The Treasury Office will issue Official Receipt	Filing fee - PHP 3,000.00 Additional fee for Migrant Petition – PHP500.00		Collector City Treasurer's Office
Local News Paper	The Local New Paper will post the Petition for correction for two (2) consecutive weeks	Starting Price Php.2,500.00	2 weeks publication	Local New Paper Personnel
Bring the Official Receipt (OR) and submit all the documents to the LCRO then get the Personal Copy of Petition for Change of First Name Form	The Registration Officer will get the OR / Application form and Requirements and advise to wait for approval of petition for change of first name from PSA Legal Division	None	10 minutes Interview	Registration Office II
TOTAL			2-3 Months	



b. 10172 : CHANGE OF DATE AND MONTH IN BIRTH CERTIFICATE

Office/Division:	CITY CIVIL REGISTRY OFFICE – window 5
Classification:	Highly Technical Transactions
Type of Transaction:	G2C – Government to Client
Who may avail:	Any persons of legal age who have direct and personal interest in the petition for correction of date of Date & Month Of Birth (The owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document).
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
PSA Birth, Marriage, Death Certificate (Original/Authenticated/Latest) of the certificate sought to be corrected / changed with (2 photocopies)	Philippine Statistic Authority (PSA)
Mandatory requirements to be submitted (2 photocopies) <ul style="list-style-type: none"> Employer (if employed): Certification of Employment with no pending case If not employed: Affidavit of Non-Employment NBI Clearance (current) purpose: For Change of GENDER/SEX Police Clearance (current with 6 months validity) purpose: For Change of GENDER/SEX 	Employer of client Public Attorney's Office, Law Offices, Hall of Justice; NBI Police
Medical Records showing entry to be corrected	Government Hospital / Health Institution or Public Health Office Physician
Medical Certificate Signed by Any Government Hospital / Health Institution or Public Health Office Physician (petitioner should not have undergone SEX CHANGE or TRANSPLANT)	Government Hospital / Health Institution or Public Health Office Physician
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies): <ul style="list-style-type: none"> Baptismal Certificate School Records Form 137/138 Voter's Affidavit / VRR SSS E1 Record GSIS Service Record Phil Health Membership Record Pag-Ibig Membership Record Medical or Business Record Certificate of Marriage Certificate of Live Birth of Child Drivers License Postal ID PRC ID Passport Income Tax Return (TIN) Insurance Policy Other Government Issued ID <p>*NOTE: A processor will determine applicable documents</p>	Place of baptism; School of Client; Comelec; SSS; GSIS; Phil health Pag ibig Hospital or Clinic or Office Record Place of Marriage /PSA Place of Birth / PSA LTO Post Office PRC DFA BIR
R.A.10172 Form No. 4.1 (LCRO) Petition for Change of First Name (3 Original / Notarized)	Civil Registry Office Public Attorney's Office, Law Offices, Hall of Justice;
Affidavit indicating entry to be corrected / Affidavit of Minority of the Subject Person	Public Attorney's Office, Law Offices, Hall of Justice;
Other relevant documents the Civil Registrar may require	Depends on the documents required



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Presents the document sought for correction / change	Receiving Registration Officer compares PSA, local copy of Birth and other Identification Card for consistency of discrepancy.	None	10 Minutes/ petition 10 Days mandatory posting period	REGISTRATION OFFICER II <i>Interviewer / Processor</i> City Civil Registry
	Interview the client / and give application form and list of requirements			
Return to LCRO and submit the requirements and properly filled out application form for checking	The Registration Officer will give order of Payment and advice to pay to the cashier	None	4 Weeks (in PSA Legal Division) depending on the volume of transaction	<i>Receiving Clerk / Processor</i> PSA
Proceed to the treasurer's office for payment	The Treasury Office will issue Official Receipt	Filing fee - PHP 3,000.00		Collector City Treasurer's Office
Local News Paper	The Local New Paper will post the Petition for correction for two (2) consecutive weeks	Starting Price Php.2,500.00	2 weeks publication	Local New Paper Personnel
Bring the Official Receipt (OR) and submit all the documents to the LCRO then get the Personal Copy of Petition for Change of Gender / Sex Form	The Registration Officer will get the OR / Application form and Requirements and advise to wait for approval of petition for change of first name from PSA Legal Division	None	10 minutes Interview	Registration Office II
TOTAL			2-3 Months	

Note: Processing of Petitions for Change of Gender / Sex Correction and Correction of Date & Month of Birth of is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed

7. REPUBLIC ACT No. 9255

Affidavit to use the surname of the father & Affidavit of Paternity

Republic Act No. 9255: (An Act Allowing Illegitimate Children to Use the Surname of their Father, amending for the Purpose Article 176 of Executive Order No. 209, Otherwise Known as the "Family Code of the Philippines") was signed by President Gloria Macapagal Arroyo on 4 February 2004 and took effect on 19 March 2004, fifteen days after its publication in newspapers of general circulation on 4 March 2004. This law is a consolidation of House Bill No. 44371 and Senate Bill No. 25102 of the Twelfth Congress of the Philippines.

SCOPE AND COVERAGE

The Revised IRR shall apply to all illegitimate **children born on or after 19 March 2004**, the effectivity of R.A. No. 9255. This includes all unregistered births and registered births under the surname of the mother. **Illegitimate children born on 3 August 1988 to 18 March 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) or Private Handwritten Instrument (PHI) but cannot use the surname of the father under Republic Act No. 9255.** However, a petition in court may be filed in order that the child can use the surname of the father. However, for COLBs of **illegitimate children born on 3 August 1988 to 18 March 2004** which were processed based on AO No. 1 Series of 2004 of RA 9255 prior to the issuance of this revised IRR, are considered valid.



Office or Division	City Civil Registry Office – Window 5			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All illegitimate children born on or after 19 March 2004 , the effectivity of R.A. No. 9255. This includes all unregistered births and registered births under the surname of the mother. Illegitimate children born on 3 August 1988 to 18 March 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) or Private Handwritten Instrument (PHI) but cannot use the surname of the father under Republic Act No. 9255. However, a petition in court may be filed in order that the child can use the surname of the father. However, for COLBs of illegitimate children born on 3 August 1988 to 18 March 2004 which were processed based on AO No. 1 Series of 2004 of RA 9255 prior to the issuance of this revised IRR, are considered valid.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Birth Certificate (1 Original & 3 photocopies)		Philippine Statistic Authority (PSA)		
Affidavit to Use the Surname of the Father (3 Original Copies, Typewritten, Notarized) <ul style="list-style-type: none"> signed by the MOTHER (if Child is 7 years old below) sign by the CHILD (if Child is 7 years old and above) sign by Document Owner (if Child is 18 years old and Above) 		Public Attorney's Office, Law Offices, Hall of Justice;		
Attestation executed by the mother (if the child is 7 years old to 17 years old)		Civil Registry Office		
If Father is UNKNOWN in Birth Certificate of Child <ul style="list-style-type: none"> Two (2) sets of Blank Birth Certificate Form (Municipal Form 102) One (1) set signed by the father in ITEM # 22 (INFORMANT) signature only Affidavit of Paternity (Signed by FATHER of child, 3 Original Copies, Typewritten, Notarized) 		Civil Registry Office Public Attorney's Office, Law Offices, Hall of Justice;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements for AUSF & Affidavit of Paternity	None	15 Working Days	Assistant Registration Officer
	2. Check completeness of entries and attachment			
	3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Registration fee <u>Php 300.00</u>	*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Collector City Treasurer's Office
		Acknowledgement of Paternity <u>Php 300.00</u>		
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	Certified Copy <u>Php 150.00</u>		None
TOTAL			15 Working Days	

Note: Republic Act 9255 with Affidavit of Paternity is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed



8. Legitimation with Admission of Paternity

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married.

Is the act of providing legitimacy status to an illegitimate child through subsequent marriage of the parents, provided that there were no legal impediments when the child was conceived and born.

Who are considered illegitimate children?

The following are illegitimate children:

1. Children born to couples who are not legally married or of common-law marriages;
2. Children born of incestuous marriages;
3. Children born bigamous marriages;
4. Children born of adulterous relations between parents;
5. Children born of marriages void for reason of public policy under Art 38 of the Family Code;
6. Children born of couples below 18, whether there are married (which married is void) or not; and
7. Children born of other void marriages under Art. 15 unless otherwise provided. (OCRG Cir. No. 89-13 dated July 17, 1989)

Office or Division	City Civil Registry Office – Window 5			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All illegitimate children born out of wedlock, provided that there were no legal impediments when the child was conceived and born.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Parents should be 18 years old at the time of birth of the child		Clients		
PSA Birth Certificate (1 Original & 3 photocopies)		Philippine Statistic Authority (PSA)		
PSA Marriage Certificate of Parent (1 Original & 3 Photocopies)		Philippine Statistic Authority (PSA)		
PSA Certificate of No Marriage Record (CENOMAR) of both Parents (1 Original & 3 Photocopies)		Philippine Statistic Authority (PSA)		
Deed of Legitimation or Affidavit of Legitimation (3 Original Copies, Typewritten, Notarized, Signed by both Parents)		Public Attorney's Office, Law Offices, Hall of Justice;		
If Father is UNKNOWN in Birth Certificate of Child <ul style="list-style-type: none"> • Two (2) sets of Blank Birth Certificate Form (Municipal Form 102) • One (1) set signed by the father in ITEM # 22 (INFORMANT) signature only • Affidavit of Paternity (Signed by FATHER of child, 3 Original Copies, Typewritten, Notarized) 		Civil Registry Office Public Attorney's Office, Law Offices, Hall of Justice;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements	None	30 Working Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a	Assistant Registration Officer
	2. Check completeness of entries and attachment			
	3. If Complete, give Order of Payment to client			



2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Legitimation fee <u>Php 250.00</u> Certified copy fee <u>Php 150.00</u> Verification fee <u>Php 50.00</u>	30 Working Days	Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Assistant Registration Officer
TOTAL			30 Working Days	

Note: Legitimation with Affidavit of Paternity is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed

9. **Legitimation with Republic Act No. 9858**

ACT OF PROVIDING LEGITIMATION OF CHILDREN BORN TO PARENTS BELOW MARRYING AGE

REPUBLIC ACT NO. 9858 entitled an act of Providing for the Legitimation of Children Born to Parents Below Marrying Age, Amending for the Purpose the Family Code of the Philippines.

This rule shall apply to all children conceived and born outside of marriage of parents who, at the time of conception of the child, were not disqualified by any impediment to marry each other, or were so disqualified only because either or both of them were below eighteen (18) years of age.

Office or Division	City Civil Registry Office – Window 5	
Classification:	Complex Transactions	
Type of Transaction:	G2C – Government to Client	
Who may avail:	All children conceived and born outside of marriage of parents who, at the time of conception of the child, were not disqualified by any impediment to marry each other, or were so disqualified only because either or both of them were below eighteen (18) years of age.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Either of the parents is below 18 years old at the time of the conception of the child		Clients
PSA Birth Certificate (1 Original & 3 photocopies)		Philippine Statistic Authority (PSA)
PSA Marriage Certificate of Parent (1 Original & 3 Photocopies)		Philippine Statistic Authority (PSA)
PSA Certificate of No Marriage Record (CENOMAR) of both Parents (1 Original & 3 Photocopies)		Philippine Statistic Authority (PSA)
Deed of Legitimation or Affidavit of Legitimation (3 Original Copies, Typewritten, Notarized, Signed by both Parents)		Public Attorney's Office, Law Offices, Hall of Justice;
Joint Supplemental Affidavit stating the minority of the father / mother at the time of conception of the child (3 Original Copies, Typewritten, Notarized, signed both parents).		Public Attorney's Office, Law Offices, Hall of Justice;
If Father is UNKNOWN in Birth Certificate of Child <ul style="list-style-type: none"> Two (2) sets of Blank Birth Certificate Form (Municipal Form 102) One (1) set signed by the father in ITEM # 22 (INFORMANT) signature only Affidavit of Paternity (Signed by FATHER of child, 3 Original Copies, Typewritten, Notarized) 		Civil Registry Office Public Attorney's Office, Law Offices, Hall of Justice;



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements	None	30 Working Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Assistant Registration Officer
	2. Check completeness of entries and attachment			
	3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Legitimation fee Php 250.00 Certified copy fee Php 150.00 Verification fee Php 50.00		Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Assistant Registration Officer
TOTAL			1 month	

Note: Legitimation with Republic Act 9848 is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed

10. SUPPLEMENTAL REPORT

Supplemental report is done when an entry is missing in the birth certificate of a person. Maximum of 2 missing entries only for supplemental report.

Office or Division	City Civil Registry Office – Window 5	
Classification:	Complex Transactions	
Type of Transaction:	G2C – Government to Client	
Who may avail:	Parents/document owners/ Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PSA Birth Certificate (1 Original & 3 photocopies)		Philippine Statistic Authority (PSA)
Affidavit of Supplemental Report		Public Attorney's Office, Law Offices, Hall of Justice;
2 sets blank Birth Certificate Form (Municipal Form 102; One (1) set signed by the affiant in ITEM # 22 (INFORMANT) Signature only		Civil Registry Office
Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original/certified true copies to be submitted (2 photocopies):		
<ul style="list-style-type: none"> • Baptismal Certificate • School Records Form 137/138 • Voter's Affidavit / VRR • SSS E1 Record • GSIS Service Record • Phil Health Membership Record • Pag-ibig Membership Record • Medical or Business Record • Certificate of Marriage 		Place of baptism; School of Client; Comelec; SSS; GSIS; Phil health Pag ibig Hospital or Clinic or Office Record Place of Marriage /PSA



<ul style="list-style-type: none"> • Certificate of Live Birth of Child • Drivers License • Postal ID • PRC ID • Passport • Income Tax Return (TIN) • Insurance Policy • Other Government Issued ID <p>*NOTE: A processor will determine applicable documents</p>		Place of Birth / PSA LTO Post Office PRC DFA BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements	None	5 Working Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Assistant Registration Officer
	2. Check completeness of entries and attachment			
	3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Supplemental Report fee Php150.00		Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Administrative Aide III City Civil Registry Office
TOTAL			5 working days	

Note: Supplemental Report is qualified for multi-stage evaluation & Processing. All incomplete data/ requirements will not be accepted. Only documents with official receipt will be processed.

11. FOUNDLING

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

Reglementary Period and Place of Registration

Registration of the foundling in the Office of the Civil Registrar of the city/ municipality where the child was found shall be made by the finder/ charitable institution within thirty (30) days from the date of finding/ commitment of the child. Any report made after the 30-day period shall be considered late, and the concerned party shall be required to state in a sworn statement the circumstances that caused the late reporting to the civil registrar.

Persons Responsible to Report the Event

The finder shall report the case to the Barangay Captain of the place where the foundling was found, or to the police headquarters, whichever is nearer or convenient to the finder. When the report is duly noted, the finder shall commit the child to the care of the Department of Social Welfare and Development or to a duly licensed orphanage or charitable or similar institution.

If the finder is awarded the custody of the foundling, he shall give name for the child and shall report the same to the civil registrar of the city/ municipality where the child was found. Otherwise, the giving of name of the child and its registration as foundling shall be the responsibility of the institution where the child was committed.



Office/Division:	CITY CIVIL REGISTRY OFFICE			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Deserted or abandoned infant or a child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) month after the child is found		client		
Duly accomplished Certificate of Foundling		City Civil Registry Office		
Affidavit executed by finder stating details surrounding the finding of the child		Public Attorney's Office, Law Offices, Hall of Justice;		
Police Report/Clearance		Police		
Barangay report/blotter		Barangay		
DSWD Certification of Foundling		DSWD		
Affidavit for Late Registration (If late registered)		Public Attorney's Office, Law Offices, Hall of Justice;		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements	None	5 Working Days *If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Registration Officer II
	2. Check completeness of entries and attachment			
	3. If Complete, give claim stub			
TOTAL			5 days	

Note: Foundling is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted.

12. COURT DECREES

Ten (10) days after issuance of Finality of decision from the court, client must file the said finality to the City Civil Registry Office.

Types of Court Decrees:

- A. Adoption
- B. Annulment
- C. Legal Separation
- D. Divorce
- E. Emancipation of Minor
- F. Decision of Acknowledgement of Natural Children
- G. Decision on Paternity Filiations
- H. Guardianship
- I. Alias
- J. Naturalization



Office or Division	City Civil Registry Office – Window 5			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Parents/document owners / Attorneys-in-Fact from the Requesting Office / Organization/Group			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration from the Civil Registry Office where the court is located		Civil Registry Office		
Certified True Copy of the Decision (2 Original Certified Copy From Court & 2 Photocopy of Original Certified from Court)		Court / MTC / RTC / Supreme Court		
Certified True Copy of Finality (2 Original Certified Copy From Court & 2 Photocopy of Original Certified from Court)		Court / MTC / RTC / Supreme Court		
PSA copy of document to be amended (Birth, Marriage and Death Certificate) 1 Original 2 Photocopies)		Philippine Statistic Authority (PSA)		
Additional requirements for Adoption * Two (2) sets Blank birth certificate form (If child is registered at the Civil Registry Office of Marikina)		Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements	None	5 Working Days	Assistant Registration Officer
	2. Check completeness of entries and attachment			
	3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Court Decree Registration Fee Php 1,000.00 Certified True Copy Fee Php 500.00	*If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Collector City Treasurer's Office
3. Bring the Official Receipt (OR) to the LCRO Window 5, then get a claim stub	3. Once Paid, the Civil Registrar personnel will give Claim Stub indicating the date of release	None		Administrative Aide III City Civil Registry Office
TOTAL			5 working days	

Note: Court Decrees is qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed.



13. Endorsement and Advance Copy to Philippines Statistics Authority (PSA)

Office or Division	City Civil Registry Office – Window 5			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Parents / Document owners / Attorneys-in-Fact from the Requesting Office / Organization / Group.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR ADVANCE COPY DOCUMENT. * OCRG copy of Birth / Marriage & Death is not yet submitted to PSA FOR ENDORSEMENT *Feed Back Form from PSA (original & 3 photocopies) * Documents to be endorsed (original & 3 photocopies)		Civil Registry Office Philippine Statistic Authority (PSA) Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Proceed to LCRO and submit all the requirements	1. Receives Requirements	None	15 minutes	Administrative Aide III
	2. Check completeness of entries and attachment			
	3. If Complete, give Order of Payment to client			
2. Proceed to the treasurer's office for payment	2. The Treasury Office will issue Official Receipt	Certified True Copy Fee Php 150.00		Collector City Treasurer's Office
3. Bring the Official Receipt (OR) and claim the documents	3. Once Paid, the Civil Registrar personnel will give the document to be endorse to client and advise to go to PSA East Avenue QC, to get the PSA copy document.	None		Administrative Aide III
TOTAL			15 minutes	

Note: Advance copy & Endorsement are qualified for multi-stage evaluation & Processing. All incomplete data / requirements will not be accepted. Only documents with official receipt will be processed.



FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	Accomplish our Service Experience Survey (SES) Form available at the Public Assistance and Complaints Desk and put it at its designated drop box. Clients can also direct their feedback to the office via the following: <ul style="list-style-type: none"> • Telephone Number: Civil Registry Office: 8646-0373 City Personnel Office 8646-0365 /8646-2360 local 205 • E-mail Address: lcrmarikina@gmail.com
How feedbacks are processed	Once the feedback is received, it will be evaluated and endorsed to the concerned person or division for appropriate action. The concerned division or person would address the complaint and provides feedback. The answer of the concerned division or person is then relayed to the client.
How complaints are processed	The Public Assistance and Complaints Desk (PACD) Officer evaluates the complaint, then interviews the client and provides information on the complaint procedure. The complaint is then endorsed to the concerned division or person for appropriate action. The concerned division or person addresses the complaint and provides feedback. The Public Assistance and Complaints Desk (PACD) Officer mails/emails the report on action taken to the client.
Contact Information of City Civil Registry Department (CCRD), Presidential Complaints Center (PCC) of the Office of the President, and Contact Center ng Bayan (CCB) of the Civil Service Commission	CCRD: lcrmarikina@gmail.com 8646-0373 PCC: 8888 CCB: 0908-881-6565

Office	Address	Contact Information
Mayor's Office	2/F Marikina City Hall Building, Sta Elena, Marikina City	682-9279 / 646-5277 / 646-1634 / 682-9281 / 646-2360
Personnel Office	2/F Marikina City Hall Building, Sta Elena, Marikina City	646-0365
City Civil Registry Office	2/F Marikina City Hall Building, Sta Elena, Marikina City	646-0373
Anti-Red Tape Authority	G/F HPGV Bldg., 395 Sen. Gil Puyat Avenue, Makati City	8478-5091 8478-5093 8478-5099



OFFICE FOR SENIOR CITIZENS AFFAIRS (OSCA)

CITIZEN'S CHARTER 2022

- MANDATE** : The OSCA shall perform the function of implementing the provisions of RA 7432, RA 9257 and RA 9994 also known as the Senior Citizen Act 2010. And Ordinance 21, Series 1993.
- VISION** : To intensify, promote and give the full support to the welfare of the elderly through meaningful programs and interventions.
- MISSION** : To establish programs and activities that will help boost the morale and improve the well-being of the elderly.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
OFFICE FOR SENIOR CITIZEN'S AFFAIR'S	257-259
Internal Services	
<p>OSCA – (OFFICE FOR SENIOR CITIZENS AFFAIRS) Office for Performing the functions of implementing the provisions of RA 7432, RA 9257 & RA 9994 also known as the Senior Citizen Act of 2010</p>	259
External Service	
<p>OSCA – OFFICE FOR SENIOR CITIZENS AFFAIRS Coordination & Request for Delivery for Birthday Subsidies & Philhealth IDs</p>	259



OFFICE FOR SENIOR CITIZEN'S AFFAIRS (OSCA)

INTERNAL SERVICES

1. OSCA – (OFFICE FOR SENIOR CITIZENS AFFAIRS)

Office for Performing the functions of implementing the provisions of RA 7432, RA 9257 & RA 9994 also known as the Senior Citizen Act of 2010

Department/Office:	Office for Senior Citizens Affairs (OSCA)			
Classification:	Public Service for Seniors			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Residents 2. Other government offices / private corporations and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Application / Booklet (New Applicants)		OSCA Office		
<ul style="list-style-type: none"> • 3pcs. Latest 1x1 picture • Valid Id with Marikina Address 				
1.1 Replacement of Lost OSCA ID				
<ul style="list-style-type: none"> • 3 pcs. Latest 1x1 picture • Old Purchase Booklet 				
2. For Purchase Booklet Request		OSCA Office		
<ul style="list-style-type: none"> • Bring & present OSCA ID or old Booklet 				
3. Medicine Request (Free)		OSCA Office		
<ul style="list-style-type: none"> • Updated Doctor's Prescription & OSCA ID 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1.1 Process Request	None	15 minutes	Clerk
2. Submit Requirements	1.1 Process Request	None	10 minutes	Clerk
3. Submit Requirements	1.1 Process Request	None	15 minutes	Clerk
TOTAL			< 40 > minutes	

EXTERNAL SERVICES

1. OSCA – OFFICE FOR SENIOR CITIZENS AFFAIRS

Coordination & Request for Delivery for Birthday Subsidies & Philhealth IDs

Office or Division:	Office for Senior Citizens Affairs (OSCA)			
Classification:	Public Service			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Active Senior Residents of Marikina			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Delivery of Birthday Subsidy		OSCA Office		
<ul style="list-style-type: none"> • Must Present OSCA ID • Senior must be present at the said Address 				
2. Delivery of Philhealth IDs		OSCA Office		
<ul style="list-style-type: none"> • OSCA ID 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. May Request via Email / Phone Call or Fill up Form in OSCA	3.1 Scheduling of Delivery Requests	None	8am – 5pm	OSCA Staff
TOTAL			< 8 > hrs.	



Economic Development



MARIKINA CULTURAL AND TOURISM OFFICE

(Formerly MARIKINA CITY TOURISM, CULTURE AND THE ARTS OFFICE)

CITIZEN'S CHARTER

2022

- MANDATE** : The Local Government Code of 1991 mandates each LGU to undertake measures to promote tourism, culture and the arts providing for basic services and facilities related to tourism, culture and the arts among others. RA 9593 or The Tourism Act of 2009 expressly declares that tourism must be harnessed as an engine of socio-economic growth and cultural affirmation to generate investment, foreign exchange and employment and to continue to mold an enhanced sense of national pride for all Filipinos.
- VISION** : To make Marikina a prime tourist destination in Metro Manila and in the Philippines, where arts and culture thrive, important historical structures and place are conserved, preserved and protected and world class infrastructures and system of governance are in place for residents, tourists and residents to enjoy, appreciate and value.
- MISSION** : To come up with coherent tourism programs, schemes and incentives that will create and promote a diverse and thriving local culture and cultural ecology that enriches the lives of residents and visitors alike.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
MARIKINA CULTURAL AND TOURISM OFFICE	261-265
External	
1. Booking of Kapitan Moy	263
2. Booking of Teatro Marikina	264
3. Booking of Lakbay – Aral Tour	265



MARIKINA CULTURAL AND TOURISM OFFICE
EXTERNAL SERVICES

1. BOOKING OF KAPITAN MOY

To provide quality and affordable venue to all client with in touch of historical and cultural heritage of Marikina.

Department/Office:	Marikina Cultural and Tourism Office			
Classification:	Economic Sector			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Completely filled-out Booking Confirmation Form and Contract between the MCTCAO and client		MCTCAO		
Payment of fees or venue rental to the Treasury Cashier on duty at MCTCAO		MCTCAO		
For Senior Citizens, please present SC ID or Birth Certificate to avail of the 50% discount.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Marikina Tourism Office and look for the Booking Officer to fill out the Certificate of Agreement and secure Order of Payment or you may also call for reservation/pencil booking	MCTCAO	Rental Fee: P15,000.00 Security Deposit: P2,000	3-5 minutes	Booking Officer
2. Pay the Rental Fee & Security Deposit to the Treasury Staff put on duty at the MCTCAO	City Treasury Office Cashier		3 minutes	Treasury / Cashier
3. Present the Original Receipt (OR) to the Booking Officer	MCTCAO		2 minutes	Booking Officer
4. After the event, surrender the original copy of the OR for processing of SD refund (if applicable)	MCTCAO		5 days	Booking Officer
5. Bookings 50% of the full payment of Rental Fee can be refunded. The client must present to the Booking Officer the OR and copy of the Contract and valid I.D. to process the refund	City Treasury Office		5 days	Booking Officer/ Treasury Office
TOTAL			10 mins	



2. BOOKING OF TEATRO MARIKINA

To provide a classic, quality and affordable venue to all client in modern design.

Department/Office:	Marikina Cultural and Tourism Office			
Classification:	Economic Sector			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completely filled-up Booking Confirmation Form and Contract between the MCTCAO and client		MCTCAO		
2. Payment of fees or venue rental at City Treasurers Office		City Treasury Office		
3. For Senior Citizens, please present SC ID or Birth Certificate to avail 50% discount. Note: Discount given to senior citizens and/or city government employees only				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Marikina Tourism Office to fill-out the Certificate of Agreement and secure Order of Payment or you may also call for reservation/pencil booking.	MCTCAO	Security Deposit: P2,000 Rental Fee: Gala Show P20,000.00 Mon-Thur 1 st three hours Gala Show Php 25,000.00 Fri-Sun 1 st three hours Matinee Show P15,000.00 Mon-Thur 1 st three hours Matinee Show P20,000.00 Fri-Sun	3-5 minutes	Booking Officer
2. Proceed to City Treasurer's Office to pay for the rental fee and Security Deposit (SD)	City Treasury Office		5-10 minutes	Treasury / Cashier
3. Back to Tourism Office to present the Original Receipt (OR)	MCTCAO		5-10 minutes	Booking Officer
4. After the event, surrender the original copy of the OR for processing of SD refund (if applicable)	MCTCAO		5 days	Booking Officer
5. In case of canceled booking, 50% full payment of total rental fee can be refunded	City Treasury Office		5 days	Booking Officer/ Treasury / Cashier
TOTAL			25 mins	



3. BOOKING OF LAKBAY – ARAL TOUR

To make Marikina a prime tourist destination in the Philippines.

Department/Office:	Marikina Cultural and Tourism Office			
Classification:	Economic Sector			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Tour Operators 2. Students 3. LGU's 4. Universities 5. Tourists			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Completely filled-up Booking Confirmation Form and Contract between the MCTCAO and client			MCTCAO	
2. Payment of fees or venue rental at City Treasurers Office			City Treasury Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of intent/request which may also be emailed or faxed, stating the purpose and suggested itinerary of the tour	Mayor's Office	Tour guide Fee: P150.00	1-2 days	Mayor's Office
2. Wait for Confirmation Letter or a call from Marikina Tourism Office	MCTCAO		3-5 minutes upon receipt of the letter	MCTCAO
3. Upon arrival, secure Order of Payment from the Booking Officer	Booking Officer		3-5 minutes	MCTCAO
4. Upon arrival, secure Order of Payment from the Booking Officer	Treasury / Cashier		5 minutes	Treasury / Cashier/ MCTCAO
TOTAL			2 days 15 mins.	



MARIKINA CITY TRADE, INDUSTRY AND INVESTMENT PROMOTIONS OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : To function as the City's Investment promotion to formulate plans and programs that will concentrate on the strategies and development of business in the city.
- VISION** : To become a city with vibrant investment and job opportunities for inclusive growth.
- MISSION** : To provide an enabling environment for enterprises to develop and flourish in the city.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
MARIKINA CITY TRADE, INDUSTRY AND INVESTMENT PROMOTIONS OFFICE	266-270
External	
1. Promotion of local trade and investment	268
2. Business Assistance Desk	268
3. Assistance to MSMEs to access market for their products and services	269
4. Coordination with National government agencies for technical, financial and other training assistance for MSMEs	270
5. Implementation of the Marikina Investment Code	270



MARIKINA CITY TRADE, INDUSTRY AND INVESTMENT PROMOTIONS OFFICE

EXTERNAL SERVICES

1. Promotion of local trade and investment

Trade promotion activities through various forms of media channels including digital marketing promotions can be requested by business owners.

Office or Division:	Marikina City Trade Industry and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Sector			
Who may avail:	All Existing business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		n.a.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Communicate request for promotion of products and services through various forms of marketing campaigns.	Acknowledge receipt of request	none	30 mins.	Trade and Investment Promotions Officer
Ask for contact number and contact person to follow up request	Provide the contact names and contact details of person/s in charge of the client's request	none	1 min.	Front Desk Service Officer
		TOTAL	31 minutes	

2. Business Assistance Desk

The business assistance desk is a frontline service provided for new business locators and existing business owners with regards to their needs on how to open their business, avail trainings, secure loans, promotion of products, and other business-related transactions.

Office or Division:	Marikina City Trade Industry and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Sector			
Who may avail:	Customer 1: All interested individuals, partnerships or corporations wanting to engage or open their business in Marikina Customer 2: Existing business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		n.a.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Provide business information details in the client logbook	Double check completeness of information provided	none	5 mins.	Business Information Officer
Ask for contact number and contact person to follow up request	Provide the contact names and contact details of person/s in charge of the client's request	none	1 min.	Business Information Officer
		TOTAL	6 minutes	



3. Assistance to MSMEs to access market for their products and services

Access to markets are provided for the local business sector such as trade fairs and exhibits, local and international trade shows, and business matching.

Office or Division:	Marikina City Trade Industry and Investment Promotions Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Sector			
Who may avail:	Customer 1: All existing and duly registered business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTI Business Name Registration 2. SEC Registration for corporations 3. Business Permit 4. BIR Registration		1. DTI Negosyo Center 2. SEC 3. LGU Business Permits Licensing Office 4. BIR Regional District Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about schedule of local and international trade shows, fairs and exhibits	Provide schedule and application requirements for joining.	none	10 mins.	Trade and Investment Promotions Officer
Submit requirements	Validate requirements submitted	none	10 mins.	Trade and Investment Promotions Officer
Ask for contact number and contact person to follow up if application is approved	Provide the contact names and contact details of person/s in charge of the client's request	none	1 min.	Front Desk Service Officer
TOTAL			21 minutes	



4. Coordination with National government agencies for technical, financial and other training assistance for MSMEs

Assistance to access national government agencies facilities with regards to loans, grants, technical and other trainings can be availed by business owners.

Office or Division:		Marikina City Trade Industry and Investment Promotions Office		
Classification:		Simple		
Type of Transaction:		G2G– Government to Government		
Who may avail:		All business sector owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		n.a.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about technical, financial and training assistance	Provide technical support for client inquiries	none	10 minutes	Trade and Investment Promotions Officer
Submit requirements for assistance needed	Receive and validate with concerned national agencies the documents submitted	none	1 day	Trade and Investment Promotions Officer
Inquire and follow up request for assistance	Inform client about procedure flow and processing time of request with national agencies	none	5 minutes	Trade and Investment Promotions Officer
TOTAL			1 day and 15 minutes	

5. Implementation of the Marikina Investment Code

Provision of incentives for new business locators such as business tax holidays, real property tax reductions, exemptions, among others.

Office or Division:		Marikina City Trade Industry and Investment Promotions Office		
Classification:		Simple		
Type of Transaction:		G2B– Government to Business		
Who may avail:		Large Enterprises		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		n.a.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about the Marikina Investment Code	Explain to client and provide the latest copy of Ordinance on the Investment Code	none	10 minutes	Trade and Investment Promotions Officer
Submit requirements for availing the Incentives	Receive and validate completeness of documents submitted	none	30 minutes	Trade and Investment Promotions Officer
Follow up approval	Inform client about procedure flow and processing time of request	none	5 minutes	Trade and Investment Promotions Officer
TOTAL			45 minutes	



LABOR RELATIONS AND PUBLIC EMPLOYMENT SERVICES OFFICE (LRPESO)

CITIZEN'S CHARTER 2022

- MANDATE** : Promote gainful employment opportunities for all and uphold employee's welfare and protection, and maintain industrial peace.
- VISION** : An office that can effectively promote and ensure the attainment of humane and decent workplace.
- MISSION** : To institutionalize employment facilitation services and preserve industrial peace and equality for sustainable growth.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
LABOR RELATIONS AND PUBLIC EMPLOYMENT SERVICES OFFICE	271-276
External	
1. Employment Facilitation	273
2. Employers Accreditation	274-275
3. Tripartite Industrial Relations	275-276



LABOR RELATIONS AND PUBLIC EMPLOYMENT SERVICE OFFICE

EXTERNAL SERVICES

1. EMPLOYMENT FACILITATION

Provides access to labor market information for applicants, conducts pre-employment or occupational counseling and orientation to local and overseas workers.

Office or Division:	LABOR RELATIONS AND PUBLIC EMPLOYMENT SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Job Seekers 2. Researchers 3. Students 4. Self-employed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Bio-Data/ Resume	1.1. Staff will conduct initial assessment and matched the qualifications of applicant(s) for employment 1.2. Encoding the data(s) of applicant(s) to the data base system and printing of referral letter to companies (if qualified for wage employment) 1.3. If applicant(s) is not capable for employment may opted for other options such as skills enhancement and self-employment (business enterprise) 1.4. Endorsed to other government agencies for training and self-employment (if not qualified for wage employment)	None	5 minutes	Office Clerk
2. Fill-out Skills Registry (SRS) Form	Encoding to data base system	None	5 minutes	Data Encoder
TOTAL			10 minutes	



1. EMPLOYERS ACCREDITATION

Provides access to labor market data information of applicants both for local and overseas

Office or Division:	LABOR RELATIONS AND PUBLIC EMPLOYMENT SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Sector			
Who may avail:	<ol style="list-style-type: none"> 1. Direct Companies 2. Manpower Services 3. Overseas Recruitment Agencies 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<u>Direct Companies</u> <ol style="list-style-type: none"> 1. Letter of Intent address to the Head of Office 2. Company Profile 3. Business Permit 4. DTI/SEC Registration 5. Company Profile 6. Proof of Registration Phil Job- Net 7. Job Vacancies with Qualifications 				
<u>Manpower Services</u> <ol style="list-style-type: none"> 1. Letter of Intent address to the Head of Office 2. Company Profile 3. Business Permit 4. DTI/SEC Registration 5. Company Profile 6. DOLE Registration (D.O. 174) 7. Proof of Registration Phil Job- Net 8. DOLE Certification (No Pending Case) 9. Job Vacancies with Qualifications 				
<u>Overseas Employment Agency</u> <ol style="list-style-type: none"> 1. Letter of Intent address to the Head of Office 2. Company Profile 3. POEA Accreditation 4. Approved Job Order 5. Business Permit 6. SEC Registration 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Complete Requirements Needed (FOR DIRECT COMPANIES)	<ol style="list-style-type: none"> 1.1 Checking of all the Requirements needed 1.2 Encoding of Job Vacancies to the Database and posting the same to the employment board 1.3 Encoding of company's/ employer's information to the database 1.4 Issuance of Certificate of Accreditation 	None	20 minutes	Office Clerk
TOTAL			20 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submission of Complete Requirements Needed (FOR LOCAL MANPOWER SERVICES AND OVERSEAS RECRUITMENT AGENCY)	2.1 Checking of all the requirements needed	None	10 minutes	Office Clerk
	2.2 Verification of the veracity of permits submitted to partner agency (DOLE/POEA)		3 to 5 working days	
	2.3 Encoding of Job Vacancies to the Database and posting of same to the employment board			
	2.4 Encoding of company's/ employer's information to the database			
	2.5 Issuance of Certificate of Accreditation			
TOTAL			1 Week	

2. TRIPARTITE INDUSTRIAL RELATIONS

Facilitates and promotes social dialogues, skills enhancement towards industrial peace but not limited to informal sector, displaced workers, underemployed, OFW's and distress businesses.

Office or Division:	LABOR RELATIONS AND PUBLIC EMPLOYMENT SERVICE OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Business Sector 2. Workers 3. Informal Workers 4. OFW's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request				
2. Complaint Forms		LRPESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint form(s) duly signed by the aggrieved individuals or group	1.1 Receive the complaint form/letter	None	10 minutes	Complaint Action Officer
	1.2 LRPESO shall validate, investigate the veracity of the complaint filed at plant level and issue summons/ notice of hearings	None	1-2 days	Complaint Action Officer
	1.3 Schedule of hearing(s) both complainant and respondents for mediation			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 LRPESO shall conduct the first, second and/or third hearing until the parties reach an agreement/ resolve their disputes	None	30-40 minutes (per hearing/mediation)	Conciliation/ Mediation Officer
	1.5 LPRESO shall prepare declaration of amicable settlement of the contending party/ies	None	10 minutes	Conciliation/ Mediation Officer
2. Claim Referral/Endorsement Letter	2.1 Endorsed all unsettled cases to DOLE-NLRC/ DOLE-NCMB for proper forum	None	5 minutes	Complaint Action Officer
TOTAL			3 weeks	



MARIKINA SPORTS CENTER OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** :
- Manage the administration and operation of the Marikina Sports Center and be responsible for the proper upkeep and maintenance of all its sports facilities and equipment:
 - Be the responsible agency of the City Government in the implementation of its sports program and projects and in spearheading sports consciousness among citizen of Marikina through launching of Sports clinics, seminars, workshops and local sports competition;
 - Executive programs and projects to make the Marikina Sports Center as a revenue-earning agency of the City Government and self-reliant income generating unit capable of sustaining its need and self sufficiency;
 - Formulate policies, guidelines, rules and regulations in the use of Marikina Sports Center and its facilities and implement the same upon approval of higher authorities;
 - Institute innovation and/or renovation whenever proper and necessary on the Sports Center facilities to conform with internationally accepted standards;
 - Recommend and execute programs and activities to promote the prestige and enliven the popularity of the Marikina Sports Center through continuing holding of sports events and maximize use of all its facilities;
 - Assist in the introduction and promotion of indigenous and traditional games designed to promote Philippine Culture.
- VISION** :
- A haven to sports enthusiast, hobbyist and ideal place for recreation and social gatherings.
 - A world-class venues for various sports competitions.
 - An "assembly plant" that can produce quality and excellent athlete.
 - A self-financed and self supporting institution that sufficient contributes for the sustainable physical, economic and social development of the city.
- MISSION** :
- To produce competent athletes both for the national and international sports competition.
 - To promote and develop human character thru cultivation of awareness on the importance of having a sound mind and a sound body.
 - To help increase city revenues.
 - To maintain, improve and standardize facilities to be a world-class venue for multifarious activities.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
MARIKINA SPORTS CENTER OFFICE	277-279
External	
1. MARIKINA SPORTS CENTER (Sports and Leisure Facilities / Healthy Lifestyle Center)	279
2. Sports Development Programs / Special Events in The Communities and other groups	279

Marikina Citizen's Charter
MARIKINA SPORTS CENTER



INTERNAL SERVICES

1. MARIKINA SPORTS CENTER (Sports and Leisure Facilities / Healthy Lifestyle Center)

Venue for sports and leisure activities for Marikina residents to maintain healthy lifestyle but also an economic enterprise for the LGU as the different facilities inside the center are open for rentals for special events and programs

Department/Office:	Marikina Sports Center (MSC)			
Classification:	Economic Facility / Sports and Leisure Venue			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Residents 2. Other government offices / private corporations and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Availability of sports facility to be used		MSC Booking Office / Main Entrance Lobby		
2. Scheduling / Registration/Assessment		MSC Booking Office / Window Transaction		
3. Payment of dues		MSC Satellite Treasury Office		
4. Confirmation of Booking Schedule / OR		MSC Satellite Treasury / MSC Booking Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule Inquiry	1.1 Verify Availability	None	1 – 2 mins	Booking Officer
2. Scheduling / Assessment / Fill out Booking Slip	2.1 Facilitation of agreed schedule	None	3 – 5 mins	Booking Officer
3. Payment of Dues	3.1 Accomplish Assessment Form / OR	Depends on Assessed Facilities to be used	2-3 minutes Depends on cue lines	Booking Officer Cashier
4. Booking Confirmation	4.1 Recording of OR no. / Confirmed Booking	None	1-2 minutes	Booking Officer
TOTAL			<7-12> minutes	

2. Sports Development Programs / Special Events in The Communities and other groups>

Organization and Coordination of City and Community Programs and Events in relation to Sports Development / Recreation and Leisure Activities for the Communities and Barangays

Office or Division:	Marikina Sports Center			
Classification:	Public Service			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	1. Communities / Residents 2. Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Programs/Events		Mayor's Office MSC Admin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Long term implementation as per project timeline	Mobilization & implementation of committees	None	N/A	MSC / Communities/ Barangays



CITY PUBLIC MARKET OFFICE

CITIZEN'S CHARTER

2022

- MANDATE** : "Malinis, Maayos, Mura at Walang Dayang Pamilihan"
- VISION** : Provision of quality services to consumers and vendors focusing on cleanliness, security, discipline and orderliness.
- MISSION** : The most modern and best managed trading center in the Philippines.



LIST OF SERVICES

OFFICE AND PROGRAM	PAGE NO.
MARIKINA PUBLIC MARKET OFFICE	280-286
External	
Marikina Public Market Function Hall - Open For Rental For Special Events Like Seminars/Meetings And Other Special Occasions (Birthday, Anniversary And Weddings)	282
Issuance and Securing Market Clearance and Certification	282
Consumer Complaints Assistance	283
Cold Storage Facility	283
Market Stall Leasing Application	284
Issuance/Securing of Market Vendors ID	284
Mobile Vending Business	285
Porter's Registration	286



MARIKINA PUBLIC MARKET OFFICE
EXTERNAL SERVICES

1. Marikina Public Market Function Hall - Open for rental for special events like seminars/meetings and other special occasions (birthday, anniversary and weddings)

Department/Office:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Public Market Stallholders and Market Zone Stall owners 2. Other government offices/private individuals and NGO's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Availability of the venue		Public Market Admin Office		
Scheduling/Registration /Assessment		Public Market Admin Office		
Payment of dues		Treasury Office		
Booking confirmation schedule/OR		Public Market Admin Office/Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Scheduling inquiry	Verify Availability	none	1-2 minutes	Nel Jean Sana
Scheduling/Assessment/ Fill-out booking slip	Facilitation of agreed schedule	none	2 minutes	Mary Grace Caguinquin
Payment of dues	Accomplish assessment form/OR	750/hr- private individual and NGO's For G2G – free	3-5 minutes	Treasury Office
Booking Confirmation	Recording of OR no. / Confirmed Booking	none	1-2 minutes	Mary Grace Caguinquin
TOTAL			10-11 minutes	

2. ISSUANCE AND SECURING MARKET CLEARANCE AND CERTIFICATION – to certify if he/she is a registered stallholder of Marikina Public Market and has no delinquency and penalty on previous years

Office or Division:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Public market stallholders and helpers, and other private and flea markets within the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Secure order of payment form and official receipt		Public Market Admin Office/Treasury Office		
2. Records verification		Public Market Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present form and official receipt as proof of payment.	Verify and recording of OR	P50.00	3 minutes	Nel Jean Sana
	Releasing of clearance		2 minutes.	Nel Jean Sana
TOTAL			5 minutes	



3. CONSUMER COMPLAINTS ASSISTANCE

Office or Division:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1.2 Market goers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fill-out complaint form		Public Market Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complaint form	Investigate and analyze the complaint	none	10-15 minutes	Marlon Apalin/ Market Enforcers
	Action taken			Market Enforcers
TOTAL			10-15 minutes	

4. Cold Storage Facility – facility where meat vendors can stored goods with a minimal fees

Office or Division:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2B – Government to Business Sector			
Who may avail:	1. 2. Market goers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-out deposit slip form		Public Market Admin Office		
2. Order of payment preparation		Public Market Admin Office/Treasury Office		
3. Item/s Withdrawal		Public Market Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. submit deposit slip form	Submit form to enforcer on duty for checking and weighing of the items	none	10-15 minutes	Market Enforcer on duty
2. Order of Payment preparation	Request client to pay cold storage fees	4.00 per kilo/day	1-2 minutes.	Market Enforcer on duty
3. Item/s withdrawal	Present OR and duplicate copy of deposit slip		2-3 minutes.	Market Enforcer on duty
TOTAL			13-20 minutes	



5. MARKET STALL LEASING APPLICATION

Vacant Stall for Lease for Marikina residents and other business sector

Office or Division:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Residents 2. Other Private Corporation and individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill out Application		Submit notarized application form from market Office		
2. Original Copy of Barangay Clearance		Applicant residents Barangay hall		
3. Original copy of CTC		City Hall / Applicant residents Barangay hall		
4. Original Copy of Police Clearance		Legislative Bldg., Police Clearance window		
5. Xerox copy of Voters Id or registration		Comelec Office, 3 rd floor Market bldg.		
6. Approval of application		Market Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule of Inquiry	1.1 Verify availability	none	1-2 minutes	Mary Grace Caguiguin
2. Submit Notarized Application Form with requirements	2.1 Processed Stalls Application	none	1 day upon approval of Stall Award committee	Mary Grace Caguiguin
3. Inform Stalls Applicant Approve Application	3.1 Inform thru phone call	none	1-2 minutes	Mary Grace Caguiguin
4. Payment of Goodwill Money	4.1 Market Admin Office	P20,000.00	3-5 minutes	City Treasurers Office
		TOTAL	1 day & 6-9 minutes	

6. ISSUANCE/SECURING OF MARKET VENDORS ID

Annual issuance of market vendors ID

Office or Division:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Market Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill out Market ID Application form		Market Office		
2. Original Copy of Barangay Clearance		Applicant residents Barangay hall		
3. Original copy of CTC		City Hall/ residents barangay hall		
4. Present latest Business Permit from Business Permit & Licensing Office		Market Stall Owners		
5. Working permit if Sta Elena Market Area		Baranggay Hall of Sta Elena		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Market ID Form & present requirements	Processed Market ID Application	none	1-2 minutes	Nel Jean Sana
2. Payment of dues	Issue order of payment	P100.00	1 minute	City Treasurers Office
3. Issuance of ID	Printing of ID	None	1-2 minutes	Nel Jean Sana
		TOTAL	5 minutes	



7. Mobile Vending Business

Mobil Vendor Registration

Department/Office:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Residents of Marikina 2. Non-Marikina Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-out Form	Marikina Public Market Office			
2. Original Copy of Community Tax Certificate	Barangay			
3. Picture of Cart/Tribike	May produce by the Applicant			
4. Original Copy of Barangay Clearance	Barangay			
5. Original Copy of Police Clearance	PNP Office			
6. Copy of Voter's ID/Voter's Registration (For Marikina Residents)	COMELEC/Personal Copy			
7. Original Health Certificate	City Health Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form and attachments (Original copy of <i>Barangay Clearance, Police Clearance, Community Tax Certificate, Voter's ID/Registration, & Health Certificate</i>)	Check & Verify	none	2-3 minutes	Dane Mark Anat
2. Attend Scheduled Seminar/Orientation regarding Rules and Policies	Orient the applicants	none	1 day	Dane Mark Anat
3. Pay Mobile Vendor's ID and Registration Fee at the City Treasurer's Office	Issue Order Of Payment	Php 150 (for Marikina Residents) Php 1,650 (for Non-Marikina)	3 minutes	Treasury Office
4. Wait for Printing and Release of Mobile Vendor's ID	Encode and Print	none	2 minutes	Dane Mark Anat
TOTAL			1 day and 8 minutes	



8. PORTER'S REGISTRATION

Application/ Renewal of Porter

Office or Division:	Marikina Public Market Office			
Classification:	Economic Enterprise			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Legitimate Members of Porter 2. Authorized substitute/Replacement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-out Form	Marikina Public Market Office			
2. Community Tax Certificate	Barangay			
3. Barangay Clearance	Barangay			
4. Police Clearance	PNP Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Form and Attachments <i>(Community Tax Certificate, Barangay Clearance, Police Clearance)</i>	Check and Verify	none	2-3	Nel Jean Sana
2. Pay parking Fee	Issue Order of Payment	Php 10.00/day	1 minute	Treasury Office
3. Pay Porter's ID	Issue Order of Payment	Php 100	2 minutes	Treasury Office
4. Wait for Printing and release of Porter's ID	Encode and Print	none	2-3 minutes	Nel Jean Sana
TOTAL			8 minutes	



Health and Environmental Management



CITY HEALTH OFFICE (CHO)

CITIZEN'S CHARTER 2022

MANDATE : Health for all Marikeños

VISION : A united, cooperative and highly professional staff of health care delivery workers whose focus and passion is to help the community become a conducive, healthful and productive environment using the most modern technology and health care delivery system to respond to the needs of its members, thereby making the CHO a model office that is respected, trusted and recognized by the officials and loved by the community.

MISSION : Providing health care services to the community particularly the poor and vulnerable groups (lactating mothers, malnourished children, school children, pregnant mothers, etc.) so that they can contribute actively, productively and participate meaningfully in community life, practicing healthy lifestyle.



List of Services

OFFICE AND SERVICES	PAGE No.
MARIKINA CITY HEALTH OFFICE	288-303
Internal Services	
1. Capacity Building/Training/Seminars	290
2. Innovative Health Projects/Program/Activity and Policy – MakingHealth Service Support System	291
External Services	
1. Primary Health Care Service Delivery	292
2. Covid -19 Diagnostic Laboratory Services	292
3. Clinical Laboratory	293
a. Blood Chemistry and Blood Test	
b. Drug Test	
c. Sputum Microscopy	
d. Urinalysis and Fecalalysis	
e. Gram Staining	
f. Slit-Skin Smear	
g. Semen Analysis	
h. Serology	
4. Diagnostic Services	
a. Radiology Services	294
b. Ultrasound and Electrocardiogram (ECG)	295
5. Environmental Health and Sanitation Services	
a. Signing of Death Certificate for the Person Died at Home Review of the Death Certificate	296
b. Issuance of Burial, Cremation, Exhumation, Transfer Permit	296
c. Sanitary Permit	297
6. Issuance of Health/Medical Certificate	297
7. Dental Services	298
a. Tooth Extraction	
b. Tooth Filling	
c. Dental X-Ray	
d. Oral Prophylaxis/Scaling	
e. Sealant	
f. Fluoride Application	
g. Denture (for Senior Citizens Only)	
8. Anti-Rabies Vaccination	298
9. Water Testing and Food Laboratory Service	299
10. Physical Therapy and Rehabilitation Services	299
11. Geriatric Services	300
12. Employees Medical Services	300
13. Breast Care Services	300
14. Adolescents Health Care Services	301
15. Outpatient HIV/AIDS Treatment Care	301
16. Cough Management Services	301
17. Nutrition Case Services	302
18. Family Planning Services	303
19. Issuance of Covid-19 Quarantine and Recovery Certificate	303



MARIKINA CITY HEALTH OFFICE

INTERNAL SERVICES

1. Capacity Building/Training/Seminars

The Capacity Building/Training/Seminar is a series of education and information activities given to all city health care providers and health volunteers to enhance their awareness and knowledge on health care management, especially those who are part of the primary health care providers (health center community services). The principles of health for all Filipinos shall be carried out by all health care providers and a no clients shall be deprived of health care services shall be implemented at all times.

Office/Division:	Marikina City Health Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All Health Care Services Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation from the Department of Health and Other Health Agencies		From the Requesting Group/Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of invitation to the City Health Officer of a specific capacity building/training with profiles of participant	1. Assessment or evaluation of invitation	None	3 minutes	<i>Health Promotion Officer</i>
	2. Orientation on the content of the training/ seminar	None	30 minutes	City Health Officer
	3. Issuance of Office Order to attend	None	Depending on the length of the training	
	4. Feedback After the attendance	None	2 days after attending seminar	
	5. Feedback After the attendance	None	2 days after attending seminar	



2. Innovative Health Program/Project/Activity and Policy-Making

There are health innovative programs initiated by the City Health Office intended for the Population-Based Health Services which will benefit the community. It involves the integration of community participation, policy-makers and health care providers, with a view to promoting equality in health care provisions.

Office/Division:	Marikina City Health Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client G2B – Government to Business			
Who may avail:	All interested community participants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for Cooperation or Intention to join the program/project		From the Requesting Office/Organization/Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of request letter	1. Assessment of the request	None	2 days	<i>City Health Officer</i>
2. Submission of request letter to the Office of the City Mayor for approval	2. Letter of request to submitted to the Office of the Mayor for approval and /or recommendation	None	1 day	City Health Officer
3. Approval of the Request	3. Conduct meeting – discussion of the implementation		1 day	City Health Office and other involved individual



MARIKINA CITY HEALTH OFFICE

EXTERNAL SERVICES

1. Primary Health Care Services

The Primary Health Care Services provide health care services to the people in the community in each Barangay. It is the individual – based health care provision which includes all ages of individual who seeks health care services from health care providers in Health Centers.

Office/Division:	Marikina City Health Office – Health Centers			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All Kinds of People in the Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Patients/Clients Information Form		Health Center Staff/Nurse/Midwife/BHW		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of accomplished Patients Form of the referred client.	1. Wait for the Nurse/Midwife to get the vital signs.	None	10 Minutes	<i>Health Care Provider</i>
	2. Doctor will attend to the patient.		10 Minutes	
	3. Nurse will provide the needed medicines		10 Minutes	

2. COVID–19 Molecular Diagnostic Laboratory Services

The Covid-19 Molecular Diagnostic Laboratory Services is intended for Covid-19 testing of people suspected infected with the virus Covid-19.

Office/Division:	MCHO - MMDL			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person that undergone nasal/throat swab testing			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Forms from Swabbing Area		City Health Office – Swabbing Team (Located at PLMar)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of specimen and needed forms duly signed by the clients.	1. Receiving of specimen	Free for suspected and probable	20-Minutess	<i>MMDL MedTech</i>
	2. Testing of the specimen		5 – 8 hours	
2. Wait for the result of the specimen at email address given	3. Release of the result thru email address		10 – 12 hours	



3. Clinical Laboratory

Office/Division:	CHO – Clinical Laboratory			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person with request from licensed doctor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral or request form licensed Physician		Any Licensed/Registered Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Doctor's Request. 2. Pay 3. Submit specimen 4. Get result	1.Extract and process specimen	FBS/BUN/CREATININE/BUA/CHOLESTEROL/TRIGLYCERIDE S/HDL/LDL/SGPT (ALT)/SGOT(AST)/HGB/HCT – P100.00 each	15 - 30 Minutes	<i>MedTech</i>
		HBA1C – P500.00, Complete Blood Count – P200.00, Hepa B Screening – P175.00 Blood typing, Urinalysis and Fecalalysis is P50.00 each RPR/VDRL – P200.00		



4. Diagnostic Services (Radiology Services)

Office/Division:	CHO – Radiology Clinic			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person with request from licensed doctor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral or request form licensed Physician		Any Licensed/Registered Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Doctor's Request. 2. Pay 3. X-Ray Done 4. Get result	X-Ray Conducted	Skull/Orbits – P 400.00 Paranasal Sinuses P400.00 Mandible/Maxillary P300.00 Mastoids – P600.00 Nasal Bone – P 300.00 Cervical spine – P 400.00 Chest Adult (PA View) – P150.00 Chest adult (Apico-Lordotic view) – P 300.00 Chest Pedia (PA/Lateral view) – P300.00 Thoracic Cage - P300.00 Thoracic Spine – P 300.00 Thoraco Lumbar Spine – P 700.00 Abdomen (AP view) – P600.00 Abdomen (upright and supine) – P600.00 Lumbo-Sacral Spine – P 600.00 Shoulder/Clavicle – P 200.00/200.00 Arm (Humerus/Ulna) – P 300.00 Elbow APL/Forearm APL – P 300.00 Hand/Wrist APL – P 300.00 Thigh/Femur/Hip/Pelvis – P 400.00 Knee/Leg (Tibia/Fibula)/Ankle – P 300.00	10 mins Result on the next day	RadTech



4. Diagnostic Services (Ultrasound and ECG)

Office/Division:	CHO – Ultrasound and ECG			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person with request from licensed doctor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral or request form licensed Physician		Any Licensed/Registered Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Doctor's Request. 2. Pay 3. Ultrasound/ECG Done 4. Get result	ECG/Ultrasound procedure Done	ECG – P180.00 Pelvis – P300.00 TVS (Trans-Vaginal) – P400.00 BPS (Biophysical Scoring) - P400.00 Single Organ – P300.00 KUB (Kidney, Ureter, Bladder) – P500.0 KUB (Prostate/Pelvic) – P700.00 HBT (Hepato-Biliary Tree) – P400.00 HBT with Pancreas – P500.00 Upper Abdomen – P500.00 Whole Abdomen – P800.00 Whole Abdomen with Prostate and Pelvic – P950.00 Soft Tissues – P500.00 Thyroid/Neck – P500.00 Neck with Thyroid – P750.00 Inguinal/Scrotal – P500.00 Inguino-Scrotal – P750.00 Breast – P500.00 Breast with BHCC Referral – P375.00	20 Minutes per Services Result will be released on the same day	<i>Nurse</i>



5. Environmental Health and Sanitation Services

5.a. Signing of Death Certificate of the person died at home

Office/Division:	CHO – Environmental Sanitation			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of the documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate Form Barangay Certificate Valid ID Medical Record		Hospital/Civil Registry/Funeral Parlor Barangay Hall Government Doctor/hospital/clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements 2. Family member of the deceased will be interviewed 3. Claim Death Certificate	Signed the Death Certificate by the Licensed Physician	Free	20 Minutes	<i>Nurse Physician</i>

5.b. Issuance of Burial, Cremation, Exhumation and Transfer Permit

Office/Division:	CHO – Environmental Sanitation			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of the documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Death Certificate Form		Hospital/Civil Registry/Funeral Parlor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirement 2. Pay 3. Claim Permit/Request	Issuance of requested documents	Public Burial P500.00 Retention 100.00 Cemetery 100.00 Cremation 300.00 Exhumation 300.00 500.00 w/special permit 300.00 Reburial 300.00 Transfer: Marikina to Local: P300.00 Marikina to Abroad: P700.00 Private P 400.00 - - - - 300.00 - - 300.00	20 Minutes	<i>Sanitary Inspector</i>



5.c. Issuance of Sanitary Permit

Office/Division:	CHO – Environmental Sanitation			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of the documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit		Business and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Business Permit	Issue Sanitary Permit	P300.00 (integrated in the Business Permit)	20 Minutes	<i>Sanitary Inspector</i>

6. Issuance of Health/Medical Certificate

Office/Division:	CHO – Medical Employees Clinic			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of the documents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Checklist Form 2. Submit Urine and Stools 3. Recent Colored 1x1 Picture 4. X – Ray Result at least six (6) month ago		Laboratory Clinic Individual/applicant Individual/applicant Individual/applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit Checklist Form together with your Urine and Stool 2. Pay 3. Claim Health Card	1. Check specimen 2. Submit Result to Medical Clinic	Health Card, Urine & Stool 150.00 X-Ray P150.00	30 minutes	<i>Medtech Nurse</i>



7. Dental Services

Office/Division:	CHO – Dental Clinic			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Senior Citizen's I.D Referral Letter Employee's I.D or Any valid ID with proof of residency 		Office of Senior Citizen Dentist from other clinic Any government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<ol style="list-style-type: none"> Fill out Patient Information Form Dental Examination Pay 	Conduct needed dental services	Dental Extraction – P100.00 Prophylaxis – P50.00 Restoration – P100.00 Dental X – Ray – P150.00 Dental Dentures – P500 (For Senior Citizen's only) 20% Discount in all services for Senior Citizen's	20 minutes Depending on the availed services	<i>Dentist</i>

8. Anti-Rabies Vaccination

Office/Division:	CHO – Animal Bite Treatment Center			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Referral Letter Employee's I.D or Any valid ID with proof of residency 		Health Centers Any government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
<ol style="list-style-type: none"> Fill out Patient Information Form Wait for observation after vaccination of erig Go back for the next vaccination day 	<ol style="list-style-type: none"> Conduct patients assessment Inject vaccine for testing, observed patient Inject vaccine, if no allergies 	Free	20 minutes Plus 30 minutes for erig vaccine	<i>Nurse and Midwife</i>



9. Water Testing and Food Laboratory Service

Office/Division:	CHO – Marikina Clean Food and Water Laboratory			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sample of Water to be tested		Sanitary Inspector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit sample of water 2. Submit Official receipt 3. Claim results	Test the water submitted by the Sanitary Inspector	P500.00	20 minutes Result is after 8 to 10 days	<i>FoodTech</i>

10. Physical Therapy and Rehabilitation Services

Office/Division:	CHO – Marikina Center for Special Children and rehabilitation Services			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription Modalities from Rehab Medicine Doctor 2. Valid ID with proof of residence		Doctor of the patients Any government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit requirements 2. Consultation with the Physical Therapist (Client will be provided a schedule of treatment: Adult Patient - 8:00 to 12:00 Noon Pediatric Patient – 1:00 to 4:00 PM)	Conduct Assessment for the needed therapy of patients Conduct needed Therapy	Free	1 to 2 hours depending on the type of rehabilitation treatment needed	<i>Physical Therapist</i>



11. Geriatric Services

Office/Division:	CHO – Senior Citizen Medical and Wellness Clinic			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen's ID 2. Laboratory Result		Office of the Senior Citizen Individual patient		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit ID together with Laboratory result	Vital signs taken Assessment of Laboratory result	Free	20 minutes	<i>Nurse Physician</i>

12. Employees Medical Services

Office/Division:	CHO – Employees Medical Clinic			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees ID or PhilHealth ID		City Government of Marikina		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit ID together with laboratory result (if any)	Retrieved medical record Take vital signs Assessed of Laboratory result (if needed)	Free	20 minutes	<i>Nurse Midwife Physician</i>

13. Breast Care Services

Office/Division:	CHO – Breast Care Clinic			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral (if any) 2. Valid ID		Doctor of the patient Any government agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit referral with valid ID	Retrieved medical record Take vital signs Conduct breast screen Refer patient for Ultrasound/mammography (if needed)	Free	20 minutes	<i>Nurse Physician</i>



14. Adolescents Health Care Services

Office/Division:	CHO – Marikina Youth and Wellness Center			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Parent's Consent (for tooth extraction of below 18)		Any government agency Parents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit ID and parent's consent (if needed) Consultation with assigned doctor, nurse, midwife or dentist	Retrieved medical record Take vital signs Conduct medical/dental services or counseling	Free	20 minutes Depending on the availed services	<i>Nurse Midwife Physician Dentist</i>

15. Outpatient HIV/AIDS Treatment Care

Office/Division:	CHO – Primary Care Facility for HIV/AIDS			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Referral (if any)		Any government agency DOH or Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit ID and Referral	1. Conduct Medical Assessment 2. Refer to Social Hygiene Clinic for laboratory test (if needed)	Free	20 minutes Depending on the availed services	<i>Physician Midwife</i>

16. Cough Management Services

Office/Division:	CHO – Cough Center			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Result of X-Ray 3. Prescription		Any government agency Laboratory Medical Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit ID together with X-Ray result and prescription 2. Come back as prescribed by doctor	1. Conduct assessment and medical record 2. Give sputum cup (for genexpert test) 3. Provide needed TB medicine	Free	20 minutes	<i>Nurse Physician Medtech</i>



17. Nutrition Care Services

Office/Division:	CHO – Nutrition Center			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Doctor's Diagnosis (for diet counseling)		Any government agency Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit ID and doctor's diagnosis parent's consent (if needed) Consultation with assigned doctor, nurse, midwife or dentist	Take vital signs for medical record Conduct diet counseling Conduct assessment of malnourished children Provide Vit A, and deworming tablet (if needed)	Free	20 minutes Depending on the availed services	<i>Nutritionist-Dietitian</i>



18. Family Planning Services

Office/Division:	CHO – Population Management Office			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Pre-Marriage Counselling 1. Endorsement from Local Civil Registry Office 2. Official Receipt of Payment For DMPA: 1. Any valid ID with proof of residency 2. For Continuing DMPA: Return Card For IUD Insertion/Papsmear/BTL/Acetic Acid Wash 1. Any valid ID or Referral		Local registry Office City Cashier PopCom Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
Submit all requirements For DMPA Method: New acceptors must be on their monthly menstrual period on the time of consultation. For IUD Insertion: 1. Women should come for the service within 5 days of their menstrual period 2. One month to 1 ½ months after giving birth or within 45 days 3. Should have a light meal or snack For Papsmear: 1. Service will be done on the 14 th day of their menstrual period 2. No sexual contact two (2) days before the pap smear. For Cervical Screening: Service will be done to women without spotting or menstrual period For Pregnancy Test: 1. No menstrual period For BTL: 1. Service will be done within 5 days after giving birth or during the menstrual period	Retrieved medical record/Take patient's record Take vital signs Conduct medical services or counseling	Papsmear - 175.00 Pre-Marriage counseling – 150.00 Acetic Acid – 50.00	20 minutes Depending on the availed services	Midwife Physician

19. Issuance of Covid – 19 Quarantine and Recovery Certificate

Office/Division:	CHO – City Epidemiology and Surveillance Unit			
Classification:	Simple Transactions/On the Spot Services			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Person in need of Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID/Barangay Certificate 2. Result of Swab Test (Postive) 3. Result of Swab Test (Negative)		Barangay Hall Any Diagnostic Laboratory		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit all requirements 2. Get the Certificates	1. Verify records 2. Print Certificate	Free	20 minutes	CESU -Nurse



MARIKINA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : The RESCUE 161 was created in 1993 by former Mayor Bayani F. Fernando, it was officially made an office in 1998 thru Ordinance No. 264, Series of 1998 which was superseded by Ordinance No. 132, Series of 2011 which was an ordinance based on Sec. 12 of RA 10121 which is responsible for setting the direction on how to implement the 4 thematic areas of the act which are Prevention and Mitigation, Preparedness, Response and Rehabilitation.
- VISION** : To provide a high quality disaster risk reduction and management program for the city of Marikina.
- MISSION** : To prepare the community and specially the entire government machinery to anticipate the onset of and respond to any disaster, thus bringing the number of casualties and other necessary resources that can be made available-responsive to the disasters and calamities which may occur in the City of Marikina.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
MARIKINA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (MCDRRMO)	304-307
Internal Services	
1. Capacity Building	306
External Service	
1. Respond to Medical Emergencies and Search and Rescue	307
2. Non-emergency Ambulance Service	307



**MARIKINA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
(MCDRRMO)**

INTERNAL SERVICES

1. Capacity Building/Training

The Capacity Building/Training is under Disaster Preparedness which aims to promote survival of lives, preservation of resources and restoration of life. Capacity building is given in every individual, organization and communities to improve their knowledge and skills that can be used in times of emergencies or disasters.

Office/Division:	MCDRRM Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter Profiles of Participants			From the Requesting Office/Organization/Group	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Request Letter for Training	1. Client will be called or visited to discuss training module and other details (I.e. date; time, venue, participants, etc	None	1 day	<i>DRRMO Training Officer</i>
	2. Final Confirmation	None	1 hour	<i>DRRMO Training Officer</i>
	3. Training Proper	None	Varies depending on planned training project	
	4. Release of Training Certificate	None	2 days	<i>DRRMO Training Officer</i>



**MARIKINA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE
(MCDRRMO)**

EXTERNAL SERVICES

1. Respond to Medical Emergencies and Search and Rescue

Office/Division:	DRRMO- Rescue 161			
Classification:	Emergency			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All Marikina Residence			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Nature of Call Name, Address with nearest landmark and contact number		Rescue 161 Emergency Hotline		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Dial on your landline three (3) numbers 161 2. Alternate Numbers PLDT: 8646-2436 to 38 Mobile users 09175842168 09285593341 09989770115 09985796435	1. Call Taking 2. Filtration of Call 3. Dispatching of Agency Needed	None	5 Minutes Quick Response Time	Medical Team

2. Non-Emergency Ambulance Service

Office/Division:	DRRMO- Rescue 161			
Classification:	Non-Emergency			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	All Marikina Residence			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter from the Mayor's Office		Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Secure a request letter	1. Client will be called to confirm request and finalize the schedule 2. Arrival of Ambulance to transport patient 3. Sign Response Sheet to be accomplished family member/nearest relative	None	5 minutes On the scheduled date and time 2 minutes	Shift Supervisor Medical team Medical team



CITY ENVIRONMENTAL MANAGEMENT OFFICE (CEMO)

CITIZEN'S CHARTER 2022

- MANDATE** : Ensure the efficient delivery of environmental services, monitoring and enforcement of environmental laws.
- VISION** : An ideal place for living, working, playing and doing business where quality programs and services are provided in an environment of shared governance.
- MISSION** : To strengthen institutional capacity in the delivery of programs and services and to adopt a governance framework that will ensure their sustainability.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY ENVIRONMENTAL MANAGEMENT OFFICE (CEMO)	308-314
External Service	
1. Special Garbage Collection Services "Special Trips	310
2. Dumping Permit	311
3. Local Environmental Clearance	312
4. Use of Garbage Transfer Station	313
5. Request for Resource Speaker/Lakbay Aral	314



CITY ENVIRONMENTAL MANAGEMENT OFFICE

EXTERNAL SERVICES

1. Special Garbage Collection Services “Special Trips”

A special service provided by the city government through the City Environmental Management Office to accommodate requests from private individuals or entities for special garbage collection services or special trips “extra travel of garbage collection trucks to and from a garbage collection point to the city garbage Transfer Station or Centralized Materials Recovery Facility, outside of its designated schedule” and imposing charges.

Office or Division:	City Environmental Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Residents and Business Establishments of Marikina			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original, 1 photocopy)		Provided by the Applicant		
2. Order of Payment (1 original)		CEMO Admin Section – Door 3		
3. Original Receipt (1 original)		City Treasury Office (Engineering, MSP, City hall)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CEMO Admin Section and submit letter of request for special garbage collection services indicating the type of wastes, location and estimated volume. Waste must be generated within Marikina	Receive the letter and advise the client on the schedule day of site inspection	None	3 Minutes	Administrative Assistant/ Support Services Chief CEMO
2. Wait for the site inspection of CEMO.	Conduct inspection	None	1 Day	Area Manager CEMO
3. If approved, return to CEMO Admin section and receive the Order of Payment that will be issued	Issue the Order of Payment	None	3 Minutes	Administrative Assistant/ Support Services Chief CEMO
4. Pay the required fees at the City Treasury Office (Engineering, MSP, City hall) by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	Accept the payment based on the Order of Payment Issue the Official Receipt	Php5,000.00 for a Ten-Wheeler Dump Truck per trip Php3,000.00 for a Mini-Dump Truck per trip	5 Minutes	Local Treasury Operations Officer City Treasurer's Office
5. Return to CEMO Admin section and submit Original Receipt and get schedule of collection	Provide schedule of collection	None	3 Minutes	Administrative Assistant/ Support Services Chief CEMO
TOTAL			1 day and 14 minutes	

2. Dumping Permit



The City Environmental Management Office Dumping Permit is issued to private individuals and business establishments to provide for an efficient and effective waste management system on proper garbage disposal to address the voluminous waste generated and to avoid accumulation of garbage within the company grounds.

Office or Division:	City Environmental Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Residents and Business Establishments of Marikina			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dumping Permit Application Form (1 original)		CEMO Admin Section – Door 3		
2. Required Documents: Business Permit (1 photocopy), latest Official Receipt (1 photocopy), Driver's License (1 photocopy), and registration of vehicle to be used (1 photocopy)		Provided by the Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CEMO Admin section and secure dumping permit application form and checklist of required documents.	1.1 Give the Dumping Permit application form and checklist of required requirements to the client	None	3 Minutes	Administrative Aide I/Clerk CEMO
2. Submit duly accomplished Dumping Permit Application Form and photocopies of required documents to the CEMO Admin section for initial assessment and verification.	2.1 Receive the required documents and check for completeness 2.2 Reassess garbage fee if in accordance with Revenue Code 2.3 If ok, start processing the request. 2.4 If the documents submitted not complete, return to the applicant. 2.5 If the garbage fee is not in accordance with the Revenue Code, issue reassessment of garbage fee copy furnish the client and BPLO	None	30 Minutes	Administrative Aide I/Clerk CEMO City Environmental Management Officer CEMO
3. Get Dumping Permit if required documents are complete and garbage fee is correct based on Revenue Code.	3.1 Issue the Dumping Permit to the client	None	3 Minutes	Administrative Aide I/Clerk CEMO
TOTAL			36 minutes	



3. Local Environmental Clearance

The Local Environmental Clearance is issued by the City Environmental Management Office to business establishments that upon inspections are compliant with regard to environmental laws, policies, and local ordinances.

Office or Division:	City Environmental Management Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Sector			
Who may avail:	Business Establishments of Marikina			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business (1 photocopy)		Business Permit and Licensing Office		
2. Checklist of Inspection		CEMO Admin Section – Door 3		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CEMO Environmental Protection Division and submit photocopy of the signed and filled out application form for business.	1.1 Receive the application form for business and check at the back if Local Environmental Clearance is required	None	3 Minutes	Environmental Management Chief/ Head of Enforcement and Monitoring Division CEMO
	1.2 Provide checklist of inspection to the client			
2. Wait for the site inspection of CEMO.	2.1 Conduct inspection and provide copy of inspection report to the client	None	1 Day	Environmental Management Chief/ Head of Enforcement and Monitoring Division CEMO
	2.2 Submit report to the City Environmental Management Officer			
3. If compliant with environmental laws, policies and local ordinances, return to CEMO Environmental Protection Division for the processing and release of Local Environmental Clearance	3.1 Issue the Local Environmental Clearance	None	5 Minutes	Environmental Management Chief/ Head of Enforcement and Monitoring Division CEMO
TOTAL			1 day and 8 minutes	



4. Use of Garbage Transfer Station

The City Government of Marikina recognizes the need of disposal facilities for the efficient and effective provision of basic services and facilities such as solid waste disposal system or environmental management system and services or facilities related to general hygiene and sanitation.

Office or Division:	City Environmental Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Business Establishments of Marikina			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Dumping Permit (1 original)		City Environmental Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Garbage Transfer Station and present the issued valid Dumping Permit to checker.	1.1 Receive the Dumping Permit and check if original and not expired	None	3 Minutes	Checker CEMO
2. Present segregated waste to checker	2.1 Conduct inspection and guide the client to follow the line of garbage collection truck	None	5 Minutes	Checker CEMO
3. Wait for its turn and properly dump the waste to hauling truck.	3.1 Check the vehicle used if all waste in the dump box was removed	None	1 hour	Checker CEMO
TOTAL			1 hour and 8 minutes	



5. Request for Resource Speaker/Study Tour “Lakbay Aral”

The City Environmental Management Office is committed in providing continuing public information and education campaign on environmental management to ensure awareness and participation of every citizens and business establishments geared towards environmental sanitation and compliance and these include but not limited to conduct of seminars, distribution of flyers and other effective non-traditional information strategies.

Office or Division:	City Environmental Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Sector G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to the City Environmental Management Officer		Provided by the Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter addressed to the head of the department stating the purpose, date, venue and target audience via email marikinacemo@yahoo.com or facebook cemomarikina@yahoo.com or by personal/ hand carry.	1.1 Accept the request of the client and reply subject for approval	None	3 Minutes	Administrative Aide I/Clerk CEMO
2. Wait for the office reply thru phone, Facebook or messenger	2.1 Call the client or send an email approving the request	None	1 day	Administrative Aide I/Clerk CEMO
TOTAL			1 day and 3 minutes	



MARIKINA PARKS DEVELOPMENT OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : To take charge of parks development in Marikina including the implementation of the greening program of the city.
- VISION** : To responsibly manage and provide parks facilities and recreation for the community and ensure the high quality of life for present and future generations.
- MISSION** : The Parks Development Office strives to deliver recreation and leisure opportunities that will improve health and well-being of the community and to serve as a model steward of the environment by managing, protecting, conserving our parks and open spaces for sustainable future.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
PARKS DEVELOPMENT OFFICE (PDO)	315-319
External Services	
1. Tree Trimming Baling, Pruning and Cutting Operation	317
2. Tree Planting Activities	317
3. Installation / Fabrication of Physical and Playground Equipment	318
4. Earth Clearing and Ground Leveling on Vacant Lots Government Undertakings	318
5. Development of Various Parks	319



PARKS DEVELOPMENT OFFICE
EXTERNAL SERVICES

1. TREE TRIMMING, BALLING, PRUNNING AND CUTTING OPERATION

Office or DIVISION :		PARKS DEVELOPMNEBT OFFICE		
Classification:				
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector		
Who may avail:		Resident of Marikina City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For cutting Balling of Tree /s a. Request Letter b. Permit from DENR				
2. For Trimming and Pruning Operation Request Letter address to PDO Chief with contact person / number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For cutting Balling of Tree/s a. Submit Requirements b. Advise PDO of schedule as per DENR availability	Inspection, Assessment Advise the Client Approval / Disapproval of Request	None	3 days	Tree Maintenance Crew
2. For Trimming and Pruning Operation a. Submit Letter b. Advise schedule of trimming	Inspection, Assessment Advise the Client Approval / Disapproval of Request	None	3 days	Tree Maintenance Crew

2. TREE PLANTING ACTIVITIES

Office or DIVISION :		PARKS DEVELOPMNEBT OFFICE		
Classification:				
Type of Transaction:		G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector		
Who may avail:		Resident of Marikina City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the Mayor, include the contact person / number a. Type of Trees b. Number of Trees c. Height of Trees d. Location e. Manpower f. Maintenance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to Window 14 & 15	Clerk Window 14 & 15	None	3 days	Forester
2. Advise client of approval	Dispatching Office			



3. INSTALLATION / FABRICATION OF PHYSICAL AND PLAYGROUND EQUIPMENTS AND OPEN SPACE (SUBDIVISION)

Office or DIVISION :	PARKS DEVELOPMNEBT OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Resident of Marikina City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Mayor with contact person / number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to Window 14 & 15	Clerk Window 14 & 15	None	3 days	Electrician, Welder, Painter
2. Advise client of approval	3.2 Dispatching Office			

4. EARTH CLEARING AND GROUND LEVELLING ON VACANT LOTS

Office or DIVISION :	PARKS DEVELOPMNEBT OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Resident of Marikina City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter address to PDO Chief with contact person / number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to PDO 2. Advise client of approval	Clerk Dispatching Officer	None	3 days	Equipment Operator
		TOTAL	16 Days	



5. DEVELOPMENT OF VARIOUS PARKS

Office or DIVISION :	PARKS DEVELOPMNEBT OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	Resident of Marikina City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter address to PDO Chief with contact person/number				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the approved plans and Specifications and work program	Project Coordinator	None	3 days	Constructions People



MARIKINA RIVER PARKS AUTHORITY

CITIZEN'S CHARTER 2022

- MANDATE** : Take charge of parks development in the city including rehabilitation of Marikina River and its environs
- VISION** : To be the convergence of Marikinaños and experience the history and culture of Marikina.
- MISSION** : To develop, operate and maintain a park and recreation system for residents and visitors alike.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
RIVER PARKS AUTHORITY (RPA)	320-323
External Services	
1. Maintain and Preserve the Marikina River and its Environs	322
2. Regular Tree Planting along Marikina River	322
3. Issuances of Clearances	323
a. To Operate Business along The Marikina Riverpark	
b. Shooting/Location Shooting	
c. Private Functions	
d. Government Undertakings	



**RIVER PARKS AUTHORITY
EXTERNAL SERVICES**

1. Repair and Maintenance of River and its Environs

- a) Maintenance of cleanliness of the river
- b) Maintenance and upkeep of park trails

Office/Division:	RIVER PARKS AUTHORITY
Classification:	Services for people (Environment, Health and Recreation)
Type of Transaction:	G2C – Government to Client G2G – Government to Government
Who may avail:	1. Residents of Marikina 2. Residents from nearby city/municipalities

2. Regular Tree Planting along Marikina River

Office/Division:	RIVER PARKS AUTHORITY			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	1. Residents of Marikina 2. Residents from nearby city/municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		RPA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submission of Request Letter Indicating the ff: a. Type of Trees b. Number of Trees c. Height of Trees d. Location e. Manpower		N.A.	5 minutes	<i>Receiving Clerk</i>



3. Issuances of Clearances

Office/Division:	RIVER PARKS AUTHORITY			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	1. Residents of Marikina 2. Residents from nearby city/municipalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BUSINESS ALONG THE MARIKINA RIVERPARK a. Request Letter b. Special Permit 2. SHOOTING/LOCATION SHOOTING a. Request Letter b. Official Receipt 3. PRIVATE FUNCTIONS a. Request Letter 4. GOVERNMENT UNDERTAKINGS a. Letter of Intent b. Construction/Building Permit c. Official Receipt		RPA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1. Submit request letter 2. Submit requirements 3. Claim clearance		N.A.	5 minutes	Receiving Clerk



CITY VETERINARY OFFICE

CITIZEN'S CHARTER 2022

- MANDATE** : Implementation and execution of directive and laws emanating from the City Mayor pertaining to Ordinance No. 62, Series of 2007.
- VISION** : Rational implementation of City Ordinance / Makatwiran at makataong pagpapatupad ng mga Ordinansa ng Lungsod.
- MISSION** :
1. To enforce Ordinance No. 62, Series of 2007;
 2. Ensure the consumers that the meat sold in our market is fit and wholesome for human consumption;
 3. Ensure sanitary and hygienic public and private/flea markets in the City;
 4. Prevent and control disease among animals;
 5. To eliminate rabies victims in the city, to vaccinate all dogs and cats in our area of jurisdiction to enforce all laws pertaining to animal and eradicate stray animals in the city.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
CITY VETERINARY OFFICE (CVO)	324-331
External Services	
1. Dog & Cat Registration and Anti-Rabies Vaccination	326
2. Claimed Animals	327
3. Adoption of Animals	328
4. Meat Handlers ID	329
5. Meat Registration	330
6. Meat Delivery Vehicles Accreditation	331



CITY VETERINARY OFFICE (CVO)
EXTERNAL SERVICE

1. DOG & CAT REGISTRATIO AND ANTI – RABIES VACCINATION

Annual Registration and Vaccination for dogs and cats against rabies

Department/Office:	CITY VETERINARY OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of residency issued by the brgy or any valid id		Baranggay Hall		
2. Two (2) pcs of 2x2 picture of owner		Any Photo Studio		
3. Photo of the dog 3R size (side view, whole body)				
4. Registration fee of Php 75.00		Owner		
5. If the dog or cat is vaccinated already with anti – rabies a photocopy of certificate of vaccination		Private Veterinary Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure application form from CVO		Php 75.00	10 – 15 mins	Applicant
Fill out all details in the application form				Applicant
Complete the documents required				Applicant
Submit all the documents and filled – out application form and ask for an Order of Payment				Applicant, CVO, Treasury
Pay at the Cashier and return the receipt at CVO				Applicant
Get the copy of registration together with the Official Receipt and dog tag.				Applicant , CVO
For Anti Rabies Vaccination, bring your pet dog & cat at animal pound after the registration		Anti-Rabies is free	5mins	Applicant, Vaccinator
For vaccinated already, submit a photo copy of certificate of vaccination at the CVO				
TOTAL			10 – 15 mins.	



2. CLAIMED ANIMALS

Office or Division:	CITY VETERINARY OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Citizens 2. Adoption open to all			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Registration of Dog & Cat				
2. Vaccination Record of anti-rabies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Look / search your missing pet at Animal Pound		Php 500.00 For registered dog & cat	10 – 15 mins	Claimant
Secure claimed stub at the caretaker		If Non Registered Dog & Cat and not vaccinated against rabies Additional Fine P1,000 for Non Registration		Animal Pound Caretaker
Secure Order Payment at CVO and pay at the Cashier				CVO, Treasury
Get the copy of receipt and claimed your pet dog / cat at Animal Pound		Php 2,000.00 Non Vaccination against rabies		CVO
TOTAL			10 – 15 mins	



3. ADOPTION OF ANIMALS

Office or Division:	CITY VETERINARY OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Marikina Citizens 2. Adoption open to all			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID with Address				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Look / search pet animal interested to adopt at Animal Pound		Php 500.00	10-15 mins	Adopter
2. Secure adoption stub at the caretaker				Animal Pound Caretaker
3. Secure Order Payment at CVO				Treasury
4. Get the copy of receipt and claimed your pet dog / cat at Animal Pound				CVO
		TOTAL	10 – 15 mins	



4. MEAT HANDLERS ID

Office or Division:	CITY VETERINARY OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Employed at any Meat Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Secure application form at CVO		CVO		
2. Residence Certificate		Barangay Hall		
3. 2pcs 2x2 Picture		Any Photo Studio		
4. Health Certificate		Health Office		
5. Brgy Clearance / NBI Clearance		Barangay Hall / NBI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form at CVO		Php 100.00	10 – 15 mins	Applicant
2. Fill out all the details in the application form				
3. Complete the documents required				
4. Submit all the documents and filled – out application form and ask for Order of Payment at CVO				Applicant & CVO
5. Pay at the cashier and return the receipt at CVO				Applicant , CVO, Treasury
6. Get the copy of Handler's ID application form together with official receipt and schedule of seminar				Applicant , CVO
		TOTAL	10-15 mins	



5. MEAT REGISTRATION

Office or Division:	CITY VETERINARY OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1. Business with meat and meat products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form from BPLO		BPLO		
2. Picture of meat establishment for new applicant		Any Photo Studio		
3. Copy of DTI		DTI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present BPLO Form in securing meat registration		Php 100.00	10 – 15 mins	Applicant
2. Ask for an Order of Payment at City Veterinary Office				Applicant, CVO
3. Pay at the Cashier and return the Official Receipt at City Veterinary Office				Applicant, Treasury
4. Get the copy of certificate of registration and official receipt at City Veterinary Office.				Applicant, CVO
		TOTAL	10-15 mins	



6. MEAT DELIVERY VEHICLES ACCREDITATION

Office or Division:	CITY VETERINARY OFFICE			
Classification:				
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	1Delivery Vehicles of meat & meat products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Picture (transport vehicle) - Front, Side, rear view open & plate number		Any photo studio		
2. Photocopy of LTO OR /CR - valid & updated		Owners Copy		
3. Photocopy Residence Certificate (Driver)		Barangay Hall		
4. Photocopy Residence Certificate (Owner)				
5. Photocopy Driver's License (Truck Van Driver)		Drivers Copy		
7. Photocopy of Business Permit / Mayor's Permit		Owners Copy		
8. DTI / SEC		Owners Copy		
9. Business name printed at body of the truck vehicle				
10. Deed of Sale (If 2 nd owner)		Owners Copy		
11. Physical Appearance of truck vehicle for inspection				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from CVO		Php 50.00	10 – 15 mins	Applicant
2. Fill out all details in the application form				Applicant
3. Complete the documents required				Applicant
4. Submit all the documents and filled – out application form				Applicant, CVO
5. Bring your Meat Delivery Vehicle for inspection				Applicant , CVO
6. Once approved, an order of payment will be issued				Applicant, CVO
7. Pay at the Cashier and return the Official Receipt at City Veterinary Office				Applicant, CVO, Treasury
8. Get your copy of Official Receipt and Accreditation Sticker to be posted in front of Meat Delivery Vehicle				Applicant, CVO
		TOTAL	10-15 mins	



Public Order and Safety



MARIKINA POLICE STATION

CITIZEN'S CHARTER

2022

- MANDATE** : Republic Act 6975 as amended by R.A. 8551 and further amended by R.A. 9708.
- VISION** : Imploring the aid of the Almighty, by 2030, we shall be highly capable, effective and credible police service working in partnership with a responsive community towards the attainment of a safer place to live, work and do business.
- MISSION** : The PNP shall enforce the law, prevent and control crimes, maintain peace and order and ensure public safety and internal security with the active support of the community



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
MARIKINA POLICE STATION	333-338
External Services	
1. Local Police Clearance Application	335
2. National Police Clearance	336
3. Traffic Accident Police Report	337
4. Filing of Complaint	338



**MARIKINA POLICE STATION
EXTERNAL SERVICES**

1. Local Police Clearance Application

Police Clearance is a government certificate indicating the holder that he or she is free from criminal records. This is one of the essential documents requested by a government agency or an employer to ensure that the applicant has no criminal record.

Office or Division:	Local Police Clearance (4th Floor Legislative Building)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 photocopy)		Barangay Hall		
2. Cedula (1 photocopy)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification. Fill out Application Form	1.1 Check for completeness of the required documents 1.2 Issue Application Form	None	1 Minute	Local Police Clearance personnel (Ground Floor Legislative Building)
2. Proceed at 4 th Floor Legislative Building for the payment of Police Clearance	1.2 Received required documents 1.3 Accept the payment 1.1 Issue Official Receipt	Local Employment-(Php 150.00) Passport/Visa/Immigration (Php 215.00) Travel Abroad/Employment Abroad (Php 250.00)	1 Minute	Local Police Clearance Step 2
3. Photo Section and Biometrics	3.1 Capture photo and Biometrics	None	1 Minute	Local Police Clearance Step 3
4. Releasing of Police Clearance	4.1 Encoding/Record Check Printing	None	1 Minute	Local Police Clearance Step 4
	4.2 Approval and signing of Police Clearance	None	1 Minute	Chief of Police
	4.3 Releasing	None	1 Minute	Local Police Clearance Step 4
TOTAL			6 minutes	



2. National Police Clearance

Police Clearance is a government certificate indicating the holder that he or she is free from criminal records. This is one of the essential documents requested by a government agency or an employer to ensure that the applicant has no criminal record.

Office or Division:	National Police Clearance (4th Floor Legislative Building and various Police Sub-Stations)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 Valid ID's		Personal		
2. Reference Number		Online Registration and Appointment Setting (https://pnpclearance.ph)		
3. Official Receipt of Payment		Payment Methods -via LBP ATM -via 7-Eleven -via Cebuana -via Bayad Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Registration and Appointment Setting (https://pnpclearance.ph) a. For first time applicants, Account Registration is required. Note: Existing/active personal email account is required. -Log-in to your email address. Check your inbox for Email Confirmation and click the message from NPCS to verify your registered account. -Click the link to continue. You will now be directed to login page. b. Sign-In using the email address and password used during the registration process. c. Clearance Application: Upon sign-in, primary details of your profile will be displayed. -Edit your profile -Set an appointment (choose Marikina City Police Station) -Applicant can proceed to Marikina City Police Station on his/her scheduled date.	None	None	Depending on the applicant	Applicant
2. Choose for payment methods and pay for the required fee.	None	Php 150.00 (preferred payment options) -via LBP ATM -via 7-Eleven -via Cebuana -via Bayad Center	Depending on the applicant	Applicant



3. Applicants can proceed at National Police Clearance Section for photo capturing and biometrics	3.1 Capture photo and Biometrics	None	5 Minutes	National Police Clearance Verifier
4. Releasing of National Police Clearance	4.1 Processing 4.2 Releasing	None	5 Minutes	National Police Clearance Verifier
TOTAL			10 minutes	

3. Traffic Accident Police Report

Office or Division:	Station Vehicular Traffic Investigation Unit (PNP) (Public Service Center Building, Cityhall Road, Sta. Elena, Marikina City)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	All Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OR/CR/Sales Invoice		Personal		
2. Driver's License, etc.		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest intent to for Police Report	1.1 Investigate and record the incident	None	25 Minutes	Investigator-on case
2. Photocopy of the Requirements (OR/CR/Sales Invoice, Driver's License, etc.)	2.1 None	To the preferred photocopier	10 Minutes	Drivers involved
3. Fill-up IRF/ FOI/ Sworn statement forms	3.1 Provide IRF/FOI/Sworn Statement forms	None	10 Minutes	Drivers involved
4. Oath taking of Statement Subscribed	4.1	None	3 Minutes	Investigator-on-case
5. Releasing of Police Report	5.1 Encoding	None	7 Minutes	Traffic Section Personnel
	5.2 Approval/ Signature	None	3 Minutes	Chief, Traffic Unit
	5.3 Releasing	None	2 Minutes	Investigator-on-case
TOTAL			35 minutes	



4. Filing of Complaint

Office or Division:	Investigation and Detective Management Section (4th Floor Legislative Building)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Sector			
Who may avail:	All Interested Parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. The victim/reportee must go personally to the IDMS for filing of official complaint.				
2. The witness must go personally to the IDMS in order to support the complaint of the victim/reportee				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complainant/victim will go to the IDMS/WCPD Desk officer to lodge complaint.	1.1 The Duty Desk Officer will log the complaint in the Official Police Blotter	None	30 Minutes	Duty Desk Officer of IDMS
	1.2 The duty Desk Officer of IDMS will accompany the complainant/victim and witnesses, if any going the Duty Investigator to get the sworn statement, if any relative to the case under investigation.	None	30 Minutes	Investigator-on-case
2. The victim/complainant and witnesses (if any) will go to the Office of the City Prosecutor for filing of complaint affidavit who will be accompanied by the duty investigator (for regular filing and/or inquest proceeding)	2.1 Investigator on case will assist the complainant for the filing of complaint at the Office of the Prosecutor	None	30 Minutes	Investigator-on-case
TOTAL			1 Hour and 30 Minutes	



MARIKINA CITY JAIL - MALE DORMITORY

CITIZEN'S CHARTER 2022

- MANDATE** : BJMP is mandated to direct, supervise and control the administration and operation of the Marikina City Jail with pronged tasks of safekeeping and development of Persons Deprived of Liberty (PDL).
- VISION** : To enhance public safety by ensuring humane safekeeping and development of Persons Deprived of Liberty (PDL) at Marikina City Jail Male Dormitory for their reintegration to society.
- MISSION** : A premiere institution highly regarded by society for the secure and humane treatment of PDL by its competent and motivated corps.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
MARIKINA CITY JAIL - MALE DORMITORY	339-347
Internal Services	
1. Commitment of Persons Deprived of Liberty (PDL)	341
2. Release of Persons Deprived of Liberty (PDL)	342
3. Visitation Privilege	343
4. Escort Duty	343
5. Issuance of Certificate of Detention	344
6. Accreditation of Jail Ministry	345
7. Livelihood and Skills Training	346
8. Dental Consultation	347
9. Medical Consultation	347



MARIKINA CITY JAIL - MALE DORMITORY
INTERNAL SERVICES

1. Commitment of Persons Deprived of Liberty (PDL)

The Process of committing of Persons Deprived of Liberty (PDL)

Department/Office:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. Committing Agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Commitment Order issued by the court			Court	
2. Medical Certificate with Chest X-ray			Hospital/ Medical Clinics	
3. Turned-over Form			Police/Committing Officer	
4. Information			Court	
5. Certificate of Detention			Police/Committing Officer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Committing Officer submits Commitment Order, Information, Certificate of Detention, updated Medical Certificate, X-ray result and the PDL to be committed to verify the documents.	Verified by PDL Records Officer	P 00.00	10 mins	PDL Records Officer
2. Physical examination and health evaluation of the PDL to be committed.	Examined by Jail Nurse	P 00.00	10 mins	Jail Nurse
3. Receives the PDL for commitment and records in the logbook.	Record all necessary document at Official Logbook by Desk Officer	P 00.00	5 mins	Desk Officer
4. Searching of PDL body and personal belongings and assignment of bunks.	Frisking and Searching by Custodial Officer	P 00.00	5 mins	Custodial Officers
5. Briefing of rules and regulations of the jail to the newly committed PDL	Briefing by Paralegal Officer	P 00.00	20-30 mins	Paralegal Officer
		P 00.00	60 minutes	



2. Release of Persons Deprived of Liberty (PDL)

The Process of Releasing of Persons Deprived of Liberty (PDL)

Department/Office:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Release Order with the Criminal Case Number appearing in the records file of subject PDL.		Court		
2. Corresponding information sheet for comparison		Court		
3. Receipt issued by Treasury Office for the Certificate of Discharge		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Release Order by the Court Officer.	Verified by PDL Records Officer	P 00.00	2 mins	PDL Records Officer
2. Verification of PDL records from RTC, MTC, PNP Warrant Section and Jail's Records for any pending case/s.	Verified by PDL Records Officer/ Court Verifier	P 00.00	30 mins	PDL Records Officer
3. Proceeds to the PDL Records Unit and secure payment slip.	Secured by PDL Records Officer	P 00.00	2 mins	PDL Records Officer
4. Proceed to the Marikina City Treasurer's Office and present the payment slip and pay the fee.	Wait for Official Receipt	P 50.00	5 mins	City Treasurer's Office
5. Proceed to the jail's PDL Records Unit and present the OR	Received and File OR by PDL Records Officer	P 00.00	3 mins	PDL Records Officer
6. Issuance of Certificate of Discharge if cleared from any pending case/s.	Issued by Warden	P 00.00	15 mins	Jail Warden, Officer of the Day
7. Recording at the Logbook of released PDL.	Record all necessary information at official Logbook by Desk Officer	P 00.00	5 mins	Desk Officer
		P 50.00	62 minutes	



3. Visitation Privilege

Visitation of Family members, friends, lawyer of PDL

Department/Office:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Family Member of PDL 2. Friends of PDL 3. Doctor 4. Lawyer of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID card with picture		School, work or government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of valid ID, secure Visitor's Tag and sign in at the Visitor's Logbook.	Record the Personal Information of Visitors and secure Visitor's tag	P 00.00	2 minutes	Gate Security Personnel
2. Searching of body and personal belongings.	Frisking by Searcher	P 00.00	5-10 minutes	Searcher
3. Visitation of PDL	Assist and Secure safety of Visitors	P 00.00	maximum of 4 hours per day	Custodial Officer
4. Surrender visitor's tag upon exit.	Return the ID of Visitors and received visitors tag	P 00.00	2 minutes	Gate Security Personnel
		P 00.00	254 minutes	

4. Escort Duty

Escorting of PDL to Court, Hospital and other lawful destination

Department/Office:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order		Court		
2. Office Order		PRMD Officer		
3. Letter Order		PRMD Officer		
4. Duty Details		PRMD Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checks the Court Order and schedule of hearing or check up at the hospital.	Verified by Escort Officer	P 00.00	2 minutes	Chief, Escort Unit
2. Bring PDL to Court for hearing.	Assist/Secured by Escort Officer	P 00.00	Depends on the length of hearing	Escort Officer
3. Bring PDL to other institution (hospital, Mental, etc).	Assist/Secured by Escort Officer	P 00.00	Depends on the distance & duration of check-up.	Escort Officer
4. Return to Jail after hearing or check up	Record by Duty Custodial at official Logbook	P 00.00	Depends on the length of hearing or check-up.	Escort Officer
		P 00.00	<No.> minutes	



5. Issuance of Certificate of Detention

The process in Issuance of Certificate of Detention to PDL

Office or Division:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PDL of this jail		Jail Unit		
2. Lawful Order		Court		
3. Request Letter		Persons Deprived of Liberty (PDL)		
4. Valid ID		School, work or government		
5. Receipt issued by Treasurer's Office for the Certificate of Detention		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in or fill up the visitor's logbook at the gate floor and in the information desk.	Record the Personal Information of Visitors at Official Logbook	P 00.00	2 mins	Gate Security Personnel
2. Provide request letter with photocopy of Valid ID of the solicitant.	Secured by PDL Records Officer	P 00.00	5 mins	PDL Records Officer
3. Proceed to the PDL Records Unit and secure payment slip.	Secured by PDL Records Officer	P 00.00	2 mins	PDL Records Officer
4. Proceed to the Marikina City Treasurer's Office and present the payment slip and pay the fee	Wait for Official Receipt	P 50.00	5 mins	City Treasurer's Office
5. Proceed to the jail's PDL Records Unit and present the OR and receive the Certificate of Detention	Received OR and Issue the Certificate of Detention by Records Officer	P 00.00	3 mins	PDL Records Officer
		P 50.00	17 minutes	



6. Accreditation of Jail Ministry

Providing of Service Providers to uplift the spirit of PDL

Office or Division:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Jail Ministries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Letter of Intent		Welfare Development Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, sign in at the visitor's logbook and secure visitor's tag.	Record the Personal Information of Service Provider at official logbook	P 00.00	2 minutes	Gate Security Personnel
2. Submit letter request addressed to the Jail Warden thru the C.WDS.	File and Received by WD Officer	P 00.00	5 minutes	C, WDS
3. The letter will be read for approval or disapproval depending on the availability of schedule and purpose of the jail ministry.	Verified by Jail Warden	P 00.00	10 minutes	Jail Warden C, WDS
4. Signing of Memorandum of Agreement.	Signed and Approved by Jail Warden	P 00.00	1 hour	Jail Warden C, WDS
5. Client can now start with the requested jail ministry in accordance with the agreed schedule.	Assist and Secure Safety of provider	P 00.00	maximum of 1 hour per schedule	C, WDS
		P 00.00	137 minutes	



7. Livelihood and Skills Training

Provides trainings to enhance skills

Office or Division:	Marikina City Jail Male Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Letter of Intent		Welfare Development Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, sign in at the Visitors Logbook and secure Visitor's tag.	Record the Personal Information of Provider at official logbook	P 00.00	2 minutes	Gate Security Personnel
2. Submit letter request addressed to the Warden thru the C.WDS.	File and Received by WD Officer	P 00.00	5 minutes	C, WDS
3. The letter will be read for approval or disapproval.	Verified by Jail Warden	P 00.00	15 minutes	Jail Warden C, WDS
4. If the request is approved a signing of Memorandum of Agreement is scheduled.	Signed and Approved by Jail Warden	P 00.00	1 hour	Jail Warden C, WDS
5. Client can now start with the requested livelihood and skills training.	Assist and Secure Safety of provider	P 00.00	maximum of 1 hour	C, WDS
		P 00.00	142 minutes	



8. Dental Consultation

Consultation of dental problems of PDL

Office or Division:		Marikina City Jail Male Dormitory		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		1. Persons Deprived of Liberty (PDL)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PDL of this jail		Jail Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Jail Nurse on Duty, then refer to the Jail Dentist for schedule	Referral by Jail Nurse to HSD	P 00.00	3 minutes	Jail Nurse
2. Proceed to the clinic as scheduled by the jail Dentist	Assist PDL During the Procedure	P 00.00	Depends on the procedure to be performed	Dentist
3. Review the documents and carry out doctor's order, give proper medications as prescribed, or make endorsement of those PDL who needs referral to other institution.	Verified by the Nurse and dispense medication as prescribed	P 00.00	5 minutes	Jail Nurse
		P 00.00	<No.> minutes	

9. Medical Consultation

Consultation of PDL with medical problem

Office or Division:		Marikina City Jail Male Dormitory		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		1. Persons Deprived of Liberty		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PDL of this jail		Jail Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Jail Nurse on Duty, then refer to the Jail Doctor for schedule	Referral by Jail Nurse to RHSD	P 00.00	3 minutes	Jail Nurse
2. Proceed to the clinic as scheduled by the jail doctor	Assist PDL During the Procedure	P 00.00	Depends on the procedure to be performed	Jail Nurse
3. Review the documents and give proper medications as prescribed, or make endorsement of those PDL who needs referral to other institution.	Verified by the Nurse and dispense medication as prescribed	P 00.00	5 minutes	Jail Nurse
		P 00.00	<No.> minutes	



MARIKINA CITY JAIL - FEMALE DORMITORY

CITIZEN'S CHARTER

2022

- MANDATE** : BJMP is mandated to direct, supervise and control the administration and operation of the Marikina City Jail with pronged tasks of safekeeping and development of Persons Deprived of Liberty (PDL).
- VISION** : To enhance public safety by ensuring humane safekeeping and development of Persons Deprived of Liberty (PDL) at Marikina City Jail Female Dormitory for their reintegration to society.
- MISSION** : A premiere institution highly regarded by society for the secure and humane treatment of PDL by its competent and motivated corps.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
MARIKINA CITY JAIL - FEMALE DORMITORY	348-356
Internal Services	
10. Commitment of Persons Deprived of Liberty (PDL)	350
11. Release of Persons Deprived of Liberty (PDL)	351
12. Visitation Privilege	352
13. Escort Duty	352
14. Issuance of Certificate of Detention	353
15. Accreditation of Jail Ministry	354
16. Livelihood and Skills Training	355
17. Dental Consultation	356
18. Medical Consultation	356



**MARIKINA CITY JAIL - FEMALE DORMITORY
INTERNAL SERVICES**

10. Commitment of Persons Deprived of Liberty (PDL)

The Process of committing of Persons Deprived of Liberty (PDL)

Department/Office:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	1. Committing Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Commitment Order issued by the court	Court			
7. Medical Certificate with Chest X-ray	Hospital/ Medical Clinics			
8. Turned-over Form	Police/Committing Officer			
9. Information	Court			
10. Certificate of Detention	Police/Committing Officer			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Committing Officer submits Commitment Order, Information, Certificate of Detention, updated Medical Certificate, X-ray result and the PDL to be committed to verify the documents.	Verified by Records Officer	P 00.00	10 mins	Records Officer
7. Physical examination and health evaluation of the PDL to be committed.	Examined by Jail Nurse	P 00.00	10 mins	Nurse
8. Receives the PDL for commitment and records in the logbook.	Record all necessary document at Official Logbook by Desk Officer	P 00.00	5 mins	Desk Officer
9. Searching of PDL body and personal belongings and assignment of bunks.	Frisking and Searching by Custodial Officer	P 00.00	5 mins	Custodial Officers
10. Briefing of rules and regulations of the jail to the newly committed PDL	Briefing by Paralegal Officer	P 00.00	20-30 mins	Paralegal Officer
		P 00.00	60 minutes	



11. Release of Persons Deprived of Liberty (PDL)

The Process of Releasing of Person Deprived of Liberty (PDL)

Department/Office:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Release Order with the Criminal Case Number appearing in the records file of subject PDL.		Court		
5. Corresponding information sheet for comparison		Court		
6. Receipt issued by Treasury Office for the Certificate of Discharge		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Submission of Release Order by the Court Officer.	Verified by Records Officer	P 00.00	2 mins	Records Officer
9. Verification of PDL records from RTC, MTC, PNP Warrant Section and Jail's Records for any pending case/s.	Verified by Records Officer/ Court Verifier	P 00.00	30 mins	Records Officer
10. Proceeds to the Records Section and secure payment slip.	Secured by Records Officer	P 00.00	2 mins	Records Officer
11. Proceed to the Marikina City Treasurer's Office and present the payment slip and pay the fee.	Wait for Official Receipt	P 50.00	5 mins	City Treasurer's Office
12. Proceed to the jail's Records Section and present the OR	Received and File OR by Records Officer	P 00.00	3 mins	Records Officer
13. Issuance of Certificate of Discharge if cleared from any pending case/s.	Issued by Warden	P 00.00	15 mins	Warden, Officer of the Day
14. Recording at the Logbook of released PDL.	Record all necessary information at official Logbook by Desk Officer	P 00.00	5 mins	Desk Officer
		P 50.00	63 minutes	



12. Visitation Privilege

Visitation of Family members, friends, lawyer of PDL

Department/Office:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Family Member of PDL 2. Friends of PDL 3. Doctor 4. Lawyer of PDL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Valid ID card with picture		School, work or government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Presentation of valid ID, secure Visitor's Tag and sign in at the Visitor's Logbook.	Record the Personal Information of Visitors and secure Visitor's tag	P 00.00	2 minutes	Gater
6. Searching of body and personal belongings.	Frisking by Searcher	P 00.00	5-10 minutes	Searcher
7. Visitation of PDL	Assist and Secure safety of Visitors	P 00.00	maximum of 4 hours per day	Custodial Officer
8. Surrender visitor's tag upon exit.	Return the ID of Visitors and received visitors tag	P 00.00	2 minutes	Gater
		P 00.00	254 minutes	

13. Escort Duty

Escorting of PDL to Court, Hospital and other lawful destination

Department/Office:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Court Order		Court		
6. Office Order		PRMD Officer		
7. Letter Order		PRMD Officer		
8. Duty Details		PRMD Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Checks the Court Order and schedule of hearing or check up at the hospital.	Verified by Escort Officer	P 00.00	2 minutes	Chief Escort
6. Bring PDL to Court for hearing.	Assist/Secured by Escort Officer	P 00.00	Depends on the length of hearing	Escort Personnel
7. Bring PDL to other institution (hospital, Mental, etc).	Assist/Secured by Escort Officer	P 00.00	Depends on the distance & duration of check-up.	Escort Personnel
8. Return to Jail after hearing or check up	Record by Duty Custodial at official Logbook	P 00.00	Depends on the length of hearing or check-up.	Escort Personnel
		P 00.00	<No.> minutes	



14. Issuance of Certificate of Detention

The process in Issuance of Certificate of Detention to PDL

Office or Division:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. PDL of this jail	Jail Unit			
7. Lawful Order	Court			
8. Request Letter	Persons Deprived of Liberty (PDL)			
9. Valid ID	School, work or government			
10. Receipt issued by Treasurer's Office for the Certificate of Detention	Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Log in or fill up the visitor's logbook at the gate floor and in the information desk.	Record the Personal Information of Visitors at Official Logbook	P 00.00	2 mins	Gater
7. Provide request letter with photocopy of Valid ID of the solicitant.	Secured by Records Officer	P 00.00	5 mins	Records Officer
8. Proceed to the Records Section and secure payment slip.	Secured by Records Officer	P 00.00	2 mins	Records Officer
9. Proceed to the Marikina City Treasurer's Office and present the payment slip and pay the fee	Wait for Official Receipt	P 50.00	5 mins	City Treasurer's Office
10. Proceed to the jail's Records Section and present the OR and receive the Certificate of Detention	Received OR and Issue the Certificate of Detention by Records Officer	P 00.00	3 mins	Records Officer
		P 50.00	17 minutes	



15. Accreditation of Jail Ministry

Providing of Service Providers to uplift the spirit of PDL

Office or Division:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Jail Ministries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter Request/Letter of Intent		Welfare Development Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present valid ID, sign in at the visitor's logbook and secure visitor's tag.	Record the Personal Information of Service Provider at official logbook	P 00.00	2 minutes	Gater
7. Submit letter request addressed to the Warden thru the C.WDS.	File and Received by WD Officer	P 00.00	5 minutes	C, WDS
8. The letter will be read for approval or disapproval depending on the availability of schedule and purpose of the jail ministry.	Verified by Jail Warden	P 00.00	10 minutes	Warden C, WDS
9. Signing of Memorandum of Agreement.	Signed and Approved by Jail Warden	P 00.00	1 hour	Warden C, WDS
10. Client can now start with the requested jail ministry in accordance with the agreed schedule.	Assist and Secure Safety of provider	P 00.00	maximum of 1 hour per schedule	C, WDS
		P 00.00	137 minutes	



16. Livelihood and Skills Training

Provides trainings to enhance skills

Office or Division:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter Request/Letter of Intent		Welfare Development Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Present valid ID, sign in at the Visitors Logbook and secure Visitor's tag.	Record the Personal Information of Provider at official logbook	P 00.00	2 minutes	Gater
7. Submit letter request addressed to the Warden thru the C.WDS.	File and Received by WD Officer	P 00.00	5 minutes	C, WDS
8. The letter will be read for approval or disapproval.	Verified by Jail Warden	P 00.00	15 minutes	Warden C, WDS
9. If the request is approved a signing of Memorandum of Agreement is scheduled.	Signed and Approved by Jail Warden	P 00.00	1 hour	Warden C, WDS
10. Client can now start with the requested livelihood and skills training.	Assist and Secure Safety of provider	P 00.00	maximum of 1 hour	C, WDS
		P 00.00	142 minutes	



17. Dental Consultation

Consultation of dental problems of PDL

Office or Division:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons Deprived of Liberty (PDL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. PDL of this jail		Jail Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inform the Nurse on Duty, then refer to the Jail Dentist for schedule	Referral by Jail Nurse to HSD	P 00.00	3 minutes	Nurse
5. Proceed to the clinic as scheduled by the jail Dentist	Assist PDL During the Procedure	P 00.00	Depends on the procedure to be performed	Dentist
6. Review the documents and carry out doctor's order, give proper medications as prescribed, or make endorsement of those PDL who needs referral to other institution.	Verified by the Nurse and dispense medication as prescribed	P 00.00	5 minutes	Nurse
		P 00.00	<No.> minutes	

18. Medical Consultation

Consultation of PDL with medical problem

Office or Division:	Marikina City Jail Female Dormitory			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	1. Persons Deprived of Liberty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. PDL of this jail		Jail Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Inform the Nurse on Duty, then refer to the Jail Doctor for schedule	Referral by Jail Nurse to HSD	P 00.00	3 minutes	Nurse
5. Proceed to the clinic as scheduled by the jail doctor	Assist PDL During the Procedure	P 00.00	Depends on the procedure to be performed	Nurse
6. Review the documents and give proper medications as prescribed, or make endorsement of those PDL who needs referral to other institution.	Verified by the Nurse and dispense medication as prescribed	P 00.00	5 minutes	Nurse
		P 00.00	<No.> minutes	



BUREAU OF FIRE PROTECTION

CITIZEN'S CHARTER

2022

- MANDATE** : The Bureau of Fire Protection was created by virtue of RA 6975 primarily to perform the following functions:
1. Be responsible for the prevention and suppression of all destructive fires on:
 - Building, houses and other structures;*
 - Forest;*
 - Land transportation vehicles and equipment;*
 - Ships and vessels docked at piers or wharves anchored in major sea ports;*
 - Petroleum industry installations;*
 - Plane crashes; and*
 - Other similar activities*
 2. Be responsible for the enforcement of the Fire Code of the Philippines (RA 9514) and other related laws;
 3. Shall have the power to investigate all causes of fires and if necessary, file the proper complaint with the city or provincial prosecutor who has jurisdiction over the case;
 4. In the time of national emergency, all elements of the BFP shall upon direction of the President, assist the AFP in meeting the national emergency; and
 5. Shall establish at least one (1) fire station with adequate personnel, firefighting facilities and equipment in every provincial capital, city and municipality subject to standard rules and regulations as maybe promulgated by
- VISION** : A MODERN FIRE SERVICE FULLY CAPABLE OF ENSURING A FIRE SAFE NATION BY 2034
- MISSION** : WE COMMIT TO PREVENT AND SUPPRESS DESTRUCTIVE FIRES, INVESTIGATE ITS CAUSES; ENFORCE FIRE CODE AND OTHER RELATED LAWS; RESPOND TO MAN-MADE AND NATURAL DISASTERS AND OTHER EMERGENCIES.



LIST OF SERVICES

OFFICE AND SERVICES	PAGE No.
BUREAU OF FIRE PROTECTION, MARIKINA CITY	357-363
External Services	
1. Fire Safety Evaluation Clearance (FSEC)	359-360
2. Fire Safety Inspection Certificate For Occupancy (FSIC)	361
3. Fire Safety Inspection Certificate For New Business (FSIC)	362
4. Fire Safety Inspection Certificate For Business Renewal (FSIC)	363



BUREAU OF FIRE PROTECTION, MARIKINA CITY
EXTERNAL SERVICES

1. FIRE SAFETY EVALUATION CLEARANCE (FSEC)

Department/Office:	Bureau of Fire Protection, Marikina City			
Classification:	Simple Transaction (Transaction processed within three (3) days) Complex Transaction (Transaction processed within seven (7) days)			
Type of Transaction:	Government to Citizen Government to Business Entity			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplish application form for FSEC/Unified/Application Form (UAF)				
2. Three (3) complete sets of the following: (Proposed Plan): a. Architectural Documents b. Civil Documents c. Electrical Documents d. Mechanical Documents e. Plumbing Documents f. Electronic Documents g. Sanitary Documents h. Fire Protection Documents				
3. Three (3) sets of Fire Safety Compliance Report (FSCR), if necessary				
4. One (1) set of Cost Estimates of the building including labor cost signed and sealed by the Designer/Contractor duly notarized by the owner.				
5. Management Certificate for Hot Works Operations (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSEC/UAF	Receive and record application documents	Application Fee Php200	Maximum of ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the Fire Code fees to be paid by the client and issue OPS	One tenth of one percent (0.1% of the verified estimated value of the buildings but not more than Php50,000	Maximum of ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	Collect the payment and issue Official Receipt (OR)		Maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4. Proceed to CRO for the release of Claim Stub	Release the Claim Stub		Maximum of five (5) minutes	CRO



	Evaluate and issue appropriate documents	<p>Maximum of three (3) days for the following type of building whose floor area not exceed 1,500 square meter mentioned below</p> <ol style="list-style-type: none"> 1. Single dwelling residential building not more than 3-Storey 2. Commercial buildings not more than 2-Storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non-hazardous <p>Maximum seven (7) days for those buildings/ establishment not mentioned above</p>	<p>Formula: Verified estimated value x 0.001</p> <p>Payment should be ≤ Php50,000.00</p>	<p>Plan Evaluator Chief, Fire Safety Enforcement Unit (FSECU) City/Municipal Fire Marshal</p>
5. Claim the FSEC and Fire Safety Checklist/Notice of Disapproval (NOD)	Release FSEC and Fire Safety Checklist (NOD)	Maximum of ten (10) minutes		CRO



2. FIRE SAFETY INSPECTION CERTIFICATE FOR OCCUPANCY (FSIC)

Department/Office:	Bureau of Fire Protection, Marikina City			
Classification:	Simple Transaction (Transaction processed within three (3) days) Complex Transaction (Transaction processed within seven (7) days)			
Type of Transaction:	Government to Citizen Government to Business Entity Owner, Contractor or Business Entity			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for FSIC/Unified Application Form (UAF)				
2. Endorsement from Office of the Building Official (OBO)				
3. Certificate of Completion				
4. Certified true copy of assessment fee for securing Occupancy Permit from OBO				
5. As Built Plan, if necessary				
6. Fire safety Compliance and Commissioning Report (FSCCR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSIC/UAF	Receive and record the application documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than Php500 Formula: All fees charged by the LGU X 0.15 Payment should be ≥ Php500	Maximum of ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the Fire Code Fees to be paid by the client and issue OPS		Maximum of ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	Collect FCF and issue Official receipt (OR)		Maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4. Proceed to CRO for the release of Claim Stub	Release the Claim Stub		Maximum of five (5) minutes	CRO
	Conduct inspection and issue appropriate documents		Maximum of three (3) days for the following type of building whose floor area not exceed 1,500 square meter 1. Single dwelling residential building not more than 3-Storey 2. Commercial buildings not more than 2-Storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non-hazardous Maximum seven (7) days for those buildings/ establishment not mentioned above	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshall
Claim the FSIC/ Notice of Disapproval (NOD)/ Notice to Comply (NTC), if occupied	Release FSIC/ NOD/ NTC, if occupied		Maximum of ten (10) minutes	CRO



3. FIRE SAFETY INSPECTION CERTIFICATE FOR NEW BUSINESS (FSIC)

Department/Office:	Bureau of Fire Protection, Marikina City			
Classification:	Simple Transaction (Transaction processed within three (3) days) Complex Transaction (Transaction processed within seven (7) days)			
Type of Transaction:	Government to Citizen Government to Business Entity Owner, Contractor or Business Entity			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Accomplished application form for FSIC/Unified Application Form (UAF)			
2.	Certified True Copy of valid Occupancy Permit			
3.	Assessment of Business Permit Fee/Tax Assessment Bill from BPLO			
4.	Affidavit of Undertaking that there was no substantial changes made on building/establishment			
5.	Copy of Fire Insurance, if necessary			
6.	Fire Safety Maintenance Report (FSIMR), if necessary			
7.	Management Certificate for Hot Works, if necessary			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Fill-out and submit the application form for FSIC/UAF	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than Php500 Formula: All fees charged by the LGU X 0.15 Payment should be \geq Php500	Maximum of ten (10) minutes	Customer Relations Officer (CRO)
2.	Proceed to FCA for Fire Code Fees (FCF) assessment		Maximum of ten (10) minutes	Fire Code Assessor (FCA)
3.	Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)		Maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4.	Proceed to Customer Relations Officer (CRO) for the release of Claim Stub		Maximum of five (5) minutes	CRO
	Conduct of inspection and issue appropriate documents		Maximum one day with valid FSIC for occupancy. Maximum 3 days without valid FSIC for occupancy	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshall
5.	Claim the FSIC/Notice to Comply (NTC)		Maximum of ten (10) minutes	CRO



4. FIRE SAFETY INSPECTION CERTIFICATE FOR BUSINESS RENEWAL(FSIC)

Department/Office:	Bureau of Fire Protection, Marikina City			
Classification:	Simple Transaction (Transaction processed within three (3) days) Complex Transaction (Transaction processed within seven (7) days)			
Type of Transaction:	Government to Citizen Government to Business Entity Owner, Contractor or Business Entity			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for FSIC/Unified Application Form (UAF)				
2. Assessment of the Business Permit Fee/ Tax Assessment Bill				
3. Copy of Fire Insurance, if necessary				
4. Fire Safety Maintenance Report (FSMR), if necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the Application Form for FSIC/UAF	Receive and record the documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than Php500 Formula: All fees charged by the LGU X 0.15 Payment should be ≥ Php500	Maximum of ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the FCF to be paid by the client and issue OPS		Maximum of ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment (OPS)	Collect the fire code fees		Maximum of ten (10) minutes	Fire Code Collecting Agent (FCCA)
4. Proceed to CRO for the release of Claim stub	Release the claim stub		Maximum of five (5) minutes	CRO
	Conduct inspection and issue appropriate documents		Maximum 1 day Maximum three (3) days for establishment with expired FSIC or with noted violations included in the negative list	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshall
5. Claim the FSIC/Notice to Comply (NTC)	Release FSIC/NTC		Maximum of ten (10) minutes	CRO

Highly Technical: i. Cases elevated to the National Office and Regional Office that requires technical knowledge and expertise, ii. Appeals, iii. New Technologies, iv. Special Structures

Fire Safety Compliance Report (FSCR) - A written report composed of plans, specifications and design analysis per building prepared by its Engineer/Architect of Record and Fire safety Practitioner.

Fire Safety Compliance and Commissioning Report (FSCCR) - a compilation report of all approved submittals, test and acceptance forms of all fire protection and life safety features, which shall form part of the "as built" documents turned over by the contractor to the building owner

Fire Safety Maintenance Report (FSMR) - a written report prepared by the building owner, his/her fire safety practitioner or authorized representative. This is a compilation of the maintenance and testing records kept by the building's engineering and maintenance department, as a prerequisite for the issuance of FSIC for Business or Mayor's Permit renewal, Certificate of Annual Inspection, Permit to Operate, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits or licenses being issued by other government agencies.

Marikina Citizen's Charter

