



**LOCAL GOVERNMENT UNIT
OF
LAOAG CITY**

CITIZEN'S CHARTER



**SECOND
EDITION**



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OF
LAOAG CITY

CITIZEN'S CHARTER

2020 (1st Edition)



I. Mandate

As a Local Government Unit, the City of Laoag's mandate emanated from the provisions of Republic Act No. 7160 also known as the Local Government Code of 1991. Pursuant to the General Welfare provision of the code, the LGU is mandated to ensure and support the preservation and enrichment of culture, enhancement of the right of the people to a balanced ecology, promotion of health and safety, maintenance of peace and order, improvement of public moral, enhancement of economic prosperity and social justice, promotion of full employment among the residents, development of appropriate and self-reliant technological and scientific capabilities and preservation of the comfort and convenience of the people.

II. Vision

“BARO A LAOAG” that genuinely represents a government that is of the people, by the people, and for the people towards a sustainable and resilient future.

III. Mission

We commit to deliver efficient and sincere governance that will inspire positive change in our social, political, economic, and environmental sectors which then translates to guaranteed proper and timely delivery of social services to the marginal sector of society, recovery from the present financial instability that will result in expanded financial viability, an attractive environment for corporate investment, continued protection and enhancement of natural resources, and sustained peace and order in the community towards a progressive Laoag City.

IV. Service Pledge

We, the employees and officials of the City Government of Laoag, having sworn to deliver the services to the constituents, do hereby reaffirm our commitment to serve the public professionally, efficiently, courteously, effectively, expeditiously, and with utmost integrity as promised in this Laoag City Service Charter.

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Executive Services
Office of the City Mayor
Administrative Division



1. Provision of Customer Assistance

The Administrative division receives letters, communications and other correspondences from city residents and other clients addressed to the City Mayor which may contain requests for city services, referrals, recommendations, endorsement for any of the following:

- Recommendation letter for employment/transfer
- Referral of indigents to health services facilities
- Fund-raising activities
- Temporary closure of streets

Office or Division:	CMO – Administrative Division	
Classification:	Simple	
Type of Transac-	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Recommendation Letter <ul style="list-style-type: none"> ➤ Bio-Data or Curriculum Vitae ➤ Transcript of Records ➤ Copy of Civil Service Eligibility, if any ➤ Barangay Clearance ➤ Police Clearance (for PNP applicants only) 		School graduated Civil Service Commission, PRC Barangay Chairman PNP Office
For Recommendation Letter for Transfer <ul style="list-style-type: none"> ➤ Letter-request stating therein the reasons for the request ➤ Certified Service Record ➤ Form 212 		Agency/Office employed
For Referral to Health Services Facilities <ul style="list-style-type: none"> ➤ Certificate of Indigency ➤ Clinical Diagnosis or Doctor's Referral ➤ Health Card 		Barangay Chairman and CSWDO Attending Physician CHO

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Hanging of Streamers ➤ Letter request stating the purpose, date, place and size of the streamers For Fund Raising Activities ➤ Letter request stating the purpose of the activity, where and when to conduct the activity Financial Statement of past fund-raising activity For Temporary Closure of Streets ➤ Letter request stating the purpose, the particular street and duration of the closure				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request with supporting documents	1. Receives and checks the completeness of all the requirements and advises the client to pay the fee if request is approved.	None	2 minutes	Administrative Aide I
	1.1 Prior to the approval of the City Mayor for Fund Raising Activity, the request is forwarded first to the CSWDO for comments/ recommendation.	None	15 minutes	City Mayor or his Authorized Designate
2. Pay prescribed fee at the Office of the City Treasurer	2. Accept the payment 2.1 Issue the Official Receipt	50.00	1 minute	Revenue Collection Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit Official Receipt to Permits & Licensing Division, CMO	3. Check the Official Receipt 3.1 Sign Special Permits	None	2 minutes	Permits and Licensing Division City Mayor or his Authorized Designate
4. Receives Special Permit at the Permits & Licensing Division, CMO	4. Issues the Special Permit	None	3 minutes	Permits and Licensing Staff
TOTAL:		50.00	8 to 23 minutes	

2. Issuance of Certificates of Good Moral Character

This service is intended for students availing of scholarship grant, overseas job applicants as well as for local job seekers.

Office or Division:	CMO – Administrative Division
Classification:	Simple
Type of Transac-	G2C – Government to Citizen
Who may avail:	Students, Local and Overseas Job Seekers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Scholarship Grant ➤ Birth Certificate ➤ Certificate of Residency in the Barangay For Local and Overseas Employment ➤ Barangay Clearance ➤ Police Clearance ➤ Prosecutor's Clearance ➤ Court Clearance ➤ NBI Clearance	Local Civil Registrar Barangay Chairman/Secretary Barangay Chairman/Secretary Philippine National Police Prosecutor's Office Municipal Trial Court National Bureau of Investigation

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for initial assessment & verification.	1. Received the required documents and check for completeness.	None	1 minute	Administrative Aide I
	1.1 Approves the request	None	5 minutes	City Mayor
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	50.00	1 minute	Revenue Collection Clerk
3. Return to the Adm. Division and present Official Receipt for the processing and release of certificate.	3. Check the Official Receipt 3.1 Prepares the Cert.	None	5 minutes	Supervising Adm. Officer/ Records Officer
	3.2 Signs Certificate			City Mayor
4. Receives Certificate	4. Release the certificate to the client	None	2 minutes	Administrative Aide I
TOTAL:		50.00	14 minutes	

3. Granting of Permit for the Use of Government Facilities and Equipment

The public may request and be granted the use of the following on a first come first served basis:

- City Auditorium and City Basketball Court
- Equipment (declogger, city bus, ambulance, heavy equipment, vehicle to transport cadaver, water truck, tents, chairs/tables and portable toilets)



Office or Division	CMO – Administrative Division			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>➤ Letter request addressed to the City Mayor, specifying the government facilities/equipment to be used, the purpose, time and date.</p> <p>➤ Official Receipt showing payment of fees</p> <p>Use of tents, tables, chairs and portable toilets are free of charge in any type of occasion.</p>		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receives letter request	None	1 minute	Admin. Aide I
	1.1 Checks for the availability of facility/ equipment requested by the client.		3 minutes	Admin. Aide I
	1.2 Informs the client its availability/ unavailability		1 minute	Admin. Aide I
	1.3 Approves the request if the facility/ equipment is available		5 minutes	City Mayor or Authorized Designate
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	Auditorium *P5,000 for the first 4 hours * P 600.00 every hour thereafter or a fraction thereof	2 minutes	Revenue Collection Clerk I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		* P 500.00 for cleaning & maintenance		
3. Present Official Receipt for the processing of request	3. Checks the Official Receipt 3.1 Prepares the Special Permit 3.2 Signs the Special Permit	None	5 minutes 5 minutes	Permits & Licensing Div. Staff City Mayor or Authorized Designate
4. Receives the Special Permit	4. Releases the Special Permit	None	3 minutes	Permits & Licensing Div. Staff
TOTAL:		5,500.00 (minimum fee)	25 minutes	

4. Receipt of Complaints

The Office of the City Mayor entertains complaints from clients and entities against employees and services of the city government of Laoag, issues and other matters that, to the opinion of the complainant, is detrimental to his/her personality.

Office or Division:	CMO – Administrative Division		
Classification:	Simple		
Type of Transactions:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
➤ Letter of complaint			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter complaint	1. Receives and forwards letter of complaint to the City Mayor.	None	2 minutes	Administrative Aide I
	1.1 Tell the complainant that he/she will be informed of the action taken on the complaint		5 minutes	Administrative Aide I
	1.2 Acts on the complaint.		2 minutes	City Mayor
	1.3 Provides a copy of the letter of complaint with the City Mayor's note to concerned office.		5 minutes	Administrative Aide I
	1.4 Prepares memorandum directing employee to answer the complaint (if against to a particular employee)		24 hours	Office of the City Human Resource Management Officer
	1.5 For complaints against an office, submits reply to the Office of the City Mayor.		2 minutes	Concerned office
	1.6 Receives reply to complaint and forward it to the Office of the City Mayor.		5 minutes	Administrative Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7 Acts on the reply 1.8 Forward to DSB for proper action 1.9 Provide a copy of action taken to the complainant		2 minutes	City Mayor Disciplinary & Separation Board (DSB) Administrative Aide I
TOTAL:		None	24 hours & 23 minutes	



Executive Services
Office of the City Mayor
Permits and License Division



1. Granting A Business Permit

Any person who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's permit and pay the corresponding fees. One-Stop-Shop processing of business permit are conducted as early as December until January 20 (renewal period) and every 1st week of the month in front of the Office of the City Treasurer.

Office or Division:	Office of the City Mayor - Permits and Licenses Division		
Classification:	Simple		
Type of Transactions:	G2C - Government to Citizen		
Who may avail:	Applicants for New Business Permit/License		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
NEW Business: <ul style="list-style-type: none">➤ Barangay Clearance➤ Fiscal Clearance➤ Police Clearance➤ Community Tax Certificate➤ DTI Registration-Single Proprietor➤ SEC Registration-Corporation/Partnership➤ CDA Registration-Cooperative➤ Permit of Occupancy-New Building➤ Contract of Lease-if place of business rented/Notarized Consent-if place is not rented➤ Zoning Clearance➤ Certificate of Annual Building Inspection➤ Sanitary Permit/Health Certificate➤ Fire Safety Inspection Certificate➤ Governor Permit➤ BIR Registration		<ul style="list-style-type: none">➤ City Hall (for business) Barangay Hall (Police Clearance)➤ City Prosecutor’s Office➤ Philippine National Police➤ City Treasurer’s Office➤ Department of Trade and Industry➤ Securities and Exchange Commission➤ Cooperative Development Authority➤ City Engineer’s Office➤ Owner of the property➤ City Planning Office➤ City Engineer’s Office➤ City Health Office➤ Bureau of Fire Protection➤ Provincial Government➤ BIR Office	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>OTHER REQUIREMENTS AS NECESSARY FOR NEW BUSINESS</p> <ul style="list-style-type: none"> ➤ Contractor's License General Specialty and Engineering Contractor License ➤ National Food Authority License-Dealer of Rice/Corn and Wheat ➤ Food and Drug Administration License-Drugstore/Bakery/Food Supplement ➤ Department of Labor and employment License-Recruitment Agency ➤ Department of Trade and Industry Accreditation Certificate-Auto Repair shop, electronics, Radio and Electrical ➤ Philippine Overseas and Employment Administration License-Manning Crewing Services and Recruitment Agency ➤ Central Bank License-Banking Institution, Money Changer, Money Remittance and Pawnshop ➤ Pest Control License-Pest Control Services ➤ Optical Media Board Permit-Video Rental, Computer Shop, Coverage Services, computer Sale, CD Burning ➤ Department of Environment and Natural Resources Clearance-Mining ➤ License from Land Transportation Franchising and Regulatory Board-Rent a Car and Transport Services ➤ Department of Energy Certificate of Compliance-Dealer of LOG, Gasoline Station ➤ Department of Transportation and Communication Permit-Messengerial and Courier Services ➤ National Telecommunication Commission License-Telecommunication ➤ Environmental Certificate of Compliance-Piggery, Poultry, Hospital, Gasoline Station, Cemeteries, Funeral Parlor 	<ul style="list-style-type: none"> ➤ Philippine Contractor Accreditation Board (PCAB) ➤ National Food Authority (NFA) ➤ Food and Drug Administration (FDA) ➤ Department of Labor and Employment (DOLE) ➤ Department of Trade and Industry (DTI) ➤ Philippine Overseas and Employment Administration (POEA) ➤ Banko Sentral ng Pilipinas ➤ Fertilizer and Pesticide Authority ➤ Optical Media Board Permit ➤ Department of Environment and Natural Resources (DENR) ➤ Land Transportation Franchising and Regulatory Board (LTFRB) ➤ Department of Energy (DOE) ➤ Department of Transportation and Communication (DOTC) ➤ National Telecommunication Commission (NTC) ➤ Department of Environment and Natural Resources (DENR)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Department of Tourism Accreditation- Hotels/Inn Tourist Accomodation, Travel Agency, Resort, Restaurant ➤ Operational Permit-water Station ➤ Certification of Traffic Division- Car repair, Motor works, Junk shop ➤ License to Operate from the Firearms and Explosive Unit-Firearms Dealer 		<ul style="list-style-type: none"> ➤ Department of Tourism (DOT) ➤ Department of Health (DOH) ➤ Philippine National Police-Laoag city ➤ Firearms and Explosive Unit, Camp Crame 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Files application for business permit	1. Evaluate the application and requirements	None	5 minutes	Administrative Officer II, Revenue Collection Clerk II, CTO Personnel
	1.1 Assess the taxes and fees to be paid ³	(Refer to the Office of the City Treasurer)	5 minutes	
	1.2 Print Tax Order of Payment (TOP)		5 to 10 minutes	License Inspector II, Administrative Aide III
2. Pay Taxes/Fees and Claim Business Permit	2. Collect payment of Taxes	(Refer to the Office of the City Treasurer)	5 minutes	Revenue Collectors
	2.1 Issue Official Receipt		3 minutes	License Officer II, III
	2.2 Issue Business Permit			Administrative Officer II
TOTAL			30-45 minutes	

Office or Division:	Office of the City Mayor - Permits and Licenses Division
Classification:	Simple
Type of Transactions:	G2C - Government to Citizen
Who may avail:	Applicants for Renewal of Business Permit/License

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Renewal of Business: <ul style="list-style-type: none"> ➤ Business Permit/Official Receipt - Preceding Year ➤ Barangay Clearance ➤ Community Tax Certificate ➤ Contract of Lease - if place is rented/ Notarized Consent - if the place is not rented ➤ Income Tax return -preceeding year ➤ Sanitary Permit/Health Certificate ➤ Fire Safety Inspection Certificate ➤ Certificate of Annual Building Inspection ➤ Clearances/Official Receipts, (Governor's Permit, BIR, SSS, Philhealth, Pag-ibig) 	<ul style="list-style-type: none"> ➤ Owner's Copy ➤ Barangay Chairman ➤ City Treasurer's Office ➤ Bureau of Internal Revenue ➤ City Health Office ➤ Bureau of Fire Protection ➤ City Engineer's Office ➤ Provincial Government, BIR, SSS, Philhealth, Pag-ibig

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files application for business permit	1. Evaluate the application and requirement	None	30 minutes	Administrative Officer II
	a. Assess the taxes and fees to be paid	(Refer to the Office of the City Treasurer)	30 minutes	Revenue Collector, Clerk II, CTO Personnel
	b. Print Tax Order of Payment		45 minute	License Inspector II Administrative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay Taxes/Fees and Claim Business Permit	1. Collect payment of taxes	(Refer to the Office of the City Treasurer)	30 minutes	Revenue Collectors
	a. Issue Official Receipt			License Officer II
	b. Issue Business Permit	None	45 minute	Administrative Officer II
TOTAL:		None	3-6 hours 15 minutes	

2. Granting an Individual Mayor's Permit (Working Permit)

Pursuant to Chapter 3, Article 3B.01 of City Ordinance 2001-016 series of 2001, it shall be unlawful for any person to exercise his profession, occupation or calling within the jurisdictional limits of the city, without acquiring from the proper city authorities, the Individual Mayor's Permit.

Office or Division:	Office of the City Mayor - Permits and Licenses Division	
Classification:	Simple	
Type of Transactions:	G2C - Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Mayor's Clearance ➤ Community Tax Certificate ➤ Health Certificate ➤ One (1) 2x2 ID picture ➤ Official Receipt (OR) of payment 		<ul style="list-style-type: none"> ➤ Office of the City Mayor ➤ Office of the City Treasurer ➤ City Health Office ➤ Office of the City Treasurer

Office or Division:	Office of the City Mayor - Permits and Licenses Division
Classification:	Simple
Type of Transactions:	G2C - Government to Citizen
Who may avail:	Applicants for New Business Permit/License

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Additional requiremnt for Guest Relations Officer (GRO)</p> <ul style="list-style-type: none"> ➤ Birth Certificate ➤ Notarized affidavit of employment by the applicant ➤ Certification of employment of the President of Discolandia Owner's association ➤ Community Taxz Certificate ➤ Certification of Disco owner ➤ ID picture 1x1 and 2x2 (1 pc) 	<ul style="list-style-type: none"> ➤ Philippine Statistics Authority ➤ Notary Public ➤ President of Discolandia Owner's Association ➤ Office of the City Treasurer ➤ Employer/Disco Owner

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	1. Provides application form	None	5 minutes	Revenue Col-lection Clerk II
2. Submit duly accom- plished application form with required documents	2. Receives accom- plished application form and evaluates documents submitted	None	5 minutes	Administrative Officer II
3. Pay the required fee at the Office of the City Treasurer (OCT)	3. Receives payment and issue Official Re- ceipt	110.00	10 minutes	Revenue Col- lectors, Office of the City Treas- urer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit the required documents	4. Receives and checks the completeness of the required documents and prepares Individual Mayor's Permit	None	30 minutes	Administrative Officer II, Revenue Collection Clerk II,
	4.1 Verifies the completeness of the required documents and re-views the permit		30 minutes	Local Revenue Collection Clerk II
	4.2 Signs the permit		30 minutes	City Mayor or his Authorized Designate
5. Receive the Permit and I.D.	5. Releases the permit and ID	None	15 minutes	Revenue Collectors
TOTAL		110.00	2 hours 5 minutes	

3. Granting Mayor's Clearance

Issuance of Mayor's Clearance

The Mayor's Clearance is a document that is usually availed of by individuals seeking employment or for a firearms license. This is usually a prerequisite for employment.

The Mayor's Clearance certifies the individual to be a resident of the city, of good moral character and is a law-abiding citizen.

Office or Division:	Office of the City Mayor - Permits and Licenses Division
Classification:	Simple
Type of Transactions:	G2C - Government to Citizen
Who may avail:	Individuals seeking employment or for a firearms license

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Community Tax Certificate ➤ Barangay Clearance ➤ Original Copy of Police Clearance ➤ Original Copy of Prosecutor's Clearance ➤ Original Copy of Municipal Trial Court Clearance ➤ Original Copy of Regional Trial Court Clearance ➤ Documentary Stamp (1) ➤ Official Receipt from the Office of the City Treasurer (OCT) ➤ Photocopy of all clearances (1 each) 	<ul style="list-style-type: none"> ➤ Office of the City Treasurer ➤ Barangay Chairman ➤ Philippine National Police ➤ City Prosecutor's Office ➤ Marcos Hall of Justice - Municipal Trial Court ➤ Marcos Hall of Justice - Regional Trial Court ➤ BIR/Office of the City Treasurer ➤ Office of the City Treasurer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document	1. Receives and checks the completeness of the required documents and prepare the clearance	None	15 minutes	Administrative Officer II Revenue Collection Clerk II
2. Payment of required fee	2. Accept payment and issue Official Receipt	75.00	5 minutes	Revenue Collectors, CTO
3. Affix signature and thumbmark on the clearance	3. Verifies the completeness of the required documents and reviews the clearance 3.1 Signs the clearance	None	15 minutes	Administrative Officer II City Mayor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the clearance	4. Releases the clearance	None	15 minutes	Administrative Officer II Revenue Collection Clerk II
TOTAL		75.00	1 hour 20 minutes	

4. Granting a Permit for the Use of the City Auditorium, City Basketball Court, City Tourist Bus and Conference Room

Issuance of a Special Mayor's Permit for the use of the City Auditorium, City Basketball Court, and City Conference Room.

In the interest of public service, it is the City Government's policy to make its facilities available for use by the public. The City Auditorium, Conference Room, Basketball Court and city bus may be used by the public upon payment of the necessary fees.

Office or Division:	Office of the City Mayor – Permits & License Division	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request addressed to the City Mayor indicating the date, time, and purpose.		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the approval letter request	1. Releases the approved letter request	None	5 minutes	Administrative Aide III
2. Pay the required fee at the Office of the City Treasurer (CTO)	2. Receives the payment and issue Official Receipt	<p>Laoag Multi-Purpose Hall – with Air condition- For the 1st 3 hours – P8,000.00</p> <p>Every hour thereafter – P1,500.00</p> <p>Without Air-condition-for the 1st 3 hours – P3,500.00</p> <p>Every hour thereafter – P500.00</p> <p>City Auditorium 1st 4 hours – P5,000.00 Every hour thereafter – P600.00</p>	2 minutes	Revenue Collectors, CTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Conference Room 1 st 4 hours – P2,500.00 Every hour thereafter – P500.00		
3. Submit the approved letter request and Official Receipt	3. Receives the approved letter request and Official Receipt and prepares the permit	None	5 minutes	Administrative Aide III
	3.1 Verifies the completeness of the required documents and reviews the permit	None	10 minutes	License Officer III
	3.2 Signs the permit	None	30 minutes	City Mayor or Authorized Designate
4. Receives the permit	4. Releases the permit	None	15 minutes	Administrative Aide III
TOTAL:			1 hour 10 minutes	

5. Granting a Permit to Conduct Motorcade, Parade and Procession

Parades, motorcades and/or processions within the city require a Mayor's Permit before their conduct.

Office or Division:		Office of the City Mayor – Permits & License Division		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Letter-request addressed to the City Mayor indicating the date, place, time, route (duly noted by the PNP Traffic Division at the DPS) of the parade/motorcade/ procession and purpose of the activity.</p> <p>Approved route of the parade/motorcade/ procession</p>		PNP Traffic Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approved letter request to be presented at the City Treasurer's Office	1. Releases the approved letter request	None	5 minutes	Administrative Aide III
2. Pay the required fee at the City Treasurer's Office	2. Receives the payment and issue official receipt	220.00 Free for Civic Military parades & religious procession	10 minutes	Revenue Collectors, CTO
3. Submit the approved letter request and official receipt	3. Receives the approved letter request and official receipt and prepares the permit	None	30 minutes	Administrative Aide III
	3.1 Verifies the completeness of the requirement and reviews the permit		30 minutes	License Officer III
	3.2 Signs the permit			City Mayor or Authorized Designate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receives the permit	4. Releases the permit	None	10 minutes	Administrative Aide III
TOTAL:		220.00	1 hour 30 minutes	

6. Granting a Peddler's Permit

Ambulant vendors within the city are required to secure a Peddler's Permit.

Office or Division:	Office of the City Mayor - Permits and Licenses Division			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	Peddlers/Traders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter Request ➤ Barangay Clearance ➤ Original Copy of Police Clearance ➤ Original Copy of Prosecutor's Clearance ➤ Health Certificate ➤ Official Receipt ➤ Photocopy of all requirements 		<ul style="list-style-type: none"> ➤ Client ➤ Barangay Chairman ➤ Philippine National Police ➤ City Prosecutor's Office ➤ City Health Office ➤ Office of the City Treasurer 		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents for evaluation	1. Reviews documents 1.1 Recommend the approval of the letter request.	None	5 minutes	Administrative Officer II, License Officer II License Officer III
Submit the letter request together with the required documents to the receiving clerk of CMO-Administrative Division for approval of the City Mayor	2. Receives the letter request and required documents 2.1 Approves the request	None	30 minutes	Administrative Division Personnel City Mayor or Authorized Designate
3. Receive approved letter request to be presented at the City Treasurer's Office	3. Releases approved letter request	None	5 minutes	Administrative Officer II
4. . Pay the required fee at the City Treasurer's Office	4. Receive payment and Issues Official Receipt	165.00	5 minutes	Revenue Collectors, CTO
5. Submit the approved letter request and official receipt	5. Receives the approved letter request and O.R prepares the permit 5.1 Signs the Permit	None	5 minutes	Administrative Officer II City Mayor or Authorized Designate
6. Receives the permit	6. Releases the permit	None	5 minutes	Administrative Officer II
TOTAL		150.00	1 hour 25 minutes	



7. Granting a Permit for Fund-raising/Solicitation

Persons, corporations, clubs, organizations or associations who intend to solicit or receive contributions for charitable, public welfare or conduct fund-raising activities require a Mayor's permit to do so.

Office or Division:	Office of the City Mayor - Permits and Licenses Division			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	Person, corporation, Organization, Association who intent to solicit, receive contributions for charitable, public welfare or conducting fund-raising activities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Approved Letter Request ➤ Official Receipts 		<ul style="list-style-type: none"> ➤ Office of the City Treasurer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the approved letter request with CSWDO Indorsement	1. Release approved letter request with CSWDO Indorsement	None	10 minutes	Administrative Aide III
2. Pay the required fee at the City Treasurer's Office	2. Receive payment and issue Official Receipt	500.00	10 minutes	Revenue Collector, CTO
	2.1 Prepare the permit		15 minutes	Administrative Aide III
	2.2 Signs the permit		30 minutes	City Mayor or Authorized Designate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the permit	3. Releases the permit and advises client to register tickets at the Office of the City Treasurer	None	10 minutes	Administrative Aide III
TOTAL			1 hour 15	

8. Transfer of Ownership of Business

In the case of a new owner to whom the business was transferred by sale or other form of conveyance said new owner shall be liable to pay the tax or fee for transfer of business.

Office or Division:	Office of the City Mayor - Permits and Licenses Division			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	New Owner of Business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter Request ➤ Business Permit ➤ Affidavit of Transfer ➤ Contract of Lease - if place is rented/ notarized ➤ DTI Registration - New Owner ➤ Death Certificate (if former owner is deceased) 		<ul style="list-style-type: none"> ➤ Office of the City Treasurer ➤ Notary Public ➤ Owner of the property ➤ Department of Trade and Industry ➤ Philippine Statistics Authority Local Civil Registrar 		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and evaluate the completeness of the requirements	None	5 minutes	Administrative Aide
	1.1 Recommends the approval of the letter request and endorse to the Administrative Office for approval of the City Mayor.		10 minutes	License Officer III
	1.2 Approves the letter request.		30 minutes	City Mayor or Authorized Designate
	1.3 Receive the approved letter request from Administrative Office.		10 minutes	Administrative Officer II
	1.4 Print Tax Order of Payment (TOP)		30 minutes	License Officer II
2. Receive the approved letter request and Tax Order of Payment (TOP)	2. Releases the approved letter request and TOP		15 minutes	Administrative Officer II
3. Pay the required fee at the Office of the City Treasurer	3. Receive payment and issue Official Receipt	500.00	10 minutes	Revenue Collector
4. Secure Business Permit	4. Issue checklist of requirement for business permit	None	10 minutes	Administrative Officer II
TOTAL			1 hour 15 minutes	

9. Transfer of Location of Business

Any business for which a city business tax has been paid by the person conducting it may be transferred and continued in any other place within the territorial limits of this city without the payment of additional tax during the period which the payment of the tax was made.

Office or Division:	Office of the City Mayor - Permits and Licenses Division			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	Business Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter Request ➤ Barangay Clearance ➤ Business Permit / O.R. (current Year) ➤ Contract of Lease - if place is rented/ notarized Consent - if the place is not rented ➤ PLIT Clearance with checklist 		<ul style="list-style-type: none"> ➤ Barangay Hall ➤ Owner's copy ➤ Owner of the property ➤ City Prosecutor's Office ➤ Permits and License Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and check the requirements	None	5 minutes	Administrative Officer II
2. Fill-up the sketch form	2. Receives the filled-up sketch form and schedule for inspection	None	10 minutes	License Officer II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Conduct the inspection of New location and sign the PLIT Inspection clearance evidencing that the business satisfies the requisite as to Zoning, Sanitation, Building, Electrical and Fire Protection		1 to 2 hours	Permits and Licenses Inspectorate Team (PLIT)
	2.2 Recommends the approval of the letter request		15 minutes	License Officer III
	2.3 Approves the letter request for Transfer of business location		1 hour	City Mayor or Authorized Designate
3. Receives the approved letter request	3. Releases the approved letter request and advise to secure business permit (refer to secure of granting business permit)	None	5 minutes	Administrative Officer II
TOTAL			2 - 3 hours 35 minutes	



Executive Services
Office of the City Mayor
Cooperative Services



1. Provision of Technical/Extension Services – Organization of Cooperatives

The City Government of Laoag provides technical services in the organization and registration of newly organized cooperative

Office or Division:	Office of the City Mayor - Cooperative Services			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	Organization (15 or more natural persons who are Filipino citizens of legal ages)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter request for the organization of cooperative	1. Receives letter request	None	30 seconds	Administrative Aide/Clerk (Casual/COS)
2. Provide data based on the economic survey form	2. Interview client as to their needs, problems if there is a need organize them into cooperative	None	30 minutes	Cooperative Officer
3. Enlist members who are willing interested to join the cooperative	3. Prepare general statement called the economic survey then evaluate if feasible	None	60 minutes	Cooperative Officer
4. Attendance to the orientation	4. Conduct orientation how to organize a cooperative to proposed members	None	180 minutes	Cooperative Officer Administrative Aide/Clerk (Casual/COS)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter request for the organization of cooperative	1. Receives letter request	None	30 seconds	Administrative Aide/Clerk (Casual/COS)
2. Provide data based on the economic survey form	2. Interview client as to their needs , problems if there is a need organize them into cooperative	None	30 minutes	Cooperative Officer
3. Enlist members who are willing interested to join the cooperative	3. Prepare general statement called the economic survey then evaluate if feasible	None	60 minutes	Cooperative Officer
4. Attendance to the orientation	4. Conduct orientation how to organize a cooperative to proposed members	None	180 minutes	Cooperative Officer Administrative Aide/Clerk (Casual/COS)
5. Draft the Articles of Cooperation and By-Laws	5. Assist in the drafting of cooperative by laws	None	1 day	Cooperative Officer
6. Adoption of Articles of Cooperation and By-laws	6. Facilitate meeting for the adoption	None	120 minutes	Cooperative Officer Administrative Aide/Clerk (Casual/COS)
7. Prepare Final Articles of Cooperation and By Laws				
8. Secure other requirements	8. Check other documents			
TOTAL:			1 day 6 hours 5 minutes 30 seconds	



2. Provision of Technical/Extension Services – Registration of Newly Organized Cooperative

Office or Division:		Office of the City Mayor – Cooperative Services		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Newly Organized Cooperative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	Receives documents	None	1 minute	Administrative Aide/Clerk (Casual/COS)
	1.1. Validate the completeness of all documents based on the validation checklist		60 minutes	Cooperative Officer
2. Send documents thru mail	2.1 Forward documents to the City Mayor for endorsement to CDA Regional Office for approval	None	10 minutes	Administrative Aide/Clerk (Casual/COS)
3. Receives Certificate of Registration	3. Receive duly approved Certificate of Registration from the regulatory agency	None	1 minute	Administrative Aide/Clerk (Casual/COS)
	3.1 Enter the name of the new cooperative in the Registry of Cooperatives 3.2 Issue Certificate of Registration		1 minute	Administrative Aide/Clerk (Casual/COS)
TOTAL:			1 hour 13 seconds	

3. Provision of Pre-Membership Education Seminar

The City Government of Laoag recognizes the need to provide Pre-Membership Education Seminar for new members of the cooperative.

Office or Division:	Office of the City Mayor - Cooperative Services
Classification:	Simple
Type of Transactions:	G2C - Government to Citizen
Who may avail:	Members of Cooperative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Must be a Filipino citizen of legal age ➤ Filled-out application for membership 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disseminate information schedule of training to concerned office	1. Prepares letter of invitation	None	10 minutes	Cooperative Officer
	1.1 Send letters of invitation		15 minutes	Administrative Aide/Clerk (Casual/COS)
Confirm participation	Get Confirmation from the participants	None	10 minutes	Administrative Aide/Clerk (Casual/COS)
2. Attend training	2. Conduct training	None	8 hours	Cooperative Officer
	2.1 Preparation of terminal reports	None	10 minutes	Cooperative Officer Administrative Aide/Clerk (Casual/COS)
TOTAL:			8 hours 45 minutes	



4. Capacity Building of Coop Officers

The City Government recognizes the need of continuing education program as part of capacity building of cooperative officers to become more effective and efficient leaders to carry out their roles and responsibilities.

Office or Division:		Office of the City Mayor – Cooperative Services		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Officers of Cooperative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives information on the schedule of training	1. Prepares Training proposal	None	60 minutes	Cooperative Officer
	1.1 Coordinate with Accredited Training Provider		25 minutes	Cooperative Officer
	1.2 Prepares and send letter of invitation		10 minutes	Cooperative Officer Administrative Aide/Clerk (Casual/COS)
Identify trainees	2. Confirm number of participants	None	10 minutes	
Attends training	3. Conducts training	None	Depends on the kind of training	Cooperative Officer Administrative Aide/Clerk (Casual/COS)
TOTAL:			1 hour 45 minutes	

5. Issuance of Certificate of Compliance

The city government provides assistance in securing Certificate of Compliance as a requirement in availing tax exemption.

Office or Division:		Office of the City Mayor – Cooperative Services		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Duly registered and operating cooperatives		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Cooperative Annual Progress Report ➤ Audited Financial Statement of the Cooperative ➤ Social Audit Report ➤ Governance and management Report ➤ List of Officers and Mandatory training undertaken 		<ul style="list-style-type: none"> ➤ Cooperatives 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To submit all requirements	Receives documents	None	15 min	Administrative Aide/Clerk (Casual/COS) Cooperative Officer
	1.1 Validate completeness of all documents		30 min	Administrative Aide/Clerk (Casual/COS)
	1.2 Prepares endorsement letter to the Cooperative Development Authority		5 min	
2. Send documents thru mail	Receives duly approved Certificate of Compliance from the regulatory agency	None	1 min	Administrative Aide/Clerk (Casual/COS)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Record the same at the registry of Certificate of Compliance		1 min	Administrative Aide/Clerk (Casual/COS)
3. Receive Certificate	3. Issue COC	None	1 min	Administrative Aide/Clerk (Casual/COS)
TOTAL:			53 minutes	



Executive Services
Office of the City Community
Affairs Officer

1. Provision of Local Employment Referrals (for applicants)

The City Government of Laoag provides employment assistance to job seekers/applicants through referral. Career guidance and counseling are also offered to assist the applicants/job seekers in going about the recruitment process in different companies.

Office or Division:	Office of the City Community Affairs Officer			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Job applicants/seekers through referral			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Curriculum Vitae/Resume with 2x2 ID pictures ➤ Transcript of Records or graduation certificate ➤ Form 138 for high school graduates ➤ Barangay Clearance 		<ul style="list-style-type: none"> ➤ School graduated ➤ School graduated ➤ Barangay Chairman/Secretary 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit yourself for interview and job matching	1. Show list of job vacancies	None	10 minutes	Community Affairs Officer III,II,I Community Affairs Asst. Adm. Aide I
2. Submit requirements	2. Reviews and assesses documents 2.1 Prepares referral letter of jobseekers who match qualification requirements of vacancies posted by employers.		5 minutes 2 minutes	Community Affairs Officer II & I Adm. Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Reviews and signs referral letter		15 minutes	City Mayor
Receive referral letter	3. Releases referral letter to the applicant. 3.1 Make follow-up to the employers regarding the status of the referred job seekers.	None	1 minute	Community Affairs Officer II Admin. Aide I
TOTAL:			33 minutes	

2. Provision of Local Employment Referrals (for employers)

Provision of assistance to employers/companies by conducting preliminary screening of applicants for referral. Employers must submit list of job vacancies to be posted on bulletin boards and other strategic areas at the City Hall.

Office or Division:	Office of the City Community Affairs Officer		
Classification:	Simple		
Type of Transactions:	G2C – Government to Citizen		
Who may avail:	Employers/Companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ Company/Employer Profile ➤ Job Vacancies/positions ➤ Number of persons to be hired ➤ Qualification requirements of applicants ➤ List of required documents to be submitted by the applicants 			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call or visit CAD-PESO office and provide the needed information.	1. Receives necessary information and input it in the data bank.	None	15 minutes	Community Affairs Officer III, II & I
2. Match applicants to job vacancies	2. Matches applicants' qualifications with your company's set of standards	None	30 minutes	Community Affairs Officer III, II & I
3. Request from referred applicants a PESO referral letter and other pertinent documents	3. Provides referral letter and other pertinent documents of qualified applicants.	None	5 minutes	Community Affairs Officer III, II & I
TOTAL:			50 minutes	

3. Issuance of Certificate of No Objection to Overseas Recruitment Agencies

Provision of assistance to recruitment agencies in acquiring a Certificate of no objection to recruit job applicants in Laoag City for job opportunities overseas.

Office or Division:	Office of the City Community Affairs Officer		
Classification:	Simple		
Type of Transactions:	G2C – Government to Citizen		
Who may avail:	Recruitment Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ Letter request addressed to the City Mayor ➤ POEA License ➤ Job Orders ➤ Affidavit of Undertaking ➤ Authorization letter of the General Manager of the Agency 		<ul style="list-style-type: none"> ➤ POEA ➤ Recruitment Agency ➤ Recruitment Agency ➤ Recruitment Agency 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents.	1. Receive documents	None	5 minutes	Community Affairs Officer II & I Admin. Aide I
	1.1 Reviews/scrutinizes documents submitted		5 minutes	City Community Affairs Officer, CAO IV, II and I
	1.2 Refer to the POEA.gov.ph, to verify if recruitment agency is licensed.		2 minutes	City Community Affairs Officer, CAO IV, II and I
	1.3 Endorses documents to the City Mayor		2 minutes	CAO IV, II and I
2. Receive certificate of no objection	2. Releases approved certificate of no objection.	None	2 minutes	Community Affairs Officer III, II & I
TOTAL:			16 minutes	

4. Provision of Special Program for Employment of Students (SPES)

The Special Program for the Employment of Students (SPES) aims to help poor but deserving In and Out-of School Youths (IOSYs) in pursuing their education by encouraging their employment during summer break under RA 10917.



Office or Division:	Office of the City Community Affairs Officer	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	In and Out-of-School Youths	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Photocopy of Birth Certificate or any document indicating date of birth or age (age must be 15-30 y/o) ➤ Photocopy of the latest Income Tax Return (ITR) of parents/legal guardian or certification issued by BIR that the parents/guardians are exempted from payment of tax or original certificate of indigence or original Certificate of Low Income issued by the Barangay or DSWD/CSWD where the applicant resides ➤ For Students, any of the following in addition to 1 & 2 requirements: <ul style="list-style-type: none"> • Photocopy of proof of average passing grade such as (1) class card or (2) Form 138 of the previous semester or year immediately preceding the application; or • Original copy of Certification by the School Registrar as to passing grade immediately preceding semester/year if grades are not yet available ➤ For Out-of-School-Youth, original copy of Certification as OSY issued by DSWD/CSWD or authorized individual/ agency 		<ul style="list-style-type: none"> ➤ PSA, Local Civil Registrar ➤ Bureau of Internal Revenue ➤ School ➤ School Registrar ➤ DSWD/CSWD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about SPES program	1. Initial screening and interview of applicants	None	10 minutes	Community Affairs Officer II, Sports & Games Regulations Officer I, Community Affairs Asst.
2. Submits application letter and requirements	2. Receives and reviews letter request and requirements	None	10 minutes	Community Affairs Officer II, Sports & Games Regulations Officer I, Community Affairs Asst., Adm. Aide I
	2.1 Approves applications	None	5 minutes	City Mayor
	2.2 Prepares and post list of hired applicants	None	8 hours	Community Affairs Officer II
3. Attends orientation	3. Conduct orientation	None	4 hours	Community Affairs Officer II, Sports & Games Regulations Officer I, Community Affairs Asst.
4. Reports to assigned office	4. Supervise hired students/OSYs under SPES	None		Community Affairs Officer II, Sports & Games Regulations Officer I, Community Affairs Asst
5. Receives salary	5. Distributes salary	None	5 minutes	City Mayor City Community Affairs Officer CTO, Cash Division Staff
TOTAL:			12 hours and 30 minutes	



5. Processing of Claims for Livelihood Assistance i.e. Animal Dispersal (Pig, Goat and others)

Livelihood assistance is given by the City Government to various individuals or groups in the conduct of Barangay Outreach Program of the city government.

Office or Division:	Office of the City Community Affairs Officer			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter Request of Barangay Resolution ➤ City Mayor's approval of the request 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request or barangay resolution	1. Receives, reviews letter-request and requirements	None	2 minutes	Community Affairs Asst., Adm. Aide I
	1.1 Forwards letter request to the City Mayor for approval		3 minutes	Community Affairs Asst., Adm. Aide
	1.2 Approves letter request		5 minutes	City Mayor
	1.3 Prepares and process contract and insurance		2 minutes	Community Affairs Asst., Adm. Aide
2. Reviews and signs contract	2. Orient recipient/s of the content of the Contract and other responsibilities	None	5 minutes	Community Affairs Officer II, Community Affairs Asst.,

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives livelihood assistance	3. Awards livelihood assistance to recipients	None	3 minutes	City Mayor City Community Affairs Officer, Community Affairs Asst.
TOTAL:			20 minutes	

6. Processing of Claims for Prizes for the “Search for the Cleanest, Greenest, Most Productive, and Safest Barangay and Public Schools of Laoag City”

Office or Division:	Office of the City Community Affairs Officer			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	Winners in the Search for the Cleanest, Greenest, Most Productive and Safest Barangays and Public Schools in Laoag City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Project proposal in the form of a Barangay resolution or Program of work ➤ Approval of the City Mayor 		<ul style="list-style-type: none"> ➤ Barangay Council or Office of the City Engineer ➤ Office of the City Mayor 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receives and verifies requirements	None	1 minute	Community Affairs Officer I
	1.1 Confirms recipient's name from the list of winners		2 minutes	Community Affairs Officer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receives and verifies requirements	None	1 minute	Community Affairs Officer I
	1.1 Confirms recipient's name from the list of winners		2 minutes	Community Affairs Officer I
	1.2 Prepare and processes pertinent documents i.e. purchase request, voucher, etc.		1 week	Community Affairs Officer
	1.3 Forwards documents to the City Mayor for approval		3 minutes	Community Affairs Officer
2. Receives the prize at the Cash Division, Office of the City Treasurer	2. Advices recipient to receive the cash prize at the Cash Division, Office of the City Treasurer	None	1 minute	Community Affairs Officer
TOTAL			1 week and 7	

The winners of the City Government's Annual Search for the Cleanest, Greenest, Most Productive and Safest Barangays and Public Schools of Laoag City are given incentives. With the City Mayor's endorsement, the Community Affairs Office is tasked to process these claims.

7. “Sama-Summer” Together Program

The City Government of Laoag provides free sports clinic and art workshops for children ages 5-18 years old and a resident of Laoag City.

The program is conducted during Summer.

The activities offered are: Sports – Basketball, Volleyball, Badminton, Chess, Football, Athletics, Swimming, Sepak Takraw, Taekwondo, Archery, Gymnastics, Table Tennis, Baseball, Softball, Lawn Tennis, Futsal. Art Workshops – Music (singing, guitar lesson, voice lesson); Art (drawing, painting, dancing, basic photography, acting and directing); Cooking and Academics – Public Speaking, Creative Writing, Computer Tutorial, Personality Development and Methods of Research.

Office or Division:	Office of the City Community Affairs Officer
Classification:	Simple
Type of Transactions:	G2C - Government to Citizen
Who may avail:	Children ages 5-18 years old and residents of Laoag City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Certificate of residency ➤ Photocopy of Birth Certificate ➤ Consent of parent or guardian 	<ul style="list-style-type: none"> ➤ Barangay Chairman ➤ PSA/Local Civil Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for evaluation (2 weeks before the start of the program)	1. Receive and evaluate requirements	None	5 minutes	Sports and Games Regulations Officer I
2. Register	2. Receives registration	None	1 minute	Sports and Games Regulations Officer I
3. Attend orientation	3. Conducts orientation (a day before the start of the program)	None	60 minutes	Sports and Games Regulations Officer I



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Attend classes/sports activities	4. Conducts classes/sports activities	None		Trainers and Coaches
5. Attend/join the Culminating Activities	5. Prepare for the culminating activities	None		Sports and Games Regulations Officer I Trainers and Coaches
TOTAL:			1 hour & 6 minutes	



Executive Services
Office of the City Human Resource
Management Officer



1. Employment with the City Government

In case a vacant position exist, employment to the City Government of Laoag is open for all. Applicants should possess the required minimum qualification standard and specified competencies. There shall be a publication of vacant positions posted at the Civil Service Commission Regional Office No. 1 and Ilocos Norte Provincial Field Office websites, CHRMO bulletin board, at the staircase of the city hall and at the bulletin board of the Laoag City Public Market and Commercial Complex for fifteen (15) calendar days. Vacant positions shall also be published at the Laoag City website and in email addresses of offices of the City Government of Laoag. Deadline of submission of application letters shall be as indicated in the publication/posting.

Office or Division:	Office of the City Human Resource Management Office	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Pre-Employment <ul style="list-style-type: none"> ➤ Application Letter ➤ Resume / Form 212 ➤ Authenticated Transcript of Records / Certification of Units earned ➤ Original copy of authenticated Certificate of Eligibility/ies ➤ Certificate of Board / Bar Rating/s ➤ Valid PRC License ➤ Certificate of Employment, if any ➤ Service Record, if any ➤ Certificate of Training/s ➤ Performance Evaluation 		School graduated Civil Service Commission Professional Regulation Commission (PRC) Professional Regulation Commission (PRC) Employer Employer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Employment</p> <ul style="list-style-type: none"> ➤ Subscribed Form 212 ➤ Work Experience Sheet (WES) <p>Photocopy of the following:</p> <ul style="list-style-type: none"> ➤ Authenticated Transcript of Records / Certification of Units earned ➤ Original PSA Birth Certificate ➤ Original PSA Marriage Certificate, if married ➤ CENOMAR (if single with child/ren) ➤ Authenticated original copy of Certificate of Eligibility/Rating ➤ Authenticated PRC Liscence ➤ Authenticated Certificate of Registration ➤ Certificate of Training/s ➤ Performance Evaluation for the last rating period (IPCR), if any ➤ Medical Certificate (blood test, urinalysis, chest x-ray & drug test) ➤ Psychological Test ➤ Valid NBI Clearance 	<p>Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority (PSA)</p> <p>Civil Service Commission (CSC)</p> <p>Professional Regulation Commission (PRC) Professional Regulation Commission (PRC)</p> <p>Employer</p> <p>National Bureau of Investigation</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Regular Plantilla Positions				
1. Submit or file application letter specifying the position desired with complete supporting documents/requirements	<p>1. Receive application letters, documents/requirements and assess completeness.</p> <p>1.1 Record application letters in the logbook and forward to the CMO -Administrative Division Receiving Staff / CVMO Staff</p> <p>1.2 Receive application letters, documents / requirements for the City Mayor / City Vice Mayor</p>	None	<p>10 minutes per application</p> <p>5 minutes per application</p> <p>2 minutes</p>	<p>HRM Staff: Administrative Aide IV (HRM Aide)</p> <p>HRM Staff: Administrative Aide IV (HRM Aide)</p> <p>CMO Administrative Division Receiving Staff / CVMO Staff</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Take the examination for applicants (new or old for promotion)	2. Give/administer examination to the applicant 2.1 Application letter with requirements is returned to the CHRM Office 2.2 Prepare the List of Contenders 2.3 Prepare and evaluate Comparative Assessment of employees before screening 2.4 Schedule screening of applicants	None	1 hour 2 minutes per applicant 15 minutes per applicant 15 minutes per applicant 5 minutes	HRM Staff: Administrative Aide IV (HRM Aide) CMO Administrative Division Receiving - Releasing Staff / CVMO Staff HRM Staff: Administrative Assistant II (HRM Assistant) HRM Staff: CHRMO Supervising Administrative Officer (HRMO IV) Administrative Officer IV (HRMO II) HRMPSB Chairman
3. Receive notice of screening	3. Prepare and issue notice of screening to applicants and HRMPSB Members	None	10 minutes per application	HRM Staff: Administrative Assistant II (HRM Assistant)
4. Attend the screening	4. Screening of applicants by the HRMPSB 4.1 Act as secretariat of the HRMPSB	None	20 minutes per applicant	HRMPSB Chairman and Members HRM Staff: Administrative Officer V (HRMO III) Administrative Asst. II (HRM Assistant)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Final review of the Comparative Assessment of employees		15 minutes per position	HRM Staff: City CHRMO (CGDH I)
	4.3 Prepare Resolution of the result of the screening		10 minutes per position	HRM Staff: Supervising Administrative Officer (SAO)
	4.4 Facilitate the signing of comparative assessment and resolution by the HRM-PSB Members		45minutes per position	HRM Staff: Supervising Administrative Officer (HRMO IV) and Administrative Aide IV
	4.5 Sign Comparative Assessment and Resolution		5 minutes	Chairman and Members of the HRMPSB
	4.6 Selects applicant to be appointed		10 -15 minutes	The City Mayor or the City Vice Mayor
	4.7 Inform the appointee and requires additional supporting documents, if any.		3 minutes	HRM Staff: CHRMO (CGDH I) & Administrative Officer V (HRMO III)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit additional requirement	5. Receive, review and verify documents submitted 5.1 Prepare and process appointment papers		10 minutes 4 hours	HRM Staff: Administrative Officer V (HRMO III) HRM Staff: CHRM (CGDH I), Supervising Administrative Officer (HRMO IV), Administrative Officer V (HRMO III)
6. Sign appointment and supporting documents	6. Sign appointment papers	None	5 minutes per person/signaturee	CHRM, Department Head Concerned, HRM-PSB Chairman, City Accountant, Appointing Authority (City Mayor or City Vice-Mayor)
7. Secure Employee Number	7. Issue Employee Number and advise appointee to secure identification card	None	2 minutes	HR Staff: assigned hand punch machine in-charge
8. Secure Identification Card	8. Issue ID to appointee	None	10 minutes	Assigned employee who issues ID - CMO-License Division
9. Register at the machine recording the attendance	9. Register the appointee in the machine used in recording attendance	None	5 minutes	HR Staff: assigned/in-charge of hand punch machines
10. Receive appointment papers	10. Release appointment papers to the appointee	None	2 minutes	HR Staff: Supervising Administrative Officer (SAO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Undergo Office Procedural Training and Examination	11. Conduct office procedural training & examination 11.1 Make sure appointee underwent office procedural training	None	1 hour 5 minutes to verify	Assigned Office Trainer of the Department where appointee reports. Administrative Officer II (HRMO I) / in charge of training
TOTAL:			8 hours & 38 minutes	

2. Employment with the City Government for Casual, Contractual, Contract of Service

Office or Division:	Office of the Human Resource Management Officer		
Classification:	Simple		
Type of Transactions:	G2C - Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Pre-Employment <ul style="list-style-type: none"> ➤ Application Letter ➤ Resume / Form 212 Phptpcopy of the following: <ul style="list-style-type: none"> ➤ Authenticated Transcript of Records / Certification of Units Earned ➤ Certificate of Eligibility/ies ➤ Certificate of Board / Bar Ratings/s ➤ Valid PRC License ➤ Certificate of Employment, if any ➤ Service Record, if any ➤ Certificate of Training/s ➤ Performance Evaluation 		<ul style="list-style-type: none"> ➤ School ➤ Civil Service Commission ➤ Professional Regulation Commission ➤ Professional Regulation Commission ➤ Employer ➤ HRMO ➤ Employer 	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Employment <ul style="list-style-type: none"> ➤ Subscribed Form 212 ➤ Original Authenticated Transcript of Records/Certificate of Units Earned ➤ Authenticated Original Copy of Certificate of Eligibility/ies ➤ Authenticated Certificate of Board/Bar Ratings ➤ Authenticated PRC License ➤ Authenticated Certificate of Registration ➤ Certificate of Employment, if any ➤ Service Record, if any ➤ Certificate of Training/s ➤ Performance Evaluation for the las 2 rating periods , if any ➤ Original PSA Birth Certificate ➤ Original PSA Marriage Certificate, if married ➤ Medical Certificate (blood test, urinalysis, chest x-ray & drug test) 		<ul style="list-style-type: none"> ➤ School ➤ Civil Service Commission (CSC) ➤ Professional Regulation Commission ➤ Professional Regulation Commission ➤ Professional Regulation Commission ➤ Employer ➤ Employer ➤ Employer ➤ Philippine Statistics Authority ➤ Philippine Statistics Authority ➤ Hospital/Clinic ➤ National Bureau of Investigation 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or file application letter specifying the position desired with complete supporting documents/ requirements	1. Receive application letter and assess for completeness	None	10 minutes	Administrative Aide IV (HRM Aide)
	1.1 Record application letter in the logbook and forward to the CMO-Adm. Division receiving staff/ CVMO staff		5 minutes	Administrative Aide IV (HRM Aide)
	1.2 Receive application letter with supporting documents/ requirements		2 minutes	CMO Admin Division Receiving Staff / CVMO Staff

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Take the examination (new and old for promotion)	2. Give/administer examination to the applicant	None	1 hour	Administrative Aide IV (HRM Aide)
	2.1 Application letter is returned to the CHRMO with marginal note/instruction		2 minute	CMO Admin Division Receiving Staff/ CVMO
	2.2 Select applicant to be appointed		10-15 minute	The City Mayor or the City Vice Mayor
	2.3 Inform the appointee and require additional supporting documents, if any		3 minutes	CHRMO (CGDHI) and Administrative Officer V (HRMO III)
3. Submit additional requirements	3. Receive, review & verify documents submitted		10 minutes	Administrative Officer V (HRMO III)
	3.1 Prepare and process appointment papers		4 hours	CHRMO (CGDHI) Supervising Administrative Officer (HRMO IV), Admin. Officer V (HRMO III)
4. Sign appointment and supporting documents	4. Sign appointment	None	5 minutes	CHRMO, Department Head concerned, City Administrator, City Budget Officer, City Accountant, City Treasurer, Appointing Authority (City Mayor or City Vice Mayor)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Secure Employee Number	5. Issue Employee Number and advise appointee to secure identification card	None	2 minutes	HR Staff: assigned hand punch machine in-charge
6. Secure Identification Card	6. Issue ID to appointee	None	10 minutes	Assigned employee who issues ID - CMO License Division
7. Register at the hand punch machine	7. Register the appointee in the hand punch machine	None	5 minutes	HR Staff: assigned hand punch machine in-charge
8. Receive appointment/ contract papers	8. Release appointment/ contract papers to the appointee	None	2 minutes	Release appointment/ contract papers to the appointee
9. Undergo Office Procedural Training and Examination	9. Conduct office procedural training & examination 9.1 Make sure appointee underwent office procedural training	None	60 minutes 5 minutes to verify	Assigned Office Trainor of the Department where appointee reports Administrative Officer II (HRMO I) /in charge of training
TOTAL			6 hours & 38 minutes	



Legislative Services
Office of the Secretary to the
Sanggunian Panlungsod



1. Provision of Legislative Services

The City Government of Laoag through the Office of the City Secretary to the Sanggunian provides copies of Sanggunian Panlungsod documents.

LEGAL BASIS:

- * Rule VII, Art. 122(a) (v) of IRR-R.A. 7160
- Title 5, Article one, Sec. 469 © (5) of R.A. 7160 which states: The Secretary to the Sanggunian shall furnish, upon request of any interested party, certified copies of records of public character in his custody, upon payment to the Treasurer of such fees as may be prescribed by ordinance.
- EO 2 - Freedom of Information; CO 2017-037; Laoag City Information Manual
- RA 10173 Data Privacy Act of 2012
- RA 9485 - Anti-Red Tape Act
- RA 11032 - Ease of Doing Business

Office or Division:	Office of the City Secretary to the Sanggunian			
Classification:	Simple			
Type of Transactions:	G2C - Government to Citizen			
Who may avail:	Concerned Agency/Citizen of Laoag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request specifying the document				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request	1. Receives letter request	N/A	2 minutes	Administrative Officer II
	1.1 If disapproved, secretary advises requesting party		10 minutes	Revenue Collection Clerk II
	1.2 If approved, requesting party is instructed to pay the fees			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay at the Office of the City Treasurer	2. Accepts payment and issue Official Receipt	50.00/page 50.00 Secretary's Fee	2 minutes	Revenue Collectors, CTO
3. Present Official Receipt to Adm. Aide I	3. Checks the Official Receipt; indicates OR information 3.1 Prepares the documents requested	N/A	15 minutes	Administrative Officer III Administrative Aide I
4. Receive the requested documents	4. Issuance/release of requested document to acknowledge "Received" by requesting party	N/A	15 minutes	Administrative Officer III Administrative Aide I
TOTAL		Depend on the number of pages	44 minutes	



Social Services

Office of the City Social Welfare
and Development Officer



1. Provision of Assistance in Crisis Situation

The City government of Laoag through the Office of the City Social Welfare and Development Officer provides emergency financial assistance and/or referrals to individuals and families who are in extremely crisis situation and have inadequate resources subject to availability of funds. Referrals may also be made to support the client.

Office or Division:	Office of the City Social Welfare and Development Officer			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Death of family member Stranded in the city Incapable of working & living alone Seriously afflicted/sick			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Death Certificate/Medical Abstract or Certificate ➤ Certificate of Indigency		Philippine Statistics Authority, Local Civil Registrar Barangay Chairman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Interviews and assess qualification of applicant	None	30 minutes	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
2. Submit Certification of Indigency from Brgy. Chairman	2. Prepares the Aid to Individual Crisis Situation (AICS) form and voucher	None	30 minutes	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Interviews and assess qualification of applicant	None	30 minutes	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
	2.1 Processes and approves AICS Assistance		5 minutes	City Social Welfare & Development Officer
3. Receives financial assistance	3. Gives financial assistance and refers you to the following: - Funeral Parlor - Transport Companies	None	5 minutes	City Social Welfare & Development Officer
TOTAL			1 hour & 10 minutes	

2. Issuance of Certificate of Indigency

The City Government of Laoag through the Office of the city Social welfare and development Officer provides a Certificate of Indigency to individuals who may wish to avail of the services of different agencies such as, but not limited to the following:

1. Ilocos Norte Electric Cooperative - free electrical installation
2. Public Attorney's Office - legal assistance
3. PHILHEALTH - medical assistance
4. NGO Projects/Missions- surgical, medical, dental, optometric, feeding programs and Christmas gif-giving.



Office or Division:	Office of the City Social Welfare and Development Officer			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Families who are in the master list of indigents certified by the Punong Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Barangay Certification of Indigency		Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Refers client to concerned social worker 1.1 Interview client 1.2 Conducts home visit	None	1 minute 10 minutes 30 minutes	Houseparent Admin. Aide III Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
2. Submit Brgy. Certification of Indigency	2. Prepares Certificate of Indigency	None	5 minutes	Citywide Man-power Development Assistant Social Welfare Assistant
3. Receives Certificate of Indigency	3. Approves/releases Certificate of Indigency	None	5 minutes	City Social Welfare & Development Officer
TOTAL			51 minutes	

3. Enrolment of Pre-Schoolers to Program in Child Development

The City Government of Laoag ensures the full development of the child by providing Day Care Service program for all Pre-schoolers. Day Care kits are given free. Currently there are 91 Day Care Centers.

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Children ages 2-4 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Birth Certificate of the Child ➤ Health/ECCD Card 		Philippine Statistics Authority, Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register child at the nearest Day Care Center	1. Accepts registrant	50.00	1 minute	Child Development Worker
2. Fill-outs forms	2. Receives and assesses form and birth certificate 2.1 Conducts initial assessment to the children using the ECCD checklist	None	5 minutes 5 minutes/child	Child Development Worker
3. Send children to attend regular classes	3. Conducts Day Care classes 3.1 Conducts final assessment to the children using the ECCD checklist	None	4 hours/session 5 minutes/child	Child Development Worker
4. . Attend Meetings	4. Conducts initial and regular meetings with parent	None	1 hour	Child Development Worker
TOTAL		50.00	16 minutes/child excluding number of hours/sessions	

4. Provision of Skills Training Program

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides skills training programs to individuals, groups, communities to increase their employability and enable them to take advantage of employment opportunities.

SUGGESTED TRAINING PROGRAMS:

Sewing craft (exclusively for the PSCB)	160 hours
Barangay Electrician	120 hours
Building Wiring Electrician	96 hours
Cosmetology	120 hours
Small Engine Repair & Maintenance	120 hours
Motorcycle Repair	120 hours
Silk Screen Printing	96 hours
Welding & Metal Fabrication	96 hours

Office or Division:	Office of the City Social Welfare and Development Officer			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Are 18-59 years old (male/female) Are willing to transfer skills Have positive attitude towards work Are not pregnant or nursing mothers (for sewing craft female trainees only) Are physically and mentally fit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Barangay Certificate of Residency ➤ Medical Certificate		Punong Barangay Hospital/Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Accepts registrants and conducts interview	None	30 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit re-quirements	2. Receive requirements 2.1 Conducts initial meeting with trainees	None	1 hour	Community-based Social Welfare Assistant-CTEC Center-based (PSCBDW)
3. Attends training	3. Conducts actual training 3.1 Monitors training	None	Required no. of training hours depends on the area of interest	Productivity & Skills Capability Building for Women-Trainor Project Evaluation Officer II
4. Apply for trade -test	4. Assesses and refers trainees to Technical Education and Skills Development Authority (TESDA)	None	30 minutes	Social Welfare Assistant-CTEC
TOTAL			2 hours + required number of training hours	



5. Promotion of the Welfare of Socially Disadvantage Women

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides social services to women victims of exploitation, domestic violence and all forms of abuse.

SERVICE COVERAGE:

- Rescue and recovery of victim/s
- Counseling
- Assistance in filing a case
- Provision of temporary shelter
- Referral to other service agencies

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Battered women Maltreated women (women who are emotionally-disturbed, economically abused) Rape victims Victims of involuntary prostitution Women victims of mismanagement (illegal recruitment)		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Discuss problems and provide related information	2. Interviews and counsels	None	1 hour	Team I Social Welfare Officer III Social Welfare Officer I
3. Receive referral and proceed to other concerned agencies like PNP, Hospital, Prosecutor's Office etc., if necessary	3. Refers client to other agencies	None	30 minutes	Social Welfare Assistant Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
4. Present result of referral	4. Follows-up service	None	30 minutes	Citywide Manpower Development Assistant Social Welfare Assistant
TOTAL			2 hours and 1 minutes	

6. Provision of Physical Restoration/Assistive Device

The City Government of Laoag through the Office of the City Social Welfare and Development Officer assists differently-abled persons integrate into the mainstream of community life through the provision of assistive devices.



Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Orthopedically handicapped, visually impaired, Immobile individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Barangay Certification of Indigency ➤ Request Letter to Local Chief Executive ➤ Medical Certificate ➤ Whole body picture 		Punong Barangay Hospital/Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Refer client to concerned worker	None	1 minute	Manpower Development Assistant
2. Apply for the needed Assistive Device (Personal Appearance not necessary, nearest kin/ Brgy. Officials can represent the Client)	2. Interview client	None	15 minutes	Manpower Development Assistant
3. Submit Brgy. Certification of Indigency, Medical Certificate and whole-body picture	3. Conducts home visit, assesses eligibility and determine assistive device needed 3.1 Prepares and processes documents required for the purchase of the device needed	None	30 minutes	Manpower Development Assistant
4. Receive assistive devices	4. Releases assistive device	None	5 minutes	City Mayor's Office, CSWDO
	4.1 Follows-up clients provided with the assistive devices	None	15 minutes	Manpower Development Assistant
TOTAL			1 hour and 6 minutes	

7. Provision of Care and Protection of Children Under Difficult Circumstances

The City Government of Laoag through the Office of the City Social Welfare and Development Officer assists children and youth whose basic needs are deliberately unattended by their parents or guardians or are victims of any form of abuse.

SERVICES OFFERED:

- Surveillance, rescue and recovery
- Counseling
- Referral to the Philippine National Police (PNP)
- Assistance in filing a case in court
- Temporary shelter and custodial care
- Family integration and reconciliation

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Abandoned and neglected children Physically-abused children Sexually-abused children Emotionally-abused children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Discuss problems and provide related information	2. Interviews and counsels	None	1 hour	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
3. Proceed to other concerned agencies like PNP, Hospital, Prosecutor's Office etc., if necessary	3. Refers client to other agencies	None	30 minutes	Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant Citywide Manpower Development Assistant
4. Present result of referral	4. Follows up service	None	30 minutes	Social Welfare Assistant
TOTAL			2 hours and 1 minute	

8. Provision of Special Social Services

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides referrals, endorsements to government and non-government organizations, hospitals and other institutions providing social service assistance to: mentally challenged clients, mendicants, drug dependents, senior citizens, needy adults, and indigent clients.

SERVICE COVERAGE:

- Referrals/endorsements
- Gift-giving
- Medical/dental missions

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Certificate of Residency from the Punong Barangay ➤ Medical Certificate as necessary 		Punong Barangay Hospital/Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Discuss problems and provide related information	2. Interviews and counsels	None	1 hour	Team I Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
3. Submit Certificate of Residency and Medical Certificate (if applicable)	3. Receives requirements and prepares referral/ Social Case Study Report (SCSR)	None	30 minutes	Team II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
4. Receive SCSR/ Referral Letter	4. Issues referral/ SCSR	None	2 minutes	Social Welfare Assistant
5. Proceed to other concerned agencies (as necessary)	5. Refers client to other agencies	None	2 minutes	Citywide Manpower Development Assistant Social Welfare Assistant
TOTAL			1 hour and 35 minutes	

9. Receiving Requirements for Fund-Raising/Solicitation

The City Government of Laoag issues solicitation/ fund raising permit to various organizations/ associations. The Office of the City Social Welfare and Development Officer receives the requirements and endorses back the application to City Mayor's Office for granting of permit.

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Accomplished Application for Solicitation Form ➤ Letter of Request addressed to the City Mayor ➤ Copy of Minutes of Organizations' Meeting ➤ Copy of Constitution and By-Laws 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of the Letter of Request to the Office of the City Mayor– Administrative Division, approach personnel at CSWDO to submit requirements	1. Receives and reviews letter request endorsed by the City Mayor's Office (CMO) 1.1 Advises representative to pay solicitation fee at the Office of the City Treasurer	None	5 minutes 1 minute	Social Welfare Assistant-Admin. Administrative Aide IV
2. Pay Solicitation Fee at CTO	2. Accepts the payment 2.1 Issues the Official Receipt	500.00	5 minutes	Revenue Collection Clerk, CTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of the Letter of Request to the Office of the City Mayor– Administrative Division, approach personnel at CSWDO to submit requirements	1. Receives and reviews letter request endorsed by the City Mayor’s Office (CMO) 1.1 Advises representative to pay solicitation fee at the Office of the City Treasurer	None	5 minutes 1 minute	Social Welfare Assistant-Admin. Administrative Aide IV
2. Pay Solicitation Fee at CTO	2. Accepts the payment 2.1 Issues the Official Receipt	500.00	5 minutes	Revenue Collection Clerk, CTO
3. Present Official Receipt to the CSWDO)	3. Checks Official Receipt 3.1 Endorses application to the CMO	None	5 minutes	City Social Welfare & Development Officer
4. Brings endorsement letter to City Mayor’s Office for granting of permit	4. Receives endorsement letter	None	2 minutes	Receiving Clerk, CMO
5. Submit Financial Statement upon completion of the fund raising	5. Receives duly accomplished Financial Statement	None	5 minutes	Social Welfare Assistant (Admin.) Admin. Aide IV
TOTAL			23 minutes	

10. Provision of Self-Employment Assistance Program

The City Government of Laoag through the Office of the City Social Welfare & Development Officer provides interest-free capital assistance and other livelihood-oriented services to deserving and needy individuals, groups and organizations.

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Proof of existing projects ➤ Certification from the Punong Barangay that applicant's monthly family income is not more than Php6,000.00 		Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Refers client to concerned social worker	None	1 minute	Houseparent Admin. Aide III
2. Present proof of existing project and certification from the Punong Barangay for evaluation and assessment	2. Interviews applicant 2.1 Conducts home visit and evaluates the projects	None	10 minutes 2 hours	<u>Team I & II</u> Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant <u>Citywide</u> Manpower Development Assistant Social Welfare Assistant



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend Basic Business Management Skills Development (BBMSD) Training)	3. Coordinate the conduct of BBMSD Training	None	9 hours	Project Evaluation Officer II
4. Prepare Project Feasibility Study	4. Prepares Project Feasibility Study 4.1 Prepares Contract of Payment	None	1 hour 10 minutes	Team I & II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant Citywide Manpower Development Assistant Social Welfare Assistant
5. Sign Contract of Payment	5. Approves and signs contract 5.1 Forwards voucher and other document to concerned departments for signature 5.2 Receives capital assistance from the Office of the City Treasurer (OCT)	None None None	5 minutes 10 minutes 3 minutes	City Social Welfare & Development Officer Admin. Aide IV Admin. Aide IV
6. Receives capital assistance	6. Releases capital assistance	None	10 minutes	Cashier, CTO
TOTAL			12 hours 50 minutes	

11. Provision of Disaster Relief Assistance

The City Government of Laoag through the Office of the City Social Welfare and Development Officer provides assistance to individual and families who are victims of natural and man-made calamities such as typhoons, floods, fire, etc.

Office or Division:		Office of the City Social Welfare and Development Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to Brgy. Chairman the extent of damage (flooded, injured, damaged house, death, missing, etc.) Brgy. Captain consolidates the initial report and forwards the list of affected families to the CRRM secretariat	1. Receives list of affected families from the CDRRM Secretariat and endorses to concerned social workers	None	1 minute	Team I & II Social Welfare Officer III Social Welfare Officer I Social Welfare Assistant
	1.1 Verifies reports of Brgy. Chairmen		10 minutes	Citywide
	1.2 Submits result of assessment to CSWDO and CDRRM Secretariat		5 minutes	Manpower Development Assistant Social Welfare Assistant
	1.3 Prepares allocation of relief goods		10 minutes	Admin. Aide IV
	1.4 Approves allocation		30 minutes	City Mayor
2. Receive relief goods	2. Delivers and distributes relief goods		Depends on the location and number of victims	CSWDO staff
TOTAL			56 minutes	



Social Services

Office of the City Health Officer

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay required fee for Laboratory Examination to the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	60.00 Urinalysis 50.00 Stool 75.00 Sputum 50.00 Gram Stain	2 minutes	Revenue Collection Clerk, CTO
2. Submit specimen (stool, urine, & sputum) and O.R.	1. Receives specimens and checks O.R. 1.1 Conducts laboratory examination	None	30 seconds Within 1 hour	Medical Technologist Microscopist on duty Medical Technologist
3. Receive results	3. Release results	None	5 seconds	Medical Technologist Microscopist on duty
TOTAL:		235.00	Less than 1 hour	



2. Issuance of Health Certificate

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ For Health Certificate (for employment) Laboratory Test (urinalysis, sputum, and stool) Specimens in a clean bottle ID picture (1x1)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay required fee for Health Certificate at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	50.00	2 minutes	Revenue Collection Clerk, CTO
2. Present laboratory results and O.R.	2. Records pertinent information in the logbook, encodes Health 2.1 Verify the Health Certificate and the submitted requirement 2.2 Signs Health Certificate	None	3 minutes/ Certificate 10 seconds/ Certificate 1 minute	Sanitation inspector on duty Administrative Officer IV (AO II) City Health Officer
3. Receive approved Health Certificate	3. Issues Health Certificate	None	1 minute	Administrative Officer IV (AO II)
TOTAL:		50.00	Less than 8 minutes	

3. Sanitary Permit and Health Certificate (for Business)

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Business Owners/Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ For Sanitary Permit/Health Certificates (for business) ➤ Laboratory Test of the owner and his/her employees (urinalysis, sputum, and stool) ➤ Specimens in a clean bottle ➤ Official Receipt ➤ Inspection of the business establishment (for new business) ➤ Application for business permit 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay required fee for Business Permit at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	150.00 – SP 235.00 - HC/ Laboratory	1 minute	Revenue Collection Clerk, CTO
2. Present pertinent documents and Official Receipt	2. Receives, verifies documents presented	None	1 minute	Sanitation inspector on duty
	2.1 Records information in the logbook & encodes sanitary permit and health certificate		1 minute	Sanitation inspector on duty
	2.2 Checks the Sanitary Permit and Health Certificate requirements		2 minutes	Administrative Officer IV (AO II)
	2.3 Signs the sanitary permit and Health Certificate		1 minute	City Health Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receives the Sanitary Permit and Health Certificate	3. Issues Sanitary Permit and Health Certificate	None	1 minute	Sanitary Inspector on duty
TOTAL:		235.00	7 minutes	

4. Medical Certificate

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory Results				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay required fee for Medical Certificate at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	50.00	1 minute	Revenue Collection Clerk, CTO
2. Present Official Receipt and Laboratory result	2. Check the Official Receipt and process the Medical Certificate	None	1 minute	Administrative Aide III
	2.1 Signs Medical Certificate		10 seconds	City Health Office/ Rural Health Physician
3. Receive medical certificate	3. Records & releases medical certificate	None	1 minute	Administrative Aide III
TOTAL:		50.00	3 minutes 10 seconds	

5. Death Certificate

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client provides information (if died at home)	Encodes information	None	Within 5 minutes	Administrative Aide III
2. Secure the document from the hospital (if died in the hospital)	2. Receives & evaluates the death certificate	None	1 minute	Administrative Aide III
	2.1 Records death certificate		30 seconds	Administrative Aide III
	2.2 Signs death certificate		30 seconds	City Health Officer/ Rural Health Physician
3. Receives Death Certificate	3. Releases Death Certificate	None	5 seconds	Administrative Aide III
TOTAL:			7 minutes 5 seconds	



6. Transfer of Cadaver/Open a Tomb

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Death Certificate		PSA, Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay required fee for Transfer of Cadaver or Open a Tomb at the Office of the City Treasurer	1. Receive payment and issue Official Receipt.	100.00 – open a tomb 100.00 – transfer of cadaver	2 minutes	Revenue Collection Clerk, CTO
Present Official Receipt	2. Checks Official Receipt 2.1 Prepares document 2.2 Signs document	None	5 seconds 1 minute 30 seconds	Administrative Aide III Administrative Aide III Physician on duty or Administrative Officer IV (AO II)
Receives document	3. Releases document	None	5 seconds	Administrative Aide III
TOTAL:		100.00 to 200.00	4 minutes 30 seconds	

7. Provision of Dental Examination and Tooth Extraction Services

Tooth extraction services are available at the City Health Office from Monday to Thursday in the afternoon and at the Rural Health Units and Barangay Health Stations as per schedule. This service is available to pre-school and school children, pregnant mothers and other adults to prevent and treat dental diseases.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Takes blood pressure and record patient's data.	None	5 minutes	Dental Aide on duty
2. Presents self for tooth extraction	2. Examines/extracts tooth 2.1 Gives post-extraction Instructions about oral health 2.2 Prescribes medicine if necessary	None	15-20 minutes 5 minutes 5 minutes	Dentist on duty
TOTAL:			25-30 minutes	

8. Provision of Anti-Rabies Vaccines

The City Health Office provides anti-rabies vaccines for patients diagnosed of contracting rabies. The office provides free anti-rabies vaccine for the first dose

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Victim of animal bite		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the admitting section	1. Interviews patient to get vital information	None	10 minutes	Animal Bite Center Midwife
	1.1 Refers patient to the doctor		20 minutes	City Health Officer/ Rural Health Physician
	1.2 Doctor assess patient for proper management and treatment			
2. Proceed to the animal bite treatment room	2. The nurse carry out doctor's order. 2.1 Injects the patient	None	2 minutes	Animal Bite Center Nurse
3. Take note of the succeeding schedule of injection	3. Advices the patient on the succeeding schedule of vaccination	None	2 minutes	Animal Bite Center Nurse
TOTAL:			34 minutes	

9. Provision of Supplemental Feeding

As part of the city's campaign against malnutrition, the City Government of Laoag through the City Health Office provides supplemental feeding, especially among preschoolers.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Children 1-5 years old		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Weigh and evaluate nutritional status of the child.	None	30 minutes	Concerned Barangay Nutrition Scholars
	(if found to be underweight, stunted and wasted, they will be given supplemental feeding) 1.1 Monitor the child's weight monthly 1.2 Conducts lecture on nutrition to parents or caregiver	None	30 minutes - 1 hour	Nutritionist/dietician and/or Concerned BNS
2. Receive milk	2. Distributes milk to beneficiaries	None	1 minute	Nutritionist/dietician and/or Concerned BNS
TOTAL:			1 hour and 31 minutes	

10. Fumigation

One of the activities of the city government in preventing the occurrence of Dengue cases is thermal fogging of public schools, day care centers, and other government building. Private schools, business establishments, households and the barangay may avail of the free service but should provide the needed chemical and fuel.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter -request	1. Receives, schedules and records the request.	None	10 minutes	Fogging machine operator/Sanitation Inspector
2. Clean the area	2. Instruct the client to Clean the area to be fogged before the scheduled date	None	2 minutes	Fogging machine operator/Sanitation Inspector
3. Await visit of thermal fogging team	3. Fumigate the area	None	30 minutes depending on the area	Fogging machine operator
TOTAL:			42 minutes	

11. Provision of Immunization Services

The Department of Health through the City Health Office provides free immunization to children 0 to 11 months old from seven immunizable diseases.

The Health Personnel at the Rural Health Units (RHU) & Barangay Health Stations also immunize pregnant women to prevent the occurrence of Tetanus Neonatorum in infants.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		0 – 11 months infants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and secure Immunization Card	1. Issues Immunization Card to new patient.	None	5 minutes	Concerned Nurse or Midwife
2. Present Immunization Card for old patient	2. Requires immunization card from old patient and reviews immunization history of the child.	None	5 minutes	Concerned Nurse or Midwife
3. Assists in weighing and taking the temperature of the child	3. Weigh and takes the temperature of the child and records the same	None	5 minutes	Concerned Nurse or Midwife
4. Assists in the injection of the child	4. Injects the patient	None	2 minutes	Concerned Nurse or Midwife
5. Takes note of post immunization schedule	5. Schedule post-immunization	None	2 minutes	Concerned Nurse or Midwife
TOTAL:			19 minutes	

12. Provision of Free Anti-Tuberculosis Drugs

The Department of Health through the City Health Office has an anti-tuberculosis program in the Directly Observed Treatment Short Course Chemotherapy (DOTS) Center at Barangay 2 Health Center. The purpose is to identify and treat patients with tuberculosis (TB).

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Tuberculosis Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Result of X-ray		Laboratory Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement (x-ray result)	1. Checks the presented requirements 1.1 Gives instruction on the proper collection of the specimen	None	15 minutes	Midwife on duty
2. Submit sputum	2. Receives the specimen and submits it to the trained Microscopist. 2.1 Examines the sputum 2.2 Refers result to the Rural Health Physician 2.3 Reviews and confirms the results	None None None	5 minutes 1 hour 2 minutes 5 minutes	Midwife on duty Trained Microscopes on duty Trained Microscopes on duty Physician, TB Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Waits for the result	3. Assesses the patient, if eligible as National Tuberculosis Program (NTP) Beneficiary	None	5 minutes	TB Coordinator or Midwife on Duty
	3.1 If eligible, enrolls the patient and issues NTP identification card	None	30 minutes	TB Coordinator or Midwife on Duty
	3.2 Gives patient info-education		20 minutes	TB Coordinator or Midwife on Duty
4. Receive Anti-TB drugs	4. Issues anti-TB drugs	None	5 minutes	Nurse or Midwife on duty
TOTAL:			2 hours 7minutes	

13. Provision of Out-patient Consultation

The purpose of this service is to diagnose and treat illnesses and give appropriate medical services. The service is available at the City Health Office and Rural Health Units(RHUs)/Barangay Health Stations (BHSs) to any person/individual who needs medical assistance.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PERSON RESPONSIBLE
1. Register	1. Interviews and records data	None	5 minutes	Midwife on duty
	1.1 Takes and records vital signs in the Individual Treatment Record Form (ITR) for referral to the Physician on duty		5 minutes	Midwife on duty
	1.2 Examines the patient and prescribes appropriate medicines		10 minutes	City Health Officer or Rural Health Physician
2. Receives medicine	2. Issues the prescribed medicines	None	5 minutes	Nurse/Midwife on duty
TOTAL:			25 minutes	

14. Provision of Reproductive Tract Health Examinations

The objective of the program is to identify and treat patients with Sexually Transmitted Infections (STI). Those who pass the laboratory examinations are given a health card.

The Social Hygiene Clinic runs an aggressive reproductive tract health program especially for workers at the Laoag Red District or the so called Guest Relations Officers.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Guests Relations Officers at the Red District		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Results of Laboratory Examinations * Urinalysis * Stool Examination * Chest x-ray * Hepatitis B screening * RPR (Syphilis) * HAT (optional, consent needed)		Laboratory Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the necessary fees at the Office of the City Treasurer	1. Receive payment and issue Official Receipt	50.00 Gram Stain 495.00 Blood screening with Urinalysis, Stool, Sputum	2 minutes	Revenue Collection Clerk, CTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-out Personal Data Sheet and receive list of requirements	2. Receives properly filled-out data sheet with counseling	None	15 minutes	Medical Technologist/Midwife
3. Receive list of requirements	3. Give list of requirements to the patient	None	1 minute	Medical Technologist/Midwife
	3.1 Interviews the patient 3.2 Records complaint and previous examination 3.3 Gives instructions on examination procedure.	None	10 minutes	Medical Technologist
4. Present Official Receipt	4. Checks Official Receipt	None	5 minutes	Medical Technologist
	4.1 Collects specimen for Urinalysis, Hepa B, RPR, HAT	None	Within 1 hour	Medical Technologist
	4.2 Examines specimen			
	4.3 Advises patient about the examination & releases the results Reactive HAT & RPR – sent to SACCL for confirmatory test	None	30 minutes	Medical Technologist
	4.4 Counsels and gives Health Education to clients found positive for STIs and reactive to HAT	None	30 minutes	Medical Technologist

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receives Pink Card	5. Signs and releases Pink Card to clients with negative laboratory examination result	None	5 minutes	Physician Coordinator and City Health Officer
6. Submit for Treatment	6. Treat clients with positive laboratory results. Release of Health Card is deferred. 6.1 Follow-up clients who do not comply with the scheduled examination.	None	30 minutes	Physician Coordinator Medical Technologist
		None	10 minutes/client	
TOTAL:		545.00	2 hours 33 minutes or less	

15. Provision of Immediate Solutions to Sanitation-Related Complaints

The City Government of Laoag through the City Health Office receives and acts on complaints regarding sanitation problems and conducts immediate investigation.

Office or Division:		Office of the City Health Officer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Sanitary Complaint Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File duly accomplished Sanitary Complaint Form	1. Receives complaint	None	1 minute	Sanitation Inspectors on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provides information to investigators during the visit.	2. Conducts field investigation to verify complaint 2.1 Issues Sanitary Order to violators.	None Penalties: 1 st offense – 300.00 2 nd offense – 600.00 3 rd offense – 1,000.00 4 th offense – closure order as recommended by CHO to the City Mayor	30 minutes to 1 hour	Sanitary Inspectors on duty Sanitary Inspectors on duty
3. Be present during the discussion of investigation result	3. Discusses result of investigation with the violator and the complainant 3.1 Conducts re-inspection to verify compliance with the sanitary order	None	30 minutes to 1 hour 30 minutes to 1 hour	Sanitary Inspectors in-charge of the area Sanitary Inspectors in-charge of the area
4. Awaits advice from the CHO	4. Issues second sanitary order if 1 st sanitary order was not complied and appropriate penalties shall be imposed.	None	5 minutes	Sanitary Inspectors in-charge of the area
TOTAL		Depends on the offense	1 hour – 3 hours 20minutes	



Social Services
Office of the City Health Officer
Population Division



1. Conduct of Pre-Marriage Orientation and Counseling

The attendance in a Pre-Marriage Orientation and Counseling Seminar for would-be couples is a requirement in securing a marriage license. PMOCs are held at the Population Division by the members of the PMOC Team: CSWDO, CHO and CPO

Office or Division:		Population Division		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Would-be Couples		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Marriage Expectation Inventory Examination		CHO-Population Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Assists client to answer Marriage Expectation Inventory.	None	10 minutes	Population Program Workers, Clerk II
	1.1 Prepares Pre-Marriage Counseling Certificate and Certificate of Compliance to be signed by the PMOC Team.			
	1.2 Conducts counseling to all would-be-couples by the PMOC Team		4 hours	Pre-Marriage Orientation and Counseling (PMOC) Team
	1.3 Conduct counseling to would-be-couples 18-25 years old in the afternoon		4 hours	Pre-Marriage Counselor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Issue Pre-Marriage Counseling Certificate and Certificate of Compliance	2. Provide Pre-Marriage Counseling Certificate and Certificate of Compliance to PMOC Team and the client.	None	10 minutes	Clerk II
TOTAL:			8 hours 20 minutes	

2. Provision of Counseling on Family Planning

The conduct of Reproductive and FP lectures is provided by the City Government of Laoag to help couples achieve their desired family size base on their own conscience and values.

Office or Division:	CHO - Population Division			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Assists client in the registration.	None	2 minutes	Population Program Officers (PPO), Population Program Workers (PPW)
2. Conduct lecture	2. Presents all the family planning methods to the client. 2.1 Discusses the advantages and disadvantages of each method.	None	1 hour	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Listen to the presentation and asks related questions	3. Discusses further the chosen method for family planning. 3.1 Provides reading materials on Family Planning	None	30 minutes	Population Program Officers (PPO), Population Program Workers (PPW)
TOTAL:			1 hour 32 minutes	

3. Provision of Pap smear Examination

The conduct of Papsmear Examination to sexually active and menopausal women with family history of cervical cancer to detect cancer cells and infections in their reproductive organ is provided by the City Government of Laoag through the City Health Office, Population Services.

Sexually active women with or without manifestations of abnormal symptoms in their reproductive organ may avail the service.

Office or Division:	CHO - Population Division			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Women of Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the staff and inform the condition	1. Interviews the client.	None	10 minutes	Population Program Officers (PPO), Population Program Workers (PPW)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present self for papsmear examination	2. Collects specimen 2.1 Forwards the collected specimen to LCGH for proper diagnosis and examination of said specimen by pathologist.	None	10 minutes 1 week	Population Program Workers Accredited pathologist at LCGH
3. Pay Laboratory fee at the LCGH Finance	3. Accept payment 3.1 Issues Official Receipt	100.00	2 minutes	Deputized Cash Collector
4. Receive Papsmear result	4. Issues result. 4.1 Discusses the result with the client.	None	1 minute 5 minutes	Population Program Workers
TOTAL:			28 minutes	

4. Issuance of Referral for Modern Contraception and Provision of IUD Insertion/Removal

Married Women of Reproductive Age (MWRAs) who opt to have modern contraception are referred to hospitals and itinerant team and other accredited NGOs by the City Government of Laoag. Perform IUD insertion/removal to Married Women of Reproductive Age (MAWRA) who have met their desired family size may avail the service.



Office or Division:		CHO - Population Division		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Married Women of Reproductive Age (MWRAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Consent from itinerant team/ accredited NGO for BTL. ➤ For IUD requirements, presence of menstruation. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel and inform her desire to have modern contraceptives	1. Asks client important data. 1.1 Discusses the pros and cons of modern contraceptives. 1.2 Gives the BTL client a consent form to be signed by the couple.	None	10 minutes 20 minutes 3 minutes	Population Program Workers (PPWs)
2. For BTL client: Take note of the instructions and bring the consent letter. Present self during the schedule at the health facility	2. Take vital sign before and after BTL. 2.1 Assists client	None	20 minutes	Population Program Workers (PPWs)
3. For IUD client: Present self during the schedule at the health facility.	3. Take vital sign before and after IUD insertion/ removal. 3.1 Assists client	None	20 minutes	Trained Population Program Workers (PPWs) Personnel
TOTAL:			1 hour 13 minutes	

Office or Division:		CHO - Population Division		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Married Women of Reproductive Age (MWRAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Consent from itinerant team/ accredited NGO for BTL. ➤ For IUD requirements, presence of menstruation. 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the personnel and inform her desire to have modern contraceptives	1. Asks client important data. 1.1 Discusses the pros and cons of modern contraceptives. 1.2 Gives the BTL client a consent form to be signed by the couple.	None	10 minutes 20 minutes 3 minutes	Population Program Workers (PPWs)
2. For BTL client: Take note of the instructions and bring the consent letter. Present self during the schedule at the health facility	2. Take vital sign before and after BTL. 2.1 Assists client	None	20 minutes	Population Program Workers (PPWs)
3. For IUD client: Present self during the schedule at the health facility.	3. Take vital sign before and after IUD insertion/ removal. 3.1 Assists client	None	20 minutes	Trained Population Program Workers (PPWs) Personnel
TOTAL:			1 hour 13 minutes	



Social Services

Laoag City General Hospital



1. Admission of Patients

Office or Division:		Laoag City General Hospital		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤Duly accomplished admission slip ➤Doctor's Order or Referral Slip		Emergency Room or Out Patient Department Attending Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ present admission slip duly accomplished by the Nurse On Duty from ER or OPD	1. Receives the accomplished admission slip then verifies the name of the patient in the Hospital Management Information System	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
2. For Elective Admission: Submit/ present referral slip or doctor's order from attending physician	2. Receives the referral slip or doctor's order then accomplish the admission slip 2.1 Interviews patient, patient's relative or representative to gather correct information of the patient	None	5 minutes 10 minutes	Administrative Aide III and IV (Clerk I and II) Administrative Aide III and IV (Clerk I and II)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	22.2 Obtains consent from patient or patient's relative and representative for admission to room of choice		3 minutes	Administrative Aide III and IV (Clerk I and II)
	2.3 Assigns room or bed in coordination with the nurses on duty in the different wards		3 minutes	Administrative Aide III and IV (Clerk I and II)
3. Present/submit accomplished admission slip and face sheet to the nurse/s on duty at the Emergency Room or Out Patient Department	3. Receives the admission slip and face sheet	None	2 minutes	Emergency Room and Out Patient Department's Nurse on Duty
	3.1 Brings the face sheet and admission slip to the patient's assigned ward		3 minutes	Institutional Worker on Duty
TOTAL:			28 minutes	



2. Issuance of Medical Certificate

Office or Division:		Laoag City General Hospital		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Duly accomplished request form for medical certificate after examined by the Physician ➤ Official Receipt issued by the Billing Section of the LCGH 		Billing Section of LCGH		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for medical certificate	1. Receives the accomplished request form and checks if all the necessary information is indicated in the request form 1.1 Prepares medical certificate	None	2 minutes 5 minutes	Administrative Aide III and IV (Clerk I and II)
2. Bring the medical certificate to the Admitting/ Attending Physician	2. Signs the medical certificate	None	5 minutes	Admitting/Attending Physician
3. Pay medical certificate at the Billing Section	3. Billing Section receives the payment and issues Official Receipt	100.00	5 minutes	Billing Personnel
4. Present official receipt	4. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
5. Receives medical certificate	5. Records and releases medical certificate	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
TOTAL:		100.00	20 minutes	

3. Issuance of Medico-Legal Certificate

Office or Division:		Laoag City General Hospital		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request from the Philippine National Police duly approved by the Chief of Hospital ➤ Valid I.D. of patient/authorized relative or friend ➤ Authorization letter of the authorized relative/ friend if patient cannot personally transact ➤ Accomplished request form for medico-legal certificate after examined by the Attending Physician ➤ Official Receipt issued 		<p>Philippine National Police</p> <p>Valid ID issued by Government/Private Agency</p> <p>Billing Section of the LCGH</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request from PNP for medico-legal certificate at the Chief of Hospital Office	1. Receives the letter request and records it	None	2 minutes	Hospital Administration Office (Chief of Hospital)
	1.1 Approves the letter request	None	5 minutes	Chief of Hospital
2. Present the approved letter request, valid I.D. and authorization letter	2. Receives and records the letter and other documents and endorses to the Head of Medical Records Section	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
	2.1 Forwards the letter to the processing clerk for the preparation of the request	None	1 minute	Administrative Officer I
	2.2 Prepares request form and the medico-legal certificate	None	8 minutes	Administrative Aide III and IV (Clerk I and II)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Bring the medico-legal certificate to the Attending Physician	3. Signs the medico-legal certificate		5 minutes	Attending Physician
4. Pay medico-legal certificate at the Billing Section	4. Billing Section receives the payment and issues Official Receipt	100.00	5 minutes	Billing Personnel
5. Present official receipt	5. Records and releases medical certificate	None	1 minute	Administrative Aide III and IV (Clerk I and II)
6. Receive medico-legal certificate	6. Records and releases medico-legal certificate	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
TOTAL:		100.00	31 minutes	

4. Issuance of Clinical Abstract

Office or Division:	Laoag City General Hospital
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ July accomplished request form for clinical abstract ➤ Official Receipt issued by the Billing Section of the LCGH 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for clinical abstract	1. Receives the accomplished request form and checks if all the necessary information is indicated in the request form	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
	1.1 Prepares clinical abstract form	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
2. Receive the clinical abstract form	2. Instructs the client to bring the clinical abstract form to the Admitting/Attending Physician	None	3 minutes	Administrative Aide III and IV (Clerk I and II)
	2.1 Makes the clinical abstract	None	1 Day	Admitting/Attending Physician
3. Bring the accomplished clinical abstract to the Medical Records Section	3. Encodes the accomplished clinical abstract and bring it back to the Admitting/Attending Physician for final checking		10 minutes	Administrative Aide III and IV (Clerk I and II)
4. Bring the clinical abstract to the Admitting/Attending Physician	4 Signs the clinical abstract		5 minutes	Admitting/Attending Physician
5. Pay clinical abstract at the Billing Section	5. Billing Section receives the payment and issues Official Receipt	200.00	5 minutes	Billing Personnel
6. Present official receipt	6. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
7. Receive the clinical abstract	7. Records and releases clinical abstract	None	2 minutes	
TOTAL:		200.00	1 day 28 minutes	



5. Issuance of Certificate of Live Birth

Office or Division:		Laoag City General Hospital		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Infants born in the hospital		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Duly accomplished request form for Certificate of Live Birth ➤ Xerox copy of Certificate of Marriage (if parents of the child are married) ➤ Official Receipt issued by the Billing Section of the LCGH 		PSA Billing Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form for Certificate of Live Birth and Copy of Certificate of Marriage	1. Receives the accomplished request form and checks if all the necessary information is correct as indicated in the request form	None	5 minutes	Administrative Aide III and IV (Clerk I and II)
	1.1 Prepares Certificate of Live Birth	None	10 minutes	Administrative Aide III and IV (Clerk I and II)
2. Bring the accomplished COLB to the Attending Physician	2. Signs the Certificate of Live Birth	None	5 minutes	Attending Physician

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Certificate of Live Birth at the Billing Section	3. Billing Section receives the payment and issues Official Receipt	100.00	5 minutes	Billing Personnel
4. Present official receipt	4. Receives the copy of the official receipt and record OR No. in the logbook	None	1 minute	Administrative Aide III and IV (Clerk I and II)
5. Receive Certificate of Live Birth	5. Records and releases Certificate of Live Birth payment and issues Official Receipt	None	2 minutes	Administrative Aide III and IV (Clerk I and II)
TOTAL			23 minutes	



Social Services
Office of the City Planning and
Development Coordinator



1. Issuance of Zoning Clearance for Business Permit

The City Government of Laoag requires the Issuance of Zoning Clearance to business establishments prior to the grant of a business permit to ensure that the place of business is in consonance with the Comprehensive Land Use Plan (CLUP) and other related zoning and land use ordinances, rules and regulations.

Office or Division:		Office of the City Planning and Development Coordinator		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Business Permit Applicants		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Application for Business Permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application for business permit	1. Reviews the application for business permit.	None	1 minute	Economist III PEO I
	1.1 Inspects site on the scheduled date		60 minutes	Draftsman II PLIT Member
	1.2 Checks the O.R. if payment for Zoning Clearance for Business is paid	150.00 for New Business 100.00 for Renewal of Business	1 minute	PEO I Draftsman II
2. Receive the Zoning Clearance for Business Permit	2. Signs the clearance	None	2 minutes	City Planning and Development Coordinator
TOTAL		100.00 or 150.00	1 hour & 4 minutes	

2. Issuance of Locational/Zoning Clearance for Land Development

The City Government of Laoag requires the issuance of Locational/Zoning Clearance prior to the grant of Building Permit for land development to ensure that the location of building is in consonance with the Zoning and Land Use Ordinance and other rules and regulations

A. Single residential structure attached or detached	
100,000.00 and below	288.00
Over 100,000.00 to 200,000.00	576.00
Over 200,000.00	720.00 + 1/10 of 1% in excess of
B. Apartments/Townhouses	
500,000.00 and below	1,440.00
Over 500,000.00 to 2 Million	2,160.00
Over 2 Million	3,600.00 + 1/10 of 1% in excess of 2M regardless of the number of doors
C. Dormitories	
2 Million and below	3,600.00
Over 2 Million	3,600.00 + 1/10 of 1% of cost in excess of 2M regardless of the number of doors
D. Institutional project cost of which is:	
Below 2 Million	2,880.00
Over 2 Million	2,880.00 + 1/10 of 1% of cost in
E. Commercial, Industrial & Agro-Industrial Project	
Below 100,000.00	1,400.00
Over 100,000.00 – 500,000.00	2,160.00
Over 500,000.00 – 1 Million	2,880.00
Over 1 Million – 2 Million	4,320.00
Over 2 Million	7,200.00 + 1/10 of 1% of cost in
F. Special Uses/Special Projects (gasoline station, cell site, slaughterhouse, treat-	
Below 2 Million	7,200.00
Over 2 Million	7,200.00 + 1/10 of 1% of cost in
G. Alteration/Expansion (affected areas/cost only)	Same as original application



Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Duly accomplished and notarized Locational/Zoning Clearance application form ➤ Site Development Plan (5 sets) ➤ Vicinity Map ➤ Bill of Materials and Estimated Cost ➤ Photo copy of the Certificate of Title or pro-forma affidavit in the absence of Cert. of Title ➤ Notarized Deed of Sale, or Donation or Contract of Lease or Authorization to use land in the case property is not registered in the name of the applicant ➤ Certified True Copy of the latest Tax Declaration ➤ Latest Official Receipt of Real Property Tax payment ➤ Endorsement/recommendation from DAR (for agricultural lands) ➤ CO or EC from DAR (for agricultural lands) ➤ Additional requirements for Special Projects/Uses <ul style="list-style-type: none"> * ECC or CNC from EMB for special use/s. * Certified True Copy of NIC's PA or CPCN or Cert. of Registration to provide telecommunication Services * Radiation Protection Evaluation Report from Radiation Health Service of the DOH * Barangay Council Resolution endorsing the project 		<p>CPDO</p> <p>Contractor City Assessor Contractor Registry of Deeds</p> <p>Notary Public</p> <p>City Assessor's Office</p> <p>Office of the City Treasurer</p> <p>Department of Agrarian Reform</p> <p>Department of Agrarian Reform</p> <p>EMB</p> <p>DOH</p> <p>Barangay Council</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application for locational/zoning clearance	1. Receive, reviews and verifies the application for locational/zoning clearance and check for completeness	None	1 minute	Project Evaluation Officer I Draftsman II
	1.1 Inspects site (if necessary)		60 minutes	Project Evaluation Officer I / CPDO staff
	1.2 Computation of prescribed fees and issuance of Order of Payment		3 minutes	Project Evaluation Officer I
	1.3 Issue Order of Payment		1 minute	Project Eval. Officer I
	1.4 Start processing the clearance		20 minutes	CPDO staff in-charge
Pay the required fees at the Office of the City Treasurer	2. Accept payment based on the Order of Payment 2.1 Issue the Official Receipt	(refer to schedule of fees for locational/zoning clearance)	2 minutes	Revenue Collection Clerk, CTO
Present Official Receipt	3. Receive and check the Official Receipt	None	1 minute	Draftsman/CPDO staff
	3.1 Signs the locational/zoning clearance	None	10 minutes	City Planning and Development Coordinator
Receive the locational/zoning clearance	4. Issue the locational/zoning clearance	None	3 minutes	Draftsman I COS personnel
TOTAL			1 hour & 40 minutes	



3. Issuance of Certificate of Site Zoning Classification

The Issuance of Site Zoning Classification Certificate is a requirement for land/lot owners who wish to pursue lot conversion and land classification and for record and reference purposes.

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Real Property Tax Declaration and Lot Plan/Vicinity Map secured from the Assessor's Office ➤ Photocopy of Certificate of Title (Original or Transfer) or Deed of Sale 		Office of the City Assessor		
		Registry of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents	1. Receives, reviews and verifies according to Site Zoning Classification	None	3 minutes	PEO I Draftsman II
	1.1 Start processing the certificate		15 minutes	PEO I/CPDO staff
2. Pay the required fee at the Office of the City Treasurer	2. Accept the payment. 2.1 Issue Official Receipt	50.00	2 minutes	Revenue Collection Clerk, CTO
3. Present Official Receipt	3. Check O.R.	None	1 minute	Draftsman I
	3.1 Prepares the certification 3.2 Approves and signs certification		3 minutes 5 minutes	
				City Planning and Devt. Coordinator

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Receive the certificate and register in the logbook for record purposes	4. Issues the certificate	None	1 minute	PEO I Draftsman I
TOTAL		50.00	30 minutes	

4. Provision of Public Information

The City Government of Laoag provides information about the city and its development plans to any interested party.

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request ➤ Identification Card 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach any CPDO personnel and state requested data/information	1. Verifies the availability of the requested data/information	None	5-10 minutes	CPDO staff
2. Receive data/information requested	2. Provides the data/information requested	None	5-10 minutes	CPDO staff
TOTAL			10 - 20 minutes	



Economic Services

Office of the City Treasurer



1. Approval of Assessment

The Office of the City Treasurer verifies and approves the amount of tax due.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Business Operators/Entrepreneurs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Application for business permit ➤ Community Tax Certificate ➤ Real Property Tax Receipts ➤ Approved Tax Order of Payment 		CMO, License Division Office of the City Treasurer Office of the City Treasurer Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the evaluated application for business permit and required documents.	1. Receives & assess the corresponding taxes, fees and other charges. 1.1 Approves the assessment.	None	5minutes 2 minutes	Local Revenue Collection Officer I, II, IV City Treasurer (CT) Assistant City Treasurer (ACT)
2. Pays the Community Tax Certificate (CTC)	2. Issues the Community Tax Certificate (CTC)	Depends on the gross income	Depends on the number of employees	Revenue Collection Clerk (RCC) I & II Local Revenue Collection Officer (LRCO) I & II
3. Receive documents and proceed to CMO-Permits & License Division (PLD) for the issuance of TOP	3. Issues Tax Order of Payment (TOP)	None	3 minutes	License Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submits Tax Order of Payment	4. Approves Tax Order of Payment	None	1 minute	City Treasurer (CT) Assistant City Treasurer (ACT)
5. Pay the corresponding taxes, fees and other charges	5. Receives payment and issues Official Receipt	110.00 minimum Mayor's Permit 100.00 Food Handler 150.00 Sanitary Permit 235.00 Laboratory/Health Certificate		Revenue Collection Clerk (RCC) I, II Local Revenue Collection Officer I (LRCO)
TOTAL:			13 minutes	

2. Collection of Business Taxes, Fees and Other Charges

Prior to legally operating a business, entrepreneurs should secure a Mayor's permit to operate a business. The Office of the City Treasurer collects business taxes, fees and other charges before the start of any commercial operations or venture.

The license must be renewed from January 2 to January 20 every year. Penalties are imposed after this period.

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



Taxes and Fees:

- Business Taxes – based on type of business and capitalization (new business establishments) or annual gross receipts (existing business establishments)
- Mayor's Permit Fees – 10% of the tax due
- Sanitary Inspection Fee – annual fee of P150.00 for every business establishment
- Fire Inspection Fee – based on PD 9514
- Building Inspection Fee – based on type of structure
- Garbage Fee – based on line of business
- Health Certificate Fee – P50.00

Reference: City Ordinance No. 2001-016

Revenue Code of the City

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Business Operators/Entrepreneurs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Approved Business Application		Office of the City Mayor-BPLO		
➤ Sworn Statement of Gross Receipts/ Income Tax Return of the preceding year		Bureau of Internal Revenue		
➤ Approved Tax Order of Payment		CMO – Permits and License Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present re-quirements	Reviews completeness of requirements.	None	3 minutes	CMO-PLD Local Revenue Collection Officer (LRCO) I & II Revenue Collection Clerk (RCC) I & II
Pay Business Taxes, Fees and other charges	2. Accept payments of business taxes, fees & other charges and issues Official Receipt (OR).	Refer fees, taxes and other charges above	5 minutes	
TOTAL:			8 minutes	

3. Retiring of Business License

Issuance of Certification to owners of business establishments that have closed or ceased to operate is undertaken in order to update the city government's records and to avoid accumulation of tax liability and penalties of the business.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Business Operators/Entrepreneurs requesting for closure of business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Application for Business Retirement – 2 copies ➤ Barangay Certification regarding cessation of business ➤ Previous permit or license and Business Plate (to be surrendered) ➤ Sworn Statement of its gross sales or receipts for the current year. 		<div>Office of the City Treasurer</div> <div>Barangay Chairman</div> <div>Notary Public</div>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit application	1. Verifies completeness of documents	None	3 minutes	Revenue Collection Clerk I & II
	1.1 Inspects business establishments to verify closure.		8 hours	Administrative Aide I – IV
	1.2 Assess taxes, fees and other charges		3 minutes	Local Revenue Collection Officer 1, II & IV



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays the corresponding taxes, fees and other charges	2. Receives payment and issues Official Receipt	Business Permit Tax on previous years if not yet paid	3 minutes	Local Revenue Collection Officer 1, II & IV
	2.1 Makes recommendation for approval	None	1 minute	City Treasurer Asst. City Treasurer
	2.2 Approves application	None	5 minutes	City Mayor
3. Receives certification	3. Issues certification	None	2 minutes	Administrative Aide (AA) I - IV
TOTAL			8 hours 17 minutes	

4. Collection of Transfer Taxes

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

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Copy of latest Tax Declaration ➤ Deed of Sale, Donation Exchange, Judicial/Extra Judicial Settlement, Affidavit of Consolidation, any applicable document providing transfer of property ownership. 		Office of the City Assessor Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Verifies selling price or market value and computes Transfer Tax	None	5 minutes	LRCO I, II
2. Pay certification fee	2. Accepts Payment and Issues Official Receipt	50.00	3 minutes	LRCO I, II
	2.1 Prepares Certification		2 minutes	LRCO I, II
	2.2 Signs certification		2 minutes	City Treasurer, Asst. City Treasurer
3. Receives Transfer Tax Certificate	3. Releases Transfer Tax Certificate	None	1 minute	Revenue Collection Clerk I, II Local Revenue Collection Officer I, II
TOTAL		50.00	13 minutes	



5. Collection of Real Property Taxes

Collection of real property taxes on lands, buildings and machineries based on percentage of the property's assessed value.

Real Property taxes may be paid on an annual or quarterly basis. Discounts are given to those who pay in advance (20%) and discount for prompt payment (10%).

Computation of Real Property Tax

* Basic Tax = Assessed Value x 2% = Tax Due

* SEF Tax = Assessed Value x 1% = Tax Due

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Copy of latest Real Property Tax Declaration		Office of the City Assessor		
➤ Photocopy of latest Real Property Tax (RPT) payment/official receipt		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receives requirements 1.1 Verifies record of payment	None	2 minutes 3 minutes	Revenue Collection Clerk I, II
2. Pay tax due	2. Accepts Payment	Basic – 2% of Assessed Value SEF – 1% of Assessed Value	5 minutes	Local Revenue Collection Officer I, II Administrative Aide I, II, IV
3. Receives Official Receipt	3. Issues Official Receipt	None	Depends on the number of Real Property Units (RPU's)	
TOTAL			10 minutes	

6. Issuance of Certification of Real Property Tax Payments

For purposes of availing other services, the Office of the City Treasurer issues a Certificate of Real Property Tax Payments to property owners attesting non-delinquency.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Copy of latest Tax Declaration ➤ Community Tax Certificate 		Office of the City Assessor Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	1. Receives documents and verifies for completeness	None	2 minutes	Revenue Collection Clerk I-IV Admin. Aide I – IV
2. Pay certification fee	2. Accepts Payment and Issues Official Receipt	50.00	3 minutes	Local Revenue Collection Officer I, II, IV
	2.1 Prepares Certification		2 minutes	Local Revenue Collection Officer I, II, IV
	2.2 Signs certification of non-delinquency		1 minute	City Treasurer Asst. City Treasurer
3. Receives Certificate of Non-delinquency	3. Releases Certificate Non-delinquency	None	1 minute	Revenue Collection Clerk I, II Administrative Aide I - IV
TOTAL		50.00	9 minutes	



7. Granting of a Motorized Tricycle Operators Permit

The Office of the City Treasurer issues Motorized Tricycle Operators Permit to qualified applicants. The Motorized Tricycle Operators Permit is renewable every 3 years. Failure to renew may mean cancellation/ revocation of franchise.

Reference: City Ordinance No. 2012-011

Tricycle Code of Laoag City

Office or Division:	Office of the City Treasurer
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Motorized Tricycle Operators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Barangay Clearance ➤ Prosecutor's Clearance ➤ Police Clearance ➤ Certification from Barangay Chairman attested by Brgy. Secretary and 2 Brgy. Kagawads that applicant/ operator is a bonafide resident of the barangay ➤ Photo copies of Certificate of Registration & Official Receipt issued by Land Transportation Office (LTO) ➤ Stencil of Motor No., Chassis/Body No. of Unit ➤ Latest OR of the annual Mayor's Permit to Operate Motorized Tricycle for Hire ➤ ID Card, Voter's ID or Voter's Affidavit and Birth Certificate ➤ Mayor's Clearance ➤ Motor vehicle identification and inspection report ➤ City Ordinance 	<ul style="list-style-type: none"> Barangay Chairman Office of the City Prosecutor Laoag Police Station Barangay Chairman Land Transportation Office Office of the City Treasurer Agencies issuing valid IDs, Philippine Statistics Office Office of the City Mayor Office of the City Treasurer Sanggunian Panlungsod

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and submit required documents for review.	1. Verifies authenticity of the submitted documents	None	5 minutes	Administrative Aide V Administrative Aide I, II, III
2. Present the unit for inspection	2. Inspects the unit	None	10 minutes	
3. Submit duly notarized Application Form	3. Checks application form if properly filled-out	None	5 minutes	
4. Pay the corresponding fees	4. Accepts Payment and Issues Official Receipt	450.00 Franchise Fee 150.00 Filing Fee 120.00 Supervision Fee 10.00 Legal Research Fee 15.00 Franchise Verification Fee 50.00 Dropping Fee 150.00 Substitution Fee	3 minutes	Local Revenue Collection Officer I, II Revenue Collection Clerk I, III, IV
	4.1 Forwards documents to SP	None	5 minutes	Administrative Aide I, IV, V

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Prepares Motorized Tricycle Operators Permit for Signature of the City Mayor	None	5 minutes	Sangguniang Panlungsod Staff
	4.3 Approves Motorized Tricycle Operator's Permit	None	3 hours	City Mayor
5. Receives the Motorized Tricycle Operator's Permit	3. Releases Motorized Tricycle Operator's Permit	None	3 minutes	Administrative Aide I, IV, V
TOTAL		745.00 to 945.00	3 hours 36 minutes	

8. Issuance of a Community Tax Certificate

A Community Tax Certificate (CTC) is required when an individual or corporation:

- * Acknowledges any document before a notary public
- * Takes an oath of office upon election or appointments to any position in the government service
- * Receives any license certificate or permit from any public authority
- * Pays any tax or fee
- * Transacts other official business
- * Receives any salary or wage from any person or corporation

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Accomplished Personal Data Sheet Form		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out the Personal Data Sheet Form	1. Receives the Personal Data Sheet Form	None	1 minute	Revenue Collection Clerk Administrative Aide
2. a. Pay the corresponding Community Tax b. Pay the corresponding Corporate Tax	2. a. Accepts Payment and Issues Community Tax Certificate b. Accepts payment and issues Corporate Tax Certificate	5.00 Minimum Tax 1.00 for every P1,000.00 of gross income P500.00 Minimum tax P2.00 for every P5,000.00 of gross income	2 minutes	Revenue Collection Clerk I, II Local Revenue Collection Officer I, II Administrative Aide I, II, III, IV
TOTAL		Depends on the gross Income	3 minutes	Local Revenue Collection Officer I



9. Registration of Tickets for Fund-raising/Solicitation

Registration of tickets for fund raising is required before any sale of tickets.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Mayor's Permit		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
➤ Submit the approved request letter	1. Receives the approved request letter and tickets. 1.1 Register the tickets	None	2 minutes Depends on the number of tickets	Administrative Aide I – IV Administrative Aide I – IV
2. Receive tickets	2. Releases tickets	None	5 minutes	Administrative Aide I – IV
TOTAL			More than 7 minutes	



Economic Services

Office of the City Assessor



1. Issuance of an Owner's Copy of Updated Tax Declaration

The owner's copy of updated Tax Declaration is secured upon transfer of ownership of Real Property from the previous owner. It is a process to update the records of the Assessor's Office and to transfer Real Property taxation to the new owner.

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Duly registered Deed of Conveyance (Sale, Inheritance, Donation/ Quitclaim, etc) ➤ Certificate of Non-Delinquency/Realty Tax Receipt (current year) ➤ Transfer Tax Receipt/Certification of Transfer Tax 		As provided by the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the receiving clerk for verification.	1. Receive the required documents and check for completeness.	None	5 minutes	Assessment Clerk II
	1.1 Prepares the Field Appraisal and Assessment Sheet, Tax Declaration, Property Record Form		25 minutes	Local Assessment Operations Officer I & II
	1.2 Sign updated records		5 minutes	Local Assessment Operations Officer IV
	1.3 Review and sign the updated records		5 minutes	Asst. City Assessor
	1.4 Evaluate and sign the updated records		5 minutes	Asst. City Assessor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Evaluate and sign the updated records		5 minutes	Asst. City Assessor
	1.5 Updated records are numbered, recorded and cancel previous records		15 minutes	Administrative Aide IV
2. Pay the required fees at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	30.00	2 minutes	Revenue Collection Clerk
3. Return to City Assessor for the release of Owner's Copy of Tax Declaration	3. Check Official Receipt 3.1 Issues Owner's Copy of Tax Declaration	None	2 minutes	Administrative Personnel
TOTAL:		30.00	1 hour and 4 minutes	

2. Issuance of an Owner's Copy of Updated Tax Declaration if the Lot is Subdivided/ Consolidated

The owner's copy of updated Tax Declaration is secured upon subdivision/consolidation of the real property.



Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Duly registered Deed of conveyance (if conveyed) ➤ Photocopy of Subdivision/ Consolidation Plan ➤ Photocopy of Title (if Titled) ➤ Deed of Partition ➤ Transfer Tax Receipt/Certification of Transfer Tax ➤ Certificate of Non-Delinquency/Real Property Tax Receipt (current year) 		Municipal Trial Court Private Surveyor Registry of Deeds As provided by Lot Owner thru a Lawyer Office of the City/Municipal Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents for initial assessment & verification.	1. Received the required documents and check for completeness. 1.1 Submit documents to the Tax-mapping Division 1.2 Taxmappers plot the subdivision/ Consolidation Plan and Assign Property Identification Number on the Tax Map & subv./ consolidation plan.	None	5 minutes Varies depending on the number of lots	Assessment Clerk II Taxmapper III, Taxmapper II and Draftsman III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Prepares the Field Appraisal and Assessment Sheet, Tax Declaration and Property Record Form 1.4 Sign the updated records 1.5 Review and sign updated records 1.6 Evaluate and sign updated records 1.7 Updated records are numbered, recorded and previous records are cancelled		Varies depending on the number of lots Varies depending on the number of lots -do- -do- -do-	Local Assessment Officers I & II Local Assessment Officer IV Assistant City Assessor City Assessor Administrative Aide IV
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	30.00	1 minute	Revenue Collection Clerk, CTO
3. Return to the Office of the City Assessor and present Official Receipt for the processing and release of owner's copy of Tax Declaration	3. Check the Official Receipt 3.1 Issue the Owner's Copy of Tax Declaration	None	5 minutes	Administrative Personnel
TOTAL:		30.00	Varies depending on the number of lots	



3. Issuance of a Tax Declaration for a Newly Constructed/Renovated Building & Newly Installed Machinery

New Tax Declaration have to be prepared/issued for newly constructed/renovated buildings and newly installed machineries.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request ➤ Blueprint of the approved building plan ➤ Photocopy of the Building/Occupancy Permit ➤ Acquisition/installation costs (for Machinery) 		Client/applicant Contractor Office of the City/Municipal Engineer Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for ocular inspection	1. Receives letter request	Urban – 50.00 Rural – 100.00	2 minutes	Assessment Clerk II
	1.1 Conducts Ocular inspection		Varies depending on the location of property	Local Assessment Operations Officer IV & I Taxmapper III
	1.2 Compute the area, market & assessed value of the property		60 minutes	Local Assessment Officer/Tax Mapper
	1.3 Prepares the Field Appraisal and Assessment Sheet, Tax Declaration, Property Record Form		25 minutes	Local Assessment Operations Officer IV & I Taxmapper III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Record Form 1.4 Sign the updated records 1.5 Review and sign updated records 1.6 Evaluate and sign updated records 1.7 Updated records are numbered, recorded and previous records are cancelled		25 minutes 5 minutes 5 minutes 15 minutes	LAOO IV Asst. City Assessor City Assessor Adm. Aide IV Clerk II
2. Pay the required fee at the Office of the City Treasurer	Accept payment 2.1 Issue Official Receipt	30.00	2 minutes	Revenue Collection Clerk I
3. Return to the Office of the City Assessor and present Official Receipt for the processing and release of owner's copy of Tax Declaration	3. Check the Official Receipt 3.1 Issue the Owner's Copy of Tax Declaration	None	5 minutes	Admin. Personnel
TOTAL:		80.00 – 130.00	2 hours 24 minutes and more	



4. Issuance Certified True Copy of Tax Declaration, Certification of Real Property Holdings with/no Improvement (This applies to current revision only).

A Certified True Copy of Tax Declaration or Certification of various property holdings or with/no improvement may be requested from the Office of the City Assessor for legal purposes.

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Property Lot Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Certification Fee Receipt (Real Property Owner)		Office of the City Treasurer		
➤ Certified True Copy Fee Receipt (Real Property Owner)		Office of the City Treasurer		
➤ Research Fee Receipt		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the clerk concerning the request and present the requirements	1. Receive the required documents.	None	3 minutes	Assessment Clerk II
	1.1 Inform records division to verify and print Tax Declaration/ certification requested.		9 minutes	Local Assessment Operations Officer III, II, I
	1.2 Sign Tax Declaration/ Certification		3 minutes	City Assessor Assistant City Assessor

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees at the City Treasurer's Office	2. Accept the payment. 2.1 Issue Official Receipt	Certification Fee – P50.00 Certified True Copy – P50.00 Research Fee – P15.00	1 minute	Revenue Collection Clerk, CTO
3. Return to the Office of the City Assessor for the release of Tax Declaration/ Certification	Check the Official Receipt 3.1 Issue Tax Declaration/ Certification	None	2 minutes	Assessment Clerk
TOTAL:		115.00	18 minutes	

5. Annotating or Cancelling Loans or Mortgages and Bail Bonds on Tax Declaration and Field Appraisal and Assessment Sheet.

This service is requested to make or cancel annotations on Tax Declaration/ Field Appraisal and Assessment Sheet for loan/mortgage and bail bond purposes.



Office or	Office of the City Assessor			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Contract of Mortgage or Release of Mortgage ➤ Court Order (for Bail Bonds) ➤ Photocopy of the Title (Annotated) 		Owner/Bank Municipal Trial Court Registry of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to receiving clerk	1. Receive the required documents and check for completeness.	Non	3 minutes	Assessment Clerk II
	1.1 Evaluate submitted documents		5 minutes	Local Assessment Operations Officer III, II, I
	1.2 Annotate/ cancel mortgage/bail on Tax Declaration/ Field Appraisal & Assessment Sheet		10 minutes	Local Assessment Operations Officer Assessment Clerk
	1.3 Sign annotation		2 minutes	Asst. City Assessor City Assessor Assessment Clerk
	1.4 Encoding		5 minutes	LAOO III & I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay annotation fee at the City Treasurer	2. Accept the payment. 2.1 Issue Official Receipt	P50.00	1 minute	Revenue Collection Clerk, CTO
3. Return to the Office of the City Assessor for the release of Tax Declaration/ Certification	3. Check the Official Receipt 3.1 Issue Tax Declaration/ Certification	None	2 minutes	Assessment Clerk, LAOO III & I
TOTAL:		50.00	28 minutes	

6. Verifying Property Location and Securing Vicinity Map

This service enables clients to identify real property location with the aid of the tax map and secure vicinity map.

Office or Division:	Office of the City Assessor	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Photocopy of Title ➤ Tax Declaration <p>In the absence of Title and Tax Declaration, the client must know the lot number and/or name of lot owner/s.</p>		<p>Registry of Deeds</p> <p>City/Municipal Assessor</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the clerk in Taxmapping Division regarding the request	1. Receive the required documents and check for completeness 1.1 Ask the client to pay research fee at the Office of the City Treasurer	None	3 minutes	Assessment Clerk III Draftsman III
2. Pay the required fees at the Office of the City Treasurer	2. Accept the payment. 2.1 Issue Official Receipt	P15.00	1 minute	Revenue Collection Clerk, CTO
3. Return to the Office of the City Assessor for the Photocopy of Sketch plan/ map	3. Check the Official Receipt 3.1 Taxmapper verifies and research the location of the real property.	None	5 minutes	Taxmapper III Taxmapper II
	3.2 Show the map and ask the client to reproduce his/ her copy		5 minutes	Assessment Clerk III Draftsman III
	3.3 Certify the photocopied sketch plan/ map 3.4 Signs the photocopied sketch plan/ Map		2 minutes	City Assessor Asst. City Assessor
4. Receives the Photocopy of Sketch Plan/Map of real property	4. Release the photocopy of sketch plan/map	None	2 minutes	Assessment Clerk III Draftsman III
TOTAL:		15.00	18 minutes	



Economic Services

City Slaughterhouse

1. Impounding of Livestock

All livestock for slaughtering shall undergo necessary inspection by meat inspectors-on-duty and shall be subjected to at least 6 hours impounding. Impounding time starts at 1:00 in the afternoon to 7:00 in the evening daily.

Office or Division:		City Slaughterhouse		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Meat Vendor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Personal Identification of the owner ➤ Certification of the Barangay Chairman or Veterinary Health Certificate of the origin of the livestock specifically for hogs. ➤ Certificate of Ownership or Transfer of Ownership of Large Cattle 		Barangay Chairman or Veterinarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of livestock	1. Makes ante-mortem inspection and evaluates the requirements. 1.1 Weighing of Livestock 1.2 Conduct animal observation/ surveillance and assigns holding pen	None	2 minutes 2 minutes	Meat Inspector on duty Revenue Collection Clerk on Duty Guard on Duty Meat Inspector on Duty
TOTAL:			4 minutes	

2. Slaughtering of Livestock

Time schedule for the slaughter of livestock shall be from 11 in the evening to 9 o'clock in the morning in the morning the following day. All kinds of meat to be sold at the Laoag City Public Market and Commercial Complex and other meat shops within Laoag City shall be subjected to thorough inspection by meat inspectors prior to its release in the Slaughterhouse.

Slaughterhouse Fees:

a. For Public Consumption on the basis of head:	
1. Large cattle per head	70.00
2. Hogs per head	50.00
3. Goats, sheep, other per head	20.00
4. Fowls/others	5.00
b. For Home Consumption on the basis of head:	
1. Large cattle per head	70.00
2. Hogs per head	50.00
3. Goats, sheep, others per head	10.00
Fees for Permit to Slaughter (Ante-Mortem Fee)	
1. Large cattle, per head per day or fraction thereof	50.00
2. Hogs, per head per day or fraction thereof	30.00
3. Goats, sheep, per head per day or fraction thereof	20.00
4. Others, per head per day or fraction thereof	5.00
Corral Fee:	
1. Large cattle, per head per day or fraction thereof	5.00
2. Hogs, per head per day or fraction thereof	3.00
3. Goats, sheep, per head per day or fraction thereof	1.00
4. Others, per head per day or fraction thereof	1.00
Weighing Fee for Livestocks	
Carabao, Cow, Horse (per head)	30.00
Hogs, Goats, Sheep (per head)	20.00
Others (per head)	10.00



Office or Division:		City Slaughterhouse		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Meat Vendor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Meat Inspection Certificate ➤ Official Receipt issued by the Slaughterhouse 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
➤ Butcher Livestock	1. Supervises butchering Hogs Large Cattle Goats	3.50/head 5.50/head 2.25/head	40 minutes/ head 50 minutes/ head	Meat Inspector on Duty
	2. Makes post-mortem inspection and marking Inspects meat to determine condition and unit portion or if the whole carcass is condemned as the case may be. Marks “inspected and passed” the carcass that passes inspection.	None	5 minutes per head	Meat Inspector on Duty
3. Pay corresponding fees	3. Assesses and collects fees from each meat dealer	Refer to Slaughterhouse Fees	5 minutes	Revenue Collector Clerk on Duty
4. Receives Meat Inspection Cert. for meat transported outside Laoag City	4. Issues Meat Inspection Certificate for meat intended to be transported outside Laoag City	None	5 minutes	Meat Inspector on Duty
TOTAL:		Depends on the number of head and kind of animal	1 hour 45 minutes	



Economic Services

Laoag City Public Market and Commercial Complex



1. Granting of Permit to Lease a Stall

The City Treasurer's Office-Laoag City Public Market and Commercial Complex (LCPMMC) issues Contract of Lease to stallholders to spell out in certain terms, all responsibilities of the lessor, and certain restrictions as to how the facilities of the Laoag City Public Market and Commercial Complex may be used.

Office or Division:		CTO – Laoag City Public Market and Commercial Complex		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		LCPMCC Stall Lessor		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter-request to the City Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for a vacant stall in the market.	1. Verify vacancy of stall in the monitoring report.	None	5minutes	Administrative Officer III/ Revenue Collection Clerk II
	1.1 Provide application form and assists the applicant in filing out the form if necessary.	None	2 minutes	
	1.2 Issues certification as to the availability of stall	None	3 minutes	Market Supervisor/ Revenue Collection Clerk II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for a vacant stall in the market.	1. Verify vacancy of stall in the monitoring report.	None	5minutes	Administrative Officer III/ Revenue Collection Clerk II
	1.1 Provide application form and assists the applicant in filing out the form if necessary.	None	2 minutes	
	1.2 Issues certification as to the availability of stall	None	3 minutes	Market Supervisor/ Revenue Collection Clerk II
2. Submit letter intent to the City Mayor for approval together with the accomplished application form duly notarized and noted by the person in charge as to the availability of stall.	2. Receives letter of intent with the duly accomplished application Form	None	3 minutes	CMO-Administrative Division
	2.1 Approves the letter of intent and application	None	30 minutes	City Mayor
3. Back to CTO-LCPMCC and submit approved letter of intent and application	3. Issues certification as to the availability of stall.	None	10 minutes	Market Supervisor III/ Revenue Collection Clerk II



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay one-month stall deposit at the CTO-LCPMCC	4. Receive payment and issue Official Receipt	Rate x Area x 30 days (rate varies according to location of the stall)	3 minutes	Revenue Collection Clerk II
	4.1 Prepare and print the Contract of Lease for signature by the City Mayor, City Treasurer and the Lessee	None	15 minutes	Revenue Collection Clerk II
	4.2 Signs the Contract of Lease	None	30 minutes	City Mayor City Treasurer
Receives the Contract of Lease	5. Records the COL and release the 1 st copy to the lessee, file for the 2 nd copy and 3 rd copy to License Officer	None	3 minutes	Administrative Officer III/ Revenue Collection Clerk II
TOTAL:		Depends on the area of stall	1 hour 44 minutes	

2. Renewal of Lease of Contract

The Office of the Market Superintendent issues Renewal of Contract of Lease at Laoag City Public Market and Commercial Complex every 3 years.

Office or Division:		Office of the Market Superintendent		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Stall Lessee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Latest Official Receipt for market stall rental ➤ Photocopy of business permit application ➤ Certified true copy of valid Mayor's Permit ➤ Photocopy of Community Tax Certificate 		CTO-LCPMCC		
		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Verifies, scrutinizes and evaluates all documents	None	5 minutes	Market Supervisor III
	Prepares additional requirements	None	30 minutes	
	Makes sure all documents are in order prior to signing of contract	None	15 minutes	
Submit the Signed contract	2. Signs the Contract	None	30 minutes	City Mayor/ City Treasurer
Receives the new contract	3. Records and releases the contract	None	5 minutes	Administrative Officer III/ Revenue Collection Clerk II
TOTAL:			1 hour 25 minutes	



3. Granting of Business Permit to Operate a Business Stall in the LCPMCC

Any person who shall establish, operate or conduct any business, trade of activity at the LCPMCC shall first obtain a Mayor's permit and pay the corresponding fees. One stop shop processing of business permit is conducted as early as December until January 20 (renewal period) at CTO-LCPMCC

Schedule of Fees:

Renewal:	
Business Tax	2.62% of gross sales or receipts of preceding year
Mayor's Permit	10% of Business (not less than P100.00 but not more than P1,000.00)
Garbage Fee	165.00 (with permanent stall) and 66.00 (with temporary stall and open market sellers)
Occupation Fee	100.00
Tax Clearance	50.00
Sanitary Fee	150.00
Laboratory/Health Certificate	235.00
RA 9514	C
	15% of the Regulatory Fees (minimum of 500.00)
New:	
Business	$\frac{3}{4}$ of 1% of the Capital Investment
Mayor's Permit	
Capital Investment:	
Less than 10,000.00	50.00
10,000.00 or more but less than 30,000.00	100.00
30,000.00 or more but less than 50,000.00	150.00
50,000.00 or more but less than 100,000.00	200.00
100,000.00 or more but less than 500,000.00	300.00
500,000.00 or more	400.00

New:	
Garbage Fee	165.00 (with permanent stall) and 66.00 (with temporary stall and open market sellers)
Occupation Fee	100.00
Tax Clearance	50.00
Sanitary Fee	150.00
Laboratory/Health Certificate	235.00
RA 9514	500.00 (minimum = 15% of Regulatory Fees)

Office or Division:	CTO-Laoag City Public Market and Commercial Complex
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	LCPMCC Stallholders
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Basic Requirements</p> <ul style="list-style-type: none"> ➤ Business License Application Form ➤ O.R. for payment of stall rental ➤ Barangay Clearance ➤ Community Tax Certificate ➤ SSS Clearance ➤ Phil health Clearance ➤ Sanitary Permit and Health Certificate ➤ Fire Safety and Control Clearance <p>Additional requirements for New Businesses</p> <ul style="list-style-type: none"> ➤ DTI registrations-Single Proprietor ➤ Cooperative Development Authority Registration-Cooperatives ➤ Prosecutor's Clearance ➤ Police Clearance ➤ BIR Registration <p>Additional requirements for Renewal</p> <ul style="list-style-type: none"> ➤ Income Tax Return preceding year (gross income above P100,000.00) ➤ Business Permit Preceding year 	<p>CTO-LCPMCC</p> <p>CTO</p> <p>Barangay Chairman</p> <p>Office of the City Treasurer</p> <p>SSS</p> <p>Phil health</p> <p>City Health Office</p> <p>Bureau of Fire Protection</p> <p>Department of Trade and Industry</p> <p>Cooperative Development Authority</p> <p>Prosecutor's Office</p> <p>Philippine National Police</p> <p>Bureau of Internal Revenue</p>



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application form and required documents	1. Evaluates and checks if documents are in order:	None	5 minutes	Market Supervisor III
	1.1 Verifies location of stalls as to sectional classification if it conforms to the line of business and assesses the amount of fees and charges to be paid	None	15 minutes	Market Supervisor III Market Inspector I
	1.2 Signs application	None	30 minutes	Market Supervisor III
2. Have the application form notarized	2. Receives notarized application	None	2 minutes	Market Inspector I
3. Secure Tax Order of Payment. Office of the City Mayor for:	3. Verification and approval	None	4 minutes	Administrative Officer III/ Revenue Collection Clerk I
4. Pay corresponding fees at the CTO market	4. Receives payment and issue Official Receipt	Refer to schedule of fees	5 minutes	Revenue Collection Clerk I and II / Collector Designate
5. Submit Official Receipt and approved application form for the preparation of business permit	5. Receives complete documents with OR and forwards them to the CMO-License Division for the preparation of Business Permit/ Mayors Permit to operate	None	10 minutes	Market Supervisor III

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receives business permit, plate and sticker at the License Division, LCPMCC	6. Releases business permit, plate and sticker.	None	5 minutes	Market Supervisor III
TOTAL:			1 hour 16 minutes	

4. Calibration of Weighing Scale

All stallholders and open market vendors are required to have their weighing scales tested, calibrated and sealed before actual use and every 6 months thereafter or as the needs arises. Market Inspectors also regularly check vendors weighing scales. If a vendor is caught using an unsealed, inaccurate or defective weighing scale or weighing scales with a broken seal, the same shall be confiscated and the corresponding fines shall be imposed.

Office or Division:		CTO-Laoag City Public Market and Commercial Complex		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		LCPMCC Stallholders and Open Market Vendors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Weighing scale to be calibrated				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present weighing scale for testing/ calibration	1. Inspects weighing scales and makes recommendations as to the condition of the instruments presented.	None	5 minutes	Market Inspectors



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay fee at the CTO- market.	2. Receives payment and issues Official Receipt	33.00 Seal & Testing Fee (10-15 kgs.) 55.00 (20kg. – above) 20.00 Sticker	5 minutes	Revenue Collection Clerk II and I Collector Designate
3. Present Official Receipt	3. Tests and calibrates weighing scales using 1,2, and 5-kilogram weight units authorized by DOST 3.1 Seals tested/ calibrated weighing scales	None	15 minutes	Market Inspectors
4. Receive weighing scale	4. Releases weighing scale	None	1 minute	Market Inspectors
TOTAL:		53.00 or 75.00 depends on weight	26 minutes	



Agricultural Services Office of the City Agriculturist

1. Issuance of a Certification for Land Conversion

The City Government of Laoag through the Office of the City Agriculturist issues certification for land conversion. Prior to its issuance, it is mandatory for the Agricultural Technologist to do ocular inspection of the area to determine the soil classification, characteristics, area, boundaries and to determine whether the lot is productive or non-productive.

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request ➤ Land title ➤ Tax Declaration ➤ Location Map ➤ Documentary Stamp 		Registry of Deeds Office of the City Assessor Office of the City Assessor BIR/Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request and requirements for the issuance of certification	1. Verify and assess the required documents for conversion.	None	10 minutes	Officer of the Day or Agricultural Extension Worker (AEW) assigned in the barangay
2. Pay the required fee at the Office of the City Treasurer	2. Accepts payment and issue Official Receipt	300.00	2 minutes	Revenue Collection Clerk, CTO
3. Present Official Receipt	3. Checks the Official Receipt	None	30 seconds	Officer of the Day or Agricultural Extension Worker (AEW)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Assist the AT in the conduct of ocular inspection	4. Conduct ocular inspection of the status of the lot for conversion and submit report to the City Agriculturist for her signature	None	1-7 days	Agricultural Extension Worker (AEW) assigned in the barangay
5. Receive Certification for Land Conversion	5. Issue Certification for Land Conversion to the client	None	10-15 minutes	Officer of the Day/ Agricultural Extension Worker (AEW) assigned in the barangay
TOTAL:			1-7 days and 27 minutes 30 seconds	

2. Provision of Technical/Extension Services

To increase the yield of rice, corn, high value crops and fisheries by 10% in order to create an atmosphere of sustainable agriculture through the support of the City Government of Laoag.

2.1 Registration of Motorized Banca

Office or Division:	Office of the City Agriculturist
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	Owners of Motorized Banca
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Application form ➤ Barangay Clearance ➤ Community Tax Certificate 	Office of the City Agriculturist Barangay Chairman Office of the City Treasurer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the registration application form and submit the requirements for the registration of motorized banca.	1. Verify and assess the documents for registration of motorized banca	None	10 minutes	Fishery Task Force or Agricultural Technologist assigned in the barangay
2. Pay Registration fee	2. Accepts payment and issue Official Receipt	300.00 (New) 200.00 (Renewal)	5 minutes	Agricultural Technologist/Collector Designate
3. Present Official Receipt	3. Checks the Official Receipt 3.1 Recommend Permit to Operate with Certificate No. of motorized banca with owner's name for the City Mayor's approval 3.2 Furnish list of registered motorized banca with permit to the Brgy. Captain	None	30 seconds 1-7 days 1 day	Agricultural Technologist Agricultural Technologist
TOTAL:			1-7 days	

2.2 Composting Using Trichoderma

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter request ➤ Availability of site, composting materials 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify interest to conduct composting using Trichoderma and prepare composting materials/area	1. Conduct briefing and technical demonstration on how to prepare the compost.	None	Half day – 1 day	Laboratory Personnel and Extension Worker (AEW) assigned in the barangay
2. Maintain the compost and harvest it after one month and sustain the production of compost	2. Monitor the harvesting of compost	None	Half day – 1 day	Agricultural Extension Worker assigned in the barangay
3. Utilize the harvested compost	3. Monitor the effect of the compost utilization	None	Half day – 1 day	Agricultural Extension Worker assigned in the barangay
TOTAL:			1 – 4 days	

2.3 Integrated Pest Management

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Written or verbal report stating therein the location of crops planted, stage of crop and area 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify, inspect and assess pest infestation and extent of damage and inform the AT assigned in the barangay	1. Survey the presence of pest infestation in their respective barangay coverage and submit report to the Pest Surveillance Officer (PSO) and City Agriculturist	None	1 – 3 days	Agricultural Extension Worker assigned in the barangay and Pest Surveillance Officer
	1.1 Recommend control and preventive measures to the clients	None	1 day	Pest Surveillance Officer
2. Implement the recommended control and preventive measures	2. Supervise and monitor the implementation of the recommended control and preventive measures	None	1 – 7 days	Agricultural Extension Worker assigned in the barangay and Pest Surveillance Officer
TOTAL:			1-7 days	

2.4 Farmer/Fisherman Classes

The City Government of Laoag recognizes the need for capability building of its major clientele, the farmer, the fishermen, homemakers and youths to effectively carry out its various programs. The City Government through the Office of the City Agriculturist is providing trainings and classes that are tailored to the needs of its clients like crop production and protection, cooperative development, farm plan and budgeting, soil analysis, seed certification and composting.

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Farmers, Fishermen, Homemakers and Rural Youth Organization		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disseminate information on the schedule of training	1. Prepare training modules and sends a letter of invitation to the target participants	None	5 minutes	Agricultural Technologist assigned in the barangay and Pest Surveillance Officer
	1.1 Notifies and distributes letter of invitations to qualified participants		8 hours	All Agricultural Extension Workers
2. Confirm the attendance	2. Conduct the farmers/fishermen classes/training in the barangay	None	8 hours	Agricultural Extension Worker assigned in the barangay and Pest Surveillance Officer
TOTAL:			16 hours 5 minutes	

2.5 Provision of Livelihood Assistance

One of the important components in improving the agricultural industry is the provision of livelihood assistance. The City Government of Laoag loans out piglets with the purpose of helping the barangay folks for additional income.

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request noted by the Barangay Captain		Barangay Chairman		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter to the City Mayor's office intention to avail the pig dispersal of the city	1. Conduct ocular inspection/ validation through home visit of applicant if qualified for the livestock/ poultry dispersal 1.1 Assist in the conduct of orientation and briefing of recipients and ensure that clients shall apply for the PCIC insurance of the livestock dispersed	None	1 day 1 day	AEW assigned in the Barangay Breeding Station Manager Designate and Assistant Breeding Station Designate/ Breeding Personnel / AEW assigned in the barangay
2. Ensure that the distributed livestock is properly cared and free from sickness and disease	2. Conduct monitoring of the distributed livestock to ensure health care and management of these stocks	None	1 day	AEW assigned in the barangay City Veterinarian Livestock Banner Program Coordinator
TOTAL:			3 days	



Agricultural Services

Office of the City Veterinarian

1. Provision of Consultation and Treatment Services

The City Government of Laoag through the Office of the City Veterinarian provides consultation, diagnostic and treatment services for livestock, poultry and pets.

The owner may bring the animal to the office for the needed service. Home service may also be requested.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Records of animals/pets				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in clients				
Bring the animal/ pet to the Office of the City Veterinarian	Obtains the animal's medical history, conducts physical examination.	None	30 minutes	City Veterinarian Agricultural Technologist (detailed
1.1 Assists in the treatment of the animal	1.1 Vaccines the animal/pet		5 minutes	City Veterinarian Agricultural Technologist (detailed
Request for Home Service				
Request for home service.	Schedules the date and time of the home service	None	3 minutes	City Veterinarian Agricultural Technologist (detailed
	2.1 Obtains the animal's medical history, con- ducts physical examination		30 minutes	City Veterinarian Agricultural Technologist (detailed
Assists in the treatment of the animal	3. Treats the animal/ pet		5 minutes	City Veterinarian Agricultural Technologist (detailed
TOTAL:			1 hour 13 minutes	

2. Provision of Vaccination Services

The City Government of Laoag through the Office of the Veterinarian provides free vaccination services to livestock, poultry, and pets. Vaccine includes Hemorrhagic Septicemia, Newcastle Disease, and Anti-rabies.

The owner may bring the animal to the office for the needed service. Home service may also be requested.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Records of animals/pets (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Mass Vaccination				
1. Request for Mass Vaccination	1. Schedules the date and time of home service	None	3 minutes	Agricultural Technologist (detailed)
	1.1 Obtains the animals medical history, conducts physical examination		30 minutes	City Veterinarian Agricultural Technologist (detailed)
2. Assist in the vaccination of the animal	2. Vaccinates the animals/pets	None	2 minutes/head	City Veterinarian Agricultural Technologist (detailed)
For Walk-in				
1. Bring the animal/pet to the Office of the City Veterinarian	1. Obtains the animal's medical history, conducts physical examination	None	30 minutes	City Veterinarian Agricultural Technologist (detailed)
2. Assist in the vaccination of the animal	2. Vaccinates the animal/pet.	None	5 minutes	Agricultural Technologist



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Home Service				
1. Request for Vaccination 2. Assist in the vaccination of the animal	1. Schedules the date and time of home service	None	3 minutes	City Veterinarian Agricultural Technologist (detailed)
	1.1 Obtains the animal's medical history, conducts physical examination	None	30 minutes	City Veterinarian Agricultural Technologist (detailed)
	1.2 Vaccinates the animal/pet	None	5 minutes	City Veterinarian Agricultural Technologist (detailed)
TOTAL:				

3. Provision of Castration Services

The City Government of Laoag through the Office of the Veterinarian provides free castration services to livestock, poultry, and pets shall be responsible for the cost of medicines.

The owner may bring the animal to the office for the needed service. Home service may also be requested.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Animal/Pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Records of animals/pets (if available)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in clients				
1. Bring the animal/pet to the Office of the City Veterinarian for castration 2. Assist in the castration of the animal	1. Obtains the animal's medical history, conducts physical examination. 1.1 Castrate the animal/pet.	None	30 minutes 5 minutes	City Veterinarian Agricultural Technologist (detailed) City Veterinarian Agricultural Technologist (detailed)
Request for Home Service / Mass Castration				
1. Request for home service for castration	1.. Schedules the date and time of the home service 1.1 Obtains the animal's medical history, conducts physical examination	None	3 minutes 30 minutes	City Veterinarian Agricultural Technologist (detailed) City Veterinarian Agricultural Technologist (detailed)
2. Assist in the home/mass castration of the animal/pet	2 . Castrates the animal/pet		2 minutes	City Veterinarian Agricultural Technologist (detailed)
TOTAL:			35 minutes/ head	



Infrastructure and Other Related Services

Office of the City Engineer



1. Granting a Building Permit

Implementation of PD 1096 known as the National Building Code of the Philippines by issuance of Building Permit prior to construction, erection, alteration, major repair, renovation or conversion of any building/structure owned by government or private entities. The permit may be revoked or cancelled for the following reasons (sec. 306 of the Code):

- * Errors found in the plans and specifications
- * Incorrect and inaccurate data
- * Non-compliance with the provisions of the Code or any rules or regulations

Office or Division:	Office of the City Engineer/Building Official	
Classification:	Simple	
Type of	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Duly accomplished Application Form/s ➤ Supporting Documents <ul style="list-style-type: none"> ➤ Applicant is owner of the Lot ➤ Mayor's Clearance ➤ Zoning Clearance ➤ Certified True Copy of Land Title ➤ Updated Tax Declaration with documentary stamp ➤ Updated Real Property Tax Receipt (photo copy) ➤ Bill of Materials ➤ Structural Design Computation and Geotechnical Analysis (as needed) ➤ Electrical Design Analysis ➤ Technical Specification ➤ Barangay Clearance where project is located 		<p>Office of the City Mayor City Planning & Development Office Registry of Deeds City Assessor's Office</p> <p>Office of the City Treasurer</p> <p>Contractor/Engineer</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Lot Plan with Geodetic Engineer Certification that the property does not encroach in adjoining properties (Subdivision Plan as needed) ➤ Other Clearances (from DENR, DAR, ATO, DPWH, etc.) as needed ➤ Six (6) Sets of Plans and Specifications prepared and sealed by: <ul style="list-style-type: none"> - Licensed Architect or Civil Engineer for the Architectural and Structural Plans - Licensed Sanitary Engineer or Master Plumber for the Plumbing and Sanitary Installations Plans (if applicable) - Licensed Professional Electrical Engineer for the Electrical Plans (if applicable) - Licensed Professional Mechanical Engineer for the Mechanical Plans (if applicable) - Licensed Architect or Civil Engineer for the Fence Permit Plan (if applicable) - Demolition Permit (if applicable) ➤ Applicant is not the owner of the lot (additional requirement/s) ➤ Duly Notarized Copy of the Contract of Lease and the above requirements ➤ Duly Notarized Copy of the Deed of Absolute Sale and the above requirements ➤ Duly Notarized Copy of the Contract of Sale and the above requirements ➤ Affidavit of Consent of the Lot Owner/ Special Power of Attorney 	<p style="text-align: center; vertical-align: bottom;">Notary Public</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application at the Office of the Building Official (OBO)	1. Receives application.	None	5 minutes	Admin. Aide III and IV, Laboratory Technician I
	1.1 Endorse to Offices for needed clearance/s 1.2 Approves endorsement	None	3 minutes	City Engineer/ Building Official
2. Submit application with clearances from other agencies	2. Processes application based on the completeness and correctness of related plan.	None	1 to 2 days	Engineer III and II, Administrative Aide V, III
	2.1 Prepares Order of Payment/ Assesses fees 2.2 Approves Order of Payment/ Assessed fees			Adm. Aide VI, and III, Laboratory Technician I City Engineer/ Building Official Asst. City Engineer
3. Pay the fees at the Office of the City Treasurer	3. Verifies Proof of Payment (OR)	Fees & Charges are computed based on the Revised National Building Code. Penalty is imposed on started project w/out approved building permit	10 minutes	Administrative Aide IV, III
	3.1 Approves the issuance of permit		30 to 60 minutes	City Engineer/ Building Official
	3.2 Endorse to Mayor's Office for Clearance		5 minutes	Laboratory Aide I

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit Permit with Mayor's Clearance	4. Verifies Mayor's Clearance	None	3 minutes	Admin. Aide III and IV
5. Receives Building Permit	5. Releases Building Permit	None	10 – 30 minutes (depends on the size/volume of plans)	Administrative Aide IV, Laboratory Technician II
TOTAL:			3 days & 53 minutes	

2. Granting Other Building-Supplementary/Related Permits (Sec. 301 of P.D. 1096)

The Office of the Building Official issues other related permits aside from the Building Permit, before the renovation or demolition of any structure.

- A. Electrical Permit – is required before changing, altering or adding to the approved electrical installations.
- B. Mechanical Permit – is required before the installation of additional, removal, alteration of machinery.
- C. Sanitary/Plumbing Permit – is required before adding or altering existing plumbing installations, water supply, storm drainage, water purification and sewerage treatment plants.
- D. Fencing Permit – is required prior to the actual construction of fence.
- E. Demolition Permit – is required prior to the dismantling or demolition of a building or structure in whole or in part.
- F. Temporary Service Connection Permit – is required for temporary service connection to a power utility for lighting and for construction purposes such as Christmas decorative lighting, lighting of cemeteries, temporary lighting for carnivals/fiestas, testing, etc.
- G. Excavation and Ground Preparation Permit – is required prior to actual ground preparation and excavation after the building line is established.



- H. Temporary Sidewalk Enclosure and Occupancy Permit – is required prior to the temporary sidewalks for construction purposes.
- I. Scaffolding Permit – is required whenever the erection of scaffolding occupies street lines.
- J. Signage Permit – is required prior to the construction, installation, erection, attachment and painting of any form of Billboards/Signage.

Office or Division:	Office of the City Engineer/Building Official		
Classification:	Simple		
Type of	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Electrical Permit <ul style="list-style-type: none">➤ Accomplished Electrical Application Form with certification of Electrical Final Inspection Form signed by a Professional Electrical Engr.(PEE), Registered Electrical Engr (REE)./ Master Electrician (MsE)➤ 3 copies-Electrical Plans signed by a PEE		Professional Electrical Engineer Registered Electrical Engineer Master Electrician	
2. Mechanical Permit <ul style="list-style-type: none">➤ Accomplished Mechanical Permit Application Form signed by PME➤ 3 copies – Mechanical Plan➤ 1 copy Mechanical Specifications of Equipment		Professional Mechanical Engineer	
3. Sanitary/Plumbing Permit <ul style="list-style-type: none">➤ Accomplished Sanitary/Plumbing Permit Application Form signed by a Sanitary or Master Plumber➤ 3 copies – Sanitary/Plumbing Plan➤ 1 copy Sanitary Specifications		Sanitary or Master Plumber	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>4. Fencing Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Fencing Permit Application Form ➤ 3 copies- Fencing Plan ➤ 1 copy - Bill of Materials and Cost Estimates (as needed) ➤ Structural Design Computation (as needed) ➤ 1 copy- Certified True Copy of Land Title ➤ 1 copy- Updated Real Property Tax Declaration with documentary stamp ➤ 1 copy- Deed of Sale/Lease/Contract to Sell or Affidavit of Consent of Lot ➤ 1 copy – Updated Real Property Tax Receipt (photo copy) ➤ Barangay Clearance where project is located 	<p>Licensed Civil Engineer Licensed Architect</p> <p>Registry of Deeds</p> <p>Office of the Assessor</p> <p>Notary Public</p> <p>Office of the Treasurer</p> <p>Barangay Chairman</p>
<p>5. Demolition Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Demolition Permit Form signed by the applicant and Registered Civil Engineer/Architect and Notary Public. ➤ 1 copy- Land Title ➤ Updated Tax Declaration of the building to be demolished (with Documentary Stamp) ➤ 1 copy- Updated Real Property Tax Receipt (photo copy) ➤ 1 copy- Affidavit of Consent/SPA of the owner of the building to be demolished if the applicant is not the owner ➤ Barangay Clearance 	<p>Registered Civil Engineer/Architect/Notary Public</p> <p>Registry of Deeds</p> <p>Office of the Assessor</p> <p>Office of the City Treasurer</p> <p>Notary Public</p> <p>Barangay Chairman</p>
<p>6. Temporary Service Connection Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Permit For Temporary Service Connection Form ➤ 3 copies- Electrical Plan/Layout 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>7. Excavation and Ground Preparation Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Permit Form ➤ Excavation Plan (Site Development Plan) ➤ Certified True Copy of Land Title ➤ Updated Tax Declaration with Documentary Stamp ➤ Updated Real Tax Property receipt (photocopy) ➤ Barangay Clearance to where the project is located <p><i>For Prime water connection (not in the Code) 3 copies- For Prime water connection purposes, present accomplished Prime water Application Form</i></p> <p>8. Temporary Sidewalks Enclosure and Occupancy Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Permit Form ➤ 2 copies- Sketch plan of sidewalk to be used which includes the Site Development of the Project <p>9. Scaffolding Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Permit Form ➤ 2 copies- Sketch plan of street line to be occupied which includes the site Development of the Project <p>10. Signage Permit</p> <ul style="list-style-type: none"> ➤ Accomplished Signage Permit Form ➤ 3 copies- Electrical Permit Form (as needed) ➤ 3 copies- Plan of signage/s to be installed/erected ➤ 3 copies- Location/vicinity plan ➤ 1 copy- documents needed as stated in the permit ➤ DPWH Clearance (<i>for national roads/highways</i>) ➤ Barangay Clearance to where it will be constructed 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File application at the Office of the Building Official (OBO)	1. Receives application.	None	30 minutes	Admin. Aide IV, Engineer III, Engineer II,
	1.1 Processes application based on the completeness and correctness of related plans.			Electrical Gen. Foreman, Electrical Inspector I
	1.2 Prepares Order of Payment/ Assesses fees	None	30-60 minutes	Admin. Aide IV Lab. Tech. I
	1.3 Approves Order of Payment/Assessed fees		5 minutes	City Engineer/ Building Official
2. Pay the fees at the Office of the City Treasurer	2. Verifies Proof of Payment (OR)	Fees & Charges are computed based on the Revised National Building Code (PD 1096)	3 minutes	Admin. Aide IV/Processing Personnel
	2.1 Approves the issuance of permit		30-60 minutes	City Engineer/ Building Official
	2.2 Endorse to Mayor's Office for Clearance (for demolition and fence permit only)		5 minutes	Admin. Aide III
3. Submit Permit with Mayor's Clearance	3. Verifies Mayor's Clearance (for demolition and fence permit only)	None	5 minutes	Admin. Aide IV/ Processing Personnel
4. Receives Permit	4. Releases Permit	None	10 minutes	Admin. Aide IV/ Processing Personnel
TOTAL:			2 - 4 days & 58 minutes	



3. Granting of Occupancy Permit

The Office of the City Engineer issue an Occupancy Permit before any building or structure is used or occupied. It is secured after the completion of the structure. Sec. 309 of the Code)

A Change of Use is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof (Sec. 702 of the Code)

Office or Division:	Office of the City Engineer/Building Official			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Accomplished Application for Certificate of Occupancy (NBC Form B-11) ➤ Accomplished Certificate of Completion (NBC Form No. B-10). ➤ Logbook of building construction, signed and sealed by the architect or civil engineer in-charge of construction. ➤ For Change of Use: Accomplished Application for Change of Occupancy (NBC Form B-12) ➤ Fire Safety Inspection Report (<i>Please refer to Service No. VIII. D.3. Issuance of Fire Safety Inspection Certificate</i>) ➤ As-built plan (as needed) 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receives application 1.1 Endorses to Fire Department for Fire Safety Clearance 1.2 Approves Endorsement letter	None	5 minutes 10 minutes	Admin. Aide III Admin. Aide III/ Processing Personnel City Engineer/ Building Official

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Present Fire Safety Inspection Certificate	2. Receives application.	None	5 minutes	Admin. Aide III
	2.1 Site Inspection		1-4 hours (depends on the location and size of Building)	Concerned Engineers – Engineer II, III and IV
	2.2 Sign Certificate of Occupancy Form based on the completeness and correctness of related plans as result of the ocular inspection		30-60 minutes	Concerned Engineers – Engineer II, III and IV
	2.3 Prepares Order of Payment/Assesses fees		5 minutes	Admin. Aide IV
	2.4 Approves Order of Payment/Assessed fees Processes application		2-5 minutes	City Engineer/ Building Official
3. Pay Certificate of Occupancy Fee	3. Verifies Proof of Payment (OR)	Fees and Charges are computed based on the Revised Implementing Rules and Regulations of the National Building Code (PD 1096).	3 minutes	Admin. Aide III
	3.1 Approves the issuance of Certificate of Occupancy		5 minutes	City Engineer/ Building Official
4. Receive Certificate of Occupancy	4. Releases Certificate of Occupancy	None	10 minutes	Admin. Aide III/ Processing Clerk/ Building Official
TOTAL:			1 hour 43 minutes or less	



4. Granting Building Data Certification

The Office of the City Engineer issues a certification of the existence/non-existence of a building permit for a specific structure and other related documents

Office or Division:		Office of the City Engineer/Building Official		
Classification:		Simple		
Type of Transac-		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request addressed to the City Engineer.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Building Data Certification	1. Receives request	None	2-5 minutes	Engineer II Admin. Aide IV and III
	1.1 Checks Data Availability		5-20 minutes	Admin. Aide IV
	1.2 Prepares Certification		5-10 minutes	Admin. Aide IV
2. Pay the applicable fees to the Office of the City Treasurer	2. Verifies O.R.	50.00	3 minutes	Admin. Aide IV City Engineer/ Building Official
	2.1 Approves and signs the certification		3 minutes	
3. Receive the certification	3. Records and releases the certification	None	2 minutes	Admin. Aide IV and III
TOTAL		50.00	20– 43	

5. Granting of Certificate of Annual Inspection for Business Permit

The Office of the City Engineer issues a Building Inspection Clearance before the start of commercial operations and during the annual renewal of business permits.

Office or Division:	Office of the City Engineer/Building Official			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All business owners/operators in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Accomplished Business License Application				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Have your Business Permit application form signed.	1. Signs Business Permit application form	None	15 minutes	Engineer/s in-charge (PLIT / Composite Team members)
	1.1 Inspects building for compliance with the National Building Code, Laws, Rules and Regulations		1 hour (Poblacion) 2 hours (Rural Brgy)	
	1.2 Prepares Inspection Report, gives recommendations if any		10 minutes	Engineer/s in-charge (PLIT / Composite Team members)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Comply with recommendations of the Composite Team (if applicable)	2. Re-inspects establishment for compliance with recommendation if applicable	None	1 hour (Poblacion) 2 hours (Rural Brgy.)	Engineer/s in-charge (PLIT / Composite Team members)
	2.1 Prepares Inspection Report		10 minutes	Engineer II Const. & Maintenance General Foreman
	2.2 Assess Fees			
	2.3 Approval of Inspection Report		5 minutes	City Engineer/ Building Official
3. Receive Annual Inspection Clearance	3. Releases the Building Inspection Clearance	None	5 minutes	Processing Personnel
TOTAL			Hours 45 minutes	

6. Actions on Building-Related Complaints

The Office of the City Engineer acts on citizens' complaints about violations in any building construction, renovation, repair, demolition, etc.

Office or Division:		Office of the City Engineer/Building Official		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Complaint letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File letter complaint to Office of the Building Official including contact details	1. Receives letter-complaint	None	10 mins	Engineer II Admin. Aide IV
	1.1 Prioritizes routing to Building Official		15 mins	Admin. Aide IV and III
	1.2 Inspects subject building or structure for any violation		1 hour- 4 hours (depends on the location)	Engineer II and Engineer I
	1.3 If there are violations, prepares and issues the notice of Illegal Construction or Notice of Violation, copy furnished complainant			
	1.4 Endorses to City Prosecutor's Office (CPO) if the owner of the building ignores three (3) notices issued.		30 minutes	City Engineer/ Building Official
	1.5 Files complaint against the building owner in court		1 day	City Engineer/ Building Official
TOTAL			1-4 hours 55 minutes	

7. Maintaining Drainage System and Other Infrastructures

The City Government provides infrastructure maintenance services which include the following:

- Cleaning and dredging of drainage canals
- Demolition works
- Repair of roads and shoulders
- Repair of public buildings and other public facilities
- Asphaltting of potholes
- All other Civil Engineering related works

Office or Division:		Office of the City Engineer - Planning & Design/Maintenance Division		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request approved by the City Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request duly approved by the City Mayor including contact details.	1. Receives and records letter request and endorses to the City Engineer		3 minutes	Engineer III Engineer II& I
	1.1 Notes and endorses to the Maintenance Section		3 minutes	City Engineer
	1.2 Conducts site inspection		2 hours- 4 hours (depends on the location)	Engineers in-charge Engineer III, II
	1.3 Prepares Program of Work (POW)		60 minutes	Engineers in-charge Engineer III, II

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Reviews and recommends approval by the City Mayor		3 minutes	City Engineer
	1.5 Sees to the implementation of the project		2 days	Engineers in-charge
2. Wait advice from the City Engineer's Office regarding the complaint.	2. Advises client on the result/status of case filed.		10 minutes	City Engineer
TOTAL			3 days 19 minutes more or less	

8. Assistance for the Preparation of Plans and Program of Works

The City Government through the Office of the City Engineer prepares Plans and Program of Work for infrastructure which could benefit the community.

SERVICE COVERAGE:

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



Office or Division:	Office of the City Engineer- Planning& Design/Maintenance Division			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Barangay Officials, Private citizens, Offices/Departments of the City Gov- ernment of Laoag			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤Letter request approved by the City Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request duly approved by the City Mayor including contact details.	1. Receives and records letter request and endorses to the City Engineer	None	3 minutes	Engineers in-charge Engineer III, II
	1.1 Notes and endorses to the Planning and Design Division		3 minutes	City Engineer
	1.2 Conducts site inspection		1 hour (Poblacion); 2 hours (Rural brgy.)	Engineers in-charge Engineer III, II
	1.3 Prepares Program of Work (POW) and endorses to the City Engineer		1 to 7 days (varies on the complexity of work)	Engineers in-charge Engineer III, II
	1.4 Evaluates and recommends approval		5 minutes	City Engineer
2. Receive POW	2. Releases POW	None	5 minutes	Processing Personnel
TOTAL			1 hour 16 minutes or more	

9. Collection Services for Additional Garbage

The City Government through the Office of the City Engineer may provide Garbage Collection Services outside the regular schedule to individuals upon request.

Office or Division:		Office of the City Engineer - Motorpool		
Classification:		Simple		
Type of Transac-		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written, verbal or phoned-in request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make the request	1. Receives and records the request and endorses to Motor pool Division	None	5 minutes	Engineers in-charge
	1.1 Schedules and Prepares Job Order		15 minutes	Engineers in-charge
2. Acknowledge Completion of Job Order	2. Receives acknowledgment of completion of job order	None	1 hour (poblacion) 2 hours (rural brgy.)	Asst. City Engineer Processing Personnel
TOTAL				

10. Provision of City Equipment Services

The City Government through the Office of the City Engineer may rent-out equipment to individuals and entities for different services depending on the availability of the required equipment.

Office or Division:		Office of the City Engineer - Motorpool		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request approved by the City Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approves letter request	1. Receives approved letter request 1.1 Conducts the inspection 1.2 Schedules and Prepares Job Order	None	5 minutes 1 hour (poblacion) 2 hours (Rural Barangay) 15 minutes	Assistant City Engineer Engineers II and I Engineers in-charge
2. Receive Order of Payment	2. Prepares Order of Payment		5 minutes	Engineer I
3. Pay rental at the City Treasurer's Office	3. Receive payment 3.1 Issue Official Receipt	Dump Truck (6.0m ³ - 8.0m ³) 675.00/hr Backhoe 0.3m ³ 1,000.00/hr Backhoe 0.8m ³ 1,500.00/hr Bulldozer Series "6" 2,000.00/hr	3 minutes	Revenue Collection Clerk, CTO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Grader G-120 1.800/hr Payloader 2m ³ 650.00/hr Mini Dump Truck 750.00/hr Water Truck 15k liters cap 1,300.00/hr Water Truck 5k liters cap 500.00/hr Declogger 1,000 liters cap -Commercial 1st load- 6,000.00 2nd load-3,000.00 - Residential 1st load-4,000.00 2nd load-2,500.00 Chainsaw 150.00/hr Self Loading Truck - 3,000.00/ trip Manlift - 1,500.00/ hour		
4. Present Official Receipt	4. Checks the Official Receipt and schedule use of equipment 4.1 Releases equipment	None	10 minutes	Assistant City Engineer, Engineer II & I



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Acknowledge completion of Job Order	5. Receives acknowledgement of completion of job order	None	2 minutes	Assistant City Engineer
TOTAL			1 hour 30 minutes or more	



**Infrastructure and Other
Related Services**
City General Services Officer



1. General Services Request – Provision of Streetlight Maintenance Services

The city government provides streetlight maintenance services which includes the repair/replacement of receptacle and switch; check tapping/ electrical connection and replacement of busted bulbs

Office or Division:		Office of the City General Services Office		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE➤		
➤ Letter request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request verbally through telephone or submit letter request	1. Receives the request	one		
	1.1 Accomplish the Trouble Report Form		5 minutes	Receiving personnel
	1.2 Identify the source of request (office, barangay, private individual, exact location, nature of work to be done)		5 minutes	General Foreman
	1.3 Reviews and approves Trouble Report		2 minutes	General Services Officer
	1.4 Schedules & prepare materials needed		5 minutes	General Foreman
	1.5 Deploys/ assigns skilled employee to perform the request		15 minutes	General Foreman

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Perform the task indicated in the Trouble Report		Depends on the task	City electricians
	1.7 Submit accomplished Trouble Report		5 minutes	City electricians
	1.8 Verifies and approves completed Trouble Report		10 minutes	City General Services Officer
TOTAL:			47 minutes	

2. Provision of vehicles, fixtures (tents/chairs/tables)

The city government lends vehicles, fixtures like tents, chairs, tables during wakes and other social functions to residents of Laoag City.

Office or Division:	Office of the City General Services Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Letter request duly approved by the City Mayor				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved request	1. Receives request	None	5 minutes	Receiving personnel
	1.1 Prepares order for the request		5 minutes	General Foreman



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Approves the order for the request		2 minutes	City General Services Officer
	1.3 Prepare and delivers the request		60 minutes	Gen. Foreman/ Adm. Aide I
Receive the delivered items (chair, tables or tents)	2. Retrieve tents & fixtures after the affair	None	60 minutes	Gen. Foreman/ Adm. Aide I (Utility Worker)
TOTAL:			2 hours & 12 minutes	



Civil Registry Services

Office of the City Civil Registrar



1. Registration of Live Birth, Death and Marriage

Live Birth, Death and Marriage should be registered within the 30-day reglementary period.

Hospital administrators are responsible for the registration of live births or deaths in their hospital.

Registration of marriages is the responsibility of the church, the court or authority that solemnized the marriage.

A foundling is an abandoned infant or child with unknown parents, guardians, relatives with unknown facts of birth and parentage if found in Laoag City and must be registered within the 30-day reglementary period from the date the child is found.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	All for live birth, death and marriage Only DSWD authorized social worker for Foundling
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ For Registration of Birth <ul style="list-style-type: none"> * Certificate of Live Birth Form 102 (if born at the hospital) * Certificate of marriage of parents of new born baby (if applicable) ➤ For Registration of Death <ul style="list-style-type: none"> * Cert. of Death Form 103 (if died at the hospital/clinic) * Barangay Chairman's Certification (if died at home) * Certificate of Fetal Death Form 103A (if died at the Hospital) ➤ For Registration of Marriage Certificate of Marriage Form 97 	<p>Hospital where the child was born</p> <p>Local Civil Registrar</p> <p>Hospital/Clinic died</p> <p>Barangay Chairman</p> <p>Hospital</p> <p>Local Civil Registrar</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ For Registration of Foundling * Certified True Copy of certification issued by the Secretary of DSWD stating that the child was legally available for adoption * Certified true copy of child profile issued by DSWD		Department of Social Welfare and Development Department of Social Welfare and Development		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document	1. Receives and evaluates the document if properly filled out.	None	1 minute	City Civil Registrar staff
TOTAL:			1 minute	

2. Late Registration of Birth, Death or Marriage or Any Civil Registration Document

Late registration applies to events (birth, death, marriage, court decrees) that are not yet registered after the 30-day reglementary period (after the occurrence of the event)

It also accommodates the registration of events (birth, death, marriage) when the record of these are not found in the civil registry books or in the records of the Philippine Statistics Authority (PSA).



Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Those without records at the PSA and Civil Registry Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth <ul style="list-style-type: none"> ➤ Certificate of Live Birth Form 102 ➤ Negative Certification of Birth ➤ Affidavit of two disinterested persons ➤ Documentary evidences (baptismal/Islam certificate, baby's record, school record, voter's certification, etc. ➤ Valid identification card ➤ Marriage Certificate (if married) Death <ul style="list-style-type: none"> ➤ Certificate of Death Form 103 ➤ Negative Certification of Death ➤ Affidavit of two disinterested persons ➤ Proof of Death Marriage <ul style="list-style-type: none"> ➤ Marriage Certificate/Municipal Form 97 ➤ Certificate of No Marriage ➤ Affidavit of two disinterested persons ➤ Affidavit of Late Registration by registrant 		Local Civil Registrar Philippine Statistics Authority Notary Public Church, school, COMELEC, hospital/clinic Employer, Government Agency Local Civil Registrar, PSA Local Civil Registrar Philippine Statistics Authority (PSA) Notary Public Hospital/Clinic Philippine Statistics Authority Notary Public Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receives and evaluates the document interviews the client	None	10 minutes	Staff in-charge for late registration

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	Penalty - 150.00 Certificate. - 100.00	2 minutes	Revenue Collection Clerk
3. Presents the Official Receipt	3. Check Official Receipt 3.1 Records the O.R. No. and processes the request/ document (Note: a 10-day notice of posting is required before the document is registered.) 3.2 Registers & signs the document on the 1 st working day after the reglementary 10 day posting period	None	10 minutes 3 minutes	Staff in-charge for late registration City Civil Registrar or the Officer-in-Charge
3. Receives the registered document	4. Issues the registered document	None	2 minutes	Staff in-charge for late registration
TOTAL:		250.00 (if with penalty)	17 minutes	

3. Application for Marriage License

This service applies to all would-be couples who intend to get married, except for live-in partners of 5 years or more who wish to marry (Art. 34 of the Family Code of the Philippines).

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Would-be couples who intend to get married One of the contracting parties must be a bona fide resident of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Certificate of No Marriage (CENOMAR) ➤ Birth Certificate ➤ CTC/Cedula ➤ Certificate of Pre-Marriage Counseling ➤ Certificate of tree planting (2 seedlings) ➤ 2 pictures of the actual tree planting ➤ Identification/Advice Forms to be signed by parents ➤ Capacity to Marry from Embassy Concerned – if one party is a foreigner 		Philippine Statistics Authority Local Civil Registrar, PSA Office of the City Treasurer PMOC Barangay Chairman Applicant Embassy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receives and evaluates the documents	None	3minutes	Staff in-charge for Application for Marriage License
2. Fill out the information sheet	2. Assists the client	None	3 minutes	Staff in-charge for Application for Marriage License
3. Submit the duly accomplished information sheet	3. Receives and reviews the information sheet if properly accomplished	None	3 minutes	Staff in-charge for Application for Marriage License

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pay the required fee at the Office of the City Treasurer	4. Accept payment 4.1 Issue Official Receipt	100.00	2 minutes	Revenue Collection Clerk
5. Presents the Official Receipt	3. Check Official Receipt 3.1 Records the O.R. No. and processes the marriage license (Note: a notice of posting is required before the document is registered.)	None	10 minutes	Staff in-charge for Application for Marriage License
6. Sign the application for marriage license and the parents signs the Consent/ Advice (if contracting parties are below 25 years old)	6. Witnesses the signing of the application for Marriage License and the Parental Consent/Advice (if needed) and subscribes the said documents. 6.1 Signs and registers the Marriage License after the 10-day posting period.	None	3 minutes 3 minutes	City Civil Registrar or the Officer-in-Charge City Civil Registrar or the Officer-in-Charge
7. Receives the Marriage License	4. Issues the marriage license	None	1 minute	Staff in-charge for late registration
TOTAL:		100.00	28 minutes	

4. Out of Town Registration/Reporting

Out-of-Town Registration/Reporting applies to residents of Laoag City whose vital events (birth, death, marriage) took place outside the City but are not indicated in the Registry of Books of that place or in the records of PSA.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transactions:	G2C – Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Birth <ul style="list-style-type: none"> ➤ Certificate of Live Birth Form 102 ➤ Negative Certification of Birth ➤ Affidavit of two disinterested persons ➤ Documentary evidences (baptismal/Islam certificate, baby's record, school record, voter's certification, etc. ➤ Valid identification card ➤ Marriage Certificate (if married) 	Local Civil Registrar Philippine Statistics Authority Notary Public Church, school, COMELEC, hospital/clinic Employer, Government Agency Local Civil Registrar, PSA
Death <ul style="list-style-type: none"> ➤ Certificate of Death Form 103 ➤ Negative Certification of Death ➤ Affidavit of two disinterested persons ➤ Proof of Death 	Local Civil Registrar Philippine Statistics Authority (PSA) Notary Public Hospital/Clinic
Marriage <ul style="list-style-type: none"> ➤ Marriage Certificate/Municipal Form 97 ➤ Certificate of No Marriage ➤ Affidavit of two disinterested persons ➤ Affidavit of Late Registration by registrant 	Philippine Statistics Authority Notary Public Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receives and evaluates the document interviews the client	None	3 minutes	Staff in-charge for Out-of-Town Reporting
2. Signs the affidavit of Delayed Registration at the back of the document	2. Processes the document (Note: a 10-day notice of posting is required before the document is forwarded to the Civil Registry Office where the event took place)	None	10 minutes	Staff in-charge for Out-of-Town Reporting
	2.1 Signs the documents for registration/ reporting and forwards the same to the Civil Registry Office where the event took place.	none	3 minutes	City Civil Registrar or the Officer-in-Charge
2. Awaits advice through phone call	3. Informs the client as soon as document is received.	None	5 minutes	Staff in-charge for Out-of-Town Reporting
3. Receives the document	4. Issues the document	None	5 minutes	Staff in-charge for Out-of-Town Reporting
TOTAL:			26 minutes	

5. Registration of Legal Instruments

Legal Instruments are documents (Affidavit of Acknowledgement, Affidavit of Legitimation and Affidavit to Use Surname of the Father under RA 9255) that are required to update the birth record of the registrant.

- An Affidavit of Acknowledgement is required if the natural father of an illegitimate child decides to have his name indicated in the Certification of Live Birth of his child.
- An Affidavit of Legitimation is executed by the married couple in order for their child to be legitimated.
- An Affidavit to Use Surname of the Father (AUSF) under RA 9255 is required if the mother allows the child to bear the surname of his father.

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Affidavit of document to be registered ➤ Birth Certificate of the person concerned in the affidavit 		Notary Public Local Civil Registrar, PSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1. Receives and evaluates the document	None	3 minutes	City Civil Registrar Staff

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	Acknowledgment 300.00 Legitimation- 150.00 AUSF – 360.00 Admission/denial of Paternity – 300.00 Oath of allegiance of naturalized Fil Citizen – 300.00	2 minutes	Revenue Collection Clerk
3. Submit the Official Receipt (OR)	3. Receives the OR and processes the document 3.1 Signs and register the document	None	10 minutes 3 minutes	City Civil Registrar Staff City Civil Registrar or the Officer-in-Charge
4. Receives the document	4. Issues the registered document	None	1 minute	City Civil Registrar Staff
TOTAL:		150.00 – 360.00	19 minutes	

6. Issuance of Supplemental Report

This service allows the client to have his/her civil registration document (birth, death, marriage) completed by providing the data for the missing entries

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ PSA document that needs supplemental report (birth, death, marriage) ➤ Affidavit of Supplemental Report ➤ 2 supporting documents (baptismal, voter's ID, school records, etc.) 		Philippine Statistics Authority Notary Public Church, School, Comelec		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receives and evaluates the document	None	5 minutes	City Civil Registrar Staff
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	Supplemental Report – 150.00 Birth Certificate – 100.00	2 minutes	Revenue Collection Clerk
3. Submit the Official Receipt (OR)	3. Receives the OR and processes the document 3.1 Signs the document	None	10 minutes 3 minutes	City Civil Registrar Staff City Civil Registrar or the Officer-in-Charge
4. Receives the document	4. Issues the registered document	None	1 minute	City Civil Registrar Staff
TOTAL:		150.00 – 250.00	21 minutes	

7. Granting of Petition for Change of First Name (CFN) or Correction of Clerical Error (CCE) under R.A. 9048 and R.A. 10172

This service intends to enable the Change of First Name of the client when the registered name in the Birth Certificate is ridiculous, tainted with dishonor, extremely difficult to write or pronounce.

Correction of Clerical Error is limited to those mistakes committed in the performance of clerical work in writing, copying, transcribing or typing an entry in the civil register all of which are harmless. This service is performed without a judicial order.

Office or Division:	Office of the City Civil Registrar
Classification:	Complex
Type of Transactions:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Basic <ul style="list-style-type: none"> ➤ Document (Birth, Death, Marriage) that is subject for change of correction Change of First Name (CFN) <ul style="list-style-type: none"> ➤ PSA copy of Live Birth of the person whose first name is sought to be changed. ➤ Baptismal Certificate ➤ School records (Diploma, TOR) ➤ Medical records ➤ Valid Identification cards (driver's license, passport, SSS/ GSIS ID, PRC ID, etc.) ➤ Voter's certificate ➤ Birth Certificate of children ➤ Other documents which the CCR may require 	<p>Philippine Statistics Authority</p> <p>PSA</p> <p>Church</p> <p>School</p> <p>Hospital/Clinic</p> <p>Government Agency issuing the identification cards</p> <p>COMELEC</p> <p>PSA/Local Civil Registrar</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Clearances from: <ul style="list-style-type: none"> a. Employer, if employed (must indicate that employee has no pending administrative case) or Affidavit of unemployment b. PNP c. NBI ➤ Affidavit of publication with newspaper clipping from publisher (publication of 2 consecutive weeks) 	<p>Employer</p> <p>Philippine National Police National Bureau of Investigation Notary Public</p>
<p>Correction of Clerical Error (CCE)</p> <ul style="list-style-type: none"> ➤ PSA copy of the civil registry document sought to be corrected ➤ Baptismal/Dedication Certificate ➤ School records (Diploma, TOR) ➤ Medical records ➤ Marriage Certificate ➤ Birth Certificate of parents/ children (if applicable) ➤ Death Certificate of parents (if applicable) ➤ Valid Identification cards (driver's license, passport, SSS/ GSIS ID, PRC ID, etc.) ➤ Voter's certificate ➤ Other documents which the CCR may require 	<p>PSA</p> <p>Church</p> <p>School</p> <p>Hospital/Clinic</p> <p>PSA/Local Civil Registrar</p> <p>PSA/Local Civil Registrar</p> <p>PSA/Local Civil Registrar</p> <p>Government Agency issuing the identification cards</p> <p>COMELEC</p>
<p>Correction of Sex/date of birth</p> <ul style="list-style-type: none"> ➤ PSA copy of Live Birth sought to be corrected. ➤ LCRO copy of the birth certificate ➤ Earliest school record/document (Elementary Form 137) or Affidavit of No School Record, if never entered school 	<p>PSA</p> <p>Local Civil Registrar</p> <p>School or Law Office</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Medical Record or Affidavit of No Medical Record, if never had medical check-up ➤ Baptismal/ dedication Certificate or Affidavit of No Baptismal Certificate, if never baptized ➤ Clearances from: <ul style="list-style-type: none"> a. Employer, if employed (must indicate that employee has no pending administrative case) or Affidavit of unemployment b. PNP c. NBI ➤ Other documents which the CCR may require ➤ Affidavit of publication with newspaper clipping from publisher (publication of 2 consecutive weeks) 		Hospital/Clinic		
		Church		
		Employer or Law Office		
		Philippine National Police		
		National Bureau of Investigation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receives and evaluates the document	None	10 minutes	City Civil Registrar Staff
	1.1 Refers the petition to the CCR for final approval 1.2 Interviews the client and approves the filing of petition		10 minutes	City Civil Registrar
2. Pay the filing fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	CCE – 1,000.00 CFN – 3,000.00 Change of Sex/ date of birth – 3,000.00	2 minutes	Revenue Collection Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the Official Receipt (OR)	3. Receives the OR and processes the petition (Note: a 10-day notice of posting is required before the CCR decides on the petition)	None	15 minutes	City Civil Registrar Staff
	3.1 Grants or Denies the petition & forwards the granted petition to the Office of the Civil Registrar General for affirmation		15 minutes	City Civil Registrar
	3.2 Prepares the Certificate of Finality after affirmation by the CRG		10 minutes	City Civil Registrar Staff
	3.3 Signs the Certificate of Finality and endorses a copy to the PSA for the annotation of the corrected/changed entry.		5 minutes	Civil Registrar City
Receives the Certificate of Finality	4. Issues a copy of the Certificate of Finality	None	3 minutes	City Civil Registrar Staff
TOTAL:		1,000.00 to 3,000.00	1 hour 10 minutes	

8. Registration of Court Decrees (Annulment, Adoption, Presumptive Death, Rectification/Revocation of Adoption, Correction/Deletion of Entries, i.e. date of birth, citizenship)

Court decrees/decisions must be registered in the Civil Registrar's Office, where the court that heard the case is functioning, within ten (10) days after the decree/order has become final.

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen G2G – Government to Government		
Who may avail:		Individuals who filed an annulment and/or adoption in any court		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Certified photo copy of the Court Decision		Court		
➤ Certified true copy of the finality		Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for registration	1. Receives and evaluates the document	None	3 minutes	City Civil Registrar Staff
2. Pay the filing fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	Adoption 400.00 Adoption for foreign decrees – 500.00 Annulment of marriage- 400.00 Declaration of absolute nullity of marriage – 400.00 Legal separation – 400.00 Correction of entry-300.00 Declaration of presumptive death – 500.00	2 minutes	Revenue Collection Clerk



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		500.00 Appointment of guardianship – 400.00 Emancipation of minor – 100.00 Naturalization – 500.00 Renunciation of Citizenship – 500.00		
3. Submit the Official Receipt (OR)	3. Receives the OR and processes the document 3.1 Signs the document and endorses a copy to the Office of the Civil Registrar General	None	20 minutes 10 minutes	City Civil Registrar Staff City Civil Registrar or the Officer-in-Charge
4. Receives the registered document	4. Issues a copy of the registered document	None	3 minutes	City Civil Registrar Staff
TOTAL:		Depends on the kind of transaction	38 minutes	

9. Issuance of Certified Machine Copy

Certified Machine copies are provided based on the original copy of the document from the client himself/herself.

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Original file copy of the registered civil registry document		PSA, Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document (for certified machine copy)	1. Receives and evaluates the document	None	3 minutes	City Civil Registrar Staff
	1.1 Verifies office record (for certified true copy)		5 minutes	City Civil Registrar Staff
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	80.00	2 minutes	Revenue Collection Clerk
3. Present the Official Receipt (OR)	3. Records the OR and processes the document	None	3 minutes	City Civil Registrar Staff
	3.1 Signs the document		3 minutes	City Civil Registrar or the OIC
Receives the document	4. Issues a copy of document	None	3 minutes	City Civil Registrar Staff
TOTAL:		80.00	19 minutes	

10. Reconstruction/Transcription of Document

Reconstruction of documents applies to very old but original documents in tattered condition while Transcription of documents applies to documents that are intended to be recopied (client's copy/PSA issued documents that are blurred/from the Registry Books) for signature by the incumbent Civil Registrar.

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Any individual in possession of old but original civil registry documents/ PSA documents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Original copy (old and tattered) of the document for reconstruction ➤ Original document 		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for reconstruction or transcription	1. Receives and evaluates the document for authentication or refers to the Registry Book	None	10 minutes	City Civil Registrar Staff
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	100.00	2 minutes	Revenue Collection Clerk
3. Present the Official Receipt (OR)	3. Records the OR and processes the document 3.1 Signs the document	None	5 minutes 3 minutes	City Civil Registrar Staff City Civil Registrar or the Officer-in-Charge
Receives the document	4. Issues the document	None	1 minute	City Civil Registrar Staff
TOTAL:		100.00	21 minutes	

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Any individual in possession of old but original civil registry documents/ PSA documents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Original copy (old and tattered) of the document for reconstruction ➤ Original document 		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the document for reconstruction or transcription	1. Receives and evaluates the document for authentication or refers to the Registry Book	None	10 minutes	City Civil Registrar Staff
2. Pay the required fee at the Office of the City Treasurer	2. Accept payment 2.1 Issue Official Receipt	100.00	2 minutes	Revenue Collection Clerk
3. Present the Official Receipt (OR)	3. Records the OR and processes the document 3.1 Signs the document	None	5 minutes 3 minutes	City Civil Registrar Staff City Civil Registrar or the Officer-in-Charge
Receives the document	4. Issues the document	None	1 minute	City Civil Registrar Staff
TOTAL:		100.00	21 minutes	



Protective and Support Services
Office of the City Mayor
Department of Public Safety



1. Provision of Ambulance/Paramedics to Transport Patient

The City Government of Laoag provides ambulance/paramedics services in cases of emergency. Paramedics will render first aid while the patient is being transported.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Citizens in need of emergency assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through telephone or in person, giving the following information: a. Name of the patient/ victim b. of the patient/ victim. c. Condition of the patient/victim. d. Name of informant e. Telephone/ mobile number of informants	1. Records all information 1.1 Dispatches the Ambulance	None	2 minutes	DPS Personnel on duty
	1.2 Transports patient/victim to the nearest hospital.		7 minutes (urban brgys.) 15 minutes (rural brgys.)	Paramedics on duty
	1.3 While on the transport, takes the ff.: personal data, vital signs and first aid treatment.			Paramedics on duty
	1.4 Endorses patient to staff on duty at the emergency room (ER)			Paramedics on duty
2. Awaits advise from DPS personnel on duty of service completion.	2. Advise client of service request status	None	10 minutes	Paramedics on duty
TOTAL			19 to 27 minutes	

2. Provision of Ambulance to Transport Patients from Hospital (within Laoag City) to Tertiary Level Hospitals outside the Province

The City Government of Laoag assists in the transport of patients from hospitals in Laoag City to tertiary level hospitals in cases where there is unavailability of hospital equipment and/or specialist.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Citizens who need transport assistance		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Letter-request duly approved by the City Mayor ➤ Certification of the Doctor that the patient needs to be transported to a tertiary level hospital ➤ Physician and/or nurse to accompany the patient ➤ Waiver from the concerned party in case of unavailability of Physician to accompany patient ➤ Referral slip from the hospital of origin 		<p>Office of the City Mayor</p> <p>Attending Physician</p> <p>Concerned party</p> <p>Hospital of origin</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter-request and other required documents	1. Explains all the Standard Operating Procedure to the requesting party	None	5 minutes	DPS Personnel on duty



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay required charges	2. Receives payment and issue Official Receipt	<p>To Manila and vice versa – P9,500.00 Premium P8,500.00 Diesel 613.00 Toll Fee</p> <p>To Baguio and vice versa P8,500.00 Premium P7,500.00 Diesel</p> <p>To La Union and vice versa P3,500.00 Premium 3,000.00 Diesel</p> <p>To Vigan and vice versa P2,500.00 Premium P2,000.00 Diesel</p>	2 minuts	DPS personnel on duty/ Administrative Officer
3. Present Official Receipt	3. Transport the patient to the hospital of preference	None	As soon as possible	Paramedics on duty
TOTAL		Depends on where the patient is transported	7 minutes	

3. Provision of Towing Service

The City Government of Laoag provides towing service for motor vehicles involved in vehicular traffic accidents and/or stalled vehicles.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		Citizens requiring towing services		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Written, verbal or phoned-in request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make the request	1. Checks and verifies the request	None	1 minute	Personnel on duty
2. Pay required fees at the Office of the City Treasurer	2. Receives payment and issue Official Receipt	1,000.00	2 minutes	Local Revenue Collectors, CTO
3. Present Official Receipt	3. Records the O.R. number and blotters the said request.	None	5 minutes	Personnel on duty
	3.1 Dispatches the towing vehicle	None	Depends on the location and circumstances	Personnel on duty
TOTAL		1,000.00	8 minutes	



4. Blood Pressure (BP) Monitoring

The City Government of Laoag provides blood pressure monitoring service as part of the basic health service delivery.

Office or Division:		CMO – Department of Public Safety		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request BP monitoring and register	1. Records the name of the patient	None	2 minutes	Paramedics on duty
2. Undergo Blood Pressure monitoring	2. Takes the BP	None	3 minutes	Paramedics on duty
TOTAL		None	5 minutes	



Protective and Support Services

Philippine National Police



1. National Police Clearance System

A comprehensive, fast, convenient and reliable system for the issuance of Police Clearance Nationwide

Office or Division:	Laoag City Police Station			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Printed Generated Reference Number Given by the NCPS System ➤ Printed paid transaction details (proof of payment) ➤ Two (2) valid Identification Card 		<p>Visit the online site of NCPS https://pnpclearance.ph for the registration</p> <p>*Fill out required information and set an appointment at a suitable date and preferred police station.</p> <p>Online payment through Landbank of the Philippines</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest intent to the Desk Officer.	Desk Officer will assist the client to go to the NCPS Room	None	2 minutes	Duty Desk Officer
2. Present the generated reference number and Paid Transaction details as proof of payment to the Clearance PNCO	2. Advise the applicant to proceed to Traffic Division for more verifications	None	10 seconds	Clearance PNCO/ NUP
3. Submit to Biometrics and Photo/ Signature capture	2. Conducts Biometrics and Photo /Signature Capture	None	5 minutes	Clearance PNCO/ NUP



CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING	PERSON
4. Wait the clearance to be released	4. Verify in PNP Crime Related Data Base	None	With HIT 15-30 minutes No HIT 2 minutes	Clearance PNCO/ NUP
5. Receive the NPCS	5. Release the NPCS	None	10 seconds	Clearance PNCO/ NUP
TOTAL			17 - 38 minutes	

2. Laoag City Police Station Clean Rider Act

The Laoag City Police Station provide sticker/clearance to riders in compliance to Clean Rider Act to eradicate unroadworthy motorcycles, to impound stolen motorcycles, to prevent crimes perpetrated by motorcycles riding suspects and to ensure the safety and security of the riders and citizens.

Office or Division:	Laoag City Police Station	
Classification:	Simple	
Type of Transactions:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> ➤ Original Receipt/Certificate of Registration ➤ Deed of Sale (if the motorcycle is not in your own name) ➤ Driver's License ➤ Any government issued ID card ➤ Duly accomplished form issued by the Police Station ➤ One (1) 2x2 ID picture 		

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest intent to the Desk Officer (Applicant Client)	1. Provide list of requirements	None	1 minute	Desk Officer
2. Fill out the request form and submits same with the required documents to the Desk Officer	2. Assists the client	None	2 minutes	Duty Operation PNCO
3. Thumb Mark and Signature of Applicant to the clearance	3. Assists the client	None	30 seconds	Duty Operation PNCO
4. Wait for the sticker	4. The Duty Operation PNCO release the sticker and put to the motor vehicle, LTO ID and Helmet.	None	30 seconds	Duty Operation PNCO
TOTAL:			4 minutes	

3. Provision of National Police Clearance

The Laoag gcity Police Station provides official document certifying the existence or non-existence of a person's record/information in the Centralized Information System for crime-related record checking nationwide.

Office or Division:		Laoag City Police Station		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Birth Certificate with Official Receipt ➤ GSIS/SSS UMID ID ➤ IBP ID ➤ LTO Driver's License ➤ PNP/AFP ID ➤ PRC ID ➤ Passport ➤ Philhealth ➤ Postal ID ➤ School ID with SY - recent ➤ TIN ➤ Senior Citizen's ID ➤ Voter's ID ➤ 2 valid ID picture 		<ul style="list-style-type: none"> ➤ Philippine Statistics Authority ➤ GSIS/SSS ➤ Professional Regulation Commission ➤ Land Transportation Office ➤ Phil. National Police/ Armed Forces of the Phil ➤ Professional Regulation Commission ➤ Department of Foreign Affairs ➤ Philhealth Office ➤ Postal Office ➤ School enrolled-in ➤ Bureau of Internal Revenue ➤ Senior Citizen's Office ➤ Commission on Election 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest intent to the Desk Officer (Applicant Client)	1. Provide list of requirements	None	1 minute	Desk Officer
2. Proceed to NPCPS Processor and present Two (2) Valid Identification Card.(Clearance PNCO)	2. Clearance PNCO to validate appointment record (Clearance PNCO	None	2 minutes	Desk Officer and Clearance PNCO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Conduct of Biometric -Have a photo, signature and fingerprint captured. (Clearance PNCO/ Applicant)	3. Assists the client	None	30 seconds	Clearance PNCO
4. Wait for the Clearance	4. HIT: Wait for the advise of the Verification Officer for the Verification process and interview Without HIT: Just wait for the Clearance (Clearance PNCO/ Applicant)	None	15 minutes	Clearance PNCO
5. Receive the clearance	5. Clearance PNCO release the clearance (Clearance PNCO)	160.00	1 minute	Clearance PNCO
TOTAL:		160.00	6 minutes (without Hit) 1 day and 5 minutes (with Hit)	

4. Provision of Local Police Clearance

The Laoag gcity Police Station provides official document certifying the existence or non-existence of a person's record/information in the Centralized Information System for crime-related record checking nation-wide.

Office or Division:		Laoag City Police Station		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ➤ Community Tax Certificate ➤ Barangay Clearance ➤ Official Receipt of Police Clearance 		<ul style="list-style-type: none"> ➤ Office of the City Treasurer ➤ Barangay Chairman ➤ Office of the City Treasurer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Manifest intent to the Desk Officer (Applicant Client)	1. Provide list of requirements	None	1 minute	Desk Officer
2. Fill up the request form and submits same with the required documents to the Desk Officer	2. -Desk Officer enters the request in the Logbook and refers same to the designated Action PNCO, Clearance Section 2.1 Clearance PNCO verifies the authenticity of the documents submitted and advises the client to pay police clearance fee at the Treasurer's Office.	None	2 minutes	Duty Operation Desk Officer and Clearance PNCO



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Thumb Mark and Signature of Applicant to the clearance	3. Assists the client	None	30 seconds	Clearance PNCO
4. Wait for the clearance	4. The Clearance PNCO verifies records and prepares the clearance. 4.1 COP approves/ signs the clearance (COP/Clearance PNCO)	None	15 minutes	Clearance PNCO
5. Receives the clearance	5. Clearance PNCO release the clearance (Clearance PNCO)	None	1 minute	Clearance PNCO
TOTAL:			19 minutes 30 seconds	



Protective and Support Services

Bureau of Jail Management and Penology



1. Visitation Services

The spouse, parent, children, sibling, relative or friend of the resident/ detainee are allowed to visit on the specified schedule of jail visitation.

Office or Division:	Bureau of Jail Management and Penology			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Spouse, parent, child, sibling, relative or friend of the resident			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Valid Identification Card with latest picture (Expired IDs or CTC are not allowed)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Desk Officer Area to secure Visitor's Form	1. Desk Officer issue Visitor's Form	None	2 minutes	Desk Officer
2. Submit the accomplished form to the Desk Officer	2. Receive & evaluate the identity of the visitor & issue Temporary Control/ Visitor's Tag & stamp jail seal and/or "VISITOR" on the right hand of the visitor	None	2 minutes	Desk Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Search Area for frisking, searching & other SOPs on Jail Visitation	<p>3. Items such as money, jewelries, cellular phones, etc. are to be kept by the Jail Property Custodian who will issue Property Control Tag.</p> <p>* Visitor is subjected to body search and his/her belongings</p>	None	5-10 minutes	Property Custodian Searcher
4. Proceed to the Visiting Area	4. Provide the visitor with a short briefing on basic jail rules and regulations	None	5 minutes	Duty Officer/ Visiting Area Personnel
5. Upon termination of visiting time, proceed to the Property Custodian and surrender the Property Control Tag	5. Return the personal belongings of the visitor.	None	2 minutes	Property Custodian
6. Proceed to the Desk Officer to claim I.D.	6. Check the presence of stamp of jail seal or the word "VISITOR" on the right hand of the visitor before allowing the person to go out of the jail premises.	None	2 minutes	Desk Officer
TOTAL:			18-28 minutes	



2. Accreditation of Jail Ministry

Religious groups or individual are permitted to preach and apply for accreditation.

Office or Division:	Bureau of Jail Management and Penology			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizen			
Who may avail:	Religious Group or Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
➤ Request letter (additional requirement may be required).		Religious Group or Individual		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID to the Gate Officer and fill out entries in the logbook, and inform the Gate Supervisor of the purpose.	1. Verifies the ID, issue visitor's pass and stamps "VISITOR" at the right hand of the client. 1.1 Instruct the client to proceed to the IWD Office	None	3 minutes	Gate Supervisor
2. Client submits Request Letter in writing addressed to the Warden thru the Chief, IWD	2. Assesses the letter request and purpose of the client if the schedule is available and/or recommends modification on the request. 2.1 Requires the client to submit additional documents like NBI Clearance, SEC registration of the group, valid IDs, etc.	None	10 minutes	Chief, IWD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client waits	3. If the client and Chief, IWD arrive with a final agreement, a Memorandum of Agreement/ Understanding is prepared.	None	15 minutes	Chief, IWD
4. Client agrees to the agreement and affix signature in the MOA/MOU.	4. Client through the recommendation of the Chief, IWD now proceed to the Warden's Office for the formal signing of the MOA/MOU.	None	5 minutes	Warden, Chief IWD
5. Client can now start with the request for jail ministry according to the MOA/MOU.	5. Issues identification cards to the client/s and brief clients with the existing jail rules and regulations.	None	20 minutes	Chief, IWD
6. Client returns the visitor's pass to the Gate Officer.	6. Informs the Gate Officer regarding the service that will be provided by the client.	None	3 minutes	Chief, IWD
TOTAL:			56 minutes	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Paralegal Section	Assess the request if it is not in conflict with other groups, and forward favorably the letter to the Warden.	None	3 minutes	Chief, Paralegal Section
3. Waits for the decision	3. if the Warden approves, the Chief, Paralegal Section and the client will prepare the Memorandum of Agreement or Memorandum of Understanding	None	10 minutes	Chief, Paralegal Section
4. Proceed to the Warden's Office	4. Client is oriented by the Chief, Paralegal Section on jail rules and regulations and assist the client and Warden in the signing of MOA or MOU.	None	15 minutes	Warden/ Chief Paralegal Section
5. Perform the requested service based on the MOA/MOU.				
TOTAL:			Minimum of 3 days 28 minutes	

FEEDBACK AND COMPLAINTS	
How to send feedback?	Answer the feedback form to be provided by the personnel in-charge in the Public Assistance Complaint Desk (PACD)
How feedback is processed?	The Office of the City Mayor-Administrative Division through its authorized personnel will be the one to open and collect the feedback from each drop box every Friday and consolidate the feedback, verify their nature and refer the same to the office concerned.
How to file complaints?	To file a complaint against the office concerned, fill-out the complaint form which is available at PACD and drop the accomplished complaint form at the feedback and complaint drop box.
How complaints are processed?	The Office of the City Mayor-Administrative Division through its authorized personnel will be the one to open and collect the feedback from each drop box every Friday and consolidate the feedback, verify their nature and refer the same to the office concerned.
Contact Information:	
CMO - Administrative Division	(077) 772-0001 ; (077) 773-1788
Anti-Red Tape Authority (ARTA)	8-478-5093 complaints@arta.gov.ph
Presidential Complaint Center (PCC)	8888 ; (02) 873-645 pcc@malacanang.gov.ph
Civil Service Commission (CSC)	893-8092 ; 8931-7939 ; 8931-7935

LIST OF OFFICES

Office	Address	Contact Information
1. Office of the City Mayor – Administrative Division	Laoag City Hall, Brgy.9, Sta. Angela	(077) 772-0001 loc 215 (077) 773-1788 0998-950-5022
2. Office of the City Mayor – Department of Public Safety	Brgy. 1, San Lorenzo	(077) 772-0564 0930-699-4790
2. Office of the City Mayor – Permits and License Division	Laoag City Hall, Brgy.9, Sta. Angela	(077) 772-0001 loc 208
3. Office of the City Mayor – Cooperative Division	Laoag City Hall, Brgy.9, Sta. Angela	(077) 772-0001 loc 210
4. Office of the Secretary to the Sanggunian Panlungsod	Laoag City Hall, Brgy.9, Sta. Angela	(077) 772-0001 loc 236 and 237
5. Office of the City Community Affairs Officer	Laoag City Hall, Brgy. 10, San Jose, Laoag City	(077) 772-0001 loc 224 (077) 773-1992
6. Office of the City Human Resource Management Officer	Laoag City Hall, Brgy. 10, San Jose, Laoag City	(077) 772-0001 loc 206 (077) 770-5054 0998-584-1091 chrmlaoag@yahoo.com
7. Office of the City Planning and Development Coordinator	Laoag City Hall, Brgy.9, Sta. Angela	(077) 772-001 loc 264 (077) 770-5140 091 cpdolaoag@yahoo.com
8. Office of the City Treasurer	Laoag City Hall, Brgy.9, Sta. Angela	(077) 771-4740 (077) 772-0001 loc 225 and 234 0998-950-0150 ctolaoag@yahoo.com
10. Office of the City Assessor	Laoag City Hall, Brgy. 10, San Jose, Laoag City	(077) 772-0001 loc 226
11. Office of the City Civil Registrar	Laoag City Hall, Brgy. 10, San Jose, Laoag City	(077) 770-4404 (077) 772-0001 loc 211
12. Office of the City General Services Officer	Laoag City Hall, Brgy. 10, San Jose, Laoag City	(077) 772-0001 loc 209
13. Office of the City Engineer/Building Official	Laoag City Hall, Brgy.9, Sta. Angela	(077) 772-0001 loc 230 (077) 772-2090 (077) 772-0866
14. Office of the City Health Officer	City Health Building, Brgy. 10, San Jose, Laoag City	(077) 772-0289
15. CHO – Population Division	City Health Building, Brgy. 10, San Jose, Laoag City	(077) 770-5228
16. Office of the City Social Welfare and Development Officer	CSWDO Building, Brgy. 10, San Jose	(077) 772-0005 0998-950-5017 laoagcswdo@yahoo.com



17.	Laoag City Public Market and Commercial Complex	Brgy. 16, San Jacinto, Laoag City	(077) 770-3787 (077) 770-5373
18.	Laoag City General Hospital	Brgy. 50, Buttong, Laoag City	(077) 670-6304 (077) 772-8823
19.	Office of the City Agriculturist	Brgy. 54-B, Camangaan	(077) 677-2354 (077) 772-0001 loc 248 0922-5276738 laoag_agr@yahoo.com
20.	Office of the City Veterinarian	Brgy. 1, San Lorenzo	(077) 771-3681
21.	City Slaughterhouse	Brgy. 1, San Lorenzo	0910-054-9975
22.	Bureau of Jail Management and Penology	Brgy. 1 San Lorenzo	(077) 772-0068
23.	Philippine National Police	Brgy. 1, San Lorenzo	(077) 772-0201
24.	Bureau of Fire Protection	Brgy. 1, San Lorenzo	(077) 600-5094 (077) 772-1885

