



SURIGAO CITY CITIZEN'S CHARTER 2019



City of Surigao **CITIZENS CHARTER**

FOREWORD

This published Citizens Charter of the City of Surigao is a product of continuing efforts by the City Government in coordination with the business sector and civil society organizations, to raise the standards of public services. In 2003, the city embarked on a series of reform initiatives under the USAID & Asia Foundation-supported Transparent Accountable Governance (TAG) Project anchored on the battlecry: “Best Politics is Good Governance”. With the recent mandate under R.A. 9485, this Charter was revisited to attune with the current challenges of providing service delivery accessible, transparent, effective and efficient to our constituents and other stakeholders.

As a transaction handbook, this Charter contains information on the services that the city government provide. It describes in simple terms the step by step procedures in availing of specific services from various departments and guarantees a prescribed performance level that the citizens may expect from the frontline service providers of the city government.

The services of the city government range from a wide variety involving applications for any privilege, right, reward, license, concession or for any modification, renewal or extension of the enumerated applications and requests which are acted upon in the day to day transactions of the various offices.

The service requirements, like whom to contact in the various offices and their front line staff, the necessary documents to be submitted, the fees to be paid, and the guaranteed release or provision of the required service in the earliest possible time are herein stipulated in this guidebook.

As such, this is our primary medium of communicating to our citizens how the various services can be availed of, while at the same time promoting greater transparency in our transactions, and enhancing accountability among our personnel.

GENERAL GUIDELINES

1. The services listed and detailed in this Citizens Charter are the ones being currently offered by the various offices of the City Government, in accordance with their respective mandates provided for by Republic Act 7160 or the Local Government Code, other issuances, and Local Ordinances.
2. The requirements, fees, and steps presented here are those that are currently being implemented as of April 2019, and maybe subject to changes and modifications, in accordance with new issuances or mandates. Such changes, if any, can only then be reflected in the next edition of this charter.
3. Complaints related to the non-performance of the provisions and stipulations of this charter may be raised to our attention either through letters, phone calls or email to the concerned departments, or the Office of the City Mayor, City Hall, City of Surigao, Tel. Nos. (+86) 2317201, 8260249, Fax (+86) 8264131 or email: cmo@surigaocity.gov.ph or hr_surigaocity@yahoo.com.

VISION

With the blessings of the Divine Providence, Surigao in 2025: A Model city for good governance, economic dynamism and environmental quality.

MISSION

To continuously raise the standards of governance through the citizenry. The outcomes from effective partnership and cooperation shall secure total quality of life of all the citizens. We are open to share our experiences and learn from the best practices of other cities in CARAGA region, in Mindanao and the rest of the country.

Performance Pledge

We, the officials and employees of the City Government of Surigao, do hereby pledge our strong commitment to perform our duties and functions with utmost goal to:

Serve our people with respect and proficiency. Giving all what is due to ensure customer satisfaction;

Unite in our common goal to promote transparent accountable governance, vouch for elimination of red-tape and all forms of corruption in the local government;

Respond to the various needs of each customer, giving attention to each individual with the highest degree of professionalism they expect to receive;

Initiate a model public service that will serve as an example for others to emulate;

Guide the people in their day-to-day transaction(s) and collectively endeavor to achieve a public service that is truly God-centered, customer-oriented and efficiency driven;

Aspire to achieve with greater efficiency and in the shortest possible time, the delivery of every government service rendered;

Oblige ourselves, our employees and all our instrumentalities, to serve our people, with the end in view of achieving our vision for development and fulfilling the mission that we sworn to upheld.

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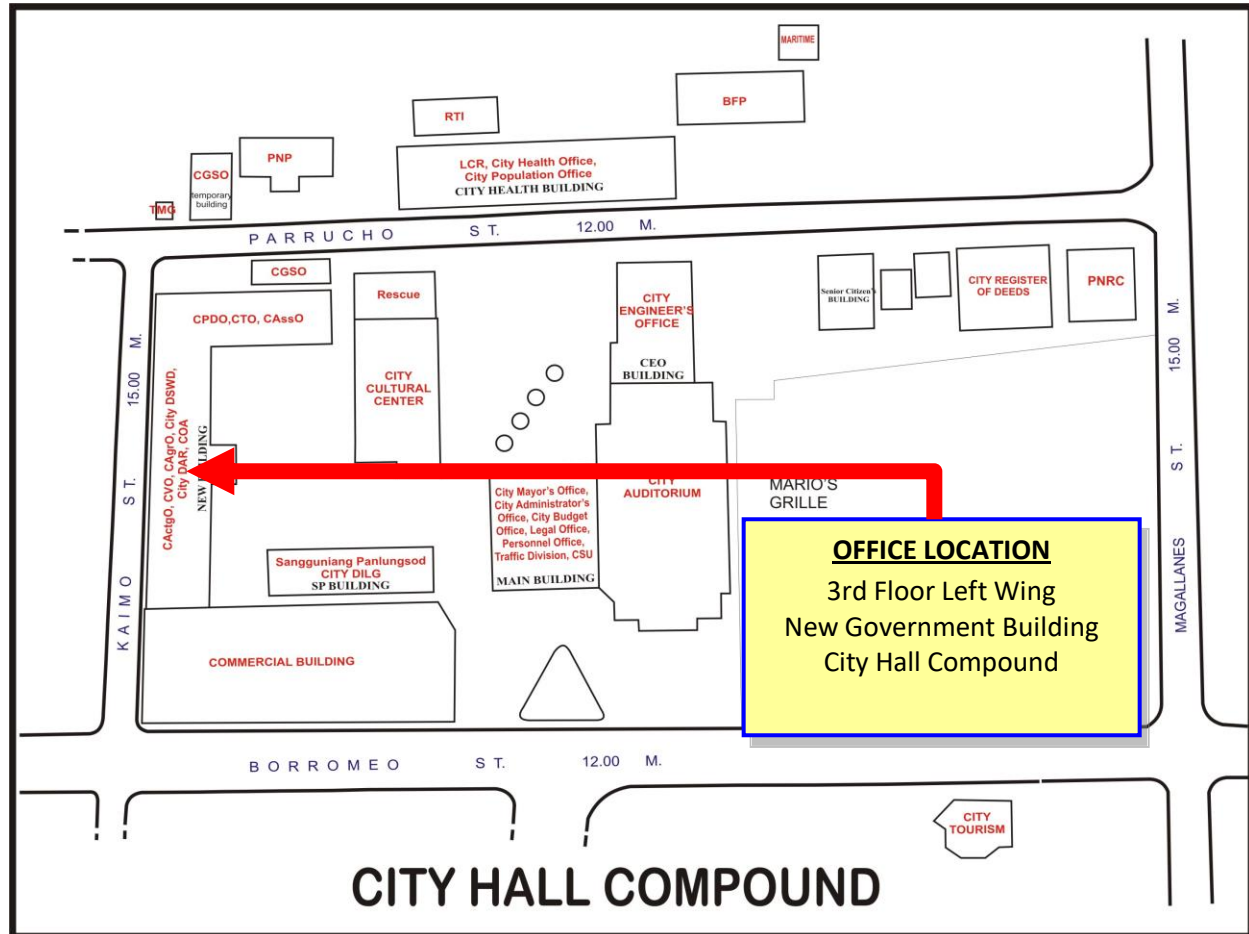
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CITY AGRICULTURE OFFICE



Services:

- Availing of technical services on Agriculture and Fishery
- Accessing Technical Services
- Availing of Seed / Planting Materials / Fish Fingerlings

SERVICE TITLE:**AVAILING OF TECHNICAL SERVICES ON AGRICULTURE AND FISHERY****ABOUT THE SERVICE:**

The office of the City Agriculturist offers free agriculture and fishery services based on the priority needs and requests of farmers/fishermen and rural based organizations (RBOs).

REQUIREMENT(S)

NONE

CLIENTS

Farmers, Fisherfolks, All concerned individual

FEE(S)

Depending on technical service requested

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|--------------------------|
| 1. | Go to the City Agriculture Office information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. | Approach receiving personnel and state request | 5 minutes | CAO Personnel |
| 3. | Wait for final instructions and other information regarding request. | 2 minutes | CAO Personnel |

SERVICE TITLE:**ACCESSING TECHNICAL SERVICES****ABOUT THE SERVICE:**

The Office of the City Agriculturist offers free field technical services to farmers and fisherfolk. The technician, upon request, does actual field visitation and give on the spot recommendations. If necessary, upon further verbal or written request, the agricultural technician likewise makes the necessary arrangement for the conduct of additional trainings/seminars.

REQUIREMENT(S)

NONE

CLIENTS

Farmers, Fisherfolks, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

NONE

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|-------------------------|
| 1. | Visit the designated Agricultural Technician assigned in your barangay | - | Agricultural Technician |
| 2. | State query and accompany technician to field if needed | - | Agricultural Technician |
| 3. | Ask for solutions / recommendations/ suggestions regarding query | 30 minutes | Agricultural Technician |
| 4. | Arranged schedule w/ technician for further seminar / training, if possible | 10 minutes | Agricultural Technician |
| 5. | Wait for the actual conduct of training / seminar | At least 7 days | Agricultural Technician |

SERVICE TITLE:**AVAILING OF SEED / PLANTING MATERIAL / FISH FINGERLINGS****ABOUT THE SERVICE:**

The Office of the City Agriculturist, under the Ginintuang Masaganang Ani (GMA) program of the Department of agriculture, assists farmers / fisherfolks to secure quality seeds / planting material / fish fingerlings under various payment schemes. This is in support to marginal farmers and fisherfolk who have only limited access to the same under ordinary circumstances.

REQUIREMENT(S)

NONE

CLIENTS

Farmers, Fisherfolks, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Refer to Agricultural Technician for current payment scheme implemented by the Dept. of Agriculture

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|-------------------------|
| 1. Visit the designated Agricultural Technician assigned in your barangay | - | Agricultural Technician |
| 2. State request for seed / planting materials / fish fingerlings assistance | 5 minutes | Agricultural Technician |
| 3. Wait for field validation of the Agri. Technician | After 1 to 2 days | Agricultural Technician |
| 4. If request is approved, ask for schedule of release of seeds / planting materials / fish fingerlings | 1 minute | Agricultural Technician |

| | | | |
|----|---|------------|---|
| 5. | Receive seeds / planting materials/ fish fingerlings delivered in your barangay | 30 minutes | Commodity Coordinator / Agricultural Technician |
|----|---|------------|---|

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

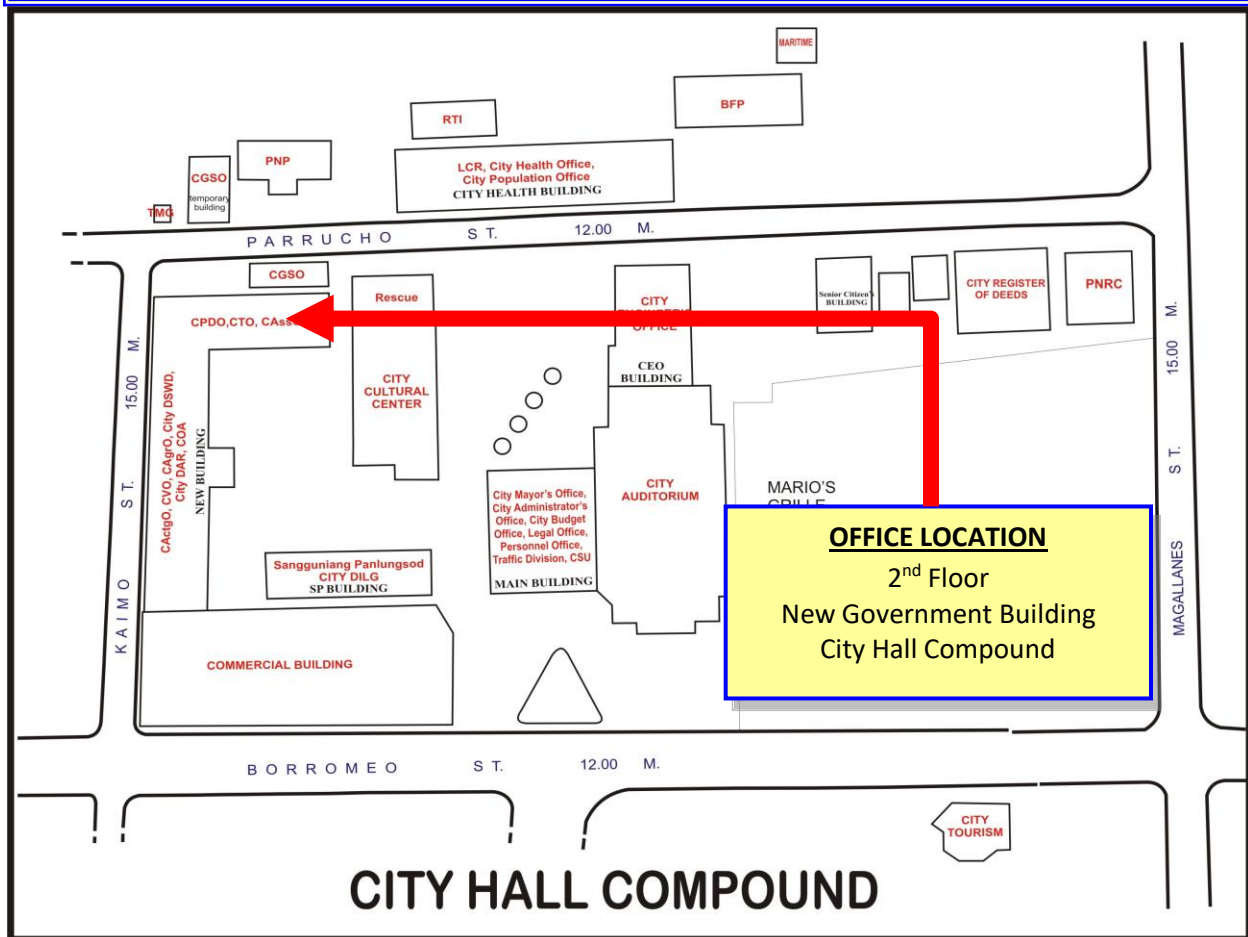
TEXT/SMS Clients are encouraged to text the City Government of Surigao through **SMART – 09328898422**

Clients are encouraged to text the CONTACT CENTER NG BAYAN **SMART 0908 – 8816565 or CALL 1-6565** (Monday-Friday, 8 AM – 5 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY ASSESSOR'S OFFICE



Services:

- a. Transfer of Ownership of Real Property
- b. Request for Assessment of New Buildings, Machineries, and Other Structures
- c. Request for Assessment of New Lands
- d. Request for Segregation / Consolidation of Real Property
- e. Request for Reclassification of Real Property
- f. Securing Certificate of No / With Improvements
- g. Securing a Certified True Copy of Tax Declaration
- h. Securing Certificate of No Landholdings
- i. Securing Certificate of Total Landholdings
- j. Securing Chronological History of Property
- k. Securing Sketch Plan
- l. Request for Annotation / Connotation of Mortgages / Bail bonds
- m. Request for Release of Levy

SERVICE TITLE:**TRANSFER OF OWNERSHIP OF REAL PROPERTY****ABOUT THE SERVICE**

Transfer of ownership is the process of transferring one's property to another by evidence of a deed of conveyance duly notarized and registered in the Register of Deeds (ROD). It is the duty of the person or their duly authorized representative, who acquire at any time any parcel or parcels of land in the city, whether taxable or exempt, to submit all the necessary documents to this office in order that the real property record of the city government will be updated and a new or updated tax declaration will be issued in favor of the new owner.

REQUIREMENT(S)

- Request form duly filled up
- Deed of conveyance duly registered from the ROD
- Xerox copy of title (if titled property)
- Certificate of Authorizing Registration (CAR from BIR)
- Transfer Tax Receipt (O.R.)
- Tax Clearance from City Treasurer's Office
- Copy of Approved Subdivision plan (if only portion of the property is to be transferred)

CLIENTS

All residents in Surigao City, All Filipino People

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

None (subject for a fee, awaits new SP Ordinance)

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. Go to the City Assessor's Office information desk; state purpose, fill up the request form then submit it together with the requirements. Sign the | 5 minutes | Officer of the Day located at the CAssO information desk |

| | | | |
|-----------|--|------------|---|
| | FAAS/FCTD. | | |
| 2. | Wait for release of Tax Declaration. | 45 minutes | - |
| 3. | Upon notification, sign the record book and duplicate copy of NOA and receive your owner's copy of T.O and NOA | 5 minutes | CAssO - Records Management Division Personnel |

SERVICE TITLE:**REQUEST FOR ASSESSMENT OF NEW BUILDINGS, MACHINERIES & OTHER STRUCTURES****ABOUT THE SERVICE**

All real properties will be appraise and assess at its fair market value for taxation purposes. A new Tax Declaration will be issued to property owners as evidence of ownership in accordance with the provisions of the Local Government Code of 1991. It is the duty of the person owning the property to file a sworn statement in the office of the City Assessor declaring the true value of the property. In the absence of a request from the property owner a Notice of Assessment will be sent based on the building & occupancy permit furnished the assessor's office by the City Engineering Office.

REQUIREMENT(S)

- Request form duly filled up by the owner
- Inspection fee (O.R.)
- Sworn Statement
- Building Permit (if available)
- Occupancy Permit (if available)
- Acquisition Cost (O.R.) for machinery only

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Inspection Fee - P100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|--|
| 1. Go to the City Assessor's Office information desk; state request; fill up request form and submit necessary requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fee at the City Treasurer's Office and return to the City Assessor's Office and ask for schedule of actual inspection. | | CTO CAssO |
| 3. On schedule, accompany CAssO personnel during ocular inspection. Fill up Sworn Statement then sign. | 2 hours (depending on distance or property location) | LAOO's & Taxmapper |
| 4. Return to CAssO. Documents are now being processed. | 50 minutes per RPU | LAOO's & Taxmapper |
| 5. Upon release of Tax Declaration, sign the record book, the duplicate copy of Notice of Assessment and received your owner's copy of Tax Declaration. | 5 minutes | CAssO - Records Management Division Personnel |
| 6. Go to the City Assessor's Office information desk; state request; fill up request form and submit necessary requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |

SERVICE TITLE:**REQUEST FOR ASSESSMENT OF NEW LANDS****ABOUT THE SERVICE**

All real properties will be appraise and assess at its true & fair market value for taxation purposes. A new Tax Declaration will be issued to property owners as evidence of ownership in accordance with the provision of the Local Government Code of 1991. It is the duty of the person owning the property to file a sworn statement in the office of the City Assessor declaring the true value of the property.

REQUIREMENT(S)

- Request form duly filled up by the owner
- MSA, FLA, FP, MLA (Title)
- Certification from DENR
- Zoning Certificate
- Approved survey plan

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Inspection Fee - P100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|--|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fee at the City Treasurer's Office and return to the City Assessor's Office and ask for schedule of actual inspection. | | CTO CAssO |
| 3. On schedule, accompany CAssO personnel during ocular inspection. Fill up Sworn Statement then sign. | 2 hours (depending on distance or property location) | LAOO's & Taxmapper |
| 4. Return to CAssO. Documents are now being processed... | 50 minutes per RPU | LAOO's & Taxmapper |
| 5. Upon receipt of Tax Declaration Certificate, sign the record book, the duplicate copy of Notice of Assessment (NOA) and received your owner's copy of the Tax Declaration and NOA. | 5 minutes | CAssO - Records Management Division Personnel |
| 6. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |

SERVICE TITLE:**REQUEST FOR SEGREGATION / CONSOLIDATION OF REAL PROPERTY****ABOUT THE SERVICE**

Segregation or consolidation is the process of subdividing or consolidating ones real property by virtue of an approved subdivision/consolidation plan. This maybe supported by an extrajudicial settlement of estate or any other deed of conveyance duly registered with the Register of Deeds.

REQUIREMENT(S)

1. Request form duly filled up
2. Deed of conveyance duly registered from the ROD
3. Xerox copy of title (if titled property)
4. Certificate of Authorizing Registration (CAR from BIR)
5. Tax Clearance from City Treasurer's Office
6. Approved Subdivision/Consolidation plan

Note: *In case of subdividing the real property in favor of the declared owner for taxation purposes only, items no. 1, 5 & 6 are required.*

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|--------------------|--|
| 1. Go to the City Assessor's Office information desk; state purpose, fill up then submit form given and submit the necessary requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Documents are now being processed.... | 50 minutes per rpu | LAOO's & Taxmapper |
| 3. Upon release of Tax Declaration, sign the record book, the duplicate copy of NOA, and received your owner's copy of TD. | 5 minutes | CAssO - Records Management Division Personnel |
| 4. Go to the City Assessor's Office information desk; state purpose, fill up then submit form given and submit the necessary requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 5. Documents are now being processed.... | 50 minutes per rpu | LAOO's & Taxmapper |

SERVICE TITLE:**REQUEST FOR RECLASSIFICATION OF REAL PROPERTY****ABOUT THE SERVICE**

The service is the process of changing the classification of the real property (land) from one to another e.g. *agricultural land to residential land*. The property owner may request for reclassification of their lands based on their actual use provided they have valid supporting documents.

REQUIREMENT(S)

1. Request form duly filled up
2. Certificate from DAR
3. Zoning Certificate
4. Tax Clearance from City Treasurer's Office
5. Inspection Fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Inspection Fee – P 100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|--|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fee at the City Treasurer's Office and return to the City Assessor's Office submit O.R. and ask for schedule of actual inspection. | | CTO Personnel CAssO Personnel |
| 3. On schedule, accompany CAssO personnel during site inspection. Fill up sworn statement and sign | 2 hours per RPU (depending on distance of property location) | LAOO's & Taxmapper |
| 4. Return to CAssO. Documents are now being processed.... | 45 minutes per RPU | LAOO's & Taxmapper |
| 5. Upon receipt of Tax Declaration Certificate, sign the record book, the duplicate copy of NOA and your owner's copy of the certificate. | 5 minutes | CAssO - Records Management Division Personnel |
| 6. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |

SERVICE TITLE:**SECURING CERTIFICATE OF “NO” or “WITH IMPROVEMENTS”****ABOUT THE SERVICE**

Certificate of No Improvements or With Improvements are based on the records available in the office. It reflects the actual status of the subject land which includes the area of the property, location and classification and its corresponding market value & assessed value. Information contained is to whether the property has a no building or with building/s erected thereon declared in the name of the declarant itself or another person or entities. Any person or entity other than the property owner can secure this certification.

REQUIREMENT(S)

1. Request form duly filled up
2. Certification fee (O.R.)

CLIENTS

All Property Owners, All residents in Surigao City

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Certification Fee - P100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|---|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fee at the City Treasurer's Office | | CTO Personnel |
| 3. Return to CAssO then submit official receipt. Certification is being processed.... | 20 minutes per RPU | Officer of the Day Records Management Division Personnel |

| | | |
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| | | |
| 4. | Upon receipt of certification, sign record book and duplicate copy of certification. | 5 minutes CAssO - Records Management Division Personnel |

SERVICE TITLE:**SECURING A CERTIFIED TRUE COPY OF TAX DECLARATION****ABOUT THE SERVICE**

Certified True copy of Tax Declaration contains the same format and information found in the original copy of the Tax Declaration. It bears the signature of the Records Officer certifying that it's a true copy. Any person or entity other than the property owner can secure this document.

REQUIREMENT(S)

1. Request form duly filled up
2. Certified True Copy fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Certified True Copy - P100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fee at the City Treasurer's Office | | CTO Personnel |

| | | | |
|----|---|------------|---|
| 3. | Return to CAssO then submit official receipt. Certified True copy of TD is now being processed... | 20 minutes | Officer of the Day Records Management Division Personnel |
| 4. | Upon receipt of the True Copy of TD, sign record book. | 5 minutes | CAssO - Records Management Division Personnel |

SERVICE TITLE:**SECURING CERTIFICATE OF NO LANDHOLDINGS****ABOUT THE SERVICE**

Anybody may request certification of no real property holdings has been declared in the City of Surigao as per records of the office.

REQUIREMENT(S)

1. Request form duly filled up
2. Certification fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Certification Fee - P100.00

No fees will be charge for the certification required for hospitalization purposes.

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|---|
| 1. | Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. | Pay corresponding fee at the City Treasurer's Office | | CTO Personnel |
| 3. | Return to CAssO then submit official receipt. Certification is now being processed... | 20 minutes | Officer of the Day Records Management Division Personnel |

| | | | |
|----|---|-----------|---|
| 4. | Upon receipt of certification, sign record book. | 5 minutes | CAssO - Records Management Division Personnel |
|----|---|-----------|---|

SERVICE TITLE:**SECURING CERTIFICATE OF TOTAL LANDHOLDINGS****ABOUT THE SERVICE**

Certificate of total landholdings are certifications showing all the real properties of the declared owner. If it will be use for filing an estate tax clearance with BIR, it will show the total real property of the person at the time of his date backward. Any person or entity other than the property owner can secure this certification.

REQUIREMENT(S)

1. Request form duly filled up
2. Certification fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Certification Fee - P100.00

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|----|--|-------------------------|---|
| 1. | Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. | Pay corresponding fee at the City Treasurer's Office | | CTO Personnel |
| 3. | Return to CAssO then submit official receipt. Certification is now being processed... | 50 minutes | Officer of the Day Records Management Division Personnel |

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| | | |
| 4. | Upon receipt of Certification, sign record book and the duplicate copy of the certification. | 5 minutes CAssO - Records Management Division Personnel |

SERVICE TITLE:**SECURING CHRONOLOGICAL HISTORY OF PROPERTY****ABOUT THE SERVICE**

Chronological History of property contains history of transaction from the time it was declared for the first time up to present. It will also show when and what documents had been presented and submitted to the office. Any person or entity other than the property owner can secure this document.

REQUIREMENTS

1. Request form duly filled up
2. Certification fee (O.R.)
3. Research Fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEES

Certification Fee - P100.00
Research Fee - 100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|--|-------------------------|---|
| 1. | Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. | Pay corresponding fees at the City Treasurer's Office | | CTO Personnel |
| 3. | Return to CAssO then submit official receipt. Certification is now being processed... | More than 1 day | Officer of the Day Records Management Division Personnel |

| | | |
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| 4. | Upon receipt of Certification, sign record book and the duplicate copy of the certification. | 5 minutes CAssO - Records Management Division Personnel |

SERVICE TITLE:**SECURING SKETCH PLAN****ABOUT THE SERVICE**

A manually drawn to scale sketch of a parcel of land showing its boundaries. It also shows the actual shape of the land. Anybody can secure a sketch plan for whatever purposes like building permit application.

REQUIREMENT(S)

1. Request form duly filled up
2. Sketch plan fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Sketch Plan Fee - P100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fees at the City Treasurer's Office | | CTO Personnel |
| 3. Return to CAssO then submit official receipt. Sketch plan is now being prepared. | 45 minutes | Officer of the Day Tax Mapping Personnel |
| 4. Upon receipt of sketch plan, sign record book. | 5 minutes | CAssO - Records Management Division Personnel |

SERVICE TITLE:**REQUEST FOR ANNOTATION / CONNOTATION OF MORTGAGES / BAIL BOND****ABOUT THE SERVICE**

Additional notes or critical information annotated into the face of the original copy of Tax Declaration. For loan mortgages, information as to who executed the loans, what institutions grant the loan, the amount of loan, when it was granted and notarized by whom. For bailbond, the name of the person being bailed, its case and the name of the judge who handles the case. For cancellation, the date the instrument was cancelled and the file number. Annotation/connotation is done to reflect the status of the property on record.

REQUIREMENT(S)

1. Request form duly filled up
2. Annotation of mortgage fee (O.R.)
3. Cancellation of Mortgage Fee (O.R.)
4. Annotation of Bail bond Fee (O.R.)
5. Cancellation of Bail bond Fee (O.R.)
6. Release Order from the court (for cancellation of bail bond only)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

| | |
|--------------------------------|---------|
| Annotation of Mortgage Fee - | P100.00 |
| Cancellation of Mortgage Fee- | 100.00 |
| Annotation of Bail bond Fee - | 100.00 |
| Cancellation of Bail bond Fee- | 100.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fees at the City Treasurer's Office | 5 minutes | CTO Personnel |

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|-----------|---|------------|---|
| 3. | Return to CAO then submit official receipt. Annotation /Cancellation being processed. | 35 minutes | Officer of the Day Records Management Division Personnel |
| 4. | Upon receipt of the document / TD duly annotated/cancelled, sign record book. | 5 minutes | CAssO - Records Management Division Personnel |

SERVICE TITLE:**REQUEST FOR RELEASE OF LEVY****ABOUT THE SERVICE**

It is the process of requesting release of property being levied for tax delinquencies. Failure to pay real property tax for several years would already warrant action by the City Treasurer to levy such delinquent property. Property can only be released after paying the tax due(s) and going through the process of registering with the Register of Deeds and release procedures by this office.

REQUIREMENT(S)

1. Request form duly filled up
2. Release of Levy certificate issued by the City Treasurer
3. Release of levy Fee (O.R.)

CLIENTS

All Property Owners, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

Release of levy - P100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|---|
| 1. Go to the City Assessor's Office information desk; state request; fill up then submit form given and requirements. | 5 minutes | Officer of the Day located at the CAssO information desk |
| 2. Pay corresponding fees at the City Treasurer's Office | 5 minutes | CTO Personnel |
| 3. Return to CAO then submit official receipt. Release of levy is being processed. | 35 minutes | Officer of the Day Records Management Division Personnel |

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|----|---|-----------|---|
| 4. | Upon receipt of levy documents, sign record book. | 5 minutes | CAssO - Records Management Division Personnel |
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FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through

SMART – 09328898422

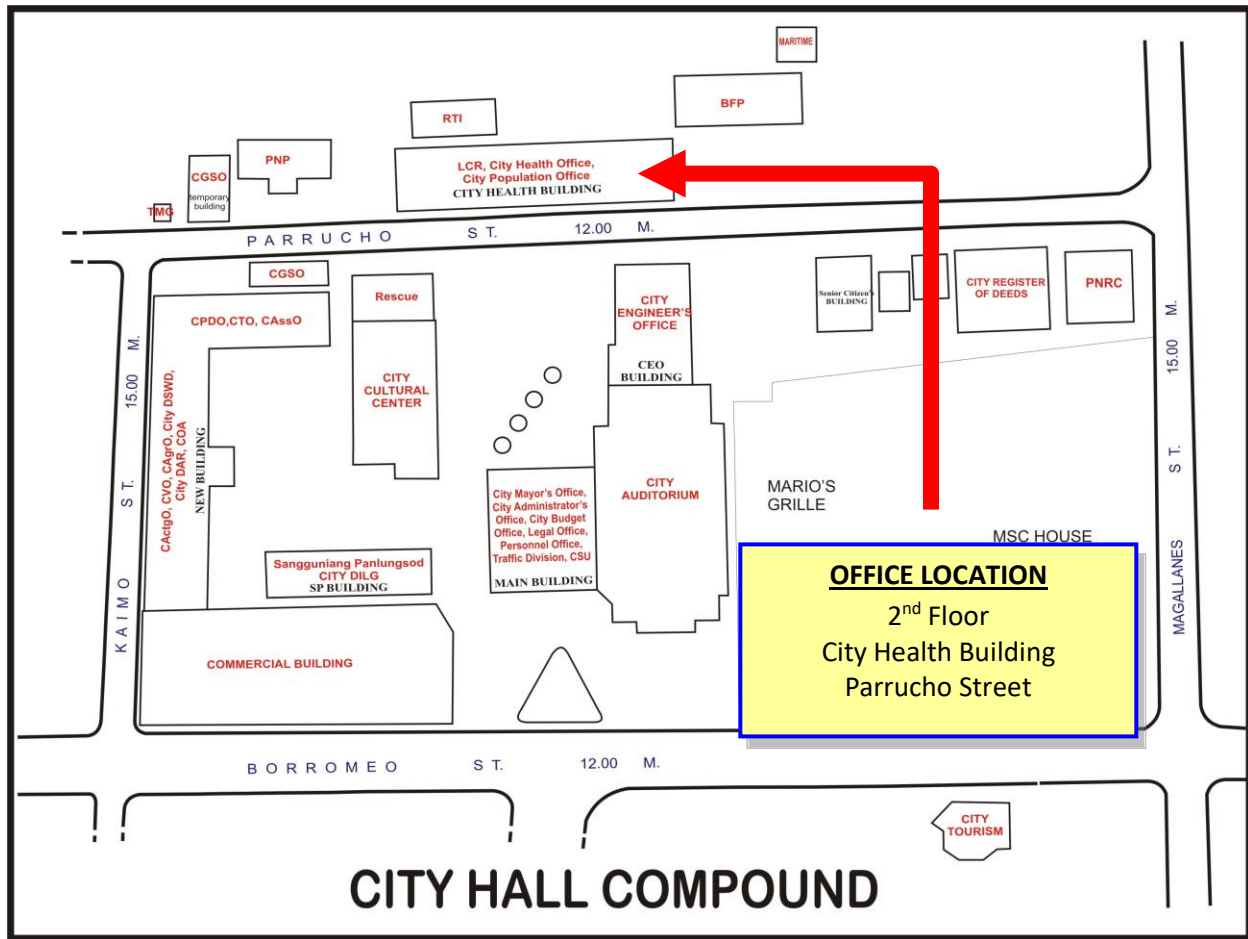
Clients are encouraged to text the CONTACT CENTER NG BAYAN

SMART 0908 – 8816565 or CALL 1-6565 (Monday-Friday, 8 AM – 5 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY CIVIL REGISTRY OFFICE



Services:

- a. Early Registration of Birth Certificate
- b. Late/Delayed Registration of Birth and Marriage Certificates
- c. Late/Delayed Registration of Death Certificate
- d. Application for Marriage License/Marriage Certificate
- e. Preparation of Document for Petition for Change of First Name (CFN) or Correction of Sex/ Change of Date of Birth, Affidavit of Legitimation, Out-of-Town Delayed Registration, Supplemental Report, Affidavit to use the Surname of the Father, Endorsement to Philippine Statistics Authority, Court Order/Decree
- f. Requesting a Certified True Copy of Birth, Death, Marriage, and other Civil Registry Documents

SERVICE TITLE:**EARLY REGISTRATION OF BIRTH CERTIFICATE****CLIENTS**

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

- Affidavit to Use the Surname of the Father (AUSF) - P 100.00/copy
- AOP - 100.00/copy
- AOA - 100.00/copy

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|---|
| 1. | Approach information desk and ask referral to appropriate section. | 2 minutes | Christy L. Tarre Karen B. Llamera Arnold R. Sebastian |
| 2. | Proceed to referred section and state request. Wait for confirmation that document is available. | 30 minutes | Noraflor E. Eviota |
| 3. | Pay corresponding fee at the Cashier. | 3 minutes | Purísima P. Quino |
| 4. | Return to LCR and submit receipt. Wait for release of document. | 1 day | Christy L. Tarre Karen B. Llamera |

SERVICE TITLE:**LATE/DELAYED REGISTRATION OF BIRTH AND MARRIAGE CERTIFICATE****ABOUT THE SERVICE:**

Republic Act No. 3753 mandates the establishment of a civil registrar in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded.

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

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

REQUIREMENT(S)

- Certificate of Live Birth (COLB) or Marriage Contract

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM
FEE(S) P 100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|---|
| 1. Approach information desk and ask referral to appropriate section. | 2 minutes | Christy L. Tarre Karen B. Llamera Arnold R. Sebastian |
| 2. Proceed to referred section and submit requirement. Wait for confirmation of the availability of the documents. | 30 minutes | BIRTH Noraflor E. Eviota MARRIAGE Liza A. Jamora |

| | | | |
|----|---|-----------------|--|
| 3. | Pay corresponding fee at the Cashier. | 3 minutes | Purísima P. Quino |
| 4. | Return to LCR and submit receipt. Wait for release of document. | 10 days posting | Ma. Nilda N. Plandano Violeta A. Tinio Genia P. Gorgolon |

SERVICE TITLE:**LATE/DELAYED REGISTRATION OF DEATH CERTIFICATE****ABOUT THE SERVICE**

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

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

REQUIREMENT(S)

- Death Certificate
- Barangay Certificate (for death occurring outside hospitals or clinics or with physicians)

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

- Burial permit fee -P 50.00
- Transfer of Cadaver - 100.00
- Exhumation Permit - 100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|---|
| 1. | Approach information desk and ask referral to appropriate section. | 2 minutes | Christy L. Tarre Karen B. Llamera Arnold R. Sebastian |
| 2. | Proceed to referred section and submit requirement. Wait for confirmation of the availability of the documents. | 30 minutes | Susita M. Pejan |
| 3 | Go to the funeral establishment for signature of embalmer who undertook the embalming process. | | |
| | Pay corresponding fee at the Cashier. | 3 minutes | Purissima P. Quino |
| 4 | Bring certificate to the City Health Medical Officer for review and signature. | | |
| 5. | Return certificate to previous section for 10-day posting (for late registration). | 10 days posting | Ofelia P. Bano Janith C. Aguilar |

SERVICE TITLE:**APPLICATION FOR MARRIAGE LICENSE/MARRIAGE CERTIFICATE****ABOUT THE SERVICE**

Before getting married, each of the contracting parties must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside.

Marriage license are valid in any part of the Philippines for a period of 120 days from the date of issue. They are to be deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

REQUIREMENT(S)

- Certified True/Photocopy of birth certificate of applicants
- Pre-Marriage Counseling Certificate
- Parental Consent if applicant is 18 years old but below 21
- Parental Advice if applicant is 21 years old but below 25
- At least one of the contracting parties must be resident of the place where the local registry is located
- Parental Presence for applicants from 18-21 years old
- Presence of both parties

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

- Marriage Certificate - P 300.00

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|----|--|--|---|
| 1. | Approach information desk and ask referral to appropriate section. | 2 minutes | Christy L. Tarre Karen B. Llamera Arnold R. Sebastian |
| 2. | File request at the referred section and submit accomplished documents required. | 30 minutes | Liza A. Jamora |
| 3. | Pay corresponding fee at the Cashier. | 3 minutes | Purisima P. Quino |
| 4. | Proceed to referred section and submit requirement. Wait for 12 days posting | Marriage License 12 Day Posting Marriage Certificate 10 minutes | Violeta A. Tinio Genia P. Gorgolon |

SERVICE TITLE:

PREPARATION OF DOCUMENT FOR PETITION FOR CHANGE OF FIRST NAME (CFN) OR CORRECTION OF SEX/ CHANGE OF DATE OF BIRTH, AFFIDAVIT OF LEGITIMATION, OUT-OF-TOWN DELAYED REGISTRATION, SUPPLEMENTAL REPORT, AFFIDAVIT TO USE THE SURNAME OF THE FATHER, ENDORSEMENT TO PHILIPPINE STATISTICS AUTHORITY, COURT ORDER/DECREE

FEE(S)

| | |
|---------------------------------------|-------------|
| CCE Petition | – P1,000.00 |
| CFN Petition | – 3,000.00 |
| Out-of-Town | – 50.00 |
| Legitimation | – 50.00 |
| AOP | – 100.00 |
| AUSF | – 200.00 |
| R.A. 10172 | – 3,000.00 |
| Adoption | – 500.00 |
| Annulment of Marriage | – 1,000.00 |
| Legal Separation | – 1,000.00 |
| Judicial Determination of Affiliation | – 200.00 |

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|---|------------------|--|
| 1. | Approach information desk and ask referral to appropriate section. | 2 minutes | Christy L. Tarre Karen B. Llamera Arnold R. Sebastian |
| 2. | Proceed to referred section and submit requirement. Wait for confirmation of the availability of the documents. | 30 minutes | BIRTH Charina G. Liday Mae Marie S. Patinga Romulo S. Brinquez R.A. 9048/R.A. 10172 Reychel P. Egong-Egong Chenellie E. Derama |

| | | | |
|----|--|----------|--------------------|
| 3. | Pay corresponding fee at the Cashier. | 1 minute | Purísima P. Quino |
| 4. | Return to respective section for confirmation after 3 days. Exit the Office. | 3 days | Romulo S. Brinquez |

SERVICE TITLE:

REQUESTING A CERTIFIED COPY OF BIRTH, MARRIAGE, DEATH AND OTHER CIVIL REGISTRY DOCUMENTS.

ABOUT THE SERVICE:

Civil Registry documents such as birth, marriage, death certificates and other civil registry documents may be availed of by securing a certified transcript or photocopy from the Civil Registrar's Office.

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

- Birth Certificate Fee - P 100.00/copy
- Marriage Certificate Fee - 100.00/copy
- Death Certificate Fee - 100.00/copy
- Legal Instruments - 100.00/copy
- Research fee - 100.00/copy

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|---|
| 1. | Approach information desk and ask referral to appropriate section. | 30 minutes | Christy L. Tarre Karen B. Llamera Arnold R. Sebastian |
| 2. | Pay corresponding fee at the Cashier. | 3 minutes | Purísima P. Quino |
| 3. | Proceed to referred section and present receipt. Wait for confirmation of the release of the documents. | 1 day | Christy L. Tarre Karen B. Llamera |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo nimong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature (Pirma): | |
| Date (Petsa): | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through **SMART – 09328898422**

Clients are encouraged to text the CONTACT CENTER NG BAYAN

SMART 0908 – 8816565 or CALL 1-6565

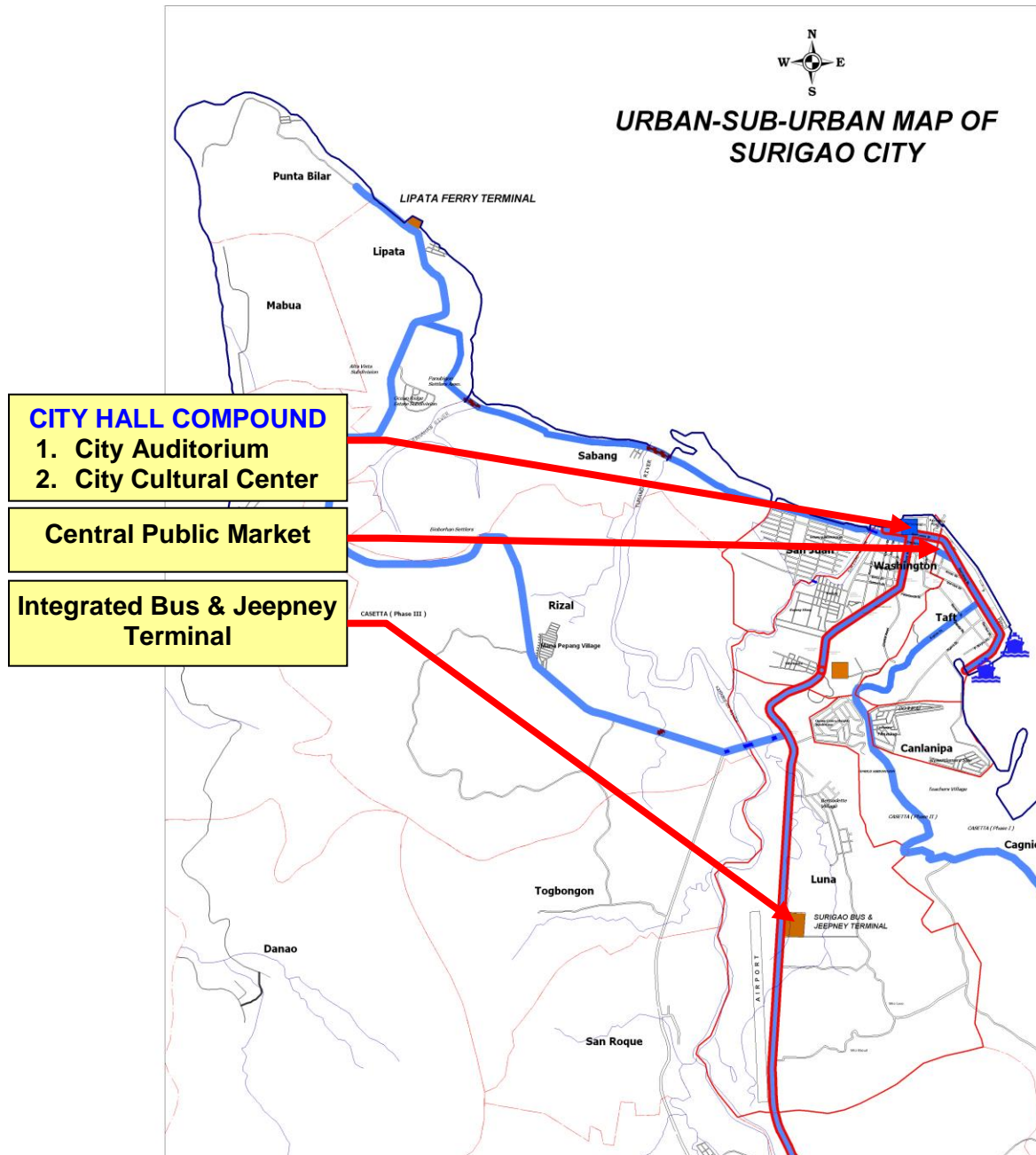
(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY ECONOMIC ENTERPRISES

1. CITY AUDITORIUM
2. CITY CULTURAL CENTER
3. INTEGRATED BUS & JEEPNEY TERMINAL
4. CENTRAL PUBLIC MARKET



SERVICE TITLE:**AVAILING OF THE USE OF THE CITY AUDITORIUM****ABOUT THE SERVICE**

Public or Private entities may use the City Auditorium as a venue for varied activities or engagement as per City Ordinance No. 174 Series 2002.

REQUIREMENT(S)

Letter of Intent for scheduled activity at the City Auditorium Office

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

| COMMERCIAL USE | RATE | | No. of Hours | Payments |
|--|--------------------|-----------------------|---------------------|-----------------|
| | WITH AIRCON | WITHOUT AIRCON | | |
| First four (4) hours minimum (to include the use of chairs, tables and sound system) | 10,000.00 | 3,500.00 | | |
| Succeeding hour(per hour or fraction thereof) | 1,500.00 | 300.00 | | |
| NON-COMMERCIAL USE | | | | |
| First four (4) hours minimum (to include the use of chairs, tables and sound system) | 8,000.00 | 3,000.00 | | |

| | | | | |
|---|--------------------|--------|--|--|
| Succeeding hour(per hour or fraction thereof) | 1,000.00 | 200.00 | | |
| | | | | |
| Programs/Activities by the Departments of the City Government shall be FREE of charge, with the approval of the Local Chief Executive, to include the specific type of their booking is with or without the use of Aircon, upon the recommendation of the City Auditorium In-charge as to the number of pax and nature of their activities. | FREE | | | |
| Use of auditorium for Basketball Games/Practice and other Sports Activities | 300.00/hour | | | |
| ADDITIONAL FEES AND CHARGES | | | | |
| Energy Utilization Charges (for outside equipment brought in or use) | | | | |
| 1. Dance Disco Lights | 300.00/hour | | | |
| 2. Music Instruments | | | | |
| 2.1 One set Combo | 400.00/hour | | | |
| 2.2 One set of Regular Sound System | 200.00/hour | | | |
| 2.3 One set of Heavy Duty Sound System | 500.00/hour | | | |
| 3. One set of computer System | 50.00/hour | | | |
| 4. Projector | 60.00/hour | | | |
| 5. Other Electrical Appliance or equipment | 60.00/hour | | | |
| 6. LED Wall | 100.00/hour | | | |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|---|------------------|--------------------|
| 1. | Secure booking and amount quotations for scheduled activity at the City Auditorium Office | 10 minutes | CA Personnel |
| 2. | Pay corresponding fees at the City Treasurer's Office | 5 minute | CTO Personnel |
| 3. | Secure Mayor's Permit at the CMO Permits Section | 30 minutes | CMO – PS Personnel |
| 4. | Go back to the City Auditorium for finalization of booking schedule. | 10 minutes | CA Personnel |

SERVICE TITLE:**AVAILING OF THE USE OF THE CITY CULTURAL CENTER****ABOUT THE SERVICE**

Public or Private entities may use the City Auditorium as a venue for varied activities or engagement as per City Ordinance No. 280 series 2008

REQUIREMENT(S)

Approved letter request addressed to the City Mayor stating therein the request to use facility.

CLIENTS

All residents of Surigao City, All concerned individual

SCHEDULE

Monday to Friday, 8:00 AM to 5:00 PM

FEE(S)

| Private Functions | Rate | No. of Hours | Payments |
|--|-----------------|---------------------|-----------------|
| First four (4) hours minimum (to include the use of chairs, tables and sound system) | 4,000.00 | | |
| Succeeding hour (per hour or fraction thereof) | 300.00 | | |
| | | | |
| Public Functions | | | |
| First four (4) hours minimum (to include the use of chairs, tables and sound system) | 3,000.00 | | |
| Succeeding hour(per hour or fraction | 300.00 | | |

| | | | |
|---|--------------------|--|--|
| thereof) | | | |
| | | | |
| Programs/Activities by the Departments of the City Government shall be FREE of charge, with the approval of the Local Chief Executive | FREE | | |
| ADDITIONAL FEES AND CHARGES | | | |
| Use of Kitchen/service (minimum of 4 hours per function) | 500.00/hour | | |
| Rental of other in-House Equipment and related services: | | | |
| a) LCD/Overhead Projector (first 4 hours) | 500.00/hour | | |
| (excess per hour or fraction thereof) | 100.00/hour | | |
| Energy Utilization charge (for outside equipment brought in by the user) | | | |
| a) Dance/Disco Lights | 300.00/hour | | |
| b) Music instruments (one set combo instruments) | 400.00/hour | | |
| c) LCD/Overhead Projector | 300.00/hour | | |
| d) Personal Computer/Laptop | 50.00/hour | | |
| e) Other electrical appliance or equipment | 50.00/hour | | |
| f) LED Wall | 100.00/hour | | |

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|------------------------|
| 1. | Secure agreement form for the terms and conditions from the City Mayor's Office | 15 minutes | CMO Personnel |
| 2. | Secure booking and amount quotations from the City | 10 minutes | CCC Personnel |

| | | | |
|-----------|--|------------|--------------------|
| | Cultural Center Administration Office. | | |
| 3. | Pay corresponding fees at the City Treasurer's Office | 5 minute | CTO Personnel |
| 4. | Secure Mayor's Permit at the CMO Permits Section | 30 minutes | CMO – PS Personnel |
| 5. | Go back to the CCC for finalization of booking schedule. | 10 minutes | CCC Personnel |

SERVICE TITLE:**PAYING TERMINAL FEES FOR BUSES AND OTHER PUBLIC UTILITY VEHICLES****ABOUT THE SERVICE**

In line with the City Ordinance, all public utility vehicles are mandated to utilize the Integrated Bus and Jeepney Terminal, in accordance with the intent of centralizing terminal operations.

FEE(S)

| | | |
|---|---------|---|
| P | 45.00 - | (Bachelor, big) |
| | 35.00 - | (Bachelor, ordinary) |
| | 30.00 - | (passby buses) |
| | 25.00 - | (Jeepneys) |
| | 30.00 - | (Passenger Vans) |
| | 20.00 - | (Entrance fee of multicabs per day, Route-1) |
| | 5.00 - | (Departure Fee of PUV's) |
| | 10.00 - | (Loading/Unloading of none Route-1 PUJ's inside the city) |
| | 10.00 - | (Overnight Parking per vehicle) |

CLIENTS

All bus operators, bus drivers, All concerned individual

SCHEDULE

Monday to Sunday, 24 hours

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|----------------------------|
| 1. | Go to ticketing booth and pay the terminal fee. | 1 minute | Revenue Collection Officer |
| 2. | Wait for receipt. | 1 minute | Revenue Collection Officer |

SERVICE TITLE:**PAYING RENTAL(S) FOR STALLS, OFFICES AND OTHER CONCESSIONS IN THE INTEGRATED BUS & JEEPNEY TERMINAL****ABOUT THE SERVICE**

All registered stallholders and other lessees at the IBJT are required to pay their rental(s) on a daily basis at the IBJT ticketing booth.

SCHEDULE

Monday to Sunday, 8:00 AM to 5:00 PM

FEE(S)

P 75.00 - (Stall rentals per day, Front)
 45.00 - (Stall rentals per day, Rear)

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|----------------------------|
| 1. | Approach ticketing booth and pay the terminal fee. | 1 minute | Revenue Collection Officer |
| 2. | Wait for official receipt. | 1 minute | Revenue Collection Officer |

SERVICE TITLE:**USING PUBLIC RESTROOMS IN THE IBJT****ABOUT THE SERVICE**

Public restrooms are provided in the Integrated Bus and Jeepney Terminal for a fee, in accordance with the City Ordinance.

CLIENTS

All residents of Surigao City, All travelers, Bus drivers, conductors, All concerned individual

SCHEDULE

Monday to Sunday, 8:00 AM to 5:00 PM

FEE(S)

P 3.00 - Public Restroom Fee

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|----------------------------|
| 1. | Proceed to the IBJT public restrooms to avail facility | 1 minute | |
| 2. | Pay corresponding fee before or after using the facility. | 1 minute | Revenue Collection Officer |
| 3. | Ask for the Cash Ticket | 1 minute | Revenue Collection Officer |

SERVICE TITLE:**PUTTING UP BUSINESS AT THE INTEGRATED BUS AND JEEPNEY TERMINAL****ABOUT THE SERVICE**

The IBJT has available stalls for any interested entrepreneurs. As a requisite, would be investors are to submit application at the IBJT Manager's Office

REQUIREMENT(S)

- Letter of Intent
- Community Tax Certificate
- Barangay Clearance

FEE(S)

- Goodwill Money - P 100,000.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|--------------------------|
| 1. | Go to the information desk in the IBJT and ask for directions for the Manager's Office. | 1 minute | Information Desk Officer |
| 2. | Approach terminal manager and state purpose of visit. Submit yourself for 1 on 1 interview. | 10 minutes | Terminal Manager |
| 3. | Submit requirements then pay corresponding fee as instructed | 5 minutes | Terminal Manager |

SERVICE TITLE:

PAYMENT OF MARKET FEES, STALL RENTAL(S)

ABOUT THE SERVICE

All registered stallholders at the Surigao City Public Market are required to pay their rental fees to duly assigned revenue collectors who will personally collect at an agreed time of every day of stall operation. Agricultural products coming into the public market will also pay corresponding entrance fees in accordance with the City Ordinance regulating market operations.

REQUIREMENT(S)

Official Receipt showing last payment (for stall owners)

SCHEDULE

Monday to Sunday, 8:00 AM to 5:00 PM

FEE(S)

Calculation of stall rental fees is based on the formula that is, for each square meter or fraction thereof of market space used exclusively for the display and sale of the following items, the table or stall of which is provided by the city government:

| | | |
|--|---|---------------|
| Vegetable and Fruit Section | - | P9.00 / sq.m |
| Dry goods/Sari-Sari Store | - | P9.00 / sq.m |
| Dried and Salted Section | - | P27.50 / sq.m |
| Carenderia Section | - | P9.00 / sq.m |
| Tobacco Section | - | P23.00 / sq.m |
| Meat Section | - | P19.25 / sq.m |
| Fresh Fish Section | - | P19.25 / sq.m |
| Rice and Corn Section | - | P9.00 / sq.m |
| Cafeteria and refreshment Section | - | P9.00 / sq.m |

Market Entrance Fees

All kinds of fresh fish under the first class category namely: Tangigi, Langog, Mangaho, Kilawan, Malaponte, Hiloc, Marilaw, Ahaan, Pasayan, Locon, Mamolinay, Baghac, Lapu-Lapu, Andohaw, Dugao, Nocos (Barawan), Bangus,

Awa, Gingao, Mamsa, Salay-Salay, Nangagat and Saming-Saming.....P 0.90/kilo

All kinds of fresh falling under the second class category, namely: Boras, Bat-Og, Bayo, Tayos, Biamban, Bangao, Latab, Danggit, Lila, Patse, Sibo, Lilog, Lupaklupak, Tangbo, Saning, Ragoma-a Catambac, Oso-os, Diapogan, Lipti, Hawol-hawol, Soyong, Tulingan, Tilapia, Panasapan, Boyobod, Tayad, Tamban, Lupak, Oyan-oyan, Dolet, Pawican, lubaylubay, Toyatod, dumod-ot, miabgas, Oyap, Bodloy, Endangan, Maabago, Timbongan, Damyod, Batagon, Maming, Suyasid, Adlo, Manandig, Mole, Cogeta, Bungangan, Bahobaho, Saguysoy, biangwan, Salingsood, Salindato, Moymoy, Canoyo and Caraballas.....P 0.75/kilo

All kinds of fresh fish falling under the third class, namely: Pago (including Sayanga), Iho, ito, Casag, Ngisi-ngisi, Tige, Pagokpok, Pantat, Lomod, Besing, Sagagsok, Payad, Doto, Talisok, Togonggong, Mongit, Bolinao, Sanga, Pejanga, Ambuhutan, Pogot, Dalinan, Ibis, Sunog, Dag-anga, Gerengero, Sogarot, Soyahan, etc.....P 0.60/kilo

All kinds of exportable products:

- a. 1st Class - P1.50 / kilo
- b. 2nd Class - 1.00 / kilo
- c. 3rd Class - 0.75 / kilo

Agricultural products fees should be one (15) percent of the assessed value.

Per chicken.....P 0.50
Per Pig.....P 2.00

Cargo Vehicles, Conveyances, Etc.

| Conveyances or Container | Maximum Capacity | Fee |
|--|------------------|-------|
| Trucks from 1 to 2 tons | 2,500 kilos | 10.00 |
| Trucks from 2 ½ to 3 ½ tons | 3,500 kilos | 15.00 |
| Trucks from 4 to 5 tons | 5,000 kilos | 20.00 |
| For 1 case or tangkal containing less than 10 suckling pigs | - | P2.00 |
| For 1 case or tangkal from 10 to 20 suckling pigs | - | P4.00 |
| For 1 case or tangkal containing from 20 or more suckling pigs | - | P5.00 |
| For 1 case or tangkal containing 60 chickens or less | - | P2.00 |
| For 1 case or tangkal containing 61 to 100 chickens | - | P4.00 |
| For 1 case or tangkal containing 101 to 200 chickens | - | P5.00 |

For 1 case or tangkal containing 201 or more chickens

-

P6.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|--|------------------|-------------------|
| 1. | Wait for arrival of Revenue Collector at stall at agreed schedule; pay corresponding fee at his/her arrival. | 1 minute | Revenue Collector |
| 2. | Ask for receipt of payment | 1 minute | Revenue Collector |

SERVICE TITLE:**APPLYING FOR A BUSINESS/STALL LEASE INSIDE THE SURIGAO CITY PUBLIC MARKET****ABOUT THE SERVICE**

The Surigao City Public Market allows all interested entrepreneurs to start a business venture or acquire a stall lease. Applications for such will be accommodated in the market's administration office.

REQUIREMENT(S)

Letter of Intent / Application
Community Tax Certificate

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--------------------------|
| 1. Go to the information desk of the Public Market Administration Office and ask for referral to appropriate section. | 1 minute | Information Desk Officer |
| 2. Approach receiving personnel/staff and state purpose. Ask availability of stalls and if there is none at the moment, ask for schedule of next auction of stall leases. | 2 minutes | Market Pesonnel |
| 3. If there is an available stall for leasing, ask for referral to the Public Market Administrator for further instructions regarding application. | 1 minute | Market Pesonnel |

SERVICE TITLE:**USING PUBLIC RESTROOMS IN THE SURIGAO CITY PUBLIC MARKET****ABOUT THE SERVICE**

Public restrooms are provided in the Central Public Market for a fee, in accordance with the City Ordinance.

FEE(S)

P 2.00 - Public Restroom Fee

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|----------------------------|
| 1. | Proceed to the public restrooms to avail facility | 1 minute | - |
| 2. | Pay corresponding fee before using facility. | 1 minute | Revenue Collection Officer |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through **SMART – 09328898422**

Clients are encouraged to text the CONTACT CENTER NG BAYAN

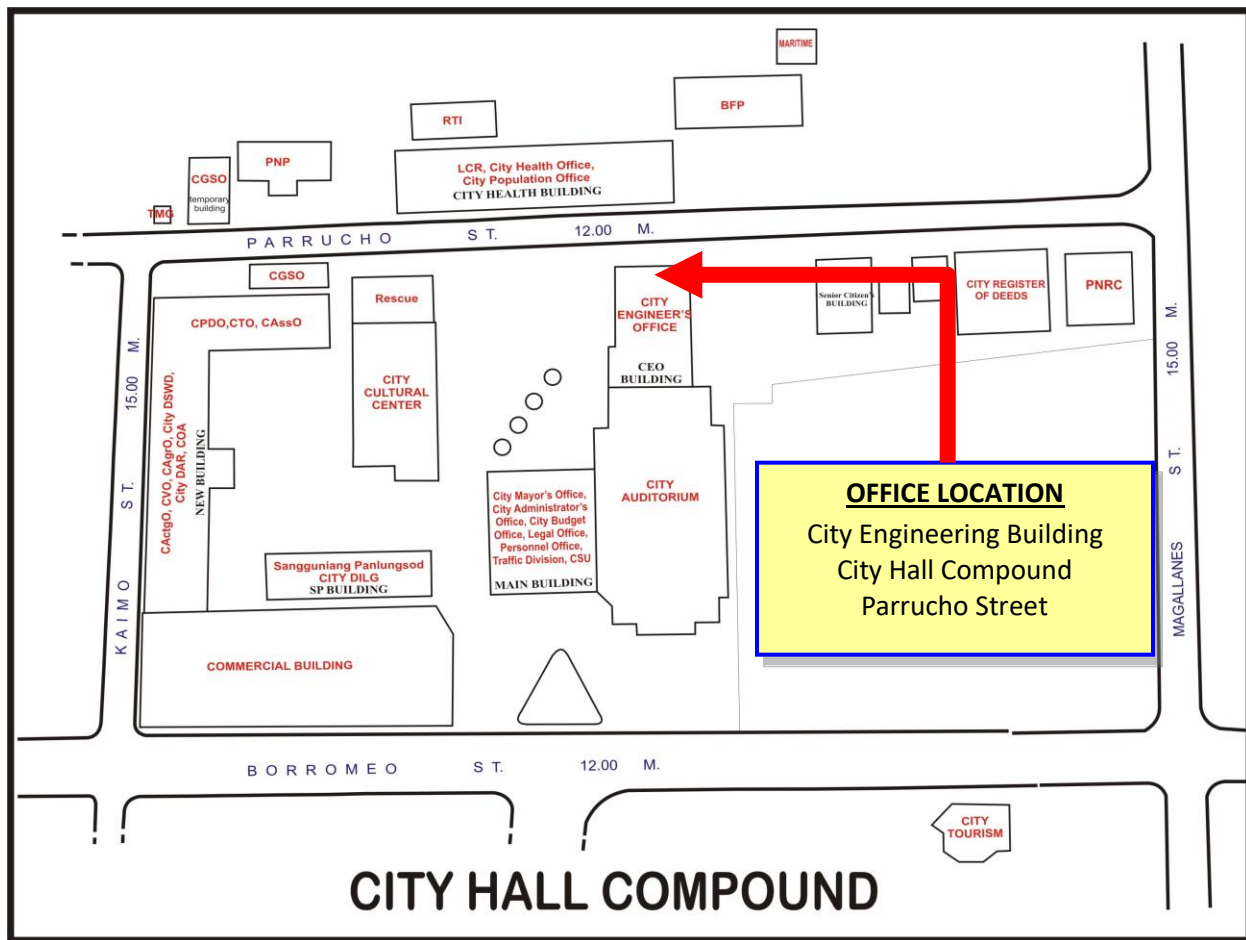
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY ENGINEER'S OFFICE



Services:

- a. Securing Certificate of Annual Inspection
- b. Securing Certificate of Occupancy
- c. Securing Building Permit
- d. Securing Fence Permit
- e. Securing Temporary Sidewalk-Enclosure Permit
- f. Securing Demolition Permit
- g. Securing Certification to Support Miscellaneous Sales Application, Survey Authority and other Purposes
- h. Request for Equipment Rental at the City Motorpool

SERVICE TITLE:**SECURING CERTIFICATE OF ANNUAL BUILDING INSPECTION****ABOUT THE SERVICE**

A certificate of Annual Building Inspection is required as mandated by PD 1096 (National Building Code of the Philippines) to all building structures particularly structures belonging to commercial, institutional, agricultural and industrial occupancies so as to regularly check if the structure is fit for use and occupancy

REQUIREMENT(S)

Inherent to the duties of the Building Official to conduct annual inspections of all buildings/establishments and keep records of their status, annual inspections are routinely conducted every last quarter of the year. For buildings/establishments not inspected on schedule, a request for inspection preferably in written form is required.

FEE(S)

| a. Divisions A-1 and A-2: | | Amount |
|---|--|---------------|
| i. Single detached dwelling units and duplexes are not subject to annual inspections. | | |
| | | |
| ii. If the owner request inspections, the fee for | | |
| each of the services enumerated below is | | 120.00 |
| Land Use Conformity | | |
| Architectural Presentability | | |
| Sanitary and Health Requirements | | |
| Fire-Resistive Requirements | | |
| | | |
| b. Divisions B-1D-1,2,3/E-1,2,3/F-1/G-1,2,3,4, | | |
| 5/H-1,2,3,4/and I-1, Commercial, Industrial, | | |

| | | |
|---|--|----------|
| Institutional buildings and appendages shall be | | |
| assessed area as follows | | |
| i. Appendage of up to 3.00 cu. meters/unit | | 150.00 |
| ii. Floor area to 100.00 sq. meters | | 120.00 |
| iii. Above 100.00 sq.meters up to 200 sq.m. | | 240.00 |
| iv. Above 200.00 sq.m. up to 350 sq.m. | | 80.00 |
| v. Above 350.00 sq.m. up to 500.00 sq.m. | | 720.00 |
| vi. Above 500.00 sq.m. up to 750.00 sq.m. | | 960.00 |
| vii. Above 750.00 sq.m. up to 1,000.00 sq.m. | | 1,200.00 |
| viii. Every 1,000 sq.m. or its portion in excess of | | |
| 1,000.00 sq.m. | | 1,200.00 |
| c. Divisions C-1,2, Amusement Houses, Gymnasias | | |
| and the like: | | |
| i. First class cinematographs or theaters | | 1,200.00 |
| ii. Second class cinematographs or theaters | | 720.00 |
| iii. Third class cinematographs or theaters | | 520.00 |
| iv. Grandstands/Bleachers, Gymnasias and the like | | 720.00 |
| | | |
| d. Annual plumbing inspection fees, each | | |
| plumbing unit | | 60.00 |
| e. Electrical Inspection Fees: | | |
| i. A one-time electrical inspection fee equivalent | | |
| to 10% of total Electrical permit Fees shall be | | |
| charged to cover all inspection trips during | | |
| construction | | |
| ii. Annual Inspection Fees are the same as in Sec. 4.e. | | |

| | | |
|---|--|--------|
| | | |
| f. Annual Mechanical Inspection Fees: | | |
| i. Refrigeration and Ice Plant, per ton: | | |
| (a) Up to 100 tons capacity | | 25.00 |
| (b) Above 100 tons up to 150 tons | | 20.00 |
| (c) Above 150 tons up to 300 tons | | 15.00 |
| (d) Above 300 tons up to 500 tons | | 10.00 |
| (e) Every ton or fraction thereof above 500 tons | | 5.00 |
| iv. Mechanical Ventilation per unit, per KW: | | |
| (a) Up to 1 kW | | 10.00 |
| (b) Above 1 kW to 7.5 kW | | 50.00 |
| (c) Every kW above 7.5 kW | | 20.00 |
| v. Escalators and Moving Walks; Functions and the like: | | |
| (a) Escalator and Moving Walks, per unit | | 120.00 |
| (b) Funiculars, per kW or fraction thereof | | 50.00 |
| (c) Per lineal meter or fraction thereof of travel | | 10.00 |
| (d) Cable car, per kW or fraction thereof | | 25.00 |
| (e) Per lineal meter of travel | | 2.00 |
| vi. Elevators, per unit: | | |
| (a) Passenger elevators | | 500.00 |
| (b) Freight elevators | | 400.00 |
| (c) Motor driven dumbwaiters | | 50.00 |
| (d) Construction elevators for materials | | 400.00 |
| (e) Car elevators | | 500.00 |
| (f) Every landing above first five(5) landings | | 50.00 |
| for all the above elevators | | |

| | | |
|--|--|--------|
| vii. Boilers, per unit | | |
| (a) Up to 7.5kW | | 400.00 |
| (b) 7.5kW up to 22 kW | | 550.00 |
| (c) 22kW up to 37 kW | | 600.00 |
| (d) 37kW up to 52 kW | | 650.00 |
| (e) 52kW up to 67 kW | | 800.00 |
| (f) 67kW up to 74 kW | | 900.00 |
| (g) Every kW or fraction thereof above 74 kW fraction thereof | | 4.00 |
| viii. Pressured Water Heaters, per unit | | 120.00 |
| ix. Automatic Fire Extinguishers per sprinkler head | | |
| x. Water, Sump and Sewage pumps for buildings/ structures for commercial/industrial purposes, per kW | | |
| (a) Up to 5 kW | | 55.00 |
| (b) Above 5 kW to 10 kW | | 90.00 |
| (c) Every kW or fraction thereof above 10 kW | | 2.00 |
| xi. Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW: | | |
| (a) Per kW, up to 50 kW | | 15.00 |
| (b) Above 50 kW up to 100 kW | | 10.00 |
| (c) Every kW or fraction thereof above 100kW | | 2.40 |
| xii. Compressed air, vacuum, commercial/ institutional gases outlet | | 10.00 |
| xiii. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. Meter or fraction | | |

| | | |
|---|--|--------|
| thereof, whichever is higher | | 2.00 |
| xiv. Other internal Combustion Engines, including | | |
| cranes, forklifts, loaders, mixers, compressors | | |
| and the like' | | |
| (a) Per unit, up kW | | 100.00 |
| (b) Every kW above 10 kW | | 3.00 |
| xv. Other machineries and/or equipment for | | |
| commercial/industrial/institutional use not | | |
| (a) Up to 1/2 kW | | 8.00 |
| (b) Above 1/2 kW up to 1 kW | | 23.00 |
| (c) Above 1 kW up to 3 kW | | 39.00 |
| (d) Above 3 kW up to 5 kW | | 55.00 |
| (e) Above 5 kW up to 10 kW | | 80.00 |
| (f) Every kW above 10 kW or fraction thereof | | 4.00 |
| xvi. Pressure vessel, per cu. Meter or fraction thereof | | 40.00 |
| xvii. Pneumatic tubes, conveyors, Monorails for materials | | |
| handling, per lineal meter or fraction thereof | | 2.40 |
| xviii. Weighing Scale Structure, per ton, or fraction thereof | | 30.00 |
| xix. Testing/Calibration of pressure gauge, per unit | | 24.00 |
| (a) Each Gas Meter, tested, proved and sealed | | 30.00 |
| per gas meter | | |
| xx. Every mechanical ride inspection, etc. Used in | | |
| amusement centers of fairs such as Ferris | | |
| wheel, and the like per unit | | 30.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|------------------|----------------------------------|
| 1. Go to the City Engineering Office information desk; ask referral to Building Section | 1 minute | CEO Information Desk |
| 2. Proceed to Building section and approach personnel. State request and ask for schedule of inspection. | 5 minutes | CEO – Building Section Personnel |
| 3. Upon schedule, accompany CEO inspectors during site inspection. Ask for computation of fees. | 1 hour | CEO – Building Section Personnel |
| 4. After inspection, pay corresponding fees at the Building Section. | 5 minutes | CEO Special Disbursing Officer |
| 5. Submit official receipt to CEO – Building Section. Wait for release of Certificate of Annual Inspection | 5 minutes | CEO – Building Section Personnel |
| 6. Sign record book upon release. | 1 minute | CEO – Building Section Personnel |

SERVICE TITLE:**SECURING CERTIFICATE OF OCCUPANCY****ABOUT THE SERVICE**

The Certificate of Occupancy is issued to all building construction on submission of a duly notarized Certificate of Completion from the civil engineer/architect whose services is engaged by the owner to undertake the fulltime supervision of the construction stating that the construction of the building conforms to the provisions of the Building Code and is ready for occupancy.

REQUIREMENT(S)

- Duly Accomplished Application Form
- Construction logbook
- As-Built Plans
- Notarized Certificate of Completion duly signed and sealed by civil engineer/architect and other allied professionals in charge in the supervision of the project.

FEE(S)**A. Division A-1 and A-2 Buildings**

| | | |
|------|--|--------|
| i. | Costing up to P150,000.00 | 100.00 |
| ii. | Costing more than P150,000.00 up to P400,000 | 200.00 |
| iii. | Costing more than P400,000 up to P850,000.00 | 400.00 |
| iv. | Costing more than P800,000 up to P1,200,000.00 | 800.00 |
| v. | Every million or portion thereof in excess of 1,200,000.00 | 800.00 |

B. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1,2,3,4/and I-1 Buildings:

| | | |
|----|---------------------------|--------|
| i. | Costing up to P150,000.00 | 200.00 |
|----|---------------------------|--------|

| | | |
|------|--|----------|
| ii. | Costing more than P150,000.00 up to P400,000 | 400.00 |
| iii. | Costing more than P400,000 up to P850,000.00 | 800.00 |
| iv. | Costing more than P800,000 up to P1,200,000.00 | 1,000.00 |
| v. | Every million or portion thereof in excess of 1,200,000.00 | 1,000.00 |

C. Divisions C-1, 2/D-1 ,2 , 3 Buildings

| | | |
|------|--|--------|
| i. | Costing up to P150,000.00 | 150.00 |
| ii. | Costing more than P150,000.00 up to P400,000 | 250.00 |
| iii. | Costing more than P400,000 up to P850,000.00 | 600.00 |
| iv. | Costing more than P800,000 up to P1,200,000.00 | 900.00 |
| v. | Every million or portion thereof in excess of 1,200,000.00 | 900.00 |

D. Division J-1 Building/Structures:

| | | |
|------|--|----------|
| i. | With floor area up to 20.00 sq.m. | 500.00 |
| ii. | With floor area above 20.00 sq.m. up to 500.00 sq.m. | 240.00 |
| iii. | With floor area above 500.00 sq.m. up to 1,000.00 sq.m. | 360.00 |
| iv. | With floor area above 1,000.00 sq.m. up to 5,000.00 sq.m. | 480.00 |
| v. | With floor area above 5,000.00 sq.m. up to 10,000.00 sq.m. | 200.00 |
| | With floor area above 10,000.00 sq.m. | 2,400.00 |

E. Division J-2 Structures:

- i. Garages, carports, balconies, terraces, lanais, and the like: 50% of the rate of the principal building, of which they are accessories.
- ii. Aviaries, aquariums, zoo structures and the like: same rates as for

Section 1 0.d. above

- iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any

location shall be imposed fees as follows:

| | |
|--|--------|
| (a) First 10.00 meters of height from the ground | 800.00 |
| (b) Every meter or fraction thereof in excess of 10.00 meters | 50.00 |
| F. Change in Use/Occupancy, per sq.m. or fraction thereof of area affected | 5.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|--|--|----------------------------|
| 1. | Go to the City Engineering information desk; ask referral to Building Section. | 1 minute | Information Desk Officer |
| 2. | Approach receiving personnel. State request and submit requirements; ask for schedule of site inspection | 10 minutes | Building Section Personnel |
| 3. | Upon schedule, accompany building inspectors during site inspection. Ask for computation of fees and inspection result release schedule. | 1 hour (longer depending on site location) | Building Section Personnel |
| 4. | Return to Building Inspection Division; pay corresponding fee at same office. | 5 minutes | Special Disbursing Officer |
| 5. | Wait for release of Certificate of Occupancy. Sign record book. | 20 minutes | Building Section Personnel |

SERVICE TITLE:**SECURING BUILDING PERMIT****ABOUT THE SERVICE**

All buildings or structures as well as accessory facilities thereto are required to conform in all respects to the principles of safe construction and design quality suited to the purpose for which they are intended. Building permits are required so as to safeguard life, health, property and public welfare by providing the framework of minimum standards and requirements to regulate and control all building construction. It includes construction, alteration, renovation, repairs, demolition and addition on any structures.

REQUIREMENT(S)

1. Duly Accomplished Application Form
2. A.) In case applicant is the registered owner of the lot
 - Certified True copy of TCT
 - Tax Declaration
 - Current Real Property Tax receiptB.) In case applicant is not the registered owner of the lot
 - Duly Notarized copy of the Contract of Lease, or
 - Duly Notarized copy of the Deed of Absolute Sale, or
 - Duly Notarized copy of the Lot Donation, or
 - Duly Notarized copy of Extra-Judicial Partition
 - Duly Notarized copy of Authorization from the lot owner or administrator
3. Five (5) sets of plans
 - Structural Plan (to be signed and sealed by designing licensed Civil Engineer)
 - Sanitary Plan (to be signed and sealed by designing licensed Sanitary Engr./Master Plumber
 - Electrical Plan (to be signed and sealed by designing licensed Electrical Engineer)
 - Mechanical Plan (to be signed and sealed by designing licensed Mechanical Engineer)
 - Architectural Plan (to be signed and sealed by designing licensed Architect)
4. Structural Analysis/Computation (signed and sealed by licensed Civil Engineer)
5. Specification (signed and sealed by the Architect)
6. Bill of Materials/Estimated (signed & sealed by the Architect)
7. Lot Plan (from City Assessor's Office or signed by Geodetic Engineer)

8. Barangay Clearance (for bldg. permit application purposes)
9. Boring Test (if necessary)
10. Seismic Analysis (if necessary)
11. Zoning Clearance & Clearances from other regulatory agencies as necessary

FEE(S)

Construction/addition/renovation/alteration of buildings/structures under Group/s and

Sub-Division shall be assessed as follows:

a. Division A-1

| Area in sq.m. | Fee per sq.m. |
|---|---------------|
| i. Original complete construction up to 20.00 sq.m. | 2.00 |
| ii. Additional/renovation/alteration up to 20.00 sq.m. regardless of floor area or original construction | 2.40 |
| iii. Above 20 sq.m. to 50.00 sq.m. | 3.40 |
| iv. Above 50.00 sq.m. to 100.00 sq.m. | 4.80 |
| v. Above 100.00 sq.m. to 150 sq.m. | 6.00 |
| v. Above 150.00 sq.m. | 7.20 |

b. Division A-2

| Area in sq.meters | Fee per sq.m. |
|---|---------------|
| i. Original complete construction up to 20.00 sq.meters | 3.00 |
| ii. Additional/renovation/alteration up to 20.00 sq.m. regardless of floor area or original construction | 3.40 |
| iii. Above 20 sq.m. to 50.00 sq.m. | 5.20 |
| iv. Above 50.00 sq.m. to 100.00 sq.m. | 8.00 |
| v. Above 150.00 sq.m. to 150 sq.m. | 8.40 |

c. Divisions B-1/C-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/I-1 and J-1, 2, 3

| | Area in sq.meters | Fee per sq.m. |
|-------|----------------------|---------------|
| i. | Up to 500 | 23.00 |
| ii. | Above 500 to 600 | 22.00 |
| iii. | Above 600 to 700 | 20.50 |
| iv. | Above 700 to 800 | 19.50 |
| v. | Above 800 to 900 | 18.00 |
| vi. | Above 900 to 1,000 | 17.00 |
| vii. | Above 1,000 to 1,500 | 16.00 |
| viii. | Above 1,500 to 2,000 | 15.00 |
| ix. | Above 2,000 to 3,000 | 14.00 |
| x. | Above 3,000 | 12.00 |

d. Divisions C-2/D-1, 2, 3

| | Area in sq.meters | Fee per sq.m. |
|-------|----------------------|---------------|
| i. | Up to 500 | 12.00 |
| ii. | Above 500 to 600 | 11.00 |
| iii. | Above 600 to 700 | 10.20 |
| iv. | Above 700 to 800 | 9.60 |
| v. | Above 800 to 900 | 9.00 |
| vi. | Above 900 to 1,000 | 8.40 |
| vii. | Above 1,000 to 1,500 | 7.20 |
| viii. | Above 1,500 to 2,000 | 6.60 |
| ix. | Above 2,000 to 3,000 | 6.00 |
| x. | Above 3,000 | 5.00 |

e. Division J-2 structures shall be assessed 50% of the rate of the principal

building of which they are accessories (Sections 3.a. to 3.d)

4. Electrical Fees

The following schedule shall be used for computing electrical fees

in residential, institutional, commercial and industrial structures:

| a. Total Connected Load (kVA): | | Fee | |
|--------------------------------|-----------|-----|-----------|
| i. 5 kVA or less | 200.00 | | |
| ii. Over 5 kVA to 50 kVA | 200.00 | + | 20.00/kVA |
| iii. Over 50 kVA to 300 kVA | 1,100.00 | + | 10.00/kVA |
| iv. Over 300 kVA to 1,500 kVA | 3,600.00 | + | 5.00/kVA |
| v. Over 1,500 kVA to 6,000 kVA | 9,600.00 | + | 2.50/kVA |
| vi. Over 6,000 kVA | 20,850.00 | + | 1.25/kVA |

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

| | | Fee | |
|--------------------------------|----------|-----|-----------|
| i. 5 kVA or less | 40.00 | | |
| ii. Over 5 kVA to 50 kVA | 40.00 | + | 4.00/kVA |
| iii. Over 50 kVA to 300 kVA | 220.00 | + | 10.00/kVA |
| iv. Over 300 kVA to 1,500 kVA | 720.00 | + | 5.00/kVA |
| v. Over 1,500 kVA to 6,000 kVA | 1,920.00 | + | 2.50/kVA |
| vi. Over 6,000 kVA | 4,170.00 | + | 1.25/kVA |

c. Pole/Attachment Location Plan Permit

| | |
|-------------------------------|------------------|
| i. Power Supply Pole Location | 30.00/pole |
| ii. Guying Attachment | 30.00/attachment |

This applies to designs/installations within the premises

- d. Miscellaneous Fees: Electrical Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit.

| Use or Charter of Occupancy | Electric Meter | Wiring Permit Issuance |
|-----------------------------|----------------|------------------------|
| Residential | 15.00 | 15.00 |
| Commercial/ Industrial | 60.00 | 36.00 |
| Institutional | 30.00 | 12.00 |

5. Mechanical Fees

a. Refrigeration, Air Conditioning and Mechanical Ventilation

- i. Refrigeration (cold storage), per ton or fraction thereof 40.00
- ii. Ice Plants, per ton or fraction thereof 60.00
- iii. Packaged/Centralized Air Conditioning Systems:
 - Up to 100 tons, per ton 90.00
 - iv. Every ton of fraction thereof above 100 tons 40.00
 - v. Window type airconditioners, per unit 60.00
 - vi. Mechanical Ventilation, per kW or fraction thereof blower or fan or metric equivalent 40.00
- viii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.

b. Escalators and Moving Walks, funiculars and the like:

- i. Escalator and moving walk, per kW or fraction thereof 10.00

| | |
|--|----------|
| ii. Escalator and moving walk up to 20.00 l. m. or fraction thereof | 20.00 |
| iii. Every lineal meter or fraction thereof in excess of 20.00 l. m. | 10.00 |
| iv. Funicular, per kW or fraction thereof | 200.00 |
| a. Per lineal meter travel | 20.00 |
| v. Cable car, per kW or fraction thereof | 40.00 |
| a. Per lineal meter travel | 5.00 |
| c. Elevators, per unit: | |
| i. Motor driven dumbwaiters | 600.00 |
| ii. Construction elevators for material | 2,000.00 |
| iii. Passenger elevators | 5,000.00 |
| iv. Freight elevators | 5,000.00 |
| v. Car elevators | 5,000.00 |
| d. Boilers, per kW: | |
| i. Up to 7.5 kW | 500.00 |
| ii. Above 7.5 kW to 22 kW | 700.00 |
| iii. Above 22 kW to 37 kW | 900.00 |
| iv. Above 37 kW to 52 kW | 1,200.00 |
| v. Above 52 kW to 67 kW | 1,400.00 |
| vi. Above 67 kW to 74 kW | 1,600.00 |
| vii. Every kW or fraction thereof above 74 kW | 5.00 |

| | |
|--|--------|
| e. Pressurized water heaters, per unit | 200.00 |
| f. Water sump and sewage pumps for commercial/industrial use per kW or fraction thereof | 60.00 |
| g. Automatic fire sprinkler system, per sprinkler head | 4.00 |
| h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar generating units and the like, per kW | |
| i. Every kW up to 50 kW | 25.00 |
| ii. Above 50 kW up to 100 kW | 20.00 |
| iii. Every kW above 100 kW | 3.00 |
| i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet | 20.00 |
| j. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu.m. or fraction thereof whichever is higher. | 4.00 |
| k. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO/kW | |
| i. Up to 50 kW | |

| | |
|--|-------|
| | 10.00 |
| ii. Above 50 kW up to 100 kW | 12.00 |
| iii. Every above 100 kW or fraction thereof | 3.00 |
| I. Pressure Vessels, per cu.m. or fraction thereof | 60.00 |
| m. Other machinery/equipment for commercial/industrial/institutional use not elsewhere specified, per kW or fraction thereof | 60.00 |
| n. Pneumatic tubes, conveyors, monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof | 10.00 |
| 6. Plumbing Fees | |
| a. Installation fees, one (1) unit composed of one (1) water closet, two (2) floors drains, one(1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole unit. | |
| b. Every fixture in excess of one unit: | |
| i. Each water closet | 7.00 |
| ii. Each floor drain | 3.00 |
| iii. Each sink | 3.00 |
| iv. Each lavatory | |

| | |
|-----------------------------------|------|
| | 7.00 |
| v. Each faucet | 2.00 |
| vi. Each shower head | 2.00 |
| c. Special Plumbing Fixtures: | |
| i. Each slop sink | 7.00 |
| ii. Each urinal | 4.00 |
| iii. Each bath tub | 7.00 |
| iv. Each grease trap | 7.00 |
| v. Each garage trap | 7.00 |
| vi. Each bidet | 4.00 |
| vii. Each dental cuspidor | 4.00 |
| viii. Each gas-fired water heater | 4.00 |
| ix. Each drinking fountain | 2.00 |
| x. Each bar or soda fountain sink | 4.00 |
| xi. Each laundry sink | 4.00 |
| xii. Each lavatory sink | 4.00 |
| xiii. Each fixed-type sterilizer | 2.00 |

| | |
|--|-------|
| d. Each water meter | 2.00 |
| i. 12 to 25 mm dia. | 8.00 |
| ii. Above 25 mm dia. | 10.00 |
| e. Construction of Septic Tank, applicable in all groups | |
| i. Up to 5.00 cu. Meters of digestion chamber | 24.00 |
| ii. Every cu. Meter or fraction thereof excess of 5.00 cu.m. | 7.00 |

7. Electronic Fees

- a. Central office switching equipment, remote switching units, concentrator's PPABX/PBX's, cordless/wireless telephone and communication systems and other types of switching/routing distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/ forms of wired or wireless communications. 2.40/ port
- b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communication centers, switching centers, operation and/or maintenance centers, call centers cellsites, equipment silos/shelters and other similar locations/structures used for electronics and communications

services including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and

personnel/vehicle location. 1,000.00/location

- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines, x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically controlled apparatus or devices, whether located indoor or outdoors 10.00/unit

- d. Electronics and communications outlets used for connection and termination of voice, data computer (including workstations, servers, routers, etc.), audio, video, or any forms of electronics and communications services irrespective of whether a user terminal is connected. 2.40/outlet

- e. Station/terminal/control point/port/central ore remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, etc.), sound reinforcement/ background, music/ paging/ conference systems and the like, CATV/ MATV/CCTV and off-air television, electronically-controlled installations whether a user terminal is connected. 2.40/termination

- | | |
|--|-----------------|
| f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/ simulation and similar activities | 1,000/location |
| | |
| g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception | 1,000/structure |
| | |
| h. Electronic or electronically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc. | 50.00/unit |
| | |
| i. Poles and Attachment: | |
| i. Per pole (to be paid by pole owner) | 20.00 |
| ii. Per attachment (to be paid by any entity who attaches to the pole of others) | 20.00 |
| | |
| j. Other types or electronics or electronically controlled device, apparatus, equipment, instrument or units not specifically identified above. | 50.00/unit |
| | |
| 8. Accessories of the Building/Structures Fees | |
| a. All parts of buildings which are open on two (2) or more sides, such as balconies terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (sections 3.a. of this Schedule) | |

- b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty five centavos (P0.25) per cu.m. above meters.
- The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.
- c. Bank and Records Vaults with interior volume up to 20.00 cu.m. 20.00
- i. In excess of 20.00 cu. Meters 8.00
- d. Swimming Pools, per cu.m. or fraction thereof:
- i. Group A Residential 3.00
- ii. Commercial/Industrial Groups B, E, F, G 36.00
- iii. Social/Recreational/Institutional Groups C, D, H I 24.00
- iv. Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.
- v. Swimming pool shower rooms/locker rooms:
- a. Per unit or fraction thereof 60.00
- b. Residential Group A 6.00
- c. Group B, E, F, G 18.00
- d. Group C, D, H 12.00
- e. Construction of firewalls separate from the building:
- i. Per sq. meter of fraction thereof 3.00
- ii. Provided, that the minimum fee shall be 48.00
- f. Construction/erection of towers: Including Radio and TV towers, water supporting structures and the like:

Use or character of Occupancy support Self-Supporting (Trilon

| | | |
|--|----------|--------|
| i. Single detached dwelling units | 500.00 | 150.00 |
| ii. Commercial/Industrial (Groups B,E,F,G) up to 10 m. in height | 2,400.00 | 240.00 |
| a. Every meter or fraction thereof in excess of 10 meters | 120.00 | 12.00 |
| iii. Educational/Recreational/Institutional (Groups C,D,H,I) | | |
| up to 10.00 meters in height | 1,800.00 | 120.00 |
| a. Every meter or fraction thereof in excess of 10 meters | 120.00 | 12.00 |
| i. Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu.m. | 12.00 | |
| i. Every cu.m. or fraction thereof in excess of 2 cu.m. | 12.00 | |
| ii. For all other than Groups A & B up to 10 cu.m. | 480.00 | |
| a. Every cu.m. or fraction thereof in excess of 10 cu.m. | 24.00 | |
| j. Construction of Water and Waste Water Treatment Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu.m. of volume | 7.00 | |
| k. Construction of reinforced concrete or steel tanks except for Commercial/Industrial Use: | | |
| i. Above ground, up to 10 cu.m. | 480.00 | |
| ii. Every cu.m. or fraction thereof in excess of 10 cu.m. | 480.00 | |
| iii. Underground, up to 20 cu.m. | 540.00 | |
| Every cu.m. or fraction thereof in excess of 20 cu.m. | 24.00 | |

I. Booths, Kiosks, Platforms, Stages and the like:

Per sq.m. or fraction thereof of floor area.

| | |
|---|-------|
| i. Construction of permanent type | 10.00 |
| ii. Construction of temporary type | 5.00 |
| iii. Inspection of knock-down temporary type per unit | 24.00 |

m. Construction of buildings and other necessary structures

within cemeteries and memorial parks:

| | |
|--|-------|
| i. Tombs, per sq.m. of covered ground | 5.00 |
| ii. Semi-enclosed mausoleum whether canopied or not, per sq.m. of built-up area | 5.00 |
| iii. Totally enclosed mausoleums, per sq.m. of floor area | 12.00 |
| iv. Totally enclosed mausoleums, per sq.m. of floor area | 5.00 |
| v. Columbarium, per sq.m. | 18.00 |

9. Accessory Fees

a. Establishment of Line and Grade all sides fronting of abutting

streets, esteros, rivers and creeks, first 10 m. 24.00

i. Every meter or fraction thereof in excess of 10 m. 2.40

b. Ground Preparation and Excavation Fee

i. While the application for Building permit is still processed, the Building Official may issue Ground Preparation and Excavation Permit (GP &EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements.

| | |
|--|--------|
| a. Inspection and Verification Fee | 200.00 |
| b. Per cu. Meters of excavation | 3.00 |
| c. Issuance of GP & EP, valid only for 30 days superseded upon issuance of Building Permit | 50.00 |
| d. Per cu.m. of excavation for foundation with basement | 4.00 |
| e. Excavation other than foundation of basement, per cu.m. | 3.00 |
| f. Encroachment of footings or foundations of buildings/ structures to public areas as permitted, per sq.m. or fraction thereof of footing or foundation encroachment | 250.00 |
| c. Construction of Pavements, up to 20 sq.m. | 24.00 |
| e. In excess of 20% or fraction thereof of paved areas intended for commercial/industrial/institutional use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like. | 3.00 |
| f. Erection of Scaffolding Occupying Public Areas, per calendar month | |
| i. Up to 10 meters in length | 150.00 |
| ii. Every lineal meter or fraction thereof in excess 10 m. | |
| g. Repairs Fees: | |
| i. Alteration/Renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, for all Groups | 5.00 |

| | |
|--|--------|
| ii. Alteration/Renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate for all groups. | 5.00 |
| iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with same or new substitute and labor) | |
| h. Demolition/Moving of building/structures Fees: | |
| Per sq.m. of area or dimension involved | |
| i. Building in all Groups per sq.m. floor area | 3.00 |
| ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including fences | 4.00 |
| iii. Structures of up to 10.00 meters in height | 800.00 |
| a. Every meter of portion thereof in excess of 10 m. | 50.00 |
| iv. Appendage of up to 3 cu.m./unit | 50.00 |
| a. Every cu. meter or portion thereof in excess of 3 cu. m. | 50.00 |
| v. Moving fee, per sq.m. of area of building/structure to be moved | 3.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|----------------------------|
| 1. | Go to the City Engineering information desk; ask referral to Building Section. | 2 minutes | Information Desk Officer |
| 2. | Approach receiving personnel. State request and submit requirements for assessment. | 20 minutes | Building Section Personnel |
| 3. | Ask for schedule of release of computation of fees. | 1 minute | Building Section Personnel |
| 4. | Pay corresponding fee at the Building Section. Ask for official receipt | 5 minutes | Special Disbursing Officer |
| 5. | Wait for release of Building Permit. Sign record book upon release. | 30 minutes | Building Section Personnel |

SERVICE TITLE:**SECURING FENCE PERMIT****ABOUT THE SERVICE**

Fence Permit is an accessory permit issued by the Building Official for activities being undertaken prior to or during the processing of the Building permit such as the construction of a fence in order to secure the perimeter of the lot.

REQUIREMENT(S)

- Certified true copy of OCT/TCT; if applicant is not the lot owner
 - a. Authority from lot owner
 - b. Lease contract
- Tax Declaration
- 4 sets of Plans
 - Architectural/Structural Plans duly signed & sealed by Architect/Civil Engineer
- Barangay Clearance
- Bill of Materials
- Specifications
- Structural Design/Analysis (if required)
- Lot plan
- Zoning Clearance and other clearances from regulatory agencies if required

FEE(S)

- | | |
|--|------|
| i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof | 3.00 |
| ii. In excess of 1.80 meters in height, per lineal meter or fraction thereof | 4.00 |
| iii. Made of indigenous materials, barbed, chicken or hog wires, per linear meter | 2.40 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|---|------------------|----------------------------|
| 1. | Go to the City Engineering information desk; ask referral to Building Section. | 1 minute | Information Desk Officer |
| 2. | Approach receiving personnel. State request and submit requirements for assessment. | 20 minutes | Building Section Personnel |
| 3. | Ask for computation of fees | 15 minutes | Building Section Personnel |
| 4. | Pay corresponding fee at same office. | 3 minutes | Special disbursing Officer |
| 5. | Wait for release of permit. Sign record book upon release. | 20 minutes | Building Section Personnel |

SERVICE TITLE:**SECURING TEMPORARY SIDEWALK-ENCLOSURE PERMIT****ABOUT THE SERVICE**

This permit is issued to persons whose materials and equipment necessary for the performance of the work is temporarily placed or stored in a public sidewalk, street or alley. Whenever the use of the sidewalk is authorized by the Building Official, the necessary safeguards should be maintained for the protection of the pedestrians

REQUIREMENT(S)

- Sketch plan of the proposed enclosed area.
- Lot title/ Tax declaration
- Lot plan

FEE(S)

- Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq.meters, per calendar month - P240.00
- Every sq. meter of fraction thereof in excess of 20.00 sq.meters - P112.00

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|----------------------------|
| 1. | Go to the City Engineering information desk; ask referral to Building Section. | 1 minute | Information Desk Officer |
| 2. | Approach receiving personnel. State request and submit requirements for assessment. | 20 minutes | Building Section Personnel |
| 3. | Pay corresponding fees at same office | 3 minutes | Special Disbursing Officer |
| 4. | Wait for release of permit. Sign record book upon release. | 20 minutes | Building Section Personnel |

SERVICE TITLE:**SECURING DEMOLITION PERMIT****ABOUT THE SERVICE**

This is an Accessory Permit issued by the Building Official for the systematic dismantling of a building/structure, in whole or in part for purposes of clearing the way for new constructions or abatement of dangerous ruinous buildings as determined by the Building Official.

REQUIREMENT(S)

- Duly accomplished application from
- Lot title/ Tax declaration
 1. In case the applicant is not the lot owner;
 - Notarize authority from lot owner (SPS)
 - Deed of Absolute Sale
- Detailed scope of work signed and sealed by the concerned professionals.
- Sketch Plan of the area to be demolished.

FEE(S)

Demolition/Moving of building/structures Fees:

Per sq.m. of area or dimension involved

| | |
|---|--------|
| i. Building in all Groups per sq.m. floor area | 3.00 |
| ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including fences | 4.00 |
| iii. Structures of up to 10.00 meters in height | 800.00 |
| a. Every meter of portion thereof in excess of 10 m. | 50.00 |
| iv. Appendage of up to 3 cu.m./unit | 50.00 |
| a. Every cu. meter or portion thereof in excess of 3 cu. m. | 50.00 |
| v. Moving fee, per sq.m. of area of building/structure to be moved | 3.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|---|------------------|----------------------------|
| 1. | Go to the City Engineering information desk; ask referral to Building Section | 1 minute | Information Desk Officer |
| 2. | Approach receiving personnel. State request and submit requirements for assessment. | 20 minutes | Building Section Personnel |
| 3. | Pay corresponding fees at same office | 3 minutes | Special Disbursing Officer |
| 4. | Wait for release of permit. Sign record book upon release. | 20 minutes | Building Section Personnel |

SERVICE TITLE:

SECURING CERTIFICATION TO SUPPORT MISCELLANEOUS SALES APPLICATION, SURVEY AUTHORITY AND OTHER PURPOSES

ABOUT THE SERVICE

This certification is issued per request of the lot owner whether the lot they applied for Miscellaneous Sale, Survey Authority, and other purposes is not affected by existing City Government projects or future developments.

REQUIREMENT(S)

- Letter Request
- Certified True Copy or TCT/Tax Declaration
- Lot Plan

FEE(S)

| | | |
|-------------------|---|----------|
| Certification Fee | - | P 100.00 |
| Inspection Fee | - | 100.00 |

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|----------------------------------|
| 1. | Go to the City Engineering Office information desk; ask referral to Building Section | 1 minute | CEO Information Desk |
| 2. | Proceed to Building section and approach personnel. State request and ask for schedule of inspection. | 5 minutes | CEO – Building Section Personnel |
| 3. | Upon schedule, accompany CEO inspectors during site inspection. Ask for computation of fees. | 1 hour | CEO – Building Section Personnel |
| 4. | After inspection, pay corresponding fees at the Building Inspection Division | 5 minutes | CEO Special Disbursing Officer |
| 5. | Submit official receipt to CEO – Building Section. Wait for release of Certificate of Annual Inspection | 20 minutes | CEO – Building Section Personnel |
| 6. | Sign record book upon release. | 1 minute | CEO – Building Section Personnel |

SERVICE TITLE:

REQUEST FOR EQUIPMENT RENTAL AT THE CITY WORKSHOP AND MOTORPOOL

ABOUT THE SERVICE

The City Engineer's Office through the City Workshop and Motorpool provides services for leasing heavy equipment for public and private use.

REQUIREMENT(S)

Letter of Intent / Request

| FEE(S) | <u>Equipment</u> | <u>Rental Per Day</u> |
|---------------|-------------------------|------------------------------|
| | Wheel Loader | P 10,040.00 |
| | Dump Truck | P 9,016.00 |
| | Road Grader | P 8,808.00 |
| | Road Roller | P 11,184.00 |
| | Air Compressor | P 3,376.00 |
| | Welding Machine | P 2,840.00 |

- Note: 1. Operator Wages, Fuel & Oil will be charged to Lessee.
2. We acquire 50% of the total lease contract amount as initial payment upon approval of contract.

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Go to the City Engineering Office information desk; ask referral to appropriate section | 1 minute | CEO Information Desk |
| 2. Approach personnel in charge and state request. | 10 minutes | CEO Personnel |
| 3. Proceed to the City Workshop and Motorpool for processing of documents & preparation of lease contract. | 30 minutes | CWM Personnel |
| 4. Bring contract to CMO for Mayor's signature and approval | 10 minutes | CAC Personnel |
| 5. Pay corresponding rental fee of equipment at the City Treasurer's Office. | 5 minutes | CTO Personnel |
| 6. Submit official receipt to City Workshop and Motorpool and wait for release of equipment. | 30 minutes | CEO - CWM Personnel |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

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Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

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TEXT/SMS Clients are encouraged to text the City Government of Surigao through **SMART – 09328898422**

Clients are encouraged to text the CONTACT CENTER NG BAYAN

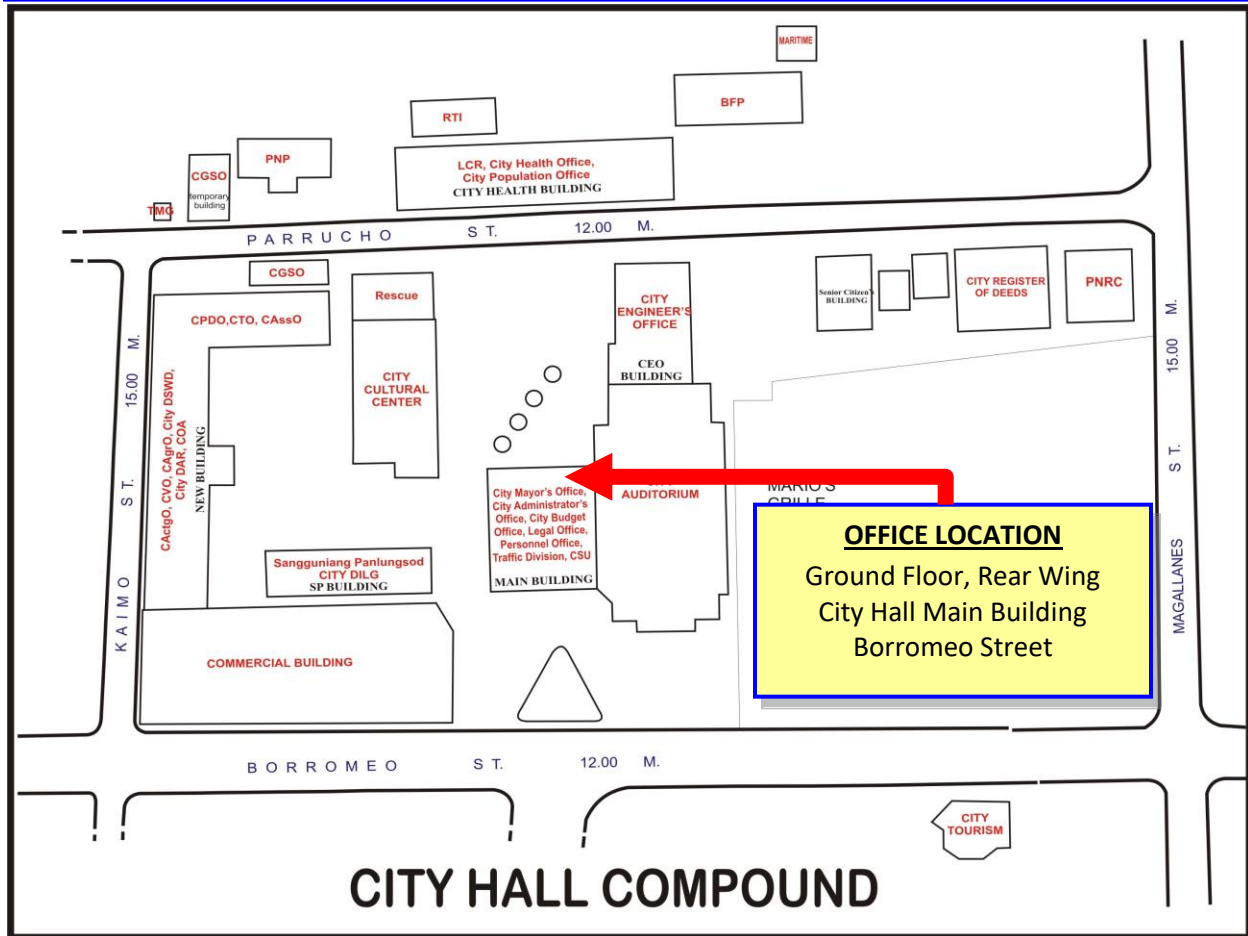
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY ENVIRONMENT & NATURAL RESOURCES OFFICE



Services:

- a. Office Certification/Endorsement (Related to Environmental Office Concern)
- b. Request for Assistance (To secure CNC/ECC on proposed Development Project Under Building Permit Application)
- c. Complaints and Inquiries related to Environmental Concern (Illegal Activities, Pollution and other Environmental Adverse Effects)
- d. Certification/Endorsement or Commercial Sand and Gravel (CSAG) application
- e. Certification/Clearance – Tricycle Franchise Regulation (Garbage Receptacles/or Smoke Emission Test)
- f. Solid Waste Management – Collection of recycled waste:
- g. Request for Tree Planting and Tree Cutting

SERVICE TITLE:**OFFICE CERTIFICATION/ENDORSEMENT (RELATED TO ENVIRONMENTAL OFFICE CONCERN)****ABOUT THE SERVICE**

Provide immediate action for the enforcement of environment and natural resources laws, rules and regulations.

REQUIREMENT(S)

Letter Request or Pro-Form-Request
Detailed Information/specific location
Other basic information as necessary (Contact No., Address,etc)
Environmental Complaint Form

FEE(S) P 100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|------------------------------|--|
| 1. | Proceed to the City ENRO information desk and present your purpose and/or letter request | 3 minutes | Mr. Raul B. Tarpin Administrative Officer V |
| 2. | Check and conduct Research on File/Record Schedule date for site inspection | 1 hour Within 15 days | Mr. Raul B. Tarpin Administrative Officer V |
| 3. | Certificate/Endorsement issued immediately Or notify applicant as to action (if requires thorough study/investigation) | Within 15 working days | Mr. Raul B. Tarpin Administrative Officer V |

SERVICE TITLE:

REQUEST FOR ASSISTANCE (TO SECURE CNC/ECC ON PROPOSED DEVELOPMENT PROJECT UNDER BUILDING PERMIT APPLICATION)

ABOUT THE SERVICE

Review of the project design for conformity to all environmental laws and related policies

REQUIREMENT(S)

Certificate of Title
Building Plan/Vicinity map
Other Basic Requirements (Clearance fee at EMB-13 / thru Land Bank

FEE(S) P 100.00 - LGU Fee
Subject to Order of Payment – EMB-13 Fees

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-----------------------------------|--|
| 1. (Pre-Construction) Proceed to the City ENRO information desk; present your purpose and requirements completeness | 1 day If complete requirements | Mr. Raul B. Tarpin Administrative Officer V |
| 2. Conduct site/area inspection immediately | 2 hours | Mr. Raul B. Tarpin Administrative Officer V |
| 3. If CNC Facilitate/application thru online processing | 2 hours If document complete | Mr. Raul B. Tarpin Administrative Officer V |
| 4. Payment fees at Land Bank | 1 hour | Land Bank Personnel |
| 4. Issuance of clearance thru online | 15 days | |
| 5. If ECC | | |

| | | |
|--|--|--|
| Facilitate/application thru online processing | | |
| 6. Payment of fees and issuance of clearance at EMB-13 | | |

SERVICE TITLE:

**COMPLAINTS AND INQUIRIES RELATED TO ENVIRONMENTAL CONCERN
(ILLEGAL ACTIVITIES, POLLUTION AND OTHER ENVIRONMENTAL ADVERSE
EFFECTS)**

REQUIREMENT(S)

Letter Request or Pro-Form-Request
Detailed Information/specific location
Other basic information as necessary (Contact No.,Address,etc)
Environmental Complaint Form

FEE(S) LGU Fees P 100.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|------------------------------|--|
| 1. | Proceed to the City ENRO information desk and present your purpose and requirement completeness | 3 minutes | Mr. Raul B. Tarpin Administrative Officer V |
| 2. | Conduct site/area inspection immediately Schedule date for site inspection | 1 hour Within 15 days | Mr. Raul B. Tarpin Administrative Officer V |
| 3. | Letter request acted Immediately (letter response) Or notify applicant as to action (if requires thorough study/investigation) | Within 15 working days | Mr. Raul B. Tarpin Administrative Officer V |

SERVICE TITLE:**CERTIFICATION/ENDORSEMENT OR COMMERCIAL SAND AND GRAVEL (CSAG) APPLICATION****REQUIREMENTS**

Letter Intent/Application
Barangay Clearance/Resolution
Survey Plan signed by Geodetic Engineer (if necessary)
ECC from EMB
Lot Title if Private Land
Program of Work
Other necessary requirements

FEE(S)

Inspection Fee – P 100.00
Certificate Fee – P 100.00
Documentation Fee – P 30.00

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|----------------------------|-----------------------------------|
| 1. | Present complete requirements as listed Further review completeness and compliance of requirements | 3 minutes 2 minutes | Lorena T. Leyros Admin. Aide I |
| 2. | Schedule date of site/area inspection | Within 15 days | Lorena T. Leyros Admin. Aide I |
| 3. | Facilitate Action/Processing thru Issuance of certification/endorsement (if complete and no problem encountered) | 1 hour | Lorena T. Leyros Admin. Aide I |
| | If there are major issues/concern for thorough study investigation | One (1) month | Lorena T. Leyros Admin. Aide I |

SERVICE TITLE:

**CERTIFICATION/CLEARANCE – TRICYCLE FRANCHISE REGULATION
(GARBAGE RECEPTACLES/Or SMOKE EMISSION TEST)**

REQUIREMENTS

Certificate of registration/Official Receipt
Certification of Emission if necessary
Garbage Receptacle
Smoke Emission Testing Result

FEE(S)

To be Establish

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|-----------------------------------|
| 1. Present document with complete requirements | 3 minutes | Lorena T. Leyros Admin. Aide I |
| 2. Conduct inspection and testing on the following: a.Tricycle Picture b.Garbage Receptacle Checking c.Emission Testing Certificate and/or actual testing d.other related documents necessary | 15 minutes | Lorena T. Leyros Admin. Aide I |
| 3. Issuance of certificate/clearance facilitation | 3 minutes | Lorena T. Leyros Admin. Aide I |

SERVICE TITLE:

SOLID WASTE MANAGEMENT– COLLECTION OF RECYCLED WASTE: CLEAN & DRY CELLOPHANE/PAPEL & RECYCLABLE WASTE

REQUIREMENTS

Call hotline thru text or landline
Provide specific/detailed information
Specific Location
Number/volume of waste

FEE(S)

None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|--|
| 1. Call the City ENRO Hotline: Landline : 826-5449 Smart : 09106217684 To request schedule collection of recyclable waste (dry & clean) with the following information -Specific Location Number/volume of waste and other basic information | Within 1 day | Sandie A. Cagata Environmental Specialist II |
| 2. Schedule collection | Within 1 day (minimum) or within 1 week (maximum) | Sandie A. Cagata Environmental Specialist II |

SERVICE TITLE:**REQUEST FOR TREE PLANTING AND TREE CUTTING****REQUIREMENTS**

Letter Request and/or Pro-Form Request
Detailed Information/Specific Location
Other Basic Information as necessary
-Contact number
-Address
-Etc,

FEE(S)

None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|------------------------------|-----------------------------------|
| 1. | Present your purpose and/or letter request | 3 minutes | Nards Go |
| 2. | Conduct site/area inspection Or schedule date for site inspection | 1 hour Within 15 days | Nards Go |
| 3. | Certification/Endorsement issued | Within 1 day | Nards Go |
| | Or notify applicant as to action (If require thorough study/investigation) | Within 15 days | Lorena T. Leyros Admin. Aide I |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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| |
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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

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Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

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CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

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SMART – 09328898422

Clients are encouraged to text the CONTACT CENTER NG BAYAN

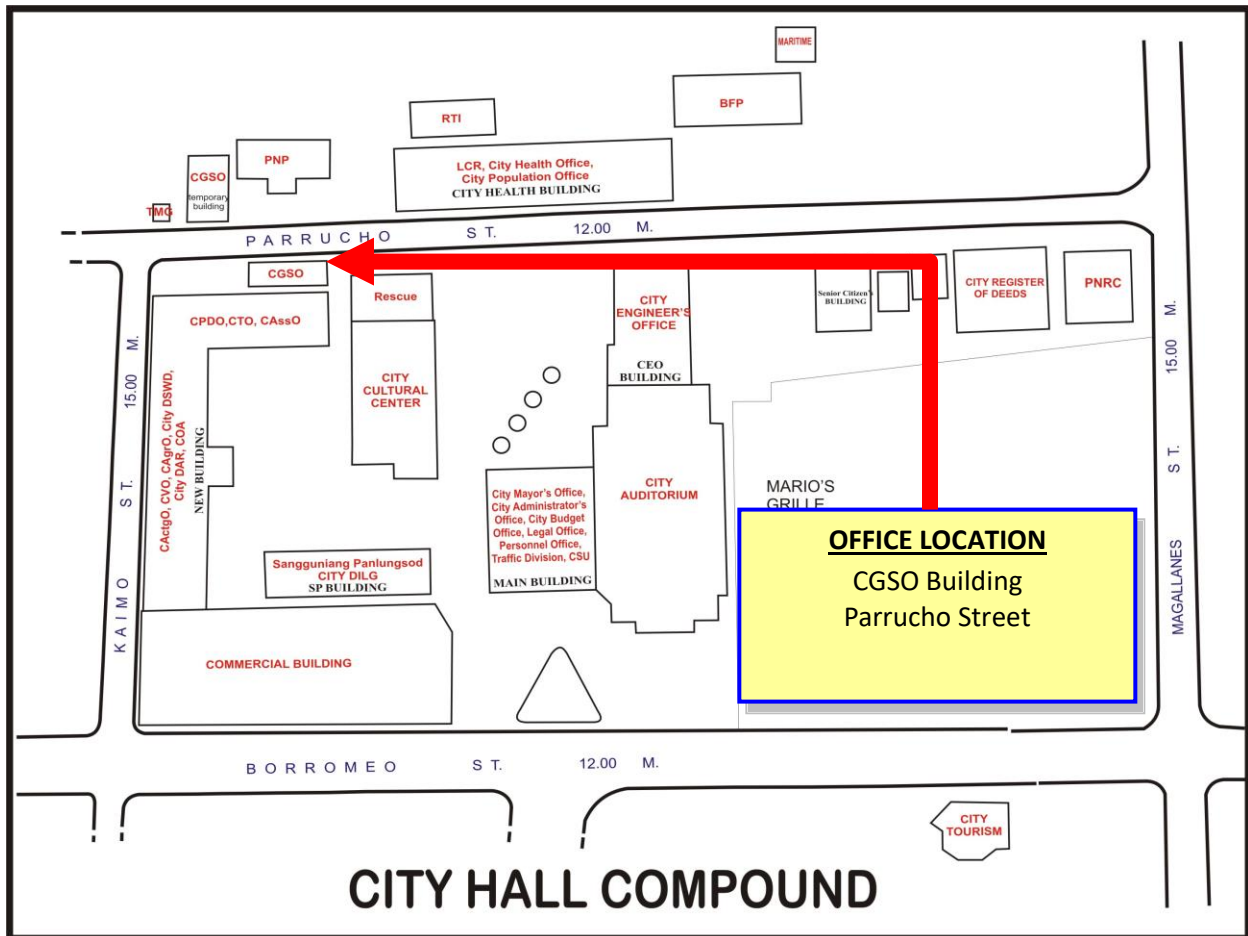
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY GENERAL SERVICES OFFICE



Services:

- a. Maintaining Street Lights
- b. Collection of uncollected household residual waste and special collection for bulky garbage

MAINTAINING STREET LIGHTS

Street lights are maintained from sunlight to sunset, for the safety motorists and pedestrians

1. For street lights along main roads, only detailed information about the location of the malfunctioning street lights.
2. For street lights in interiors and puroks, the requesting party must provide the necessary materials needed for the repair.
3. For new installation in the interiors and puroks, ask for the approval of the local chief executive (City Mayor).

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|--|------------------|-----------------------------|
| 1. | Request | | |
| | <ul style="list-style-type: none"> Call the GSO office number at 826-8845 or 231-7207; state your request to GSO personnel. | 5 minutes | Mr. Dotillos/ Mr. Dumale |
| | <ul style="list-style-type: none"> For a walk-in request, go to the GSO, approach personnel on duty. State inquiry or request. | 5 minutes | Mr. Dotillos/ Mr. Dumale |
| | <ul style="list-style-type: none"> You can also write to the GSO office addressed to the GSO Department Head, General Services Office, Surigao City | - | - |

| | | |
|---|---|--------------------------------|
| <p>2. Wait for the GSO personnel to give schedule of repair.</p> <ul style="list-style-type: none"> For mail requests, GSO will assign personnel to visit sender on the address given | <p>5 minutes</p> <p>Within 3 working days</p> | <p>Mr. Dotillos/Mr. Dumale</p> |
|---|---|--------------------------------|

SERVICE TITLE:**COLLECTION OF UNCOLLECTED HOUSEHOLD RESIDUAL WASTE AND SPECIAL COLLECTION FOR BULKY GARBAGE****ABOUT THE SERVICE**

Some resident's dump their garbage on idle lot/place repeatedly, not included on our designated route of collection and left uncollected. Bulk garbage such as debris, twigs and cut tree branches or trunks and such can now be specially collected by request to the City General Services Office.

REQUIREMENTS

1. Detailed information about the location of the uncollected garbage.
2. Only household residual waste will be automatically collected after the report/complaint.
3. For special collection like; debris, twigs and cut tree branches are collected on assign scheduled day by the office.
4. Construction waste are not included in our collection.

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|----------------------------|--|
| 1. REPORT : <ul style="list-style-type: none">• Call the City General Services at 826-8845 or Garbage Hotline Tel No. 231-5060• For a walk-in, go to the City General Services Office, state the location of the uncollected garbage | 5 minutes 5 minutes | Mr. Dotillos Mr. Besitula Engr. Boquid Mr. Dotillos Mr. Besitula Engr. Boquid |

| | | |
|--|---|--------------------------------------|
| <p>2. For special collection</p> <ul style="list-style-type: none"> • For walk-in and telephone call | <p>Depending on the availability of garbage truck</p> | <p>Mr. Dotillos Mr. Besitula</p> |
|--|---|--------------------------------------|

FEEDBACK FORM

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Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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| |
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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

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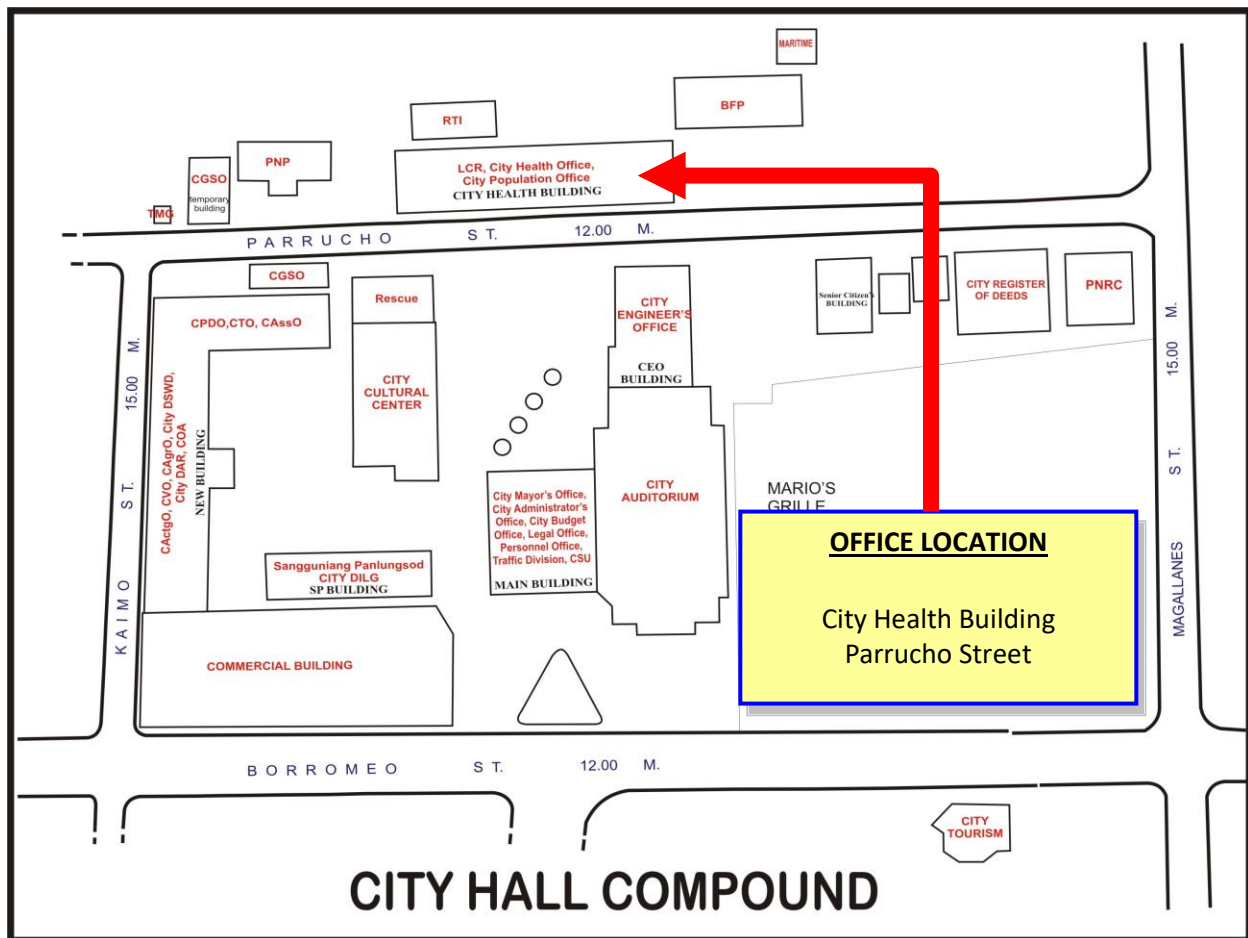
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

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CITY HEALTH OFFICE



Services:

- a. Availing Out-patient Consultation
- b. Availing of Medico Legal Services
- c. Securing Medical Certificate
- d. Availing of Environmental Health and Sanitation Services
- e. Availing of Maternal and Child Health Care Services

SERVICE TITLE:**AVAILING OF OUT-PATIENT SERVICES (MEDICAL & DENTAL)****ABOUT THE SERVICE**

Out-patient services consist of medical and dental services given to any person/ individuals seeking treatment and attention on the following areas:

1. Medical Consultations:

- a. Visual Health Services
- b. Leprosy Disease Control Services
- c. Rabies Prevention Services
- d. Schistosomiasis Disease Control Services
- e. Tuberculosis Control Services
- f. Sexually Transmitted Infections Control Services
- g. Mosquito Borne Disease Control Services
- h. Mental Health Services
- i. Acute Respiratory Infections Control Services
- j. Diarrhea Disease Control Services
- k. Asthma Prevention Services

2. Dental Consultations:

- a. Tooth Extraction
- b. Oral Prophylaxis
- c. Tooth Filling

REQUIREMENT(S)

Individual Treatment Record (Optional for New Clients)

Referral (Optional)

FEE(S)

None for Medical Consultations

Dentals Services:

- | | | |
|---------------------|---|---------------------------------------|
| a. Tooth Extraction | - | P 150.00 |
| b. Oral Prophylaxis | - | 150.00 |
| c. Tooth Filling | - | 150.00 (permanent) 100.00 (temporary) |

HOW TO AVAIL OF THE SERVICE

Medical Services

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Approach front desk and ask for a priority number then wait for your turn to have your vital signs taken. | 30 minutes | Nurse on Duty |
| 2. If priority number is called, go to the examination room for consultation and prescription by doctor. | 5-10 minutes | Physician on Duty |

Dental Services

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|---|--------------------------|
| 1. Approach front desk and ask for referral to Dental Section. | 1 minute | Information Personnel |
| 2. Have your blood pressure taken in the Dental Section then wait turn for dentist's consultation. | 10-20 minutes | Dental Section Personnel |
| 3. If name is called, approach dentist on duty and state dental complaint. Wait for oral examination and prescription. | 5-10 minutes (or depending on the medical or dental procedure applied) | Dentist on Duty |

SERVICE TITLE:**AVAILING OF MEDICO LEGAL SERVICES****ABOUT THE SERVICE**

Medico legal services are components of health department given to clients seeking legal proceedings and other related needs. This includes Violence against Women & Children (VAWC) related cases.

REQUIREMENT(S)

Medico Legal Examination request from Police Department

FEE(S)

Certification fee – P 150.00
VAWC Clients – (Free)

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---------------------------------------|------------------------|
| 1. Approach front desk and ask for a priority number then wait for your turn to have your vital signs taken. | 30 minutes | Nurse on Duty |
| 2. If priority number is called, go to the examination room for consultation, prescription (if necessary) and issuance of certificates by doctor. | 20 minutes (longer for rape cases) | Physician on Duty |

SERVICE TITLE:**SECURING MEDICAL CERTIFICATE****ABOUT THE SERVICE**

Medical Certificate is a document stating the result of a satisfactory medical examination; it is likewise a doctor's certificate giving evidence of a person's unfitness or fitness for work.

REQUIREMENT(S)

Examination Request (Optional)

FEE(S)

Certification fee – P 150.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|------------------------|
| 1. Approach front desk and ask for a priority number then wait for your turn to have your vital signs taken. | 30 minutes | Nurse on Duty |
| 2. If priority number is called, go to the examination room for consultation, prescription (if necessary) and issuance of certificates by doctor. | 10 minutes | Physician on Duty |
| 3. Pay corresponding fee and claim certificate at the City Health Administration Office. | 3 minutes | CHO Revenue Collector |

SERVICE TITLE:**AVAILING OF ENVIRONMENTAL HEALTH AND SANITATION SERVICES****ABOUT THE SERVICE**

Attends to the environmental sanitation of the community. It establishes and takes charge of various programs in eliminating and controlling filth related diseases. Major programs includes Water Supply Sanitation, Food Sanitation, Insect and rodent control, abatement of nuisances, public places sanitation, promotion of sanitary facilities like sanitary toilet provision and proper solid waste management, enforcement of health and sanitation laws, policies and guidelines.

REQUIREMENT(S)

Permit & Clearance – Application Forms (Optional)
Sanitary Complaint Form – Sanitation related complaints
Exhumation Permit – Death Certificate
Desludging Permit – Application Form
Official Receipts of Payments

FEE(S)

| | | |
|---------------------------|---|---------|
| Sanitation Permit Fee | - | P200.00 |
| Sanitation Inspection Fee | - | 100.00 |
| Health Certificate Fee | - | 50.00 |
| Stool Examination Fee | - | 30.00 |
| Exhumation Permit Fee | - | 200.00 |
| Desludging Permit Fee | - | 50.00 |

HOW TO AVAIL OF THE SERVICE

1. Sanitary Permit & Health Certificate

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|--|
| 1. Approach front desk and ask for directions to the Sanitation Division | 3 minutes | Information Personnel |
| 2. Present application form and documentary requirements to the Sanitation Division. | 5 minutes | Sanitation Personnel on Duty |
| 3. Undergo stool and sputum examinations. (See steps for availing laboratory services) | | Laboratory Technician or Personnel on Duty |
| 4. Go to the CHO Administration Office for Payment of corresponding fee. | 3 minutes | CHO Revenue Collector |
| 5. Claim and bring laboratory results to Medical Officer on Duty for approval | 2 minutes | Medical Officer on Duty |
| 6. Return to Sanitation Division, present Official Receipt and claim Sanitary Permit & Health Certificate. | 1 minute | Sanitation Personnel on Duty |

2. Exhumation Permit

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|------------------------------|
| 1. Approach front desk and ask to be directed to the Sanitation Division | 3 minutes | Information Personnel |
| 2. Present application form and documentary requirements to the Sanitation Division and fill up Exhumation Permit. | 9 minutes | Sanitation Personnel on Duty |
| 3. Go to the CHO Administration Office for Payment of corresponding fee. | 3 minutes | CHO Revenue Collector |
| 4. Return to Sanitation Division, present Official Receipt and claim Permit. | 3 minutes | Sanitation Personnel on Duty |

3. Desludging Permit

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|------------------------------|
| 1. Approach front desk and ask to be directed to the Sanitation Division | 3 minutes | Information Personnel |
| 2. Present application form and documentary requirements to the Sanitation Division. | 5 minutes | Sanitation Personnel on Duty |
| 2. Go to the CHO Administration Office for Payment of corresponding fee. | 3 minutes | CHO Revenue Collector |
| 3. Return to Sanitation Division, present Official Receipt and claim Permit. | 1 minute | Sanitation Personnel on Duty |

4. Pursuing A Sanitation-Related Complaint

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|---|------------------|-----------------------|
| 1. | Approach front desk and ask to be directed to the Sanitation Division | 3 minutes | Information Personnel |
| 2. | Convey complaint either written or verbal. | 5 minutes | Sanitation Personnel |
| 3. | Wait for delivery of Sanitation Inspection report by Sanitation Officer on address given. | 1 day | |

SERVICE TITLE:**AVAILING OF MATERNAL & CHILD HEALTH CARE SERVICES****ABOUT THE SERVICE:**

Maternal & Child health care services is a major health care mechanism that aims to promote the comprehensive maternal care program for pregnant and lactating mothers, including the infant care programs.

REQUIREMENT(S)

1. Maternal Care / Family Planning
 - Individual Treatment Records (ITR-Optional for New Clients)
 - Home based Maternity Record (HBMR)
2. Child Care
 - Individual Treatment Record (ITR-Optional for New Client)
 - Early Childhood Care & Development Card

FEE(S)

Applicable fees for Laboratory Services

HOW TO AVAIL OF THE SERVICE

Maternal Care Services (Pre & Post Natal Consultations)

Family Planning Services

Child Care Services

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|------------------------|
| 1. Proceed to Out-Patient/ Dispensary Admitting Section and ask for priority number | 3 minutes | Information Personnel |
| 2. Wait for your number to be called then proceed to treatment section for examination proper, issuance of prescriptions. | (depending on the number of patients waiting) | Physician on duty |

FEEDBACK FORM

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Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo nimong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butang lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

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|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature (Pirma): | |
| Date (Petsa): | |

FEEDBACK MECHANISMS

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EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

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SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

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CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

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SMART – 09328898422

Clients are encouraged to text the CONTACT CENTER NG BAYAN

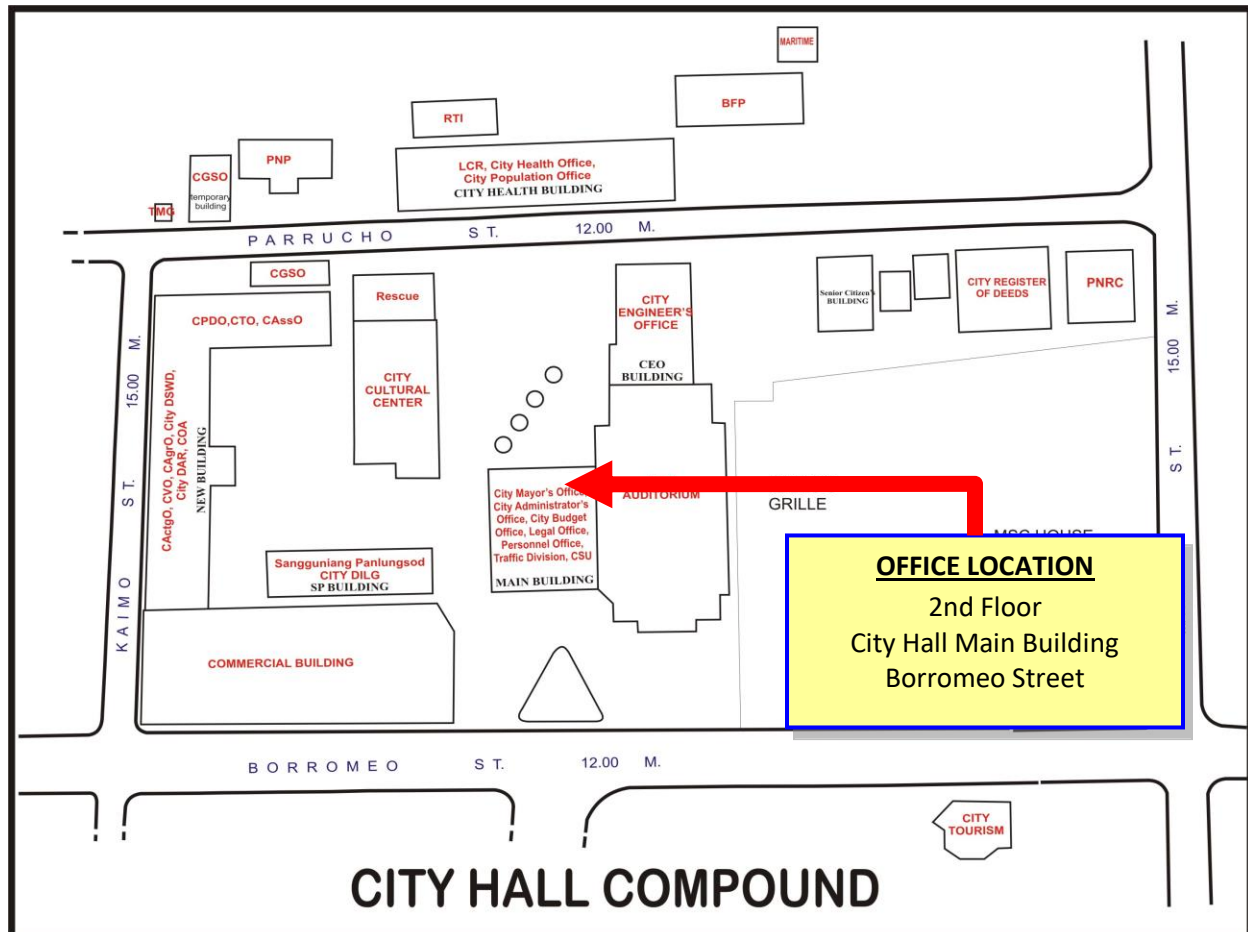
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CITY HUMAN RESOURCE MANAGEMENT & DEVELOPMENT OFFICE



Services:

- a. Applying for a vacant position in the City Government
- b. Securing An Employment Certificate And Service Record Of Former City Employees
- c. Securing an Identification Card

SERVICE TITLE:**APPLYING FOR A VACANT POSITION IN THE CITY GOVERNMENT****ABOUT THE SERVICE**

The City Human Resource Management and Development Office assesses interested applicants who submit their application for a published vacant position in the City Government. They are in charge in the screening of applicants based on their merit and qualities that fit to the position they are applying for.

REQUIREMENT(S)

Seven (7) copies of the following:

- Application Letter
- Personal Data Sheet
- Photocopy of Transcript of Records
- Photocopy of Eligibility (if applicable)
- Photocopy of Training Certificates (if applicable)

FEE(S)

NONE

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|---|---|
| 1. | Submit the stated requirements at the Human Resource Management and Development Office (RSP staff) | 5 minutes | Sheryl Lincopines |
| 2. | Upon submission, the applicants shall be pre-screened and advised if he/she meet the qualification standards for the position. | (after 15 days of job vacancy announcement) | City Hall Bulletin Board |
| 3. | Wait for the notification on the schedule of the screening | 30 minutes | Hairee Cel S. Pedimonte Meriam P. Pacleb |

| | | | |
|----|--|---|-------------------------|
| | process. | | |
| 4. | Wait for notification of interview results (by phone or mail) | Within 15 working days after conduct of interview | Hairee Cel S. Pedimonte |
| 5. | Return to HRMDO after notification of hired status. Ask for instructions and list of new requirements to submit. | 30 minutes | Meriam P. Pacleb |

SERVICE TITLE:**SECURING AN EMPLOYMENT CERTIFICATE AND SERVICE RECORD OF FORMER CITY EMPLOYEES****ABOUT THE SERVICE**

The archives of the City HRM Office have records of former city employees which information can be availed for various purposes of concerned and interested parties.

REQUIREMENT(S)

- Employment ID
- Personal data for separated employee and present any Government issued ID.
- Request thru a representative : ID of the Employee, Authorization Letter, and ID of the representative

FEE(S)

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|---|
| 1. Go to the HRM Office information desk; state request | 1 minute (depends on the number of requesting parties queuing) | Reah I. Adtoon / Irene Mondoñedo |
| 2. Submit the requirements to the personnel in-charge for a brief interview. State reason for securing the certification of employment / service records. | 5 minutes | Certification of Employment: Teresita M. Patulin Service Records: Meriam P. Pacleb |
| 3. Claim the requested documents. <ul style="list-style-type: none">• For Active Employees (Regular) | 5 minutes | Meriam P. Pacleb / Teresita M. Patulin |

| | | |
|---|---|--|
| <ul style="list-style-type: none"> • Separated Employees | After 1 working day (for archival and encoding of entries) | |
| <ul style="list-style-type: none"> • Job Order Employees | After 1 working day (for archival and encoding of entries) | |

SERVICE TITLE:**SECURING AN IDENTIFICATION CARD****ABOUT THE SERVICE**

The City Human Resource Management and Development Office provides Identification card for City Employees.

REQUIREMENT(S)

- ID Data Form
- One (1) 1x1 ID Picture
- 2 copies 2x2 ID Picture
- Photocopy of Job Order

FEE(S)

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|--------------------------------|
| 1. Go to the HRM Office information desk; state request | 1 minute (depends on the number of requesting parties queuing) | Nathan Palima / Kevin Pacomeos |
| 2. Fill up the form provided then submit it with the requirements needed. | 10 minutes | Nathan Palima |
| 3. Claim the ID. | 15 minutes | Nathan Palima |

FEEDBACK FORM

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Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo nimong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butang lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature (Pirma): | |
| Date (Petsa): | |

FEEDBACK MECHANISMS

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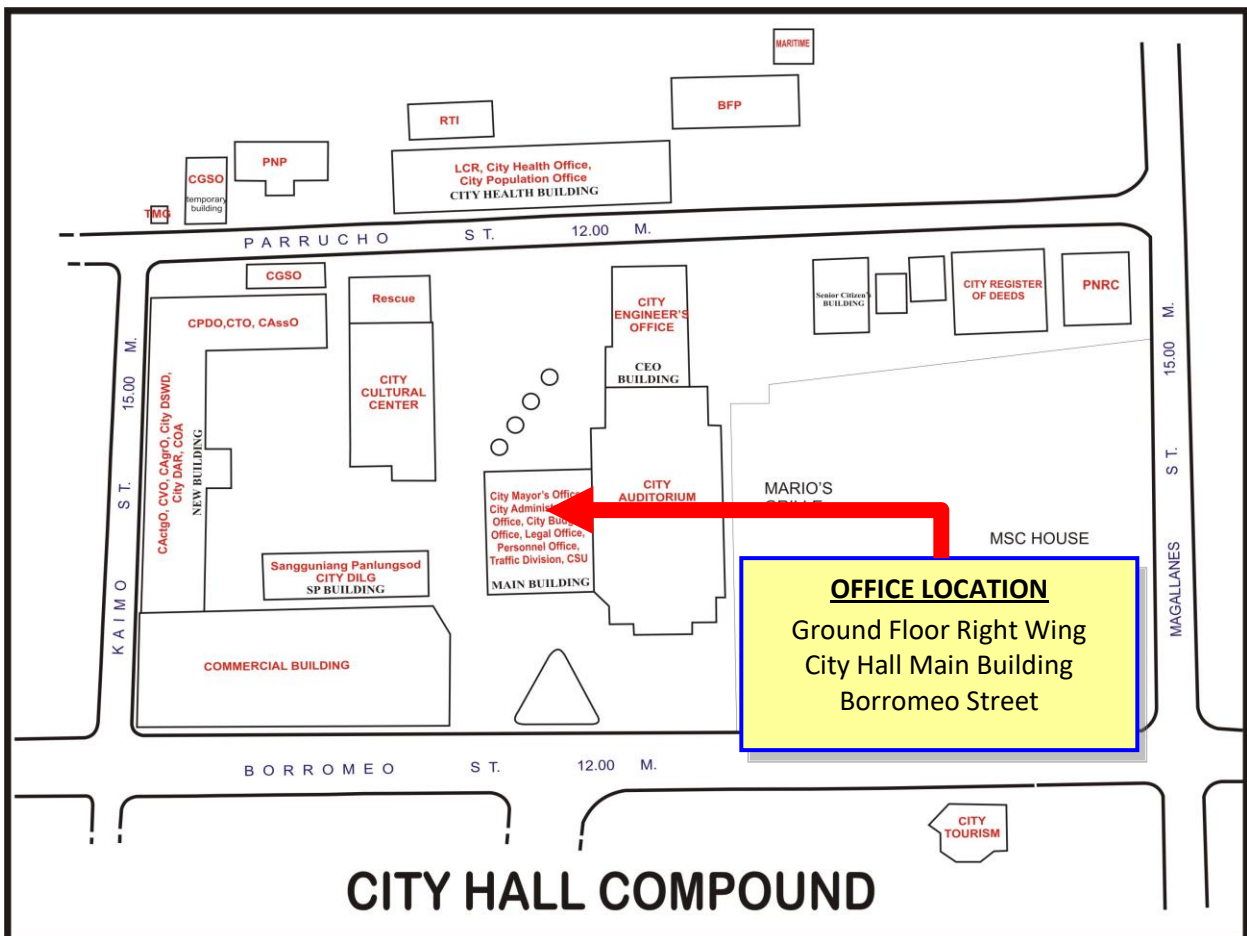
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CITY MAYOR'S OFFICE

- 1. Citizens Assistance Center**
- 2. Business Permit and Licensing Office**
- 3. City Traffic Administrator's Office**
- 4. Emergency Response Services**
- 5. Scholarship Program**

CITIZENS ASSISTANCE CENTER



Services:

- Information Assistance
- Service Referrals
- Personal Needs requiring Mayor's Discretion
- Special/Other Services
- Guest Management

SERVICE TITLE:**INFORMATION ASSISTANCE****ABOUT THE SERVICE:**

Provision of information upon request of the customer

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Approach desk and state inquiry | 1 minute | CAC Personnel |
| 2. Wait for release of information if available. | 5 minutes | CAC Personnel |

For Telephone Inquiries:**HOW TO AVAIL OF THE SERVICE**

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|------------------------|
| 1. Call Citizens Assistance Center hotline number and state inquiry to answering Information Assistant. | 1 minute | CAC Personnel |
| 2. Wait for release of information if available. | 5 minutes | CAC Personnel |

SERVICE TITLE:**SERVICE REFERRALS****ABOUT THE SERVICE:**

Referring the customer to the concerned department or office for regular service delivery.

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|-------------------------|------------------------|
| 1. | Approach desk and state request | 1 minute | CAC Personnel |
| 2. | Wait for confirmation if requested service is available or if not; wait for referral to appropriate agency. | 5 minutes | CAC Personnel |

SERVICE TITLE:**PERSONAL NEEDS REQUIRING MAYOR'S DISCRETION****ABOUT THE SERVICE:**

These are requests of services which require the personal approval of the Mayor.

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Approach desk and state request to Information Assistant on duty. | 1 minute | CAC Personnel |
| 2. Wait for confirmation of validity of request by the Information Assistant on duty then wait for further instructions. | 5 minutes | CAC Personnel |

SERVICE TITLE:**SPECIAL/OTHER SERVICES****ABOUT THE SERVICE:**

Provide service for those who requests the regular services of the city at times beyond working hours or non-office days, and when the need for the service is immediate.

For Transfer of Cadaver/Burial Permit**FEES:**

| | | | |
|---------------------|---|---|--------|
| Transfer of Cadaver | - | P | 100.00 |
| Burial Permit | - | | 50.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Approach desk, state request and present copy of Death Certificate. | 1 minute | CAC Personnel |
| 2. Wait for confirmation of validity of request then wait for further instructions. | 5 minutes | CAC Personnel |

For Strandeers Requesting Assistance:

FEES: NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Approach desk then state request. | 1 minute | CAC Personnel |
| 2. Wait for further instructions regarding request. | 15 minutes | CAC Personnel |

For reporting Lost Persons:

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|------------------------|
| 1. Approach desk then state concern. | 1 minute | CAC Personnel |
| 2. Wait for confirmation that a lost person report has been made to proper authorities and also to the broadcast media for public notification. | 15 minutes | CAC Personnel |

For Taking into Custody of Mentally-Ill Persons:

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Approach desk then state concern. | 1 minute | CAC Personnel |
| 2. Wait for referral of concern to appropriate person in-charge of mentally-ill persons for safekeeping. | 30 minutes | CAC Personnel |

SERVICE TITLE:**GUEST MANAGEMENT****ABOUT THE SERVICE:**

This service is designed to give special treatment to the official guests of the City. Whether expected or unexpected, this may include drop-in guests, dignitaries, officials and foreign visitors who have an official purpose in visiting the City.

REQUIREMENTS:

Appointment for expected guests/visitors

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|----------------------------|--------------------------------------|
| 1. For Expected Guests: <ul style="list-style-type: none">- The Secretary of the Mayor will inform the CAC staff of the arrival of the guest/s- Upon arrival of the guests, CAC staff ushers the guest/s to the Mayor's Office. | 1 minute 2 minutes | CAC Assistants |
| 2. For Unexpected Guest/s <ul style="list-style-type: none">- Visitor will approach CAC front desk; state purpose and submit to a 1 on 1 interview.- If the Mayor is available, the CAC staff will usher the guest/s to the Mayor's Office | 2 minutes 2 minutes | CAC Assistants CAC Assistants |

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(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

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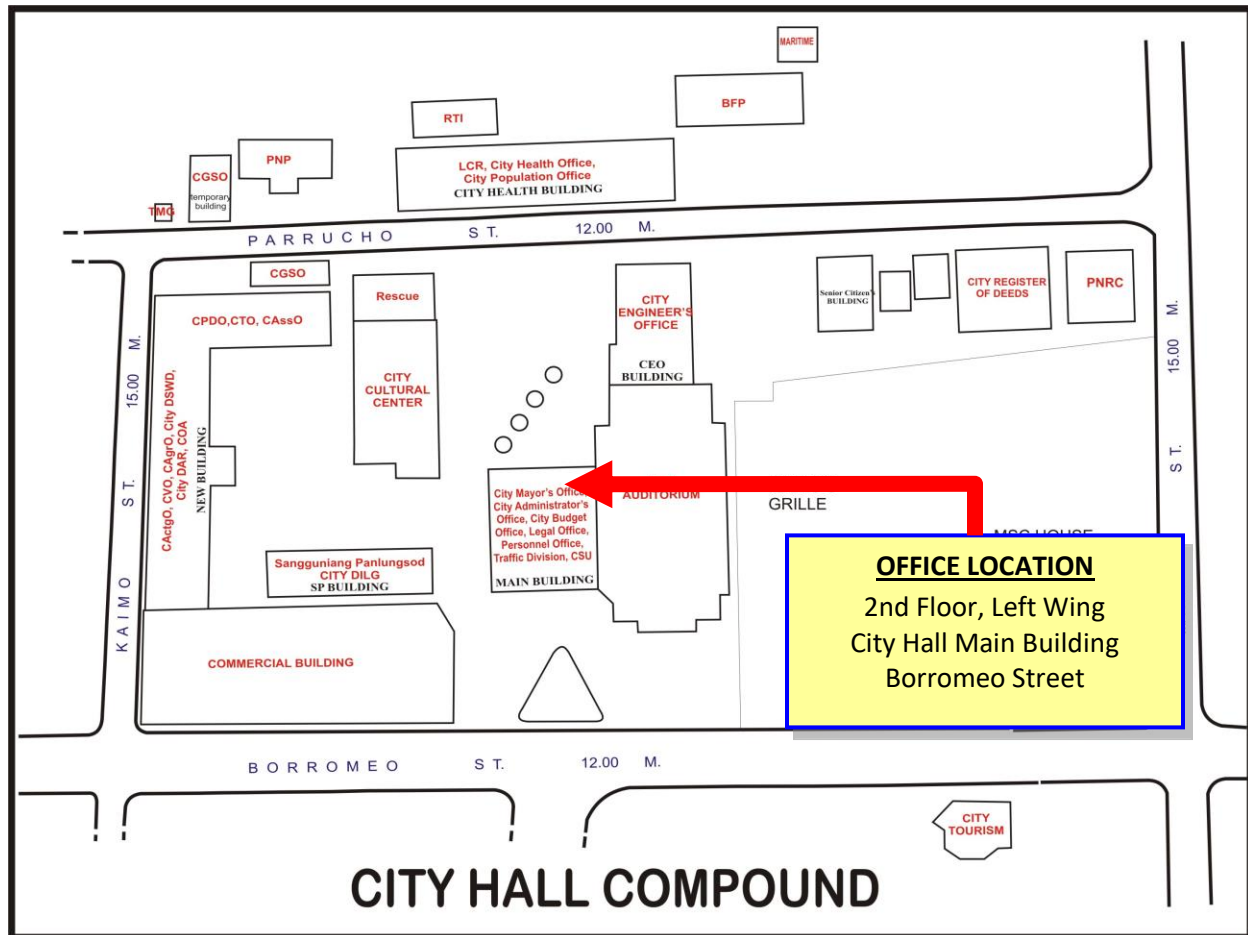
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BUSINESS PERMITS AND LICENSING OFFICE



Services:

- One Stop Shop Processing of Mayor's Permit in Business
- Securing Mayor's Business Permit (New and Renewals)
- Securing Mayor's Clearance
- Securing Mayor's Permit to hold Motorcade, Parade, Rallies, Programs at the Luneta Kiosk, Cockfighting – Derby, Use of the City Auditorium and the City Cultural Center

SERVICE TITLE:**ONE STOP SHOP PROCESSING OF MAYOR'S PERMIT IN BUSINESS****ABOUT THE SERVICE**

The "One Stop Shop" is one of the ways of securing the Mayor's Permit in Business in one venue which is composed of several lines of agencies involved in the examination of the client's application. It is a yearly event and a fast and easy processing method for the applications of individuals who are seeking the Mayor's Permit in their business ventures. It is a periodic event and is held for three (3) weeks usually from the 2nd to 20th of January of every year.

REQUIREMENT(S)

1. Business Application Form with the following attached documents:
 - Barangay Business Clearance
 - DTI Permit (Single Proprietors)
 - Articles of Incorporation (Corporation)
 - CDA Certificate (Cooperative)
 - Residence Certificate (CEDULA)
2. Previous Business Permit for Renewal of License / Permit

FEE(S)

Depending on the regulatory fees assessed by the License Division of the CTO

HOW TO AVAIL OF THE SERVICE

| CLIENT STEPS | LGU ACTION | DURATION OF SERVICE | PERSON RESPONSIBLE |
|--|---|---------------------|--------------------------|
| Proceed to One Stop Shop processing center at the City Auditorium. | | | - |
| 1 Approach any frontliner staff of BPLO for assistance and read carefully the steps to be followed in processing your Business Application Permit. | Conduct initial interview and give instruction to the client regarding the filling-up of information in the | 2 minutes | Information Desk Officer |

| | | | |
|---|-----------------------------|------------|----------------------|
| | Business Application Form. | | |
| 2 Submit filled up application and requirements to Table 1. | Review the application form | 1 minute | BPLO Representative |
| 3 Follow processing sequence | Follow processing sequence | 25 minutes | Department Personnel |

SERVICE TITLE:**SECURING MAYOR'S BUSINESS PERMIT (NEW AND RENEWALS)****ABOUT THE SERVICE**

This service is given for all for business applicants who are securing Mayor's Permit for their business operation in the city.

REQUIREMENT(S)

1. Business Application Form with 2X2 ID picture and the following attached documents:
 - Barangay Business Clearance
 - DTI Permit (Single Proprietors)
 - Articles of Incorporation (Corporation)
 - CDA Certificate (Cooperative)
 - Residence Certificate (CEDULA)
2. Previous Business Permit for Renewal of License / 2x2 ID Picture

FEE(S)

Depending on the regulatory fees based in the existing laws and city ordinances.

HOW TO AVAIL OF THE SERVICE

| CLIENT STEPS | LGU ACTION | DURATION OF SERVICE | PERSON RESPONSIBLE |
|---|--|---------------------|---|
| 1. Verification of submitted Application form. Approval of declared gross sales and Approval of Capital for New Business. Computation / Assessment of Taxes and Tax Differences | Review all submitted documents. | 15 minutes | Ernesto P. Kang James P. Laygo |
| 2. Pay corresponding assessed fees, taxes, and charges. | Accept payment of Assessed taxes, fees, and charges. | 3 minutes | CTO Personnel |
| 3 Issuance of Business Permits | Releasing of Approved Business Permits | 5 minutes | Jonith S. Buselak Carmelita A. Labadan |

SERVICE TITLE:**SECURING MAYOR'S CLEARANCE****ABOUT THE SERVICE:**

The Mayor's Clearance is issued by the office of the City Mayor's Permit Section. They are in charge of assessing the validity of the requesting party as a bonafide resident of the city along with his/her good moral character for job placement, firearm license application and for travel abroad.

REQUIREMENT(S)

- Police Clearance
- Fiscal Clearance
- Regional Trial Court Clearance
- Identification Picture
- Residence Certificate (CEDULA)

FEE(S)

- Mayor's Clearance -P 100.00(LOCAL)/150.00 (ABROAD)
- Documentary Stamp - 30.00

HOW TO AVAIL OF THE SERVICE

| CLIENT STEPS | LGU ACTION | DURATION OF SERVICE | PERSON RESPONSIBLE |
|--|--|---------------------|----------------------------------|
| 1. Approach receiving personnel; state request then submit requirements. | Review all submitted documents. | 5 minutes | BPLO Personnel Omega S. Sacro |
| 2. Proceed to CTO for payment. Ask for official receipt. | Accept payment from clients. Issue official receipt. | 3 minutes | CTO Personnel |
| 3 Approach receiving personnel; state request then submit requirements and official receipt. | Releasing of Signed Mayor's Clearance | 5 minutes | BPLO Personnel Rebecca D. Ape |

SERVICE TITLE:

SECURING MAYOR'S PERMIT FOR MOTORCADE, PARADE, RECOREDA, RALLIES, PROGRAMS AT THE LUNETAS KIOSK, COCKFIGHTING, DERBY'S, USE OF THE CITY AUDITORIUM AND CITY CULTURAL CENTER

ABOUT THE SERVICE

This service is issued by the City Mayor's Office – Permits Section is to allow the requesting party for holding said event in the city and to any City Government property.

REQUIREMENT(S)

Present an approved letter request addressed to the Local Chief Executive stating their request to hold any of the events stated in the service title including details of the activities in the requested event.

FEE(S)

| | | | |
|--|---|---|------------|
| Mayor's Clearance | - | P | 100.00 |
| Motorcade and Parade Permit | - | | 100.00 |
| Rallies / Programs in the Luneta Kiosk and Streets - | | | 100.00 |
| Special Cockfighting | - | | 20.00/day |
| Special Cockfight (Pentakasi) | | | |
| 2 Cocks derby | - | P | 50.00/day |
| 3 Cocks derby | - | | 100.00/day |
| 4 Cocks derby | - | | 200.00/day |
| 5 Cocks derby | - | | 200.00/day |

HOW TO AVAIL OF THE SERVICE

| CLIENT STEPS | LGU ACTION | IT WILL TAKE YOU | PLEASE APPROACH |
|--|--|------------------|---|
| 1. Submit letter request together with its requirements | | 5 minutes | BPLO Personnel Rene S. Tanquieng |
| 2. Pay the Mayor's Permit fee at the City Treasury Office. Ask for official receipt. | Accept payment from clients. Issue official receipt. | 1 minute | CTO Personnel |
| 3. Approach receiving personnel; state request then submit requirement and official receipt. | Releasing of Signed Permits | 20 minutes | BPLO Personnel Rene S. Tanquieng Rebecca D. Ape |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo nlmong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
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| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

| |
|--|
| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through **SMART – 09328898422**

Clients are encouraged to text the CONTACT CENTER NG BAYAN

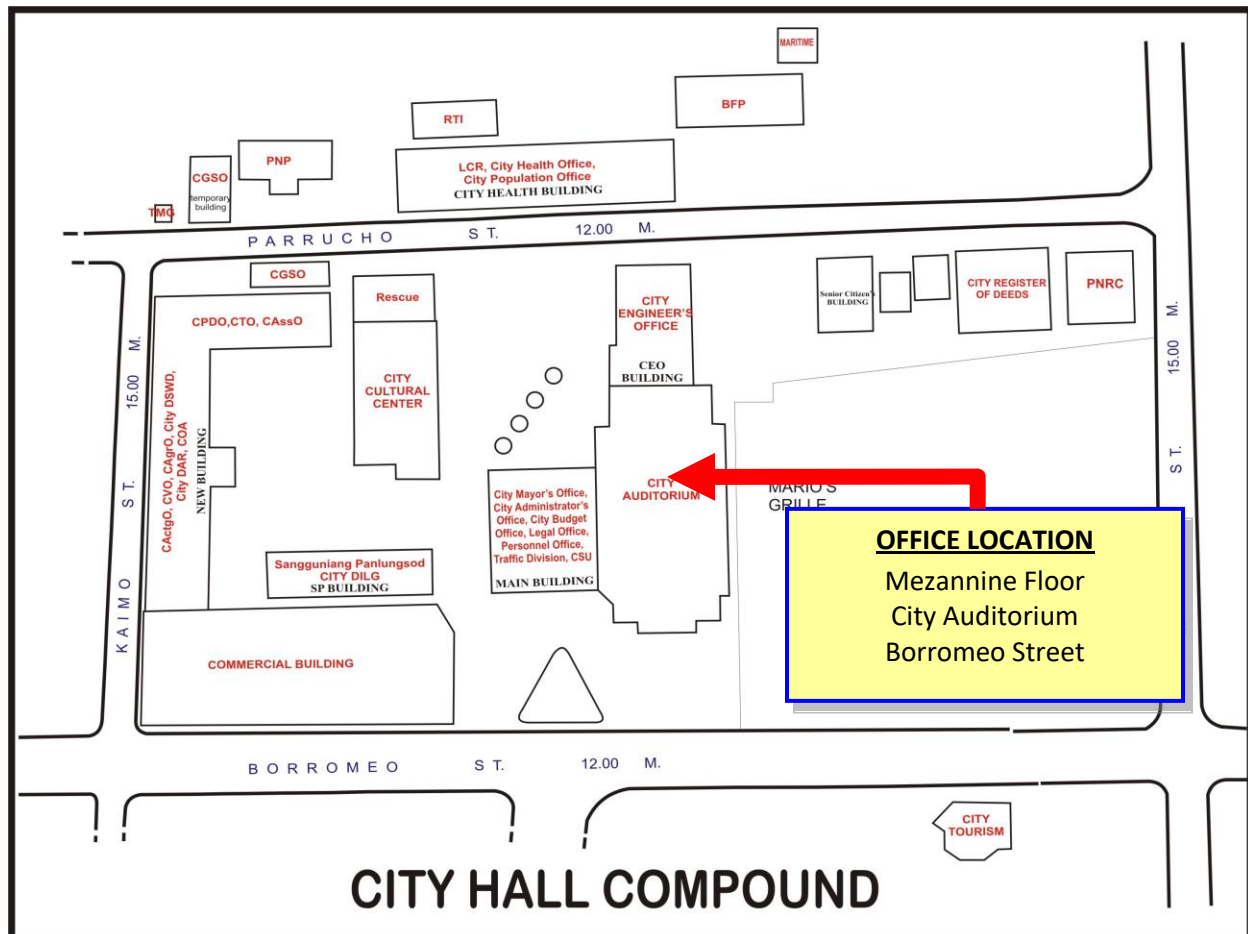
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY TRAFFIC ADMINISTRATOR'S OFFICE



Services:

- a. Securing Compliance/Payment of Traffic Violations

SERVICE TITLE:**SECURING COMPLIANCE/PAYMENT OF TRAFFIC VIOLATIONS****ABOUT THE SERVICE**

The City Traffic Management Office, in accordance with the City Comprehensive Traffic Ordinance & the Deputization Order of the Land Transportation Office is authorized to issue a Citation Ticket to traffic violators on all manner of conveyances, whether public or private vehicle. Settlement of charges and payment of fees to violation/s committed will be processed at the CTAO.

REQUIREMENT(S)

Traffic Citation Ticket

FEE(S)

| | | | |
|--|---|---|----------|
| 1. Trip Cutting | - | P | 100.00 |
| 2. Discourtesy | - | | 100.00 |
| 3. Overcharging of Fees | - | | 100.00 |
| 4. Overloading of Cargoes and passenger | - | | 150.00 |
| 5. Driving without license | - | | 500.00 |
| 6. Driving with delinquent, invalid, suspended, ineffectual, revoked or improper license | - | | 300.00 |
| 7. Driving while under the influence of liquor or prohibited drug | - | | 1,000.00 |
| 8. Allowing an unlicensed/improperly licensed person to drive MV (Owner/Operator/Driver) | - | | 500.00 |
| 9. Possession and use of fake driver's license | - | | 1,000.00 |
| 10. Allowing another person to use his Driver's license | - | | 500.00 |
| 11. Student Driver operating an MV without being Accompanied by licensed driver | - | | 200.00 |
| 12. Operating an MV which is unregistered/improperly Registered/delinquent or with invalid registration: Driver and Owner | - | | 450.00 |
| If driver is also the owner | - | | 900.00 |
| (MV shall be impounded until properly Registered) | | | |
| 13. Operating MV with unregistered substitute or Unregistered engine, engine block or chassis changed color, changed body or configuration | - | | 500.00 |
| 14. Failure to carry in the MV the Certificate of Registration (CR) and Official Receipt (OR) | - | | 150.00 |
| 15. Tourist operating a non-Philippine registered MV beyond 90-day period of his sojourn | - | | 1,500.00 |
| 16. MV number plates not firmly attached and visible | - | | 150.00 |

| | | |
|---|---|----------|
| 17. Dirty or uncared for plates | - | 150.00 |
| 18. Inconspicuously displayed plates in front or rear | - | 150.00 |
| 19. No sticker showing current registration | - | 150.00 |
| 20. License plates different from body number on Public Utility Vehicle | - | 150.00 |
| 21. Improper display of MV plates by owner (permanent) plates to accommodate a better display or commemorative/other plates | - | 200.00 |
| 22. Tampered /marked plates/stickers imposed upon the owner | - | 200.00 |
| 23. Illegal transfer and use of MV plates/tags or stickers from one MV to another except security plates on authorized vehicle | - | 3,000.00 |
| 24. Defective brakes | - | 150.00 |
| 25. Improper/defective horn or signaling devise | - | 100.00 |
| 26. Unnecessary lights visible in front of vehicle | - | 100.00 |
| 27. Without/defective headlights/taillights | - | 100.00 |
| 28. Without opening brake lights | - | 100.00 |
| 29. Without/defective wiper on the windshield | - | 100.00 |
| 30. Without cut/disconnected muffler | - | 200.00 |
| 31. Failure to paint or improper painting of authorized route or painting of Unauthorized route of PUJ | - | 350.00 |
| 32. Use of an authorized improvised plates | - | 150.00 |
| 33. Use of improvised plates to make MV appear as for hire | - | 1,000.00 |
| 34. Defective or broken windshield | - | 100.00 |
| 35. Without or defective windshield wiper | - | 50.00 |
| 36. Without rear view mirror | - | 100.00 |
| 37. Without interior light | - | 100.00 |
| 38. Without name or Business name and address inscribed on both sides of MV used for public service | - | 150.00 |
| 39. Without spare tire | - | 100.00 |
| 40. Without red flag or red lights on projecting end of load extending more than a meter beyond the bed or body, and in the evening, red lights visible at 50 meters away | - | 150.00 |
| 41. Without Failure to paint appropriate body number on MV for hire on both sides | - | 350.00 |
| 42. Failure to carry EWD | - | 100.00 |
| 43. Failure to install EWD 4 meters away to the front and rear of the stalled/disabled MV | - | 200.00 |
| 44. Without capacity marking | - | 100.00 |
| 45. Installation of jalousies, curtains, dim colored lights, strobe lights, dancing lights or similar lights | - | 100.00 |
| 46. Load extending beyond projected width without permit | - | 200.00 |
| 47. Operating MV with wheel, axle or axle group loads and excess of the limits in Sec. 9 RA 4136 or any regulation without permit | - | 150.00 |
| 48. Operating MV with a total weight of cargo carrying device on passenger truck including cargo exceeds 100 kilos | - | 150.00 |
| 49. Allowing more passenger and/or more freight or cargo on his vehicle more than the registered | | |

| | | |
|---|---|----------|
| carrying capacity | - | 200.00 |
| 50. Baggage or freight carried on top of truck exceeds 20 kilos per sq. m and not distributed in such a manner as not to endanger the passenger or stability of the truck | - | 150.00 |
| 51. Employing insolent, discourteous or arrogant drivers or conductors (imposed upon owner/operator) | - | 100.00 |
| 52. Refusal to convey passenger to proper destination/trip-cutting (imposed upon owner/driver) | - | 200.00 |
| 53. Refusal to render public service to public (imposed upon owner/operator) | - | 300.00 |
| 54. Undue preference or unjust discrimination (imposed upon the owner/operator and the driver) | - | 200.00 |
| 55. Overcharging/undercharging above or below authorized schedule of passenger rates | - | 200.00 |
| 56. Breach of the franchise conditions, except when otherwise penalized under any other provision | - | 300.00 |
| 57. Failure to carry franchise/CPC/PA (imposed upon the driver) | - | 200.00 |
| 58. Prohibit parking of any following places: | - | 200.00 |
| - Within intersection | | |
| - On a cross way | | |
| - Within 5 m. of the intersection of curb lines | | |
| - Within 3 m. of a fire hydrant | | |
| - In front of a driveway | | |
| - On the roadway side of any unmoving or parked at the curb or edge of the highway | | |
| - At any place where official signs or prohibitions have been erected | | |
| - Allowing passenger on top or cover vehicle | | |
| - Permitting passenger to ride on running board, step board or mudguard of MV while in motion | | |
| 59. Reckless Driving | - | 1,000.00 |
| 60. Failure to dim headlights | - | 100.00 |
| 61. Driving in a place not for traffic or parking in a place not for For parking | - | 100.00 |
| 62. Failure to give way to police or fire department vehicle or ambulance | - | 100.00 |
| 63. Hitching or permitting a person on a bicycle or skate roller to hitch to the vehicle | - | 100.00 |
| 64. Driving against traffic in one-way streets | - | 200.00 |
| 65. Illegal overtaking | - | 150.00 |
| 66. Overtaking at an unsafe distance | - | 150.00 |
| 67. Cutting an overtaken vehicle | - | 150.00 |
| 68. Increasing speed when being overtaken before the overtaking vehicle has completely passed | - | 150.00 |
| 69. Overtaking when left side is not visible or clear of incoming traffic | - | 150.00 |
| 70. Overtaking upon a crest of a grade | - | 150.00 |
| 71. Overtaking upon a curve | - | 150.00 |
| 72. Overtaking at an intersection | - | 200.00 |
| 73. Overtaking between "men working" or "caution" signs | - | 150.00 |

| | | |
|---|---|--------|
| 74. Overtaking at no overtaking zone | - | 150.00 |
| 75. Failure to yield the right of way of vehicle with visible signal of intention to turn left | - | 150.00 |
| 76. Failure to stop before traversing a "through highway" | - | 150.00 |
| 77. Failure to yield right of way to ambulance, police or fire department vehicle | - | 150.00 |
| 78. Failure to yield right of way to a "thought highway" or stop "intersection" | - | 150.00 |
| 79. Failure o give proper signal before starting, stopping or turning from direct line | - | 150.00 |
| 80. Illegal turn to the right nearest to the right hand side of the highway or curve or edge of the highway | - | 150.00 |
| 81. Illegal turn of driver intending to approach the nearest center line to pass the left of center of intersection | - | 150.00 |
| 82. Obstruction of the free passage of other vehicles on the road while discharging or taking on the passenger or loading or unloading freight, or driving MV to impede the passage of another MV | - | 150.00 |
| 83. Failure to use helmet when driving motorcycle, including passenger | - | 150.00 |
| 84. Using a cell phone while | - | 150.00 |
| 85. Smoking while driving | - | 150.00 |
| 86. Driving a trisikad at night without proper lighting in front and at the back of the same | - | 50.00 |
| 87. Jay-walking | - | 20.00 |

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|--------------------------|
| 1. | Go to CTAO information desk and state inquiry. Ask for referral to appropriate section. | 1 minute | Information Desk Officer |
| 2. | Approach personnel in charge. Pay corresponding amount of penalty/ies to violation/s committed. | 5 minutes | CTAO Personnel |
| 3. | Ask for official receipt of payment made | 5 minutes | CTAO Personnel |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo nimong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butang lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

| |
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| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature (Pirma): | |
| Date (Petsa): | |

FEEDBACK MECHANISMS

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Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

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FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through

SMART – 09328898422

Clients are encouraged to text the CONTACT CENTER NG BAYAN

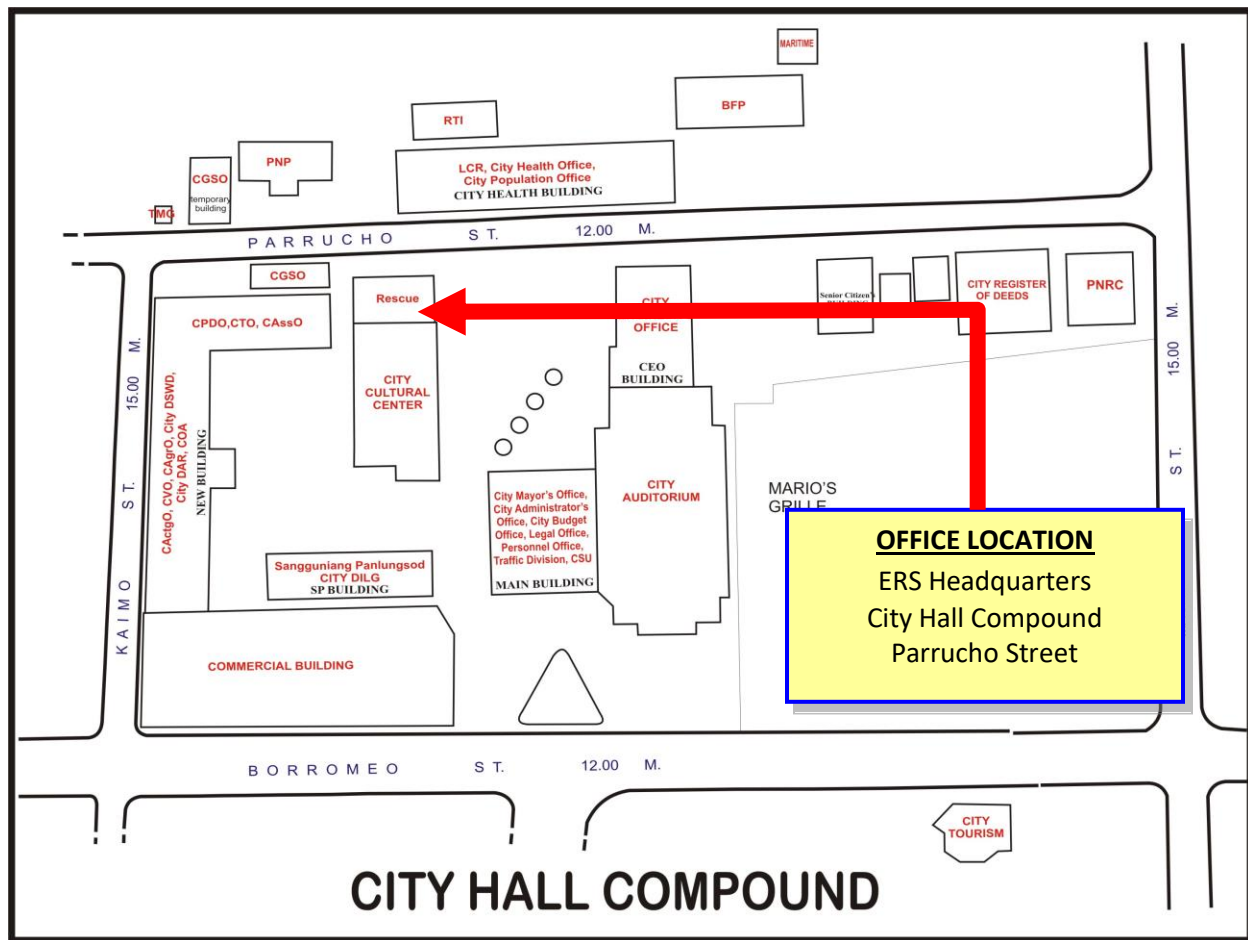
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

EMERGENCY RESPONSE SERVICES (ERS)



Services:

- Requesting Emergency Medical Service
- Rescue Services
- Fire Suppression Service

REQUESTING A MEDICAL EMERGENCY SERVICE

This provides the city with a 24-hour pre-hospital emergency care and ambulance service coverage that is free of charge. It handles also the medical evaluation of patients to hospitals outside the city in cases where local medical facilities are incapable of handling these patients. The ERS also provides ambulance back-up to major events and transport of patients from hospital to residence on a case to case basis. In support of this vital basic service, it currently operates four (4) well-equipped ambulances ready to respond at a moment's notice.

FEE(S) None

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|---|
| 1. Request 1.For phone requests: <ul style="list-style-type: none"> Dial 826-2676. Relay concern for emergency response. Give details regarding concern and other important information. 2. For walk-in requests: <ul style="list-style-type: none"> Go to the ERS station and approach any personnel on duty. State concern or emergency. Give details. | <p style="text-align: center;">1 minute</p> <p style="text-align: center;">1 minute</p> | <p style="text-align: center;">ERS Personnel</p> <p style="text-align: center;">ERS Personnel</p> |
| 2. Wait for the ambulance to arrive at given address. | 3 minutes (more or less. Depending on location of emergency) | <p style="text-align: center;">ERS Personnel</p> |

REQUESTING A RESCUE SERVICE

This provides the city with ready 24-hour coverage for its Search and Rescue needs and outlying communities, municipalities and cities. It is capable of handling a wide range of rescue situations such as Urban & Mountain Search-and-Rescue, Swiftwater and flood Response, Maritime Search and Rescue, Underwater Search and Recovery, Vehicular Extraction and Riverine Search and Rescue. It currently operates one technical rescue vehicle, one mobile generator & lights vehicle, an elevating platform truck, one inshore search and rescue vessel, two speedboats and one rubber boat to support this mission

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|--|---|
| 1. Request 1.For phone requests: <ul style="list-style-type: none"> • Dial 826-2676. Relay concern for emergency response. Give details regarding concern and other important information. 2. For walk-in requests: <ul style="list-style-type: none"> • Go to the ERS station and approach any personnel on duty. State concern or emergency. Give details. | <p>1 minute</p> <p>1 minute</p> | <p>ERS Personnel</p> <p>ERS Personnel</p> |
| 2. Wait for rescue personnel to arrive at given address or location of distress. | 3 minutes (more or less. Depending on location of emergency) | ERS Personnel |

SERVICE TITLE:**REQUESTING A FIRE SUPPRESSION SERVICE****ABOUT THE SERVICE:**

This is the only LGU which operates a Fire Suppression Service in the CARAGA Region. It is tasked to conduct firefighting operations such as suppression, fire rescue and disaster water supply, chemical and hazardous materials firefighting. It operates in support of the Bureau of Fire Protection. To accomplish this, it is well-equipped with modern firefighting gear, breathing apparatuses, breaching and forcible entry tools, ventilation tools, power saws and one super tanker truck and a pumper vehicle.

FEES: None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|------------------------|
| 1. Request 1. For phone requests: <ul style="list-style-type: none">• Dial 826-2676. Relay concern for emergency response. Give details regarding concern and other important information. 2. For walk-in requests: <ul style="list-style-type: none">• Go to the ERS station and approach any personnel on duty. State concern or emergency. Give details. | 1 minute | ERS Personnel |
| 2. Wait for arrival of dispatched ERS personnel. Water tanker and penetrator follows suit. | 3 minutes | ERS Personnel |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
|----------------------|
| |
|----------------------|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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|----------------------|
| |
|----------------------|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

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EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

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SUGGESTION BOX

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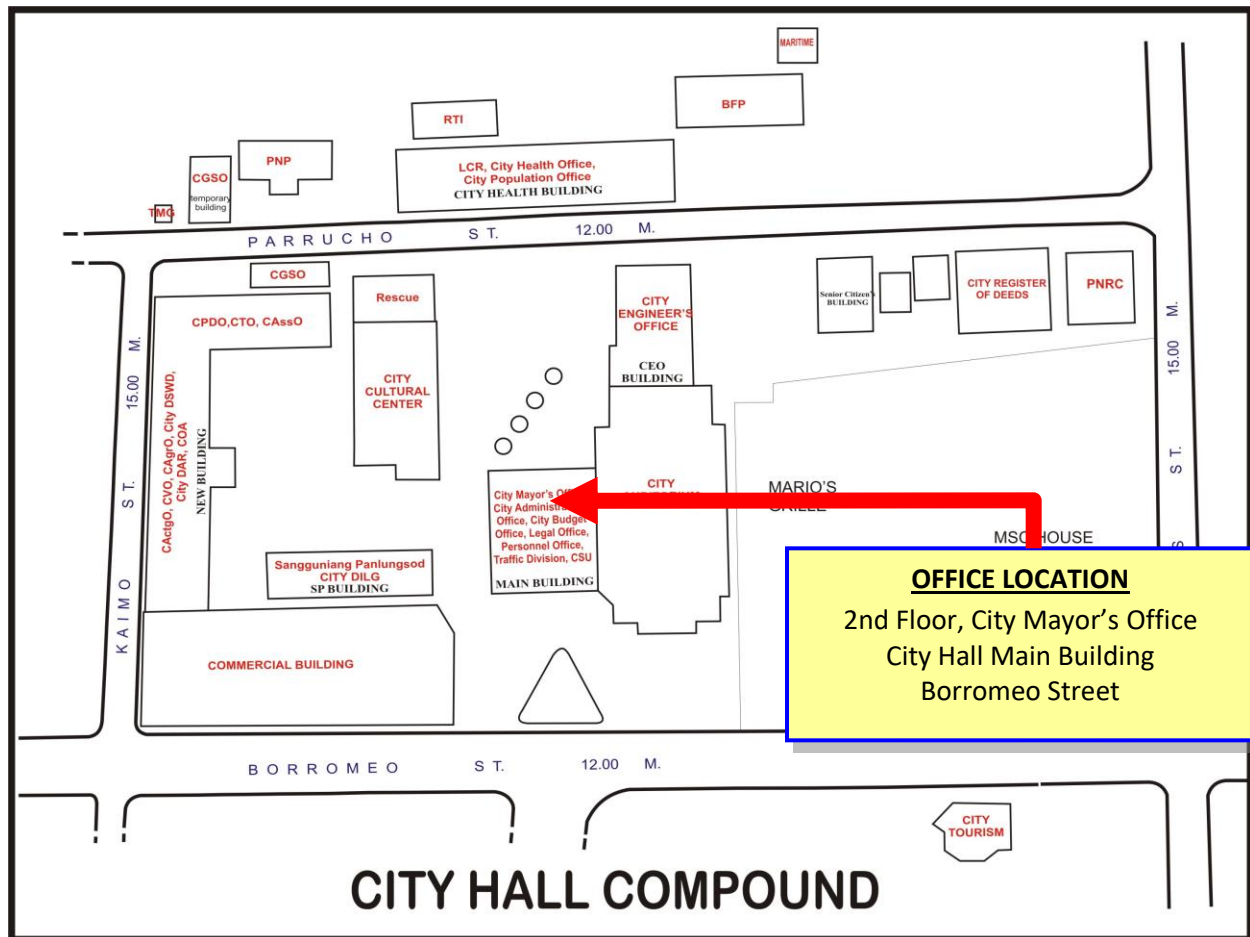
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY GOVERNMENT SCHOLARSHIP PROGRAM



Services:

- a. Availing of Local Government Unit Scholarship Grant

SERVICE TITLE:**AVAILING OF LOCAL GOVERNMENT UNIT SCHOLARSHIP GRANT****ABOUT THE SERVICE:**

The City Mayor's Office offers scholarship grants to deserving students who are residents of Surigao City and are currently enrolled in any of the colleges / university situated in the city.

REQUIREMENT(S)

- Report Card (Form 138)
 - a. Average Grade must be 85% up
 - b. No grades below 80%
- Barangay Certification (as to residency)
- Application Form (completely filled up)
- One (1) 1x1 ID picture

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|---|---|-------------------------------------|
| 1. | Go to the Information Desk/Citizens Assistance Center. State purpose and ask for referral to the City Mayor's Office (CMO). | 5 minutes | CAC Assistant |
| 2. | Approach information desk at the CMO and ask for application form and list of requirements. | 2 minutes | Juvilyn Macawili / Beverly T. Ruaza |
| 3. | Return to CMO and submit all requirements | 2 minutes | Juvilyn Macawili/ Beverly T. Ruaza |
| 4. | Wait for posting of names of grantees on the City Hall billboards. | 3 days (subject to Mayor's schedule) | Juvilyn Macawili/ Beverly T. Ruaza |

FEEDBACK FORM

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Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

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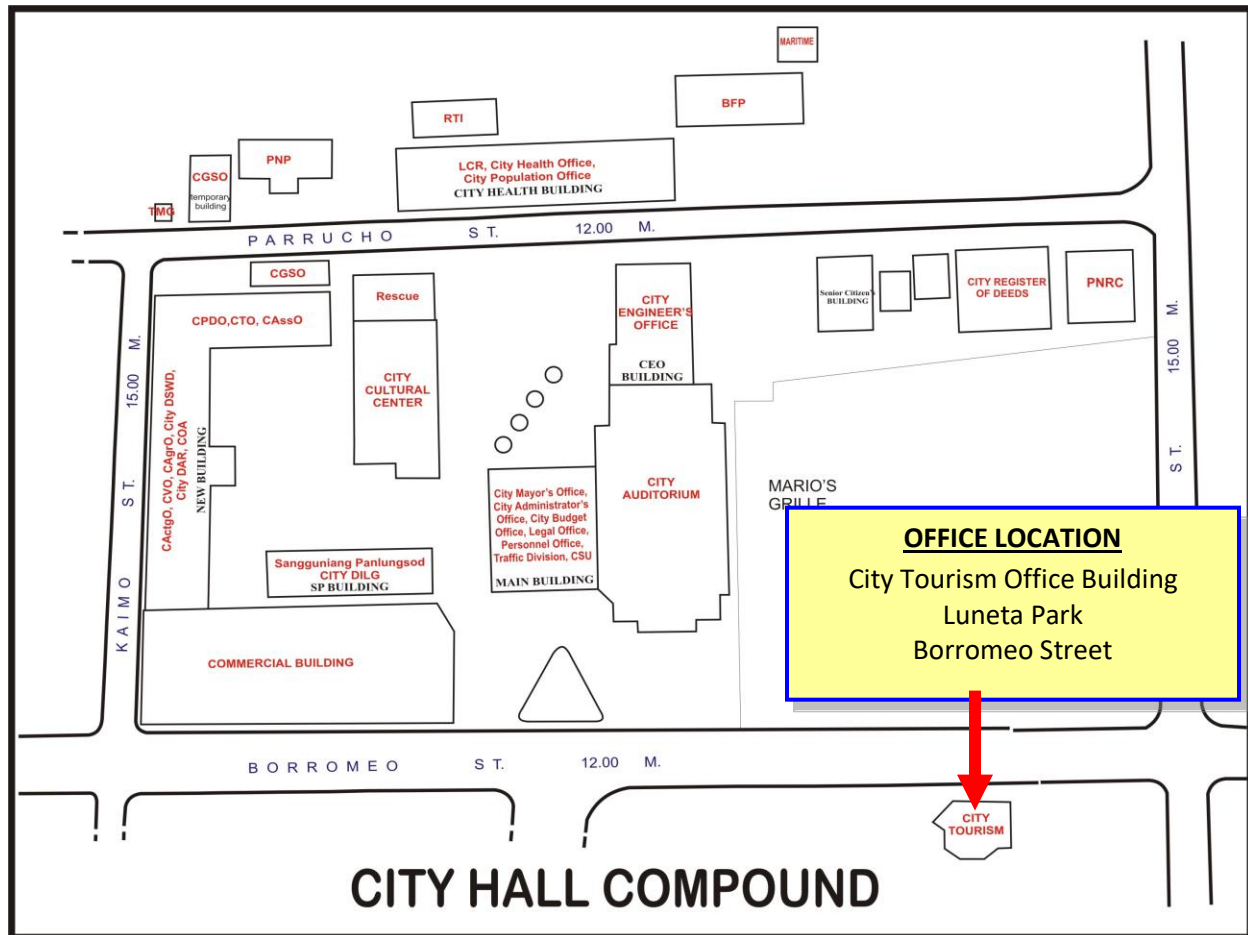
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CITY TOURISM OFFICE



Services:

- a. Registering/Licensing Tourism Related Establishments

SERVICE TITLE:**REGISTERING/LICENSING TOURISM RELATED ESTABLISHMENTS****ABOUT THE SERVICE**

The office issues a certificate of license to operate to all tourism related businesses that pass certain qualification. The registration of all tourism related establishments with the tourism office is pre-requisite to operate such business as prescribed under City Ordinance No. 264

REQUIREMENT(S)

Application form duly accomplished and notarized
 Photocopy of Mayor's Permit/Business License
 Business Name Certificate from the DTI
 List of Officials and Employees with their respective position, nationalities and health certificate
 Menu Rates for restaurants and Room rates for hotels
 Certification from the Bureau of Fire Protection Office
 Official Receipts of payments issued by the City Treasurer's Office
 Certificate that ocular inspection on the establishment was conducted

FEE(S)

| | | | |
|-------------------|---|---|--------|
| Certification Fee | - | P | 100.00 |
|-------------------|---|---|--------|

Registration Fees

1. Accommodation/Establishment

| | | | |
|------------------------|---|---|----------|
| • Standard Class Hotel | - | P | 3,500.00 |
| • Economy Class Hotel | - | | 3,500.00 |
| • Tourist Inn | - | | 1,500.00 |
| • Pension Houses | - | | 1,000.00 |
| • Apartelles | - | | 1,000.00 |
| • Lodging Houses | - | | 500.00 |

2. Resort

| | | | |
|----------------------|---|---|----------|
| • Class "A" Resort | - | P | 1,500.00 |
| • Class "AA" Resort | - | | 3,000.00 |
| • Class "AAA" Resort | - | | 5,000.00 |
| • Special Interest | - | | 1,000.00 |

| | | |
|-----------------------------|---|----------|
| 3. Tourist Land Transport | | |
| • Bus | - | 1,000.00 |
| • Coaster | - | 500.00 |
| • Mini Van | - | 300.00 |
| • Car | - | 200.00 |
| 4. Tourist Sea Transport | - | 500.00 |
| 5. Restaurant | | |
| • Class “AAA” | - | 1,000.00 |
| • Class “AA” | - | 500.00 |
| • Class “A” | - | 300.00 |
| 6. Travel and Tour Agencies | - | 2,000.00 |

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|------------------------|
| 1. | Go to the City Tourism Office and approach information desk; secure application form. Ask for list of requirements. | 2 minutes | Savanna Nicole B. Yee |
| 2. | Return to Tourism office and submit accomplished requirements. | 5 minutes | Savanna Nicole B. Yee |
| 3. | Pay corresponding fee at the City Treasurer’s Office. | 5 minutes | Savanna Nicole B. Yee |
| 4. | Submit receipt of payment at Tourism office and wait for release of Certificate of License to Operate and Certificate of Tourism Registration. | 5 minutes | Savanna Nicole B. Yee |
| 5. | Sign log book upon release of certificates. | 1 minute | Savanna Nicole B. Yee |

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Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

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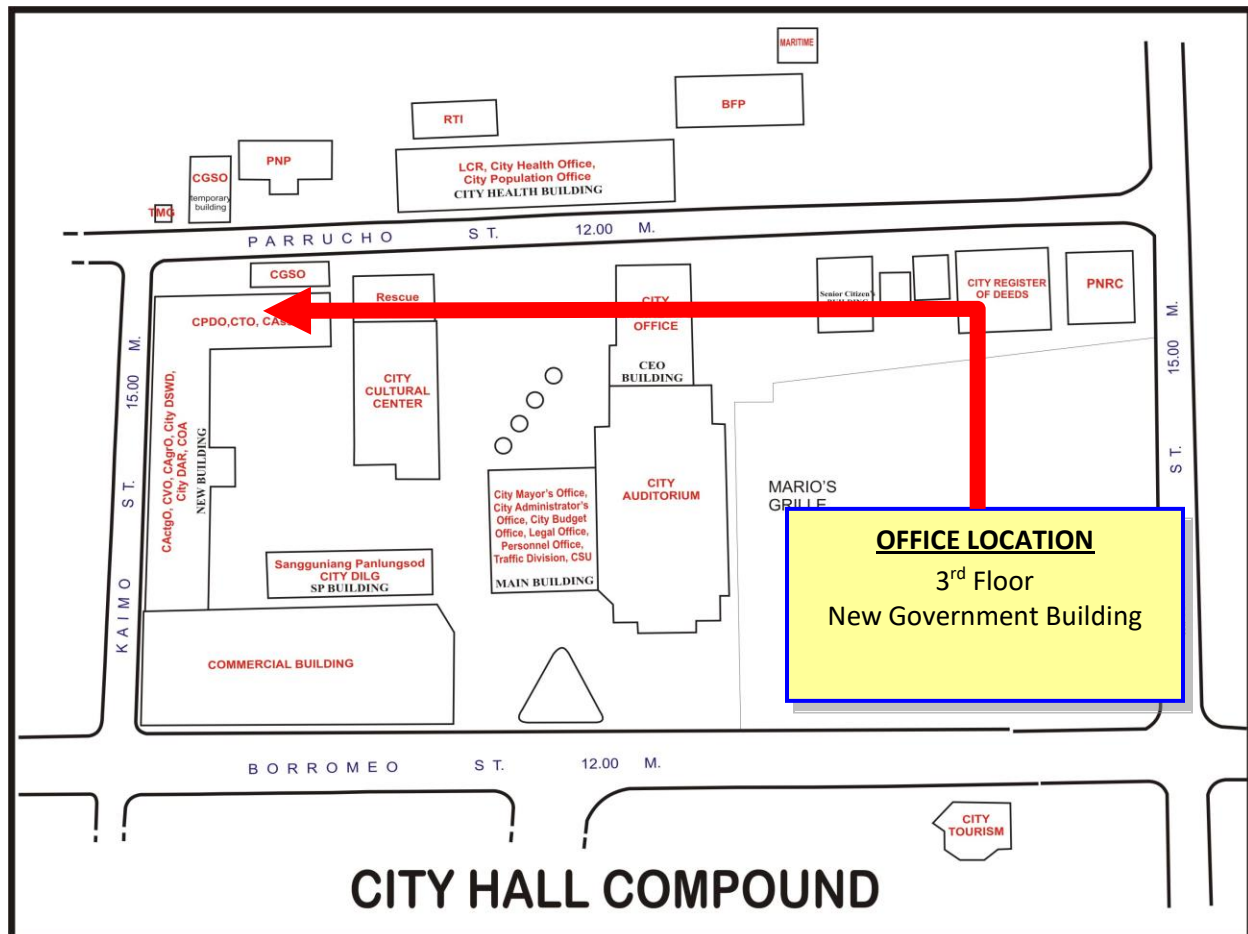
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CITY PLANNING AND DEVELOPMENT OFFICE



Services:

- a. Availment Of Residential Lot Under The Socialized Housing
- b. Securing Assistance/Certification For Lot Inspection/Ground Verification, Re-Inspection Of Awarded Lot Of Beneficiaries
- c. Reporting Complaints On Housing And Related Services
- d. Securing Certification Required Miscellaneous Sales Applications (Msa), Miscellaneous Lease Applications (Mla), Foreshore Lease Applications (Fla), Residential Free Patent Application (RFPA)
- e. Securing Certificate of Zoning Clearance for Building Permit
- f. Securing Certificate of Zoning Compliance for Occupancy Permit
- g. Securing Certificate of Zoning Classification
- h. Securing Certificate of Non-Conformance for Business Permit
- i. Securing Simple Subdivision Approval
- j. Securing Preliminary Subdivision Development Plan Approval
- k. Securing Subdivision Development Permit
- l. Securing Approval for Alteration of Subdivision Plan

SERVICE TITLE:**AVAILMENT OF RESIDENTIAL LOT UNDER THE SOCIALIZED HOUSING****ABOUT THE SERVICE**

Socialized housing refers to housing programs and projects covering houses and lots provided by the City Government for the underprivileged and homeless citizens.

REQUIREMENTS

1. Registration/application form;
2. Certification of total landholdings from the City/Provincial Assessor;
3. Marriage contract or Affidavit of Co-habitation;
4. Income Tax Return for the last two years stamped “received” by BIR;
5. Barangay certification as to residency;
6. Certification of Indigency (DSWD);
7. Valid IDs;

FEES None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|---|---|
| 1. Submit filled-up registration/application form and requirements and undergo briefing on application procedures and other pertinent information on the socialized housing program. | 15 minutes | Housing Division Personnel |
| 2. Wait for the evaluation result by the Committee on Beneficiary Identification & Qualification (COMBIQ), Local Housing Board (LHB) and Sangguniang Panlungsod (SP) | 20 days action of COMBIQ; 20 days action of LHB, 45 days action of SP | Haidee G. Sampaga Elizabeth E. Menil Feme R. Salado |

SERVICE TITLE:**SECURING ASSISTANCE/CERTIFICATION FOR LOT INSPECTION/GROUND VERIFICATION, RE-INSPECTION OF AWARDED LOT OF BENEFICIARIES****ABOUT THE SERVICE**

Beneficiaries (those occupying public lands covered by the program and/or areas affected by government projects) of the housing program of the city government sometimes encounter problems relative to their boundaries or measurements. They may request this service from the Housing Division of the City Planning and Development Office and a certification if needed.

REQUIREMENT(S)

1. Request for certification;
2. Location map/vicinity map;
3. Photocopy of title or tax declaration or technical description of the property;
4. Inspection fee
5. Certification fee

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|--|----------------------------|
| 1. Submit request and other requirements. | 10 minutes | Housing Division Personnel |
| 2. Pay Inspection Fee at the CTO | Waiting time depending on the queue at the CTO | CTO Personnel, |
| 3. Return to CPDO to present Official Receipt and secure schedule of inspection | 10 minutes | Housing Division Personnel |
| 4. Claim Certification from Housing Division | within 7 days after inspection | Housing Division Personnel |

SERVICE TITLE:**REPORTING COMPLAINTS ON HOUSING AND RELATED SERVICES****ABOUT THE SERVICE**

Individuals may report personally complaints, recommendations relating to housing and related services. They can also communicate through letters, e-mails or any means of communication

REQUIREMENT(S): None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|--|--|
| <p>1. For complaints relayed personally or verbally:</p> <ul style="list-style-type: none">▪ Go to the CPDO Housing Division and relay complaint <p>For complaints by e-mail:</p> <ul style="list-style-type: none">▪ Send email to: surigao-citycpdo@yahoo.com <p>For letter-complaints by mail or courier:</p> <ul style="list-style-type: none">▪ Send letters to: <p>The Housing Division City Planning & Development Office 3rd Floor New Government Building City Hall Compound 8400 Surigao City</p> | <p>(depending on the nature of the complaint lodged)</p> <p>e-mails acknowledged within 24 hours from its receipt (except on weekends)</p> <p>letters acknowledged within 15 working days from date of receipt</p> | <p>Housing Division Personnel</p> <p>Haidee G. Sampaga, Elizabeth E. Menil, Feme R. Salado</p> |
| <p>2. Wait for information or action taken by the office on the complaint lodged after verification.</p> | <p>depending on the nature of the complaint lodged</p> | <p>Housing Division Personnel</p> |

SERVICE TITLE:

SECURING CERTIFICATION REQUIRED MISCELLANAEIOUS SALES APPLICATIONS (MSA), MISCELLANAEIOUS LEASE APPLICATIONS (MLA), FORESHORE LEASE APPLICATIONS (FLA), RESIDENTIAL FREE PATENT APPLICATION (RFPA)

ABOUT THE SERVICE

Individuals applying for Miscellaneous Sales, Miscellaneous Lease, Foreshore Lease, Residential Free Patent Application will get clearance from the city government through the issuance of a certification upon receipt of endorsement from DENR.

REQUIREMENT(S)

1. Endorsement from DENR-Lands Management Bureau with the following attachments:
 - a) Lot Plan or Approved Survey Plan duly signed by Geodetic Engineer;
 - b) Vicinity/Location Plan duly signed by Geodetic Engineer;
 - c) CENRO Certification as to Land Classification;
 - d) Tax Declaration, if available;
2. Barangay Resolution of Non-Objection to the application.
3. Certification from City Treasurer of tax payment of improvements thereon (*if land has improvement*)
4. Certification on non-obligation from DPWH of the area applied is abutting a national road.
5. Certification from PPA if the area applied is along a coastal zone.
6. Certification from City Engineer's Office and/or City Tourism Office that the area is not affected by the existing or future development projects.
7. Inspection fee payment
8. Certification fee payment

FEE(S)

Inspection/Verification Fee - P200.00
Certification Fee - 300.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|--|
| 1. Submit request, DENR endorsement and other requirements. | 10 minutes | Zoning Division Personnel c/o Junson T. Barrios |
| 2. Pay Inspection/Verification Fee at the CTO | Waiting time depending on the queue at the CTO | CTO Personnel, Zoning Division Personnel |
| 3. Return to CPDO to present Official Receipt and secure schedule of inspection. | 10 minutes | Zoning Division Personnel |
| 4. Pay Certification Fee at the CTO upon receipt of the survey/inspection without negative findings | Waiting time depending on the queue at the CTO | CTO Personnel, |
| 5. Return to CPDO to present receipt. | 10 minutes | Zoning Division Personnel |
| 6. Secure copy of endorsement of the application to the DENR. | 20 minutes | Zoning Division Personnel |

SERVICE TITLE:

SECURING CERTIFICATE OF ZONING CLEARANCE FOR BUILDING PERMIT

ABOUT THE SERVICE

Applicants for Building Permit are required to secure a Certificate of Zoning Clearance from the City Planning & Development Office to ensure compatibility or conformity of the project with the existing Land Use Plan of the city, in accordance with City Zoning Ordinance No. 389, series 2016.

REQUIREMENT(S)

General:

Application Form
Proof of Land Ownership
Vicinity Map
Site Development Plan
Floor Plan and Elevations
Zoning Certification
Bill of Materials /Project Cost

Additional:

DAR Clearance *(for areas within Agriculture Zone)*
Industrial Project Requirements (if applicable)
Special Project Requirements
Notarized Authority from Owner if Filed by
another party
Environmental Compliance Certificate or
Certificate of Non-Coverage (ECC/CNC)
(if applicable)

Barangay Clearance

Clearance from the DPWH if the project
is along the National Road/Highway

Current Real Property Tax Receipt
Community tax Certificate

FEE(S)

| | |
|--------------------------|--|
| Zoning Clearance Fee | - fees vary depending on the type and project cost |
| Inspection Fee | - P200.00 |
| Zoning Certification Fee | - 300.00 below one (1) hectare |
| | - 600.00 per hectare or fraction |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|--|--|
| 1. Submit application form and complete requirements to the CPDO Land Use and Zoning Administration Division. | 10 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> |
| 2. Wait for evaluation of documents and secure Order of Payment for inspection. | 20 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 3. Proceed to CTO to pay Certification Fee and Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. Return to CPDO to present official receipt. | 10 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> |
| 5. Wait notification from the CPDO re: - Result of Inspection/Evaluation | One (1) day | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe Gorgonio</i> |
| 6. Secure Order of Payment | 10 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> |
| 7. Proceed to CTO to pay Certificate of Zoning Clearance Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 8. Return to CPDO to present official receipt. | 10 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 9. Wait notification from the CPDO re: - Final decision <i>Note: issuance of Approved Zoning Clearance is Approved by the City Mayor</i> | Three (3) days minimum | <i>Mr. Roy C. Buhay</i> <i>Mr. Marlowe B. Gorgonio</i> |

For Non-Conforming or Denied Applications

Applicant may opt to file an appeal with the City Zoning Board of Adjustment and Appeals (CZBAA) and take the following the steps:

Requirement (s):

- **Notarized Written Application addressed to the Chairman of CZBAA**
- **Project sign to be posted at the project site**
- **Affidavit of Non-objection from adjacent property owners**
- **Others (to be determined by the CZBAA upon deliberation)**

**Appeal Fee - P1200.00 for Commercial and other purpose
P 600.00 for Residential**

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|---|
| 1. Submit Letter of Appeal to the CZBAA thru CPDO Land Use and Zoning Administration Division | 15 minutes | Zoning Division Personnel <i>Mr. Marlowe B.Gorgonio</i> |
| 2. Wait for evaluation of documents and secure Order of Payment for Appeal Fee. | 15 minutes | Zoning Division Personnel <i>Mr. Roy C. buhay</i> |
| 3. Proceed to CTO to pay | Approx. 20 minutes | CTO Personnel |
| 4. Return to CPDO to present OR | 10 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> |
| 5. Secure schedule or time table of the action on the appeal by the Zoning Board <i>Note: Zoning Board action is usually delivered within the prescribed 20 working day response time</i> | 10 minutes | Zoning Division Personnel <i>Mr. Marlowe B.Gorgonio</i> CZBAA Secretariat |
| 6. Claim decision of the Zoning Board and Zoning Clearance granted on Variance or Exception <i>Note: Issuance of Zoning Clearance as Variance is approved by the City Mayor</i> | 20 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |

SERVICE TITLE:**SECURING CERTIFICATE OF ZONING COMPLIANCE FOR OCCUPANCY PERMIT****ABOUT THE SERVICE**

Applicants for Occupancy Permit are required to secure a Certificate of Zoning Compliance from the City Planning & Development Office to ensure compatibility or conformity of the project with the approved zoning clearance, in accordance with City Zoning Ordinance No. 389, series 2016.

REQUIREMENT(S)

- Endorsement from City Engineering Office (CEO)
- As-built Plan / Building Plan

FEE(S)

Zoning Compliance Fee - fees vary depending on the type and project cost
Inspection Fee - 200.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|---|
| 1. Verify endorsement from the City Engineers Office together with supporting documents to the CPDO Land Use and Zoning Administration Division. | 10 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> <i>Mr. Marlowe B.Gorgonio</i> |
| 2. Proceed to CTO to pay Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 3. Wait notification from the CPDO re: - Result of Inspection/Evaluation | One (1) day | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe Gorgonio</i> |
| 4. Secure Order of Payment | 10 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> <i>Mr. Marlowe B.Gorgonio</i> |
| | | |

| | | | |
|-----------|--|---|--|
| 5. | Proceed to CTO to pay Certificate of Zoning Compliance Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 6. | Return to CPDO to present receipt and secure information whether approved Zoning Compliance Certificate is already endorsed back to CEO. | approx. 15 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> |

SECURING CERTIFICATE OF ZONING CERTIFICATION

Real property owners of lots may secure a certificate of zoning classification for various purposes that such may serve them.

- Request form/letter
- Vicinity Map
- Lot Plan with technical description
- Proof of Land Ownership
- Notarized authority if the applicant is other than the lot owner
- Current Real Property tax receipt
- Application for Business Permit duly received by BPLO (*for Business Permit Application*)

| | |
|-------------------|--|
| Certification Fee | - P 300.00 below one (1) hectare 600.00 per hectare or fraction |
| Inspection Fee | - 200.00 |

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|--|---|--|
| 1. | Go to the CPDO Land Use and Zoning Administration Division, fill up request form and submit all requirements. | 15 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 2. | Wait for evaluation of documents and secure Order of Payment for inspection/Verification and Zoning Certification fee. | 15 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 3. | Proceed to CTO for payment of Inspection/Verification fee and Zoning Certification fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. | Return to CPDO to present receipt | 15 minutes | Zoning Division Personnel |
| 5. | Wait notification from the CPDO re: - Result of Inspection/Evaluation | Maximum 3-7 days | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe Gorgonio</i> |
| | | | |

| | | |
|---|-------------------|---|
| <p>6. Claim Zoning Classification Certificate.</p> | <p>15 minutes</p> | <p>Admin Division Personnel</p> <p><i>Mr. Junson Barrios</i> <i>Ms. Candice A. Cortes</i></p> |
|---|-------------------|---|

SERVICE TITLE:**SECURING CERTIFICATE OF NON-CONFORMANCE FOR BUSINESS PERMIT****ABOUT THE SERVICE**

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the CPDO through the Land Use and Zoning Administration Division also issues Certificate of Non-Conformance for existing business establishments whose activity do not conform with the approved land use zone.

REQUIREMENT(S)

- Request letter
- Notice of Non-Conformance
- Proof of Land Ownership –TCT/OCT/TD or Zoning Clearance
- Vicinity Map

FEE(S)

- Inspection Fee - P 200.00
 Certification Fee - 1, 000.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|---|--|
| 1. Go to the CPDO Land Use and Zoning Administration Division and submit all requirements. | 15 minutes | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Roy Buhay</i> <i>Mr. Marlowe Gorgonio</i> <i>Mr. Halan B. Besario</i> |
| 2. Wait for evaluation of documents and secure Order of Payment for inspection. | 15 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> |
| 3. Go to CTO to pay Zoning Certification Fee and Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. Return to CPDO to present official receipt.. | 15 minutes | Zoning Division Personnel <i>Mr. Roy Buhay</i> |
| 5. Wait notification from the CPDO re: - Result of Inspection/Evaluation | 3 days | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 6. Return to CPDO to claim | 15 minutes | Zoning Division |

| | | |
|---|--|-----------------------------------|
| approved Certificate of Non-Conformance | | Personnel <i>Mr. Roy Buhay</i> |
|---|--|-----------------------------------|

SERVICE TITLE:

SECURING SIMPLE SUBDIVISION APPROVAL

ABOUT THE SERVICE

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects.

REQUIREMENT(S)

- Application Form
- Three (3) sets of the following duly signed and sealed by a licensed Architect/Engineer:
 - Site Development Plan (schematic plan) showing the proposed layout
 - Vicinity Map or Location Plan drawn to scale showing the adjoining circulation network as well as existing facilities and utilities at least 100 meter radius from the project boundaries.
- Certified true copy of title(s) from the Register of Deeds or photocopy of title(s) together with Owner's copy for HLURB records authentication (
- Certification from CEO/CPDO
- Tax Declaration and current tax receipt

FEE(S)

Processing Fee - fee(s) vary depending on the area of development
Inspection Fee - P 1, 500.00 per hectare

HOW TO

AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|--|---|--|
| 1. | Go to the CPDO Land Use and Zoning Administration Division and submit application form with complete requirements. | 15 minutes | Zoning Division Personnel <i>Mr. Marlowe B.Gorgonio</i> |
| 2. | Wait for evaluation of documents and secure Order of Payment for inspection. | 15 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> <i>Mr. Marlowe B.Gorgonio</i> |
| 3. | Proceed to CTO to pay Certification Fee and Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. | Wait notification from the CPDO | 3 days | Zoning Division |

| | | | |
|----|---|---|--|
| | re: - Result of Inspection/Evaluation | | Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 5. | Return to CPDO, get advice for payment and go to CTO to pay Simple Subdivision Fee | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 6. | Secure schedule of release from CPDO while documents will be forwarded to the Sangguniang Panlungsod for review and approval. | 10 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |
| 7. | Wait for the result of the review and approval of the Sangguniang Panlungsod | Approx. 45 days + 20 per R.A. 11023 | SP Secretary |
| 8. | Claim approved application for Simple Subdivision. | 15 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |

SERVICE TITLE:**SECURING PRELIMINARY SUBDIVISION DEVELOPMENT PLAN APPROVAL (PSDP)****ABOUT THE SERVICE**

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects.

REQUIREMENT(S)

Endorsement from the Sangguniang Panlungsod with the following attachment:

- Application Form
- Three (3) sets of Site Development Plan duly signed and sealed by a licensed Architect/Engineer
- Vicinity Map signed and sealed by a licensed Geodetic Engineer
- Topographic Plan signed and sealed by a licensed Geodetic Engineer
- Survey plan of the lot based on the TCT signed and sealed by a licensed Geodetic Engineer
- Two (2) copies of Certified True Copy of Title(s) and current Tax Receipts
- Right to use or Deed of Sale of Right-of-Way for access road and other utilities if applicable

FEE(S)

- Processing Fee - fee(s) vary depending on the area of development
Inspection Fee - P 1, 500.00 per hectare

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|--|
| 1. | Go to the CPDO Land Use and Zoning Administration Division and secure Application Form and ask for basic requirements. | 20 minutes | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> |
| 2. | Proceed to SP upon completion of basic requirements | 20 minutes | SP Secretary |
| 3. | Wait for the result of initial technical evaluation by the CPDO through endorsement of the application by the SP | 10 days | Zoning Division Personnel <i>Mr. Marlowe B. Gorgonio</i> |

| | | | |
|----|---|---|--|
| 4. | Return to CPDO, get advice for payment and go to CTO to pay PSDP Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 5. | Secure schedule of release from CPDO while documents will be forwarded to the Sangguniang Panlungsod for review and approval. | 15 minutes | Zoning Division Personnel Mr. Halan B. Besario |
| 6. | Wait for the result of review and approval of the Sangguniang Panlungsod | Approx. 45+ 20 days | SP Secretary |
| 7. | Claim approved application for Preliminary Subdivision Development Plan. | 15 minutes | Zoning Division Personnel Mr. Roy C. Buhay |

SERVICE TITLE:**SECURING SUBDIVISION DEVELOPMENT PERMIT****ABOUT THE SERVICE**

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects.

REQUIREMENT(S)

- Application Form
- All requirements for PSDP
- Subdivision Development Plan
- Civil and Sanitary Works Design
- Two (2) copies of water system layout and details
- Certified true copy of tax declaration
- Certified true copy of DAR Conversion Order *(if applicable)*
- Environmental Compliance Certificate or Certificate of Non-Coverage
- Two (2) copies of Project Description
- Plan specifications, bill of materials and cost estimates
- Application for permit to drill from the National Water Resources Board (NWRB) *(if applicable)*
- Traffic impact assessment for projects covering 30 hectares and above
- List of Names of duly licensed professionals who signed the plans

FEE(S)

Subdivision Development Permit - fee(s) vary depending on the area of development

Inspection Fee - P 1, 500.00 per hectare

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|--------------------|--|------------------|---|
| 1. | Go to the CPDO Land Use and Zoning Administration Division and submit application form with complete requirements. | 10 minutes | Zoning Division Personnel <i>Mr. Marlowe B. Gorgonio</i> |
| 2. | Wait for evaluation of documents and secure Order of Payment for inspection. | 5 days | Zoning Division Personnel <i>Mr. Roy C. Buhay</i> |

| | | | |
|----|---|---|---|
| 3. | Proceed to CTO to pay Certification Fee and Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. | Wait notification from the CPDO re: - Result of Inspection/Evaluation One (1) day | One (1) day | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 5. | Return to CPDO, get advice for payment and go to CTO to pay Subdivision Development Permit Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 6. | Secure schedule of release from CPDO while documents will be forwarded to the CEO for engineering review and technical evaluation and to the City Mayor for approval. | 10 days | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |
| 7. | Claim approved Subdivision Development Permit. | 5 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |

SERVICE TITLE:

SECURING APPROVAL FOR ALTERATION OF SUBDIVISION PLAN

ABOUT THE SERVICE

In line with the devolved functions from the Housing and Land Use Regulatory Board (HLURB) and the City Zoning Ordinance, the City Government has the mandate to process and approve subdivision projects and related activities. Previously approved subdivision plans may apply for alteration whenever it is deemed fit.

REQUIREMENT(S)

- Application Form
- Four (4) copies of the Plan showing the proposed alteration
- Letter stating the proposed or reason for the proposed alteration or conversion
- Sworn statement that the affected lots or units for alteration have not been sold
- Written conformity of the duly organized homeowners association or in the absence thereof, majority of the lot/units buyers, if applicable
- Certified true copy of title(s) of the affected lots/units if applicable
- Payment for alteration of plan

FEE(S)

- Processing Fee - fee(s) vary depending on the area of development.
Inspection Fee - P 1, 500.00 per hectare

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|--|
| 1. Go to the CPDO Land Use and Zoning Administration Division and submit application form with complete requirements. | 15 minutes | Zoning Division Personnel <i>Mr. Marlowe Gorgonio</i> |
| 2. Wait for evaluation of documents and secure Order of Payment for inspection. | 1 day | Zoning Division Personnel <i>Mr. Marlowe Gorgonio</i> |
| 3. Proceed to CTO to pay Certification Fee and Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. Wait notification from the CPDO re: - Result of Inspection/Evaluation | 3 days | Zoning Division Personnel <i>Mr. Junson Barrios</i> |

| | | | |
|-----------|---|-----------------|---|
| | One (1) day | | <i>Mr. Marlowe B. Gorgonio</i> |
| 5. | Secure schedule of release from CPDO while documents will be forwarded to the Sangguniang Panlungsod for review and approval. | 10 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |
| 6. | Wait for the result of review and approval of the Sangguniang Panlungsod | Approx. 45 days | SP Secretary |
| 7. | Claim approved application for revised Subdivision Development Plan. | 5 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |

SERVICE TITLE:**SECURING EXTENSION OF TIME TO DEVELOP****REQUIREMENT(S)**

- Letter request for Extension of Completion Development.
- Revised work program signed and sealed by the Licensed Civil Engineer or Architect including costing and financing scheme.

FEE(S)

- **Processing Fee – fee(s) vary depending on the area affected the alteration**
- **Inspection Fee - P 1,500/ ha.**

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|--|
| 1. Go to the CPDO Land Use and Zoning Administration Division and submit application form with complete requirements. | 10 minutes | Zoning Division Personnel <i>Mr. Marlowe B. Gorgonio</i> |
| 2. Wait for evaluation of documents and secure Order of Payment for inspection. | 1 day | Zoning Division Personnel <i>Mr. Marlowe B. Gorgonio</i> |
| 3. Proceed to CTO to pay Certification Fee and Inspection Fee. | approx. 30 minutes (depending on the queue at the CTO) | CTO Personnel |
| 4. Wait notification from the CPDO re: - Result of Inspection/Evaluation One (1) day | One (1) day | Zoning Division Personnel <i>Mr. Junson Barrios</i> <i>Mr. Marlowe B. Gorgonio</i> |
| 5. Secure tentative schedule of release from CPDO while documents will be forwarded to the City Mayor | 1-2 weeks | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |
| 6. Claim approved application for revised Subdivision Development Plan. | 5 minutes | Zoning Division Personnel <i>Mr. Halan B. Besario</i> |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through

SMART – 09328898422

Clients are encouraged to text the CONTACT CENTER NG BAYAN

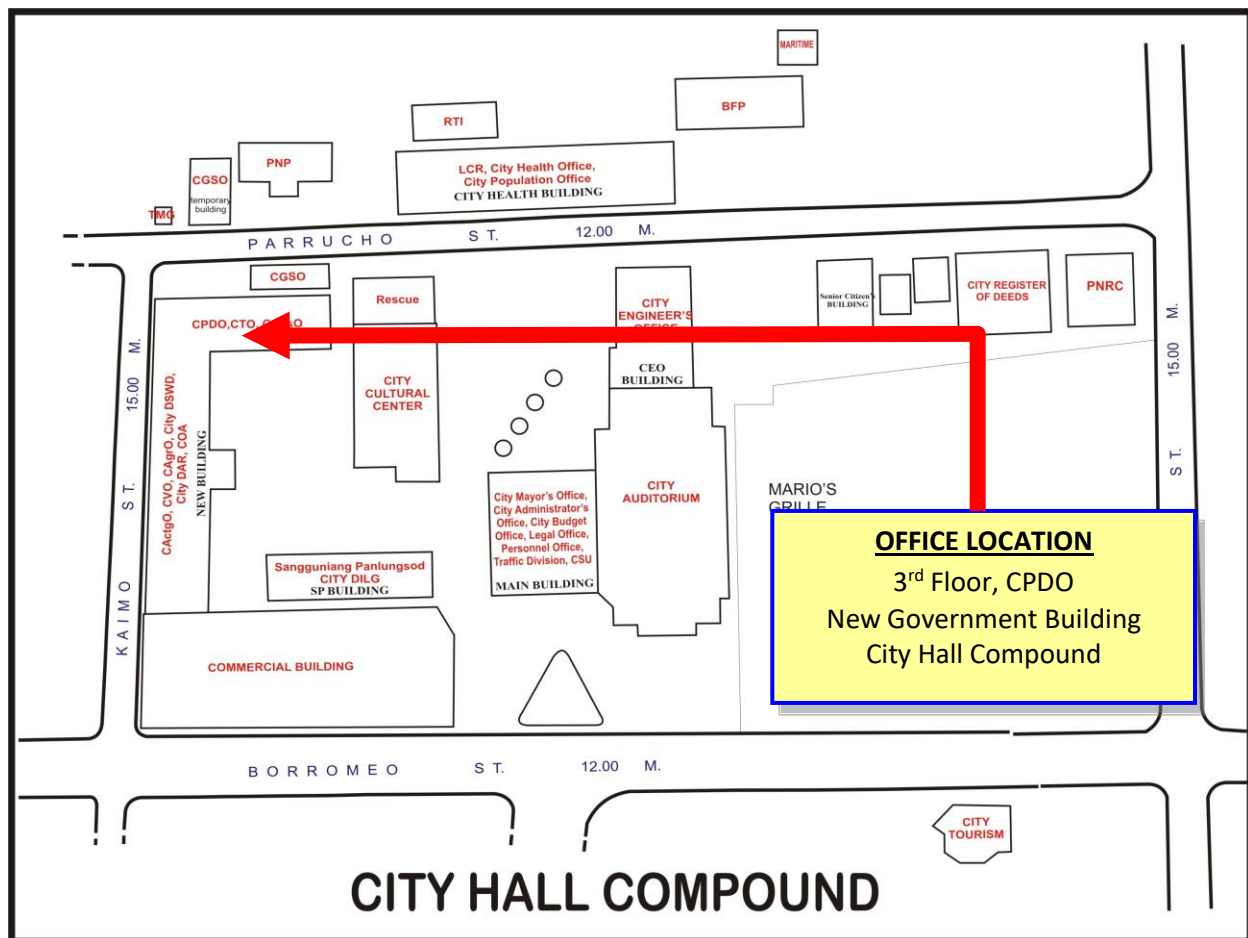
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

PUBLIC EMPLOYMENT SERVICE OFFICE



Services:

- a. Availing Job Referral Services
- b. Availing Of On-Site Job Facilitation Services (During Jobs Fair Or Special Recruitment Activity)
- c. Securing Special Recruitment Authority (Sra) Permit (Local And Overseas)
- d. Availing of Special Program for Employment of Students (SPES)

SERVICE TITLE:**AVAILING JOB REFERRAL SERVICES****ABOUT THE SERVICE**

The City PESO provides employment assistance to job seekers through referrals. Career guidance and counseling are also offered to assist the applicants who engage in the recruitment process in different companies.

The office offers interview tips and guides on writing resume' or application letters. It also assists clients in choosing the position/job that will commensurate to their educational qualification and skills.

REQUIREMENT(S)

1. Resume with 2"x2" picture
2. Transcript of Record or Diploma
3. Form 138 for High School Graduate
4. Police Clearance
5. Training Certificate, if any
6. Employment Certificate, if any

FEE(S)

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--------------------------------------|---------------------------------------|
| 1. Go to the PESO information desk; State request to the PESO Staff. | 2 minutes | Randel D. Ruaza Dhendy A. Catarman |
| 2. Fill up the form provided then submit it with the requirements needed and present yourself for an interview. | 10 minutes | Randel D. Ruaza Dhendy A. Catarman |
| 3. Return to HRMDO/PESO section: <ul style="list-style-type: none">- To secure job referral for qualified applicants- To secure related information for non- qualified applicants | After 1 working day 5 minutes | Randel D. Ruaza Dhendy A. Catarman |

SERVICE TITLE:**AVAILING OF ON-SITE JOB FACILITATION SERVICES (DURING JOBS FAIR OR SPECIAL RECRUITMENT ACTIVITY)****ABOUT THE SERVICE**

The overseas employment facilitation is one of the services of the City Public Employment Service Office (PESO) to enable all types of clientele avail overseas employment opportunity.

The beneficiaries of this program are skilled and service household applicants who are willing to work abroad through Jobs Fair and Special Recruitment Authority (SRA) to be conducted by the overseas manpower recruitment agencies duly license and authorized by the Philippines Overseas Employment Administration (POEA).

REQUIREMENT(S)

1. Passport
2. NBI Clearance (for abroad)
3. Resume with job detail description
4. Certificate of previous employment (if any)
5. School records
6. Birth certificate (NSO authenticated)
7. Marriage contract (NSO authenticated)
8. Valid I.D.
9. Medical certificate
10. Picture (2x2)

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|---|
| 1. | Approach PESO desk and inquire about available jobs. | 2 minutes | Randel D. Ruaza Dhendy A. Catarman |
| 2. | Present yourself for an interview then submit requirements. | 15 minutes | Hairee Cel S. Pedimonte Randel D. Ruaza |
| 3. | Proceed to agency representative / recruiter's desk for interview. | 15 minutes | Agency Representative |

SERVICE TITLE:**SECURING SPECIAL RECRUITMENT AUTHORITY (SRA) PERMIT (LOCAL AND OVERSEAS)****ABOUT THE SERVICE**

The City PESO assists employers by conducting preliminary screening of applicants and referring to them applicants who meet their set standards.

Employers may call or visit City PESO to post job vacancies. Job vacancies are posted on bulletin boards.

REQUIREMENT(S)**Local Employment requirements:**

1. Name and address of the company
2. Person to whom the referral letter will be addressed
3. Contact person/Telephone number
4. Nature of Business
5. Job vacancies/Positions
6. Number of person to be hired
7. Nature of job/Area of assignments
8. Qualification requirements
9. List of necessary papers to be submitted by applicants

Additional requirements (for Overseas Employment)

1. Agency license issued by the POEA
2. Latest Job Order Balance
3. Affidavit of Undertaking issued by the CEO/President
4. Letter of No Objection issued by the PESO Manager
5. Special Recruitment Authority issued by the POEA

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|---------------------------------------|
| 1. Approach PESO desk; state purpose and submit requirements. | 1 minute | Randel D. Ruaza Dhendy A. Catarman |
| 2. Ask for skills registry | 5 minutes | Randel D. Ruaza Dhendy A. Catarman |

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|-----------|---|-----------|--|
| 3. | Request facilitation of contacting prospective applicants or posting of announcement of hiring. | 1 minute | Randel D. Ruaza Dhendy A. Catarman |
| 4. | Arrange schedule of interview of prospective applicants w/ PESO. | 5 minutes | Hairee Cel S. Pedimonte Randel D. Ruaza Dhendy A. Catarman |

SERVICE TITLE:

AVAILING OF SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

ABOUT THE SERVICE

The Special Program for Employment of Students (SPES) is mandated under Republic Act 7323 also known as “An Act to Help Poor but Deserving Students Pursue their education during summer and/or Christmas Vacation, Through Incentives Granted to Employers Allowing Them to Pay Only Sixty Per centum (60%) of their Salaries Or Wages And The Forty Per centum (40%) through Education Vouchers to be Paid By The Government, Prohibiting and Penalizing the Filing of Fraudulent and Fictitious Claims, and for other Purposes.”

It is a joint undertaking of the:

- Department of Labor and Employment (DOLE)
- Department of Education, Culture and Sports (DECS)
- Department of Finance (DOF)
- Local Government Unit

The administration of the program shall be lodge in the DOLE and it's implementing LGU-PESO in the locality

ELIGIBILITY AND REQUIREMENTS FOR EMPLOYMENT

- (a) At least 15 years of age but not more than 30 years old;
- (b) Enrolled during the school year/term or enrolled during the school year/term immediately preceding the summer vacation or who has dropped out of school and who intends to continue his education; and
- (c) The combined net income after tax of parents, including his/her income, if any, does not exceed thirty-six thousand (P 36,000.00) pesos per annum
- (d) At least garnered an average passing grade during the school year/term referred to above.

PRE-EMPLOYMENT REQUIREMENTS:

1. SPES Registration form with ID picture
2. Certified true photocopy of any of the following to attest student's age (at least 15 yrs. old but not more than 30 yrs. old :
 - A. Birth/Baptismal certificate
 - B. Form 138
3. Certified true photocopy of any of the following to attest student's passing grade:

- A. Form 138
- B. Certificate from the school that the student has obtained a passing grade during the previous or last semester/school year attended
- C. Certified true photocopy of student's class cards of the previous or last semester/school year attended where the student's passing grade could be determined
- 4. Any of the following to attest to parent's income (not more than Php 36,000.00/annum)
 - A. Certified true photocopy of latest Income Tax Return (ITR) duly filed with BIR
 - B. Certificate of Tax exemption issues by BIR including sworn statement of affidavit.

POST-EMPLOYMENT REQUIREMENTS:

- 1. Statement of Account / Assessment Form issued by the school Registrar/Principal.

FEES:

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. (Pre – Employment) Approach PESO desk; state purpose. | 1 minute | Randel D. Ruaza Dhendy A. Catarman |
| 2. Submit requirements then present yourself for the preliminary interview | 5 minutes | Hairee Cel S. Pedimonte Randel D. Ruaza |
| 3. Wait for result of evaluation of application and notification of contract signing | 5 minutes | Hairee Cel S. Pedimonte Randel D. Ruaza |
| 3. Attend SPES Orientation briefing | 3 hours | Hairee Cel S. Pedimonte Randel D. Ruaza |
| 4. (Post - Employment) Go to the HRMDO – PESO section for signing of Termination Report. | 1 minute | Hairee Cel S. Pedimonte |
| 5. Submit your Daily Time Record and Payroll for processing of salary. | 2 minutes | Hairee Cel S. Pedimonte |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through **SMART – 09328898422**

Clients are encouraged to text the CONTACT CENTER NG BAYAN

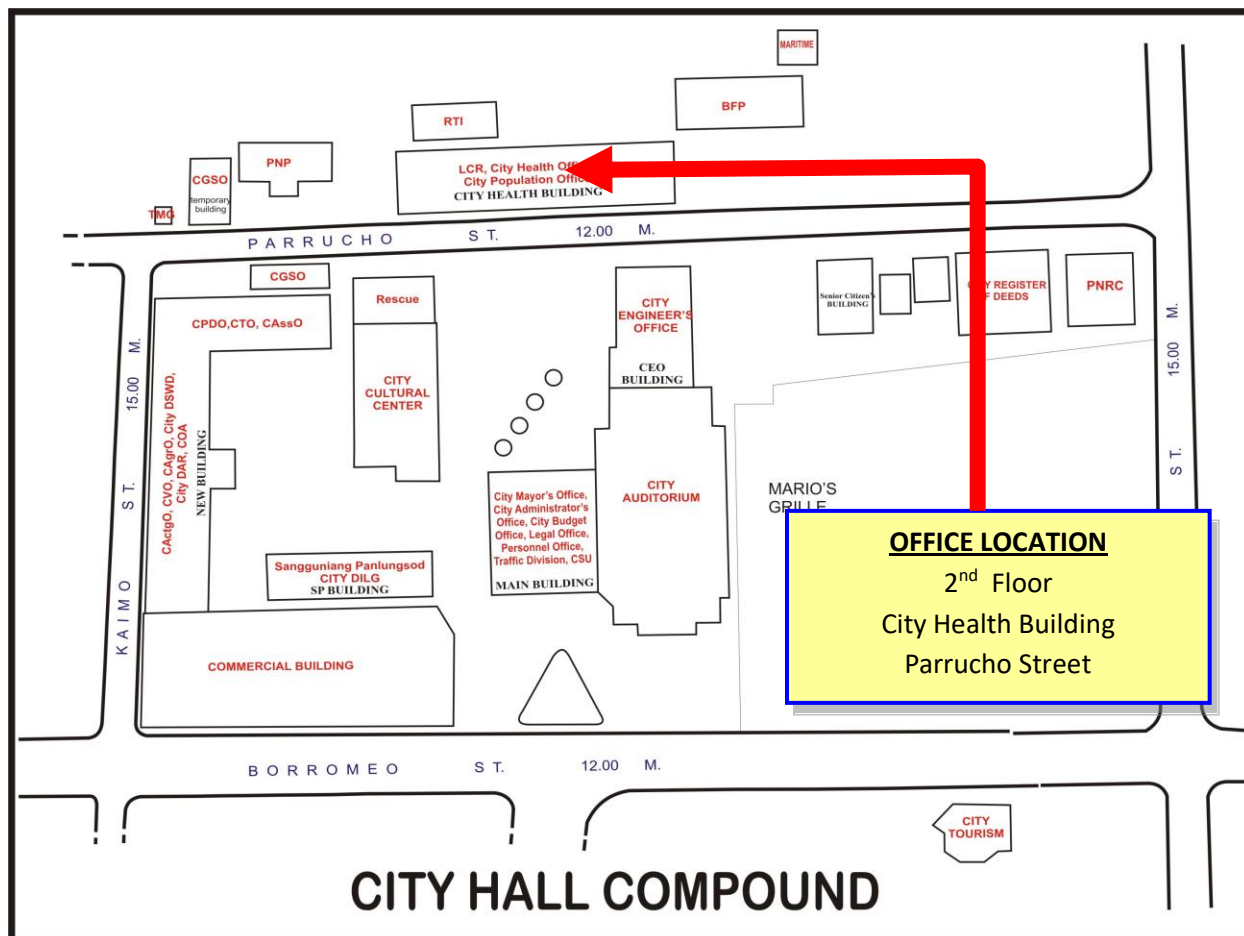
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY POPULATION OFFICE



Services:

- a. Securing a Pre-Marriage Counseling Certificate

SERVICE TITLE:**SECURING A PRE-MARRIAGE COUNSELING CERTIFICATE****ABOUT THE SERVICE**

The City Population Office conducts a Pre-Marriage Counseling (PMC) seminar to would-be couples as mandated by law under PD 965 and Article 16 of the New Family Code of 1991. Pre-Marriage Counseling is a prerequisite in securing a marriage license. Target customers are would-be couples who are 18-24 years of age. PMC seminars are held every Monday from 8:00 - 5:00 pm. It is designed to provide pre-marriage couples with realistic view of what marriage is all about.

REQUIREMENT(S)

Official Receipt for PMC Fee

FEE(S)

P 100.00/couple

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|----------------------------------|-------------------------|
| 1. Go to the CPO together with your partner and approach information desk. State request. | 2 minutes | InformationDesk Officer |
| 2. Fill up form. Request to attend pre-marriage counseling (PMC). | 3 minutes | CPO Personnel |
| 3. Pay PMC fee at the City Treasurer's Office. Return to CPO and submit receipt of payment. | 5 minutes | CPO Personnel |
| 4. Attend PMC seminar if available. If not, ask for schedule of next seminar. | 8 hrs. (PMC Seminar) 1 minute | CPO Personnel |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

| |
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|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

| |
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| |
|--|

(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

Accomplish our Feedback Form and drop it in our suggestion/complaint box

Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

TEXT/SMS Clients are encouraged to text the City Government of Surigao through

SMART – 09328898422

Clients are encouraged to text the CONTACT CENTER NG BAYAN

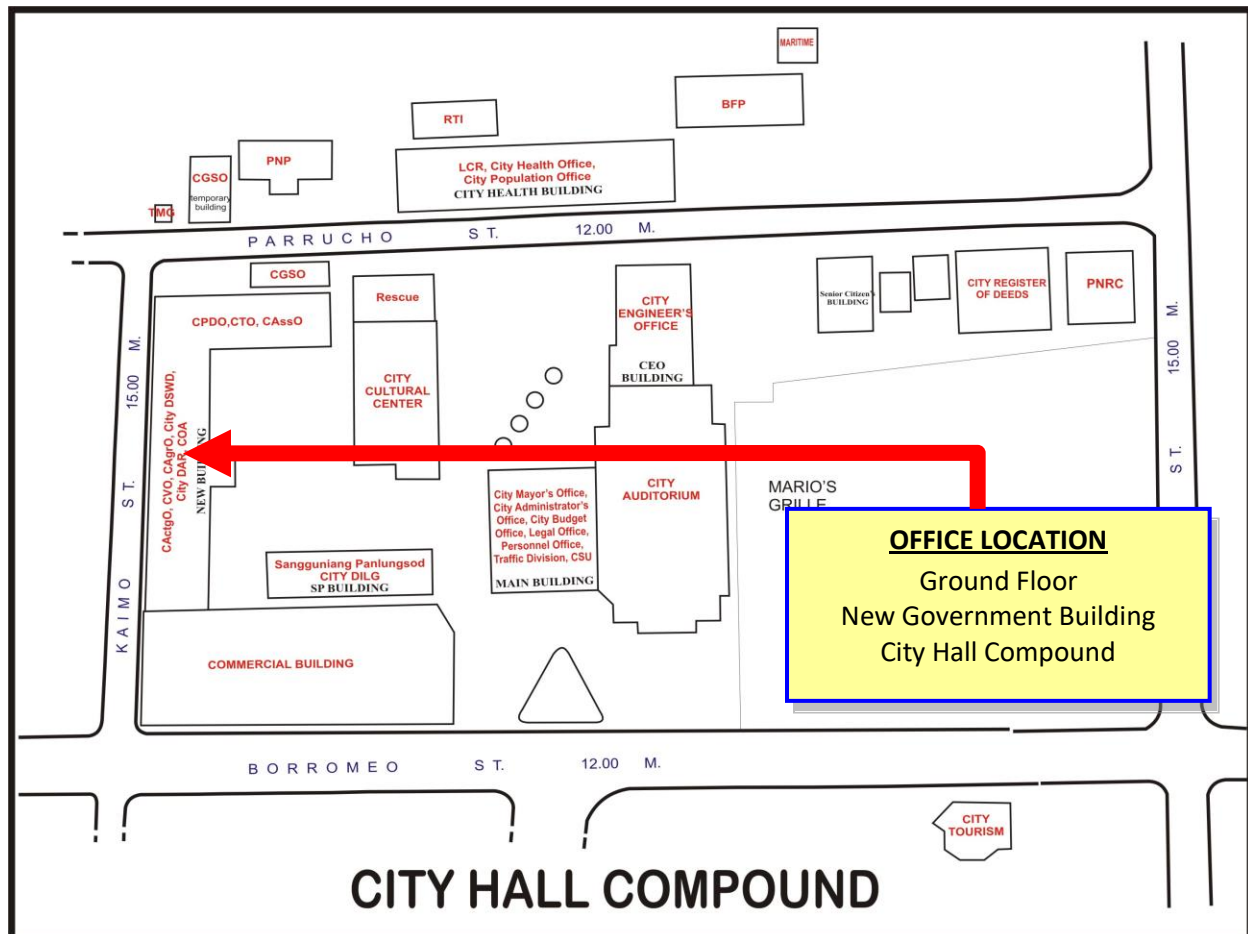
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE



Services:

- a. Aid to Individuals in Crisis Situations (AICS)
- b. Request for a Case Study
- c. Request for Issuance of Certificate of Indigency
- d. Request for Issuance of Identification Cards for Solo Parents
- e. Request for Issuance of Identification Cards and Purchase Booklets/Slips for Persons with Disabilities
- f. Center-Based Services for Senior Citizens
- g. Center-Based Services for Women and Children In Crisis
- h. Request for Admission in Day Care Centers
- i. Request for Residential Services for Street Children at the Residential Center for Street Children, Barangay Anomar, Surigao City
- j. Enrolment Process in the Comprehensive Community Welfare Program for Socially Disadvantaged Persons and Communities

SERVICE TITLE:**AID TO INDIVIDUALS IN CRISIS SITUATIONS (AICS)****ABOUT THE SERVICE**

It is the timely provision of cash assistance or relief goods with comfort-giving to individuals/families in severe stress to enable them to meet their basic needs for food, clothing, medicines and needed emotional support during this period when social functioning is impaired.

REQUIREMENT(S)

Medical Certificate/Medical Abstract issued by govt. physician
Doctor's Prescription
Eligibility Interview

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|--------------------------|
| 1. | Go to the CSWDO information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. | Approach personnel in charge; state request and submit yourself for a 1 on 1 interview | 27 minutes | Social Worker |
| 3. | Wait for disposition of request. | 3 minutes | Social Worker |

SERVICE TITLE:**REQUEST FOR A CASE STUDY****ABOUT THE SERVICE**

The conduct of a case study is a requirement for adoption and other judicial processes involving guardianship and custody of minors and incompetents. It is also required to avail of charity packages of hospitals, the PCSO and other private and government institutions providing medical and social services.

REQUIREMENT(S)

Certificate of Residency
Interview by Social Worker

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|--------------------------|
| 1. Go to the CSWDO information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. Approach personnel in charge; state request and submit yourself for a 1 on 1 interview. Ask for home visit schedule | 10 minutes | Social Worker |
| 3. Return to CSWDO on assigned schedule for release of case study. | 3 minutes | Social Worker |

SERVICE TITLE:**REQUEST FOR ISSUANCE OF CERTIFICATE OF INDIGENCY****ABOUT THE SERVICE**

A certificate of indigency is a requirement to avail of exemption from payment of fees and services in the Local Civil Registrar, Public Attorney's Office, Government Hospitals and other similar government offices providing direct-service interventions to the community

REQUIREMENT(S)

Certificate of Residency
Interview by Social Worker

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|--------------------------|
| 1. Go to the CSWDO information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. Approach personnel in charge; state request and submit yourself for a 1 on 1 interview. Ask for home visit schedule | 10 minutes | Social Worker |
| 3. Return to CSWDO on assigned schedule for release of certificate. | 3 minutes | Social Worker |

SERVICE TITLE:**REQUEST FOR ISSUANCE OF IDENTIFICATION CARDS FOR SOLO PARENTS****ABOUT THE SERVICE**

Issuance of ID Cards for Solo Parents is mandated by Republic Act 8972 also known as the Solo Parent's Welfare Act of 2000 to enable them to avail of special privileges and benefits.

REQUIREMENT(S)

Application for issuance
2 pcs. 1x1 recent pictures
Birth Certificate of dependent minor under his/her custody

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|--------------------------|
| 1. | Go to the CSWDO information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. | Approach personnel in charge; state request and submit yourself for a 1 on 1 interview. Ask for home visit schedule | 10 minutes | Social Worker |
| 3. | Return to CSWDO on assigned schedule for disposition of request. | 3 minutes | Social Worker |

SERVICE TITLE:**REQUEST FOR ISSUANCE OF IDENTIFICATION CARDS AND PURCHASE BOOKLETS/SLIPS FOR PERSONS WITH DISABILITIES****ABOUT THE SERVICE**

Issuance of ID Cards and Purchase Booklets for persons with Disabilities (OPWDS) is mandated by The Magna Carta for Persons with Disabilities to enable them to avail of privileges and benefits

REQUIREMENT(S)

Application for issuance duly certified by physician
2 pieces 1x1 recent pictures

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|-------------------------|--------------------------|
| 1. | Go to the CSWDO information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. | Approach personnel in charge; state request and submit yourself for a 1 on 1 interview. Ask for home visit schedule | 10 minutes | Social Worker |
| 3. | Wait for release of ID / Purchase Booklet / Slip | 3 minutes | Social Worker |

SERVICE TITLE:

CENTER-BASED SERVICES FOR SENIOR CITIZENS

ABOUT THE SERVICE

Center-Based services for Senior Citizens are mandated interventions for the elderly by Republic Act 9257, also known as the Expanded Senior Citizens Act of 2003. These services include the following:

- Issuance of Senior Citizens ID Card
- Issuance of Purchase Slip
- Issuance of Purchase Booklet
- Resolution of Non-Compliance Complaints
- Mortuary Aid Enrolment
- Senior Citizens Coop Membership

These interventions are implemented in coordination with the Office of Senior Citizens Affairs (OSCA) at the Surigao City Senior Citizens Center, the first and only accredited for the Elderly in the Philippines.

REQUIREMENT(S)

Request for OSCA ID

- Application for issuance of senior citizens ID card
- 2 pieces 1x1 recent photo
- Birth Certificate, Baptismal Certificate or equivalent valid proof of age

Request for Purchase Slip and Purchase Booklet

- Valid OSCA ID issued anywhere in the Philippines

Request for Resolution of Non-Compliance Complaint

- Accomplished complaint form

Request for Mortuary Aid Enrolment

- Application for membership
- Valid ID of any other Proof of Identification
- Payment of Mortuary Reserve Fund (MRF)

Request for Senior Citizens Coop Membership

- Application for membership
- Payment of Capital Build-Up (CB)

FEE(S)

| | | |
|---|---|---------|
| Replacement of Lost OSCA ID | - | P100.00 |
| Mortuary Reserve Fund (MRF) | - | P650.00 |
| Capital Build-Up for Senior Citizens Coop | - | P500.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|--------------------------|
| 1. Go to the CSWDO information desk; ask referral to appropriate section | 1 minute | Information Desk Officer |
| 2. Approach personnel in charge; state request and submit yourself for a 1 on 1 interview. Ask for home visit schedule | 10 minutes | Social Worker |
| 3. Wait for release of ID / Purchase Booklet / Slip | 3 minutes | Social Worker |

SERVICE TITLE:**CENTER-BASED SERVICES FOR WOMEN AND CHILDREN IN CRISIS****ABOUT THE SERVICE**

Center-based services for women and children in crisis are mandated interventions under special laws for women and children classified as victims of violence, abused, discriminated and exploited. A Crisis Center for Women and Children facilitates the delivery of these services:

- Counselling
- Rescue and Custody
- Temporary Shelter
- Determination of Discernment for CICL
- Intervention and Diversion Programs for CICL
- Paralegal Services
- Referral for Police Protection
- Referral for Medical Assistance
- Referral for Legal Aid
- Referral for Permanent Placement

REQUIREMENT(S)**For Women in Crisis**

- Police Referral or referral from Brgy. Official or Private Citizen

For Children in need of Special Protection

- Police Referral or referral from Brgy. Official or Private Citizen

For Children in Conflict with the Law

- Certificate of Turn-Over issued by the Women and Children Protection Desk (WCPD)
- Medical Certificate

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|--|-------------------------|------------------------|
| 1. | Approach social worker and state request; submit requirements & submit yourself for interview. | 45 minutes | Social Worker |
| 2. | Wait for result of disposition of request | 5 minutes | Social Worker |

SERVICE TITLE:**REQUEST FOR ADMISSION IN DAY CARE CENTERS****ABOUT THE SERVICE**

The provision of day care service is provided for in Republic Act 8980 or the Early Childhood Care and Development (ECCD) Act. The Day Care Service Program caters primarily to children of socially disadvantaged families and provides for year-round sessions on language competency, value inculcation, cognitive and adaptive skills development and spiritual development through various early childhood enrichment activities. It likewise offers opportunities for creative experiences, motor development and mental stimulation, cognitive skill development and value formation to this particular clientele. This service is available in 84 day care centers all over the city.

REQUIREMENT(S)

Photocopy of Birth Certificate
Health Card (Yellow Card) issued by the City Health Office
Parental Consent
Intake Sheet
Child Development Checklist

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|------------------------|
| 1. | Go to the nearest Day Care Center; submit requirements and accomplish Intake Sheet | 10 minutes | Day Care Worker |
| 2. | Present child for Child Development Evaluation | 1 hour | Day Care Worker |
| 3. | Wait for approval/denial of request. | 5 minutes | Day Care Worker |

SERVICE TITLE:**REQUEST FOR SERVICES FOR STREET CHILDREN AT THE RESIDENTIAL CENTER FOR STREET CHILDREN, BARANGAY ANOMAR, SURIGAO CITY****ABOUT THE SERVICE**

The Residential Center for Street Children at Brgy. Anomar, Surigao City, is a child-welfare institution providing twenty-four hour residential group care services for the physical, mental, social, and spiritual well-being primarily of totally abandoned and severely neglected street children, and may include children who are victims of various forms of physical, sexual, psychological and emotional abuse deemed by competent authorities as requiring such interventions.

REQUIREMENT(S)

Referral Letter
Medical Certificate of Minor
Social Case Study Report

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|-------------------------|--------------------------|
| 1. | Go to Surigao City Residential Center for Street Children located at Brgy. Anomar. Approach reception desk in charge then submit requirements. | 45 minutes | Reception Desk in charge |
| 2. | Wait for approval/denial of request. | 5 minutes | Social Worker |

SERVICE TITLE:**REQUEST FOR ENROLMENT IN THE COMPREHENSIVE COMMUNITY WELFARE PROGRAM FOR SOCIALLY DISADVANTAGED PERSONS AND COMMUNITIES****ABOUT THE SERVICE**

The Comprehensive Community Welfare Program for Socially Disadvantaged Persons consists of devolved programs to the Local Government Unit by virtue of Republic Act 7160, also known as the Local Government Code of 1991.

REQUIREMENT(S)

Photocopy of Birth Certificate
Health Card (Yellow Card) issued by the City Health Office
Parental Consent
Intake Sheet
Child Development Checklist

FEE(S) None

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | TIME REQUIRED | IN CHARGE |
|-----------|---|-------------------------------|------------------|
| 1. | Survey/Updating and Generation of List of Potential Beneficiaries | 1 month | Social Worker |
| 2. | Intake and Interview of Potential Beneficiaries | 1 month | Social Worker |
| 3. | Assessment and Evaluation | 1 month | Social Worker |
| 4. | Enrolment in the program | 9 months (as per RA. 7160) | Social Worker |
| 5. | Culmination and Termination of the Program | 1 month | Social Worker |

FEEDBACK FORM

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.
Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo nimong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butang lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:
(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:
(Panghitabo o detalye sa nahitabo)

| |
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| |
|--|

(Please use additional sheet/s if necessary)
(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office
(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)
(Mahimong mogamit og dugang papel kung gikinahanglan)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature (Pirma): | |
| Date (Petsa): | |

FEEDBACK MECHANISMS

MARAJAW KARAJAW! It is our pleasure to serve you the best way we can. Believing that quality public service is a collective responsibility, please let us know how we can improve our delivery of services by doing any of the following:

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Send your feedback through

EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

If you are not satisfied with our service, your written/ verbal complaints shall immediately be attended to by the Officer of the Day at the Citizen's Assistance and Complaints Desk.

FEEDBACK MECHANISMS

EMAIL US Clients are encouraged to e-mail us at hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph regarding any observed irregularities or slow rendition of frontline services.

SUGGESTION BOX

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CITIZEN'S ASSISTANCE AND COMPLAINTS DESK

Clients are encouraged to go to desk of concerned office regarding any observed irregularities or slow rendition of frontline services

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Clients are encouraged to text the CONTACT CENTER NG BAYAN

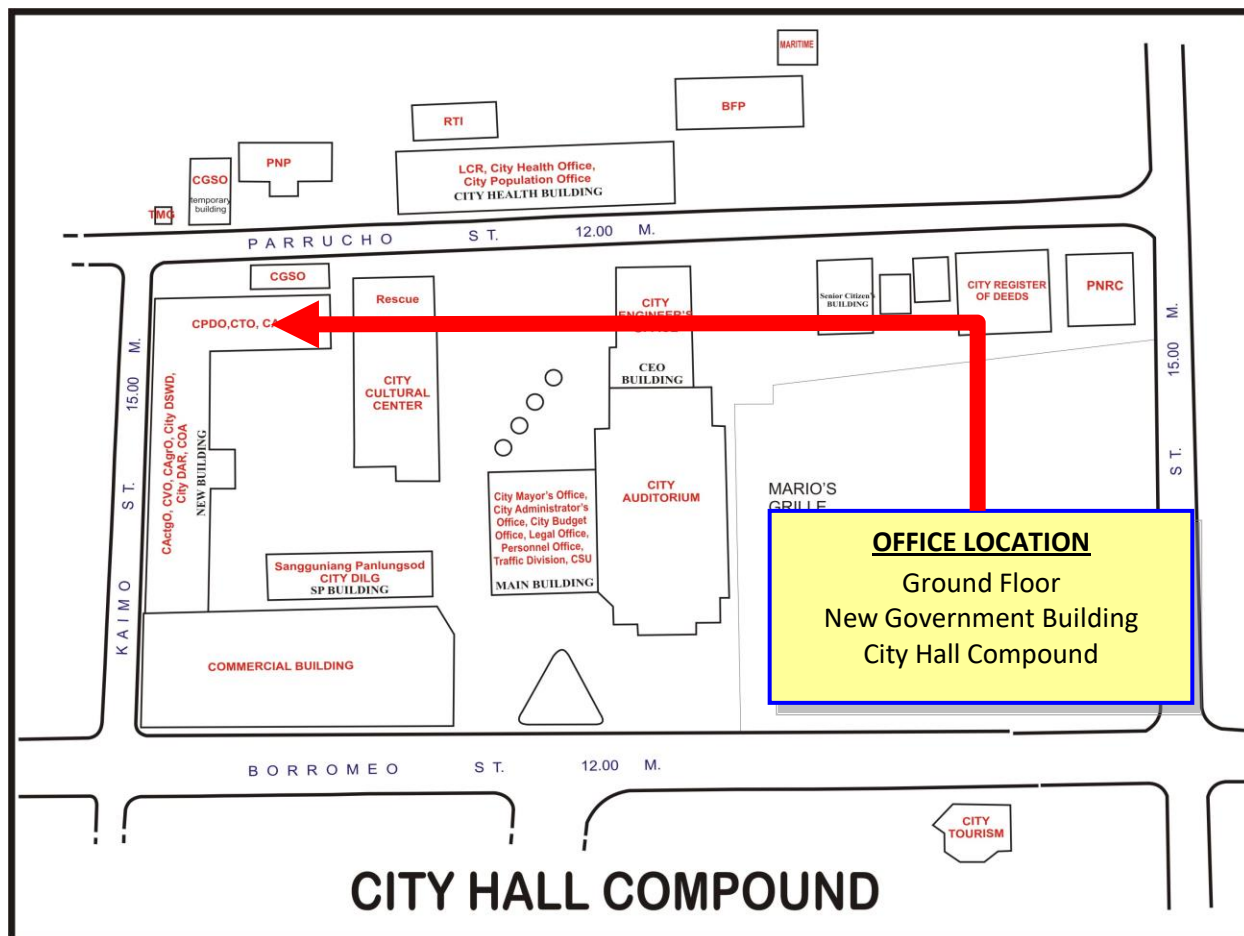
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY TREASURER'S OFFICE



Services:

- a. Review Assessment and Computation of Business Permits
- b. Received payments on:
 - Taxes on Real Property
 - Socialized Housing Tax
 - Transfer Tax
 - Other Taxes and Fees
- c. Issuance of the following:
 - Community Tax Certificate
 - Certificate of Real Property Tax payments

SERVICE TITLE:

REVIEW ASSESSMENT OF BUSINESS PERMITS

ABOUT THE SERVICE

The License/Collection Division reviews the assessment and computation of business permits from the BPLO before the approval of Order of Payment, in order that business taxpayers and applicants pay all the necessary tax dues/fees in accordance to the Local Revenue Code/Ordinances.

REQUIREMENT(S)

1. Accomplished application form for Business/ Mayor's Permit with the Tax due Worksheet from the BPLO.

Assessment Based on:

- | | |
|----------------------------------|---|
| a. For New Applicant/Business | - Capital Investment |
| b. For Renewal/Existing Business | - Gross Sales/Receipts of previous year |

FEE(S)

- | | | |
|---|---|---|
| 1. Mayor's Permit Fee | - | P 100.00 – 3,000.00 (depending on the Gross Receipts) |
| 2. Weight and Measure Fee | - | P 50.00 – 200.00 (depending on the type/capacity) |
| 3. Garbage Fee | - | P 200.00 – 3,000.00 (depending on the type of establishment and area) |
| 4. Medical / Sanitary Inspection Fee | - | P 250.00 –750.00 (depending on the type of establishment) |
| 5. Business Registration Plate for New applicants / | - | P 200.00 |
| For renewals- Sticker | - | P 50.00 |
| 6. Clearances | - | P 100.00 each |
| 7. Research Fee | - | P 150.00 each |
| 8. Salesgirl / Helper etc. Permit | - | P 50.00 |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|--|--|
| <p>1. Submit duly accomplished application form of Business Permit for:</p> <p>a. Verification of Tax delinquencies</p> <p>b. Review assessment/tax due and computation of Taxes, Fees and Charges payables from the BPLO.</p> <p>c. Issuance of Official Receipt (O.R.) for any payment made.</p> | <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p> | <p>Myrna E. Madrid Loida Mirasol T. Espina Lorence Buselak Rowena C. Jimenez</p> <p>Homer E. Wong Myrna E. Madrid Loida Mirasol T. Espina</p> <p>Merlinda E. Givertz Adora G. Cubelo Laolita M. Morales Glenda D. Saavedra</p> |

SERVICE TITLE:

PAYMENT OF REAL PROPERTY TAXES

ABOUT THE SERVICE

Every individual who owes real properties, whether land, building and machineries, within the territorial jurisdiction of the City of Surigao is required to pay real property tax, both the basic Real Property Tax and the Special Education Fund Tax to the Real Property Tax Division of the City Treasurer's Office starting the 1st working day of January of each year. The taxpayer however has the option to pay in installment quarterly, the deadline of which falls on the last day of the quarter i.e., on March 31, June 30, September 30, and December 31. The taxpayer may also opt to pay in advance in order to avail of the 20% discount for the advanced payments made.

REQUIREMENT(S)

The following requirements are optional because the assessment and collection of real property tax is already computerized.

1. Tax Declaration of the Real Property to be paid
2. Previous Year's Official Receipt

AD VALOREM RATES:

For Basic Tax Property = 1.5 % of the assessed value of the property as declared by the City Assessor

For Special Education Fund Tax = 1% of the assessed value of the property as declared by the City Assessor

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|---|--|
| 1. Go to the City Treasurer's Office information desk; ask referral to appropriate section | 1 minute | Glenn M. Pomoy |
| 2. Approach personnel in charge; of RPT Billing, and request for RPT Billing | 5 minutes/depends on the number of properties | Jojie A. Arriesgado Lorence Buselak Rowena C. Jimenez |
| 3. Pay Real Property Tax | 5 minutes | Connie R. Galinea Concepcion T. Caliwatan Merly E. Rendon Jora C. Escalante |

SERVICE TITLE:**PAYMENT OF THE SOCIALIZED HOUSING TAX****ABOUT THE SERVICE**

Simultaneous with the payment of the real property tax is the payment of the Socialized Housing Tax pursuant to Ordinance No. 266, series of 2007. Socialized Housing Tax is collected at the rate of one-half percent (.5%) of the assessed value of lands in the urban areas in excess of Fifty-Thousand Pesos (Php 50,000.00)

REQUIREMENT(S) None

RATE(S)

Socialized Housing Tax = One-half percent (.5%) of the assessed value of lands in Urban areas in excess of Fifty Thousand (Php 50,000.00)

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|---|---|--------------------------------------|
| 1. | Go to the City Treasurer's Office information desk; ask referral to appropriate section | 1 minute | Glenn M. Pomoy |
| 2. | Approach personnel in charge; request for Socialized Housing Tax Billing | 5 minutes/depends on the number of properties | Lorence Buselak Rowena C. Jimenez |
| 3. | Pay Socialized Housing Tax. | 5 minutes | Connie R. Galinea |

SERVICE TITLE:**SECURING A COMMUNITY TAX CERTIFICATE****ABOUT THE SERVICE**

The Office of the City Treasurer issues community Tax Certificates or “CEDULA” to every person or corporation after payment of the community tax. The collection of community tax is covered by Ordinance No.48, series of 1992.

REQUIREMENT(S)

Accomplished Community Tax Application Form

FEE(S)**For Individual Taxpayer:**

Basic Tax = P 5.00
Additional Tax = P 1.00 for every P 1,000.00 gross income regardless of whether from business, exercise of profession, or from real property but in no case shall exceed P 5,000.00

For Corporations:

Basic Tax = P 500.00
Additional Tax = P 2.00 for every five thousand pesos (5,000.00) worth of real property in the Philippines based on the assessed value used for the payment of real property tax; and
= + P 2.00 for every five thousand pesos (P5, 000.00) of gross receipts or earnings derived from the business in the Philippines during the preceding year.

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|----|---|-------------------------|---------------------------------------|
| 1. | Go to the City Treasurer's Office information desk; ask referral to appropriate section | 1 minute | Glenn M. Pomoy |
| 2. | Approach personnel in charge; request and fill up CTC application form. | 3 minutes | Glenn M. Pomoy Cristine M. Edradan |
| 3. | Pay and wait for release of Community Tax Certificate (CTC). | 3 minutes | Glenn M. Pomoy Cristine M. Edradan |

SERVICE TITLE:**PAYMENT OF TRANSFER TAX****ABOUT THE SERVICE**

When a taxpayer desires to cause the transfer of ownership of a real property whether at the Office of the Register of Deeds or at the Office of the City Assessor, payment of transfer tax is one of the requirements.

REQUIREMENTS

Any transfer document like Deed of sale, donation, Exchange, Judicial/ Extra-Judicial Settlement, Affidavit of Consolidation or any applicable document proving transfer of property ownership.

RATES:

Transfer Tax = Three eights or one percent ($\frac{3}{8}$ or 1%) of the total consideration, or of the assessed value, whichever is higher.

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|---|-------------------------|--|
| 1. Go to the City Treasurer's Office information desk; ask referral to appropriate section | 1 minute | Glenn M. Pomoy |
| 2. Approach personnel in charge; state request and present transfer documents. | 8 minutes | Connie R. Galinea |
| 3. Pay transfer tax | 5 minutes | Merlinda E. Givertz Adora G. Cubelo Laolita M. Morales Glenda D. Saavedra |

SERVICE TITLE:**PAYMENT OF OTHER TAXES, FEES AND CHARGES****ABOUT THE SERVICE**

The Office of the City Treasurer being the department responsible in the raising of revenue for the LGU collects different kinds of taxes, fees and charges. To mention a few, these are the transfer tax, secretaries' fees, civil registration fees, rentals for the use of the Surigao City Auditorium, the Surigao City Cultural Center and other LGU owned real properties, installment payment for the LGU residential lots sold to beneficiaries and many more. In some instances, the customers brings along an order of payment coming from the office that requires the payment.

REQUIREMENT(S)

Order of Payment

FEE(S)

The amount collected depends on the particular fee/charges or tax to be paid but in all cases this is covered by an ordinance passed by the Sangguniang Panlungsod

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | | IT WILL TAKE YOU | PLEASE APPROACH |
|---------------------------|--|-------------------------|--|
| 1. | Bring order of payment to the City Treasurer's Office information desk; ask referral to appropriate section. | 1 minute | Glenn M. Pomoy |
| 2. | Proceed to referred section and pay corresponding fees, taxes and charges. Ask for official receipt. | 5 minutes | Merlinda E. Givertz Adora G. Cubelo Laolita M. Morales Glenda D. Saavedra |

SERVICE TITLE:**SECURING A CERTIFICATE OF REAL PROPERTY TAX PAYMENTS****ABOUT THE SERVICE**

Some transactions require proof that taxes on real property have been paid. A certificate of Real Property tax payment can be obtained from the City Treasurer's Office after paying the real property taxes and the corresponding certification fee.

REQUIREMENT(S)

Tax Declaration

Tax Clearance Fee Receipt with payment for 1 set Documentary Stamp

FEE(S)

Tax Clearance Fee including documentary stamp = P 130.00

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. Go to the City Treasurer's Office information desk; ask referral to appropriate section. | 1 minute | Glenn M. Pomoy |
| 2. Approach personnel in charge; state request and present Requirements | 5 minutes | Jojie A. Arriesgado Lorence Buselak Rowena C. Jimenez |
| 3. Pay corresponding fees | 5 minutes | Merlinda E. Givertz Adora G. Cubelo Laolita M. Morales Glenda D. Saavedra |
| 4. Submit receipt to Realty Tax Division Personnel at then wait for the release of Taxes fully paid. | 15 minutes | Jojie A. Arriesgado Lorence Buselak Rowena C. Jimenez |

SERVICE TITLE:**REQUEST FOR RELEASE OF LEVY****ABOUT THE SERVICE**

It is the process of requesting release of levy on delinquent real property. Failure to pay real property tax for several years would already warrant action by the City Treasurer to levy such delinquent property with the issuance of a Warrant of Levy. The Levy can only be released after paying the delinquent taxes and the current year tax plus the Cost of Sale and going through the process of registering the "Release of Levy" with the Register of Deeds and cancellation of the annotation of levy on the tax declaration in the City Assessors Office.

REQUIREMENT(S)

1. Copy of Warrant of Levy
2. Tax Clearance
3. Tax Declaration
4. Release of Levy Fee (O.R.)

FEE(S)

| | |
|---|------------|
| Tax Clearance Fee including Doc. Stamp | = P 130.00 |
| Cost of Sale | = 200.00 |
| Release of Levy | = 100.00 |
| Cancellation of Levy | = 100.00 |
| Research Fee(Optional) | = 100.00 |
| Certified True Copy Warrant of Levy(Optional) | = 130.00 |
| (including Doc. Stamp) | |

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|---|
| 1. Go to the City Treasurer's Office information desk; ask referral to appropriate section | 1 minute | Glenn M. Pomoy |
| 2. Approach personnel in charge; state request of Release of Levy on the delinquent real property | 5 minutes | Jojie A. Arriesgado Lorence Buselak Rowena C. Jimenez |
| 3. Pay the delinquent real property taxes and the current year tax & Cost of Sale | 5 minutes | Connie R. Galinea Concepcion T. Caliwatan Merly E. Rendon |
| 4. Prepare the "Release of Levy" for signature of the City | 10 minutes | Jojie A. Arriesgado Lorence Buselak |

| | | | |
|-----------|--|------------|---|
| | Treasurer | | Rowena C. Jimenez |
| 5. | Wait for the release of Levy duly signed by the City Treasurer | 10 minutes | Jojie A. Arriesgado Lorence Buselak Rowena C. Jimenez |
| 6. | Release the signed Release of Levy to the client | 1 minute | Jojie A. Arriesgado Lorence Buselak Rowena C. Jimenez |

FEEDBACK FORM

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Ipahibayo kami kung tag unsa kamo namo pagserbisyo. Mahimo ninyong gamiton kining porma alang sa imong mga pagdayeg, reklamo, o sugyot. Butangi lamang og tsek ang tukmang kahon.

☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

Person(s)/Unit/Office Concerned or involved:

(Mga) Tawo/yunit/ opisina nga nalambigit

Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

FEEDBACK MECHANISMS

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EMAIL (hr_surigaocity@yahoo.com or cmo@surigaocity.gov.ph)

Text your feedback to Mobile Numbers:

SMART – 09328898422 or (084) 826 – 8518 / (084) 826 – 8519

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Clients are encouraged to check/accomplish standard forms and drop into boxes provided regarding any observed irregularities or slow rendition of frontline services. The City Government of Surigao will check the box on daily basis and response will be communicated within five (5) days.

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Clients are encouraged to text the CONTACT CENTER NG BAYAN

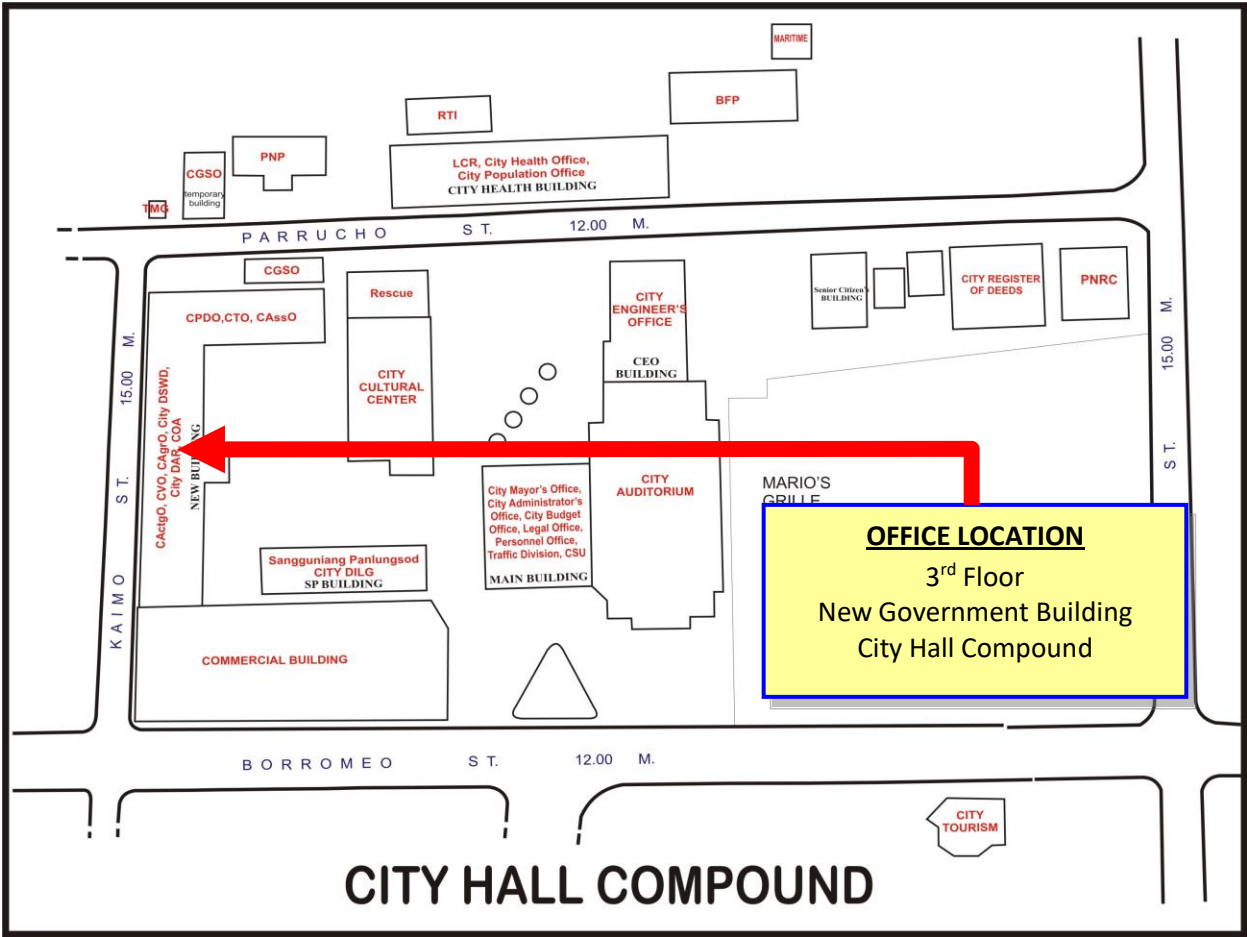
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

CITY VETERINARY OFFICE



Services:

- a. Availing Artificial Insemination on Swine
- b. Availing of the Animal Dispersal Program
- c. Availing of Veterinary Services
- d. Slaughter of Livestock and Issuance of Meat Inspection Certificate

SERVICE TITLE:**AVAILING ARTIFICIAL INSEMINATION ON SWINE****ABOUT THE SERVICE:**

Artificial Insemination is provided to all interested Surigao City Farmers. This is in support to our campaign on animal production program, minimizing the cost of production of livestock farmers to increase their income.

REQUIREMENT(S)

NONE

FEE(S)

NONE

HOW TO AVAIL OF THE SERVICE

| FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|--|-------------------------|--|
| 1. Go to the City Agriculture information desk; ask for referral to appropriate section. (schedule of accommodation of requests is from 8-12 am) | 1 minute | Marlie E. Vistal Maricel E. Renconada Roselyn L. Sitoy |
| 2. State request to technician in charge. | 5 minutes | Eduard Roldan Delfin Ancero Raul Benitez |
| 3. Accompany technician to inspect/evaluate animal. | 1 hour | Eduard Roldan Delfin Ancero Raul Benitez |
| 4. Ask technician the time of insemination. Make set schedule. | 1 minute | Eduard Roldan Delfin Ancero Raul Benitez |
| 5. Attend insemination process | 30 minutes | Eduard Roldan Delfin Ancero Raul Benitez |

SERVICE TITLE:**AVAILING OF THE ANIMAL DISPERSAL****ABOUT THE SERVICE:**

Farmers who would like to raise livestock may avail of the City Veterinary Animal Dispersal Program. Animals available for dispersal are cattle, swine, goats, sheep and chicken. Under this program, the City Veterinary Office will provide the initial stock, the farmer then raises the livestock.

REQUIREMENT(S)

- Community Tax Certificate (CTC), Residence Certificate
- Certification from the Barangay Captain that the beneficiary is a resident of the barangay.
- Forage and pasture area (for clients availing of cattle, carabao, goat and sheep dispersal)
- Proof of livestock insurance premium payment (for clients availing of cattle and carabao)

FEE(S) Payment depends on the livestock raised; and are specified in the contract signed by the farmer

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|----|---|--------------------------------------|---|
| 1. | Go to the City Veterinary Office and approach information desk. State request. | 10 minutes | Aida Sembrano Marlie Vistal Maricel Renconada |
| 2. | Ask for schedule of notification for release of assessment of request. | 1 minute | Aida Sembrano Raul Benitez Delfin Ancero Jhonel Amoyan Emma Concepcion Villanueva |
| 3. | Upon notification, return to the City Veterinary Office for contract signing livestock insurance premium payment. | (Within 5 working days) 2 minutes | Dr. Alan F. Quines Aida Sembrano |
| 4. | Wait for schedule of livestock release. | Within 3 days after contract signing | Dr. Alan F. Quines Aida Sembrano Wennie Ancero |

SERVICE TITLE:**AVAILING OF VETERINARY SERVICES****ABOUT THE SERVICE:**

The City Veterinary Office is a service-oriented department committed to deliver and provides the highest quality of veterinary services to livestock and pets (especially dogs) to Surigao City constituents. The registration and vaccination of dogs given through this service is in accordance to the Surigao City Ordinance No. 374 series of 2014 Rabies and Astray Dog Control.

FEE(S)

| | | | |
|-----------------------------|---|---|--------|
| Registration Fee (for Dogs) | - | P | 100.00 |
| Ampounding Fee | - | | 500.00 |

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|--|---|
| 1. | Go to the Veterinary office and approach information desk; ask for referral to appropriate section. | 1 minute | Marlie E. Vistal Maricel E. Renconada Roslyn L. Sitoy Maridel L. Zerda |
| 2. | State request to receiving personnel. Give details regarding concern. | 5 minutes | Marlie E. Vistal Maricel E. Renconada Roslyn L. Sitoy Maridel L. Zerda |
| 3. | Pay vaccination fee (Note: For dog owners, fill up registration form first) | 10 minutes | Ruena De Paz Maricel Renconada |
| 4. | Submit animal for service (pets only). For livestock, ask for schedule of home consultation and treatment. | Service time varies depending on veterinary service required | Dr. Alan F. Quines Dra. Eva P. Sepe Dra. Maridel Zerda Raul Benitez Delfin Ancero Jhonel Amoyan Emma Concepcion Villeza |

SERVICE TITLE:**SLAUGHTER OF LIVESTOCK AND ISSUANCE OF MEAT INSPECTION
CERTIFICATE****ABOUT THE SERVICE:**

The service in pursuant to the National Law of the National Meat Inspection Commission (NMIC) that all animals intended for slaughter, that will be sold in the public for human consumption, must be slaughtered in the City Abattoir to undergo a thorough inspection, in order to insure the provision of safe meat carcasses and its by-products.

REQUIREMENT(S)

- Personnel Identification
- Barangay Clearance (as to ownership/ transfer of cattle/carabao)
- Shipping Permit
- Inspection Certificate

FEE(S)

| PARTICULARS | FEES | | | |
|--------------------------|-----------|------------|---------------------------------------|---------|
| | HOG | GOAT | LARGE CATTLE/ CARABAO | CHICKEN |
| Corral Fee | P 6.00/hd | P 10.00/hd | P 7.50/hd | |
| Ante-Mortem | 8.00/hd | 9.00/hd | 10.00/hd | |
| Post-Mortem | 15.00/hd | 15.00/hd | 22.00/hd | |
| Permit Slaughter | 20.00/hd | 22.00/hd | 35.00/hd | |
| Slaughter Fee: | | 5.50/kl | Cattle – 2.50/kl Carabao – 2.35/kl | |
| 0-30 kls | 1.50/kl | | | |
| 31-70 kls | 1.55/kl | | | |
| 71 kls up | 1.55/kl | | | |
| Holding Pen Fee | 7.00/kl | 10.00/hd | 7.00/hd | |
| Delivery Fees | .50/hd | 2.00/kl | 130.00/hd | |
| Cleaning Fee/Entrails | 5.00/kl | 10.00/kl | 1.60/kl | |
| Dehaving Fee | | | 6.00/kl | |
| Butchers Fee | | 5.50/kl | 1.20/kl | |
| 0-30 kls | 1.50/kl | | | |
| 31-50 kls | 1.60/kl | | | |
| 51-60 kls | 1.70/kl | | | |

| | | | | |
|---------------------------------------|---------|--|----------|---------|
| 61 kls up | 1.80/kl | | | |
| Re-Inspection Fee | | | | 0.50/hd |
| Credentials | | | | |
| Certificate of Ownership Fee | | | 50.00/hd | |
| LDF | | | 4.50/hd | |
| Transfer Certificate of Ownership Fee | | | 60.00/hd | |
| LDF | | | 3.00/hd | |

For Home Consumption:

| | |
|--|-----------|
| Large Cattle/carabao for slaughtering and butchering fee | P 3.00/kl |
| Hogs 0.49 kls | 2.50/kl |
| 50 kls – up | 3.00/kl |
| Goat/Sheep 1 kl – up | 8.00/kl |

Additional payment for the following:

| | |
|---|-------------|
| Swine – meat quartering. Slicing/cutting, and deboning | P 100.00/hd |
| Carabao/cattle - meat quartering. Slicing/cutting, and deboning | 200.00/hd |

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | IT WILL TAKE YOU | PLEASE APPROACH |
|----|--|---------------------------------|--|
| 1. | Go to the City Abattoir; register animal then submit requirements. | 2 minutes | Frederick Agapay Verly Pangan Jerwin Lumbres |
| 2. | Wait for delivery of meat to stall or establishment. Accept delivered meat inspection certificate. | After 24 hours or 1 working day | Antonio E. Arreza Eduard J. Roldan Niel Quines |
| 3. | Pay corresponding fee when collector in charge arrives at stall or business establishment. | 4 minutes | Allen Santillana Roslyn Sitoy Niel Quines |

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☐ Compliment (Pagdayeg) ☐ Complaint (Reklamo) ☐ Suggestion (Sugyot)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahangian)

| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
| Email-address (if any): | |
| Signature <i>(Pirma)</i> : | |
| Date <i>(Petsa)</i> : | |

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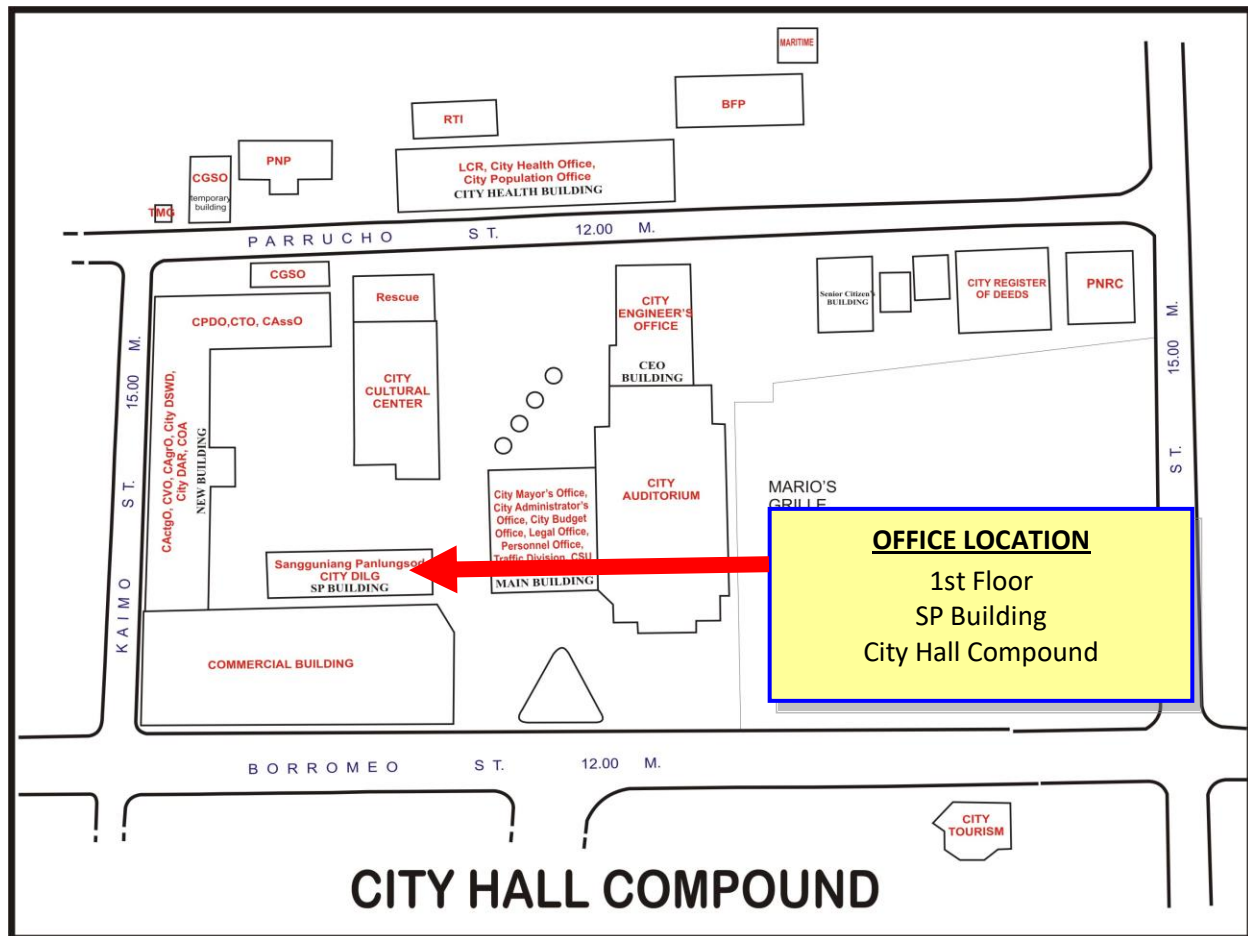
SMART 0908 – 8816565 or CALL 1-6565

(Monday-Friday, 8:00 AM – 5:00 PM)

Para sa karagdagang kaalaman mag-log on sa:

www.contactcenterngbayan.gov.ph

OFFICE OF THE SANGGUNIANG PANLUNGSOD (SP)



Services:

- Securing Copy(ies) of Local Resolutions or Ordinances

SERVICE TITLE:**SECURING COPY(IES) OF LOCAL RESOLUTIONS OR ORDINANCES****ABOUT THE SERVICE:**

The Sangguniang Panlungsod, as a legislative body renders the service of giving the public access to secure copies of local legislations such as resolutions and/or ordinances.

REQUIREMENT(S) None

FEE(S)

Certification Fee - P100.00

HOW TO AVAIL OF THE SERVICE

| | FOLLOW THESE STEPS | LGU ACTION | IT WILL TAKE YOU | PLEASE APPROACH |
|-----------|--|---|-------------------------|---------------------------------------|
| 1. | Approach the information desk officer and state your business: | Guide the client signing the client's logbook and refers the same to the Head of the Archival Section | 1 minute | EMMA M. QUILARIO ROSENDA B. PITAO |
| 2. | Ask for your requested resolution/ordinances from the Archival Section | Search and retrieve the requested resolution/ordinance. <i>(for Private requesting Parties: Instruct the client to pay the corresponding fee at the City Treasurer's Office)</i> | 3 minutes | MELISSA G. ANCLA IRENIA M. PARONIA |
| 3. | Pay the required fee at the City Treasurer's Office | | 5 minutes | CTO Revenue Collector |
| 4. | Go back to the Archival Section and present the Official Receipt | | 1 minutes | MELISSA G. ANCLA IRENIA M. PARONIA |

FEEDBACK FORM

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Person(s)/Unit/Office Concerned or involved:

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Facts or Details Surrounding the Incident:

(Panghitabo o detalye sa nahitabo)

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(Please use additional sheet/s if necessary)

(Mahimong mogamit og dugang papel kung gikinahanglan)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Rekomendasyon/Sugyot/Tukmang aksyon na gipa-abot gikan sa among Opisina)

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| | |
|--------------------------------------|--|
| Name (Optional) <i>(Pangalan)</i> | |
| Address: <i>(Puy-anan)</i> | |
| Contact Nos. (if any): | |
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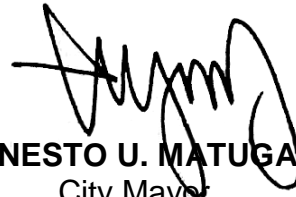
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Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9845, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes.

The City Government of Surigao advocates the promotion of good local governance through clear, transparent, accountable, and responsive public service delivery. The benefits of the Citizens' Charter such as less cost of public service delivery, reduce vulnerability to graft and corruption, availability of feedback mechanism, existence of basis for assessing performance of the local government and staffs, as well as customer satisfaction, equal treatment of clients, availability of complaints and redress mechanism, and opening of opportunity for people participation in service improvement.

With the collective efforts of the City Government of Surigao, this citizens' charter is hereby formulated to assure Surigaonon people that its city government pledges quality and accessible services as a product of efficient procedures, a well-informed public, and done by committed public servants.



ERNESTO U. MATUGAS, JR.
City Mayor
City Government of Surigao

