



## FRONTLINE SERVICES

**SERVICE : ISSUANCE OF MAYOR'S CLEARANCE** (for Local Employment, Travel Abroad; Marriage Contract with military personnel; Security Guard; PNP recruit, etc.) **c/o Public Order & Safety Division (POSD)**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSONNEL IN CHARGE	FEES	REQUIREMENTS
1.	Requests for Mayor's Clearance with the necessary requirements as listed at the right most column	<ul style="list-style-type: none"> <li>➤ Checks completeness of documents.</li> <li>➤ Lets the client to log-in his/her name and other entries in the logbook.</li> <li>➤ Prepares requested clearance for signature of Designated Official.</li> </ul>	5 minutes	<i>Administrative Aide-IV</i>	As provided	1. Police Clearance 2. MTC Clearance 3. RTC Clearance 4. Prosecutor's Clearance 5. CTC (Cedula) 6. Official Receipts
2.	Receives the Clearance	Designated Official reviews and affixes signature on the document	1 minute	<i>Executive Assistant V</i> <i>Executive Assistant IV</i> <i>Administrative Officer V</i>	N/A	(Listed above)

**SERVICE : WALK -IN DOCUMENTS FOR CITY MAYOR'S SIGNATURE** (*Certifications, Clearances, Permits, Job Referrals, Checks, Vouchers, Business Permits, Resolutions, Ordinances, Contract Awards, Application for Leaves, Lease Contracts, etc.*) **c/o Administrative Division**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSONNEL IN CHARGE	FEES	REQUIREMENTS
1.	Submits document/s	Acknowledges receipt, records, and forwards document/s to proper official/employee	1 minute	<i>Administrative Aide IV Administrative Aide VI</i>	N/A	Initials of Dep't . Head concerned or duly authorized representative
2.	Waits for action in the waiting area	Verifies contents, puts initials on the document/s and forwards it to the City Mayor/Authorized official for signature	1 minute	<i>Executive Assistant V Executive Assistant IV Administrative Officer V</i>	N/A	N/A
		Affixes his signature	1 minute	City Mayor	N/A	N/A
3.	Receives the Document/s	Releases the document/s	1 minute	<i>Administrative Aide IV Administrative Aide VI</i>	N/A	N/A

**SERVICE: ISSUANCE OF NEW BUSINESS PERMIT c/o Permits & Licensing Division (PLD)**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSONNEL IN CHARGE	FEES	REQUIREMENTS
1	Secures, fills up application Form and submits the same	<ul style="list-style-type: none"> <li>➤ Issues application Form</li> <li>➤ Encodes necessary information from the submitted Form into the system (EBPLS)</li> </ul>	3 minutes		N/A	N/A
2	Complies with all the requirements from the concerned offices	<ul style="list-style-type: none"> <li>• Approval/Clearance of the following offices:               <ol style="list-style-type: none"> <li>1. City Planning &amp; Dev't Office</li> <li>2. City Environment &amp; Parks Management Office</li> <li>3. City Bldg. and Arch. Office</li> <li>4. Health and Sanitation Office</li> <li>5. Bureau of Fire Protection</li> <li>6. Campaign and Investigation (City Treasury Office)</li> </ol> </li> </ul>	c/o concerned offices	c/o concerned offices	c/o concerned offices	c/o concerned offices

3	Proceeds to the City Treasury Office for assessment and payment of fees	c/o Treasury Office	c/o Treasury Office	c/o Treasury Office	c/o Treasury Office	c/o Treasury Office
4	Proceeds to PLD for printing and issuance of business permit	Approves the business permit	3 Minutes	City Mayor	N/A	Payment of Business Fees
		<ul style="list-style-type: none"> <li>➤ Reviews necessary attachments</li> <li>➤ Verifies if business permit is already approved by the City Mayor</li> <li>➤ Prints and issues the approved business permit</li> </ul>	3 minutes	DESIGNATED PERSONNEL	N/A	<ul style="list-style-type: none"> <li>➤ Barangay Clearance</li> <li>➤ Certifications from CEPMO, SEC registration, etc.</li> <li>➤ Claim Stub</li> </ul>

**SERVICE: RENEWAL OF BUSINESS PERMIT c/o Permits & Licensing Division (PLD)**

STEPS	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	REQUIREMENTS
1.	Submits official receipt of payment of business permit fees	Approves the business permit	3 Minutes	City Mayor	N/A	Official Receipt of payment of Business Fees
		<ul style="list-style-type: none"> <li>➤ Verifies if business permit is already approved by the City Mayor</li> <li>➤ Prints and issues the approved business permit</li> </ul>	3 minutes	DESIGNATED PERSONNEL	N/A	<ul style="list-style-type: none"> <li>➤ Barangay Clearance</li> <li>➤ Certification from CEPMO</li> <li>➤ Claim Stub</li> </ul>

**SERVICE: ISSUANCE OF A WORKING PERMIT: For Food Handlers ( FH) and Non-Food Handlers (NFH), Entertainers & Attendants (E&A), Minors . c/o Public Employment Service Office (PESO)**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL)	PERSON-IN-CHARGE	FEES	REQUIREMENTS
------	--------	------------------	-------------------------------------	------------------	------	--------------

			CIRCUMSTANCES)			
1	Brings filled up Health Form to PESO/CMO including requirements  (N.B. Health Forms is available at Health Services Office)	Verifies attached requirements  Affixes his/her initial in the document and forwards it to the authorized signatory	3 to 5 minutes	Labor & Employment Assistant	N/A	<u>FOR FH &amp; NFH:</u> CTC, Police Clearance, Health Form and food-handlers' Seminar Certificate <u>FOR E &amp; A:</u> CTC, Police Clearance, Health Form including HIV/AIDS test & NSO-Issued Birth Certificate <u>FOR MINORS:</u> CTC, Police Clearance, Health Form, NSO-Issued Birth Certificate & Parents'/Guardians' Consent Letter & at least 1 valid ID of the Consenting Parent/Guardian
3	Pays fees to the Treasurer's Office	Advises the client to pay required fees at the Treasurer's office.  Authorized CTO officer gives Permit Number and affixes his/her signature in the Permit Form	Maximum of 5 to 10 minutes	c/o City Treasury Office	c/o City Treasury Office	-do-  Permit Form signed by authorized officer
2	Waits for action	Reviews and signs the Permit Form .	1 minute	Executive Assistant V Executive Assistant IV Administrative Officer V	N/A	-do-
4	Goes back to PESO for the release of Permit.	Records the Permit Number and releases the Permit.	1 minute	Labor & Employment Assistant	N/A	*All of the previously stated Proofs of Process and the Permit Number which is given <b><u>only upon payment of requisite fees</u></b>

