



1. Application for Scholarship Program

The Scholarship Program has three (3) educational grants for students who wish to continue their studies. The Iskolar ng Lungsod (IL), which shall be granted to all high school graduates who have not yet started nor graduated from any college courses. The Study Grant for Indigenous People(IP's) /Muslims and Ladderized Educational grant, shall be granted to high school graduates and college students who have stopped schooling but are interested to pursue his/her study. The applicants must be from the school within the jurisdiction of the City, a bonafide resident of Panabo, and member of a tribal group for IPs/Muslims; eligibility and qualifications of the grantees were stated under City Ordinance no. 24-2020.

Office or Division:	City Administrator's Office (CADO)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Client	
Who may avail:	All Low Income Earner's Highschool Graduates	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirement:		
Scholarship Program Application Form (1 original)	City Administrator's Office	
Photo ID 2x2 picture (1 piece) 2x3 picture (1 piece)	Client	
Certification of Annual Gross Income and/or Affidavit of Low Income (income does not exceed P 60,000.00) (1 photocopy)	Bureau of Internal Revenue and/or Law Firm	
School Credentials (1certified true copy) Form 138-A or Report Card Certificate of Good Moral Character	School/Institution	
Certificate of Residency (at least one (1) year and without derogatory record) (1photocopy)	Barangay Hall	
Certification from the Barangay that the applicant is the only member of the family to avail the Scholarship grant (1photocopy)	Barangay Hall	



Situational Requirement:				
For Indigenous People (IP's)/Muslims - Certificate of Indigency/Muslim				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 .Submit the documentary requirements and fill out the Scholarship Program Application Form at Receiving desk.	1. Receive and verify the documentary requirements 1.1 Inform the applicant of the schedule of qualifying exam and interview	None	30 Minutes	<i>Administrative Aide I</i> CADO - (Scholarship Program Focal)
2. Take the Qualifying written examination and interview at the designated room assignment *Qualified grantees will return to CADO to receive the Confirmation Certificate and get the schedule for Scholarship Orientation	2. Facilitate the exam and interview 2.1 Evaluate and rank the result of exam and interview; endorse list of qualified grantees Backroom Activities: a. Prepare Resolution and endorse to SanguniangPanlungsod b. Confirm the list of qualified grantees	None	15 Days	<i>Psychometrician and Guidance Counselor</i> <i>Scholarship and Grants Board and Technical Working Group</i> <i>Administrative Aide I</i> CADO - (Scholarship Program Focal) <i>Sanguniang Panlungsod Office</i>



	<p>2.2 Post the names of qualified scholarship grantees at the City Administrator's Office and FB page; notify through call and text</p> <p>2.3 Issue Confirmation and inform the schedule of orientation</p> <p>2.4 Prepare Certificate of Recognition</p> <p>2.5 Sign the Certificate of Recognition</p>			<p><i>Administrative Aide I</i> CADO - (Scholarship Program Focal)</p> <p><i>Administrative Aide I</i> CADO - (Scholarship Program Focal)</p> <p><i>Local Chief Executive</i> CMO</p>
<p>3. Attend the Scholarship Orientation and receive the Certificate of Recognition</p> <p>3.1 Submit the filled out Assessment form</p>	<p>3. Conduct Scholarship Orientation and distribute Certificate of Recognition</p> <p>3.1 Receive the Assessment Form for processing of scholarship grant</p>	None	<p>4 Hours</p> <p>5 Minutes</p>	<p><i>Assistant City Administrator</i> CADO</p> <p><i>Administrative Aide I</i> CADO - (Scholarship Program Focal)</p>
	TOTAL:	None	15 Days, 4 Hours, 35 Minutes	



2. Request for Repair and Maintenance of Information Technology (IT) Equipment

Following its mandate, the Information Technology Section caters for the consultation, repair, and maintenance of all IT devices and equipment of Government Offices under LGU Panabo City and Barangay.

Office or Division:	City Administrator's Office–Information Technology Section			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Unit (LGU) Offices, National Agencies, and Barangays in Panabo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
IT Request Form (1 original)		Information Technology Section Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the IT Request Form and give the device/ equipment	1.Receive and verify the IT request form and device/ equipment.Place barcode sticker on the device and record the information	None	5 Minutes	<i>Clerk</i> CADO-IT
1.1 Wait for the result of the assessment	1.1 Asses/fix the device/ equipment		1 Working Day	<i>IT Technician</i> CADO-IT
	1.2 Inform the client of the status of device/equipment		15 Minutes	<i>IT Technician</i> CADO-IT
Conditional Steps: 1.2 For device/ equipment that needs to be referred to a service center or	Conditional Steps: 1.3 For device/ equipment that needs to be		10 Minutes	<i>Clerk</i> (CADO-IT)



there is a need to procure a part/s for replacement, receive the Pre-Inspection Report and the device/ equipment	referred to a service center or there is a need to procure a part/s for replacement, issue a Pre-Inspection Report and return the device/ equipment			
2. Receive the repaired device/ equipment and sign the logbook	2. Release the repaired device/ equipment and update the record Conditional Steps: 2.1 For device/ equipment that was referred to a service center or procured a part/s for replacement, issue Post-Inspection Report	None	5 Minutes 15 Minutes	<i>Clerk (CADO-IT)</i> <i>IT Technician (CADO-IT)</i>
	TOTAL:	None	1 Day and 50 Minutes	



3. Request for Software Development and Maintenance

Following its mandate, the Information Technology Section caters for the consultation, repair, and maintenance of all IT devices and equipment of Government Offices under LGU Panabo City and Barangay.

Office or Division:	City Administrator's Office–Information Technology Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU Offices, National Agencies and barangays in Panabo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Request Letter (1 original)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter and prepare for the initial interview for the overview of the System	1. Receive and verify the request letter and record the information in the ELogBook System	None	5 Minutes	<i>Clerk</i> CADO – IT Section
	1.1 Conduct initial interview and set schedule for initial assessment		30 Minutes	<i>IT Officer</i> <i>Clerk</i> CADO – IT Section
2. Prepare for the initial assessment 2.1 Receive Confirmation Request Letter	2. Conducts initial assessment of the requestor	None	2 Hours	<i>IT Officer</i> CADO – IT Section
	2.1 Prepare and send a letter to the client informing of the		15 Minutes	<i>IT Officer</i> CADO – IT Section



	feasibility of the request and sets the system study and development schedule Conditional Step: If the request is not feasible, issue a letter to the client informing that the requested application is not feasible		10 Minutes	
	TOTAL:	None	3 Hours	



4. Investor Assistance Services

Following its mandate, the Panabo City Investment Promotion Center caters to all investment-related queries of the business sector and all other potential investors in the city. The office aims to act as a one stop information center to all investors.

Office or Division:	City Administrator's Office - Panabo City Investment Promotion Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Investors, Micro Small Medium Enterprises, other interested clients in starting a business in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Intake Form (original)		Panabo City Investment Promotion Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the intake form and submit it at Panabo City Investment Promotion Center	1. Receive and verify the fill out Intake Form	None	5 Minutes	<i>Project Development Officer I</i> CADO - PCIPC
	1.1 Process the request Data -Data on Cost of Doing Business -Socio-Economic Profile -Real Property Registry *generation of data was based on the previous year and current year		15 Minutes	



	1.2 Endorse generated data		2 Minutes	<i>Project Development Officer I</i> CADO – PCIPC
	1.3 Review and approve the requested information		5 Minutes	<i>Project Development Officer II</i> CADO – PCIPC
	1.4 Provide consultation to the investor, if necessary		15 Minutes	
2. Receive the requested information and sign the client's logbook at Panabo City Investment Promotion Center	2. Release the requested information	None	3 Minutes	<i>Project Development Officer I</i> CADO - PCIPC
	TOTAL:	None	45 Minutes	



5. Application for Tax Incentives

This is a program of the city under the Revised Investment and Incentive Code of 2017. This program may allow a new and existing enterprise to avail and enjoy tax exemption offered by the city after satisfying the eligibility and documentary requirements.

Office or Division:	City Administrator's Office - Panabo City Investment Promotion Center	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who may avail:	New and Existing Small, Medium and Large Enterprises	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Standard Requirements:	
	Application Form (3 original)	Panabo City Investment Promotion Center
	By-Laws (1 photocopy)	Securities and Exchange Commission (SEC)
	Business Permit (1 photocopy)	Business Permit and Licensing Office
	Proof of ownership, lease or any other arrangements of the project site (1 photocopy)	Requesting Applicant
	Project Profile/Proposal or Feasibility Study (1 photocopy)	Requesting Applicant
	For Single Proprietorship	
	Certificate of Registration (1 original certified true copy)	Department of Trade and Industry (DTI)
	For Partnership	
	Partnership	Securities and Exchange Commission (SEC)
	Certificate of Registration (1 original certified true copy)	Securities and Exchange Commission (SEC)



For Corporation				
Approved Articles of Incorporation		Securities and Exchange Commission(SEC)		
Certificate of Registration (1 original certified true copy)		Securities and Exchange Commission(SEC)		
Board Resolution authorizing the filing of the application (1 original)		Requesting Applicant		
For Cooperative				
Cooperation		Securities and Exchange Commission		
Certificate of Registration (1 original certified true copy)		Securities and Exchange Commission		
Board Resolution authorizing the filing of the application (1 original)		Requesting Applicant		
Situational Requirements:				
For Existing Enterprise				
Audited Financial Statement for the last 3 years		Accountant/ Bookkeeper of Requesting Applicant		
For Environmentally Critical Projects				
Environmental Compliance Certificate (1 photocopy)		Department of Environment and Natural Resources Office (DENR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements at the Panabo City Investment Promotion Center *Make sure to secure Order of Payment that will be issued	1.Receive and verify the submitted documents 1.2 Issue Order of Payment along with the submitted documentary requirements 1.2 Direct the client to the City Treasurer's Office for payment	None	20 Minutes 5 Minutes	<i>Project Development Officer</i> / CADO - PCIPC <i>Project Development Officer</i> / CADO - PCIPC



<p>2. Go to the City Treasurer's Office – Window 1,2,3, secure priority number at queuing machine and wait for the number to be called to pay assigned fee</p> <p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Provide priority number from the queuing machine</p> <p>2.1 Accept payment based on the Order of payment</p> <p>2.2 Issue the Official Receipt</p>	<p>Application Fee PHP 3,000 (small enterprise)/ PHP 5,000 (medium enterprise)/ PHP 10,000 (large enterprise)</p>	<p>4 Hours</p>	<p>Clerk CTO</p> <p><i>Revenue Collection Clerk/Officer</i> CTO</p>
<p>3. Submit the Official Receipt and attach complete documentary requirements at Panabo City Investment Promotion Center</p>	<p>3. Receive and verify the Official Receipt and attach complete documentary requirements</p> <p>3.1 Evaluate the application documents</p> <p>3.2 Conduct site inspection</p> <p>3.3 Prepare report on office evaluation and recommendation</p> <p>3.4 Endorse application with the evaluation and recommendation form to the PCII Board for evaluation and</p>	<p>None</p>	<p>15 Minutes</p> <p>1 Day</p> <p>4 Days</p> <p>1 Day</p> <p>15 Days <i>*2017 revised Investment and Incentive Code of Panabo City</i></p>	<p><i>Project Development Officer I</i> CADO - PCIPC</p> <p><i>Project Development Officer II</i> CADO - PCIPC</p> <p><i>PCIPC Team</i></p> <p><i>Project Development Officer I</i> CADO - PCIPC</p> <p><i>Project Development Officer II</i> CADO - PCIPC</p>



	<p>approval</p> <p>3.5 For qualified applications, Prepare the Certificate of Registration (Form IIC-03)</p> <p>For disapproved applications, prepare the Notice of Disapproval (Form IIC-04)</p> <p>3.6 Sign the Certificate of Registration or Notice of Disapproval to the PCIIB Chairperson for signature</p>		<p>20 Minutes</p> <p>2 Days</p>	<p><i>Project Development Officer II</i> CADO – PCIPC</p> <p><i>Panabo City Investment and Incentive Chairperson</i> PCIIB</p>
	<p>TOTAL:</p>	<p>Application Fee PHP 3,000 (small enterprise) / PHP 5,000 (medium enterprise) / PHP 10,000 (large enterprise)</p>	<p>23 Days, 5 Hours And 5 Minutes</p>	



6. Availment of Local and Overseas Employment

Bringing local and overseas job opportunities to jobseekers by providing them with adequate idea on employment and labor market information.

Office or Division:	City Administration Office – Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	18 years old and above job seeker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Application Letter (1 original copy)		Client		
Resume or Bio-Data (1 original copy)		Client		
School Credentials: For Highschool - Form 137 or Diploma (1 photocopy) For College Graduate or level - Transcript of Records (TOR) for College Graduate or Level (1 photocopy)		Educational Institution		
Certificate of Employment (1 photocopy)		Company		
Certificate of trainings and seminars attended (1 photocopy)		Issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO Information Desk and sign log sheet	1. Assist client in signing the Log Sheet 1.1 Provide Client National Skills Registry Program(NSRP) form for Fill-out	None	5 Minutes	<i>Information Clerk</i> CADO-PESO
2. Fill out National Skills Registry	2. Receive and review the filled	None	10 Minutes	<i>Employment Focal</i> CADO-PESO



<p>Program (NSRP) form and submit to Employment Focal</p>	<p>out National Skills Registry Program(NSRP) form</p> <p>2.1 Conduct brief Interview and Orientation and inform client of the PESLA – Pre-Employment Seminar for Local Applicants</p>		<p>Every Tuesday/Thursday</p>	
<p>3. Attend Pre-Employment Seminar</p>	<p>3. Conduct Pre-Employment Seminar</p> <p>3.1 Provide Job Shopping List Form and Job Vacancies list to applicant</p>	<p>None</p>	<p>2 Hours</p>	<p><i>PESO Manager/ Employment Focal</i> CADO-PESO</p> <p><i>PESO Employment Information System (PEIS) Encoder</i> CADO-PESO</p>
<p>4. Submit the fill out job shopping list with preferred job vacancy</p>	<p>4. Receive the fill out and verify shopping list</p> <p>4.1 Conduct Assessment on client capacities and skills vis-à-vis company's qualification requirement for job matching</p> <p>4.2 Prepare referral letter</p>	<p>None</p>	<p>5 Minutes</p> <p>10 Minutes</p> <p>5 Minutes</p>	<p><i>PESO Employment Information System (PEIS) Encoder</i> CADO-PESO</p> <p><i>Employment Focal</i> CADO-PESO</p> <p><i>PESO Employment Information System (PEIS) Encoder</i> CADO-PESO</p>



	4.3 Review and approved referral letter		15 Minutes	PESO Manager
5. Receive referral letter and sign referral release log-book *wait for the notification from the company	5. Release referral letter	None	5 Minutes	<i>Information Clerk</i> CADO-PESO
	TOTAL:	None	2 Hours, 55 Minutes	



7. Application for Government Internship Program (GIP)

Aims to provide opportunities and engage young workers to serve general public and government agencies/entities, projects and programs in the community.

Office or Division:	City Administration Office – Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	18 to 30 years old at least 2 years in college/senior high graduate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Resume with 2x2 ID Picture (2 original)		Client		
Online Registration Forms (2 original A4 size)		City Administrator Office – Public Employment Service Office		
Birth Certificate (1 photocopy)		Philippine Statistics Office		
Barangay Certification (1 original)		Barangay Hall		
Landbank Account (1 photocopy)		Land Bank of the Philippines		
Barangay Certification of Low Income (1 original)		Barangay Hall		
School Credentials, any of the following: -- -Transcript of Record (TOR) (1 photocopy), -Technical Education and Skills Development Authority National Certificate (TESDA-NC) (1 photocopy)		Educational Institution		
Situational Requirement:				
If Hired: Accident Insurance Policy (1 photocopy)		Security/Insurance Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to PESO Information Desk and sign Log Sheet	1. Assist client in signing the Log Sheet	None	5 Minutes	<i>Information Clerk</i> CADO-PESO



	1.1 Provide Client National Skills Registry Program (NSRP) form for Fill-out			
2. Fill out National Skills Registry Program (NSRP) form and submit to Employment Focal	2. Receive and Review filled-out National Skills Registry Program(NSRP) form 2.1 Conduct brief Interview and Orientation and notify client of the schedule of PESLA thru text/call	None	10 Minutes	<i>GIP Focal</i> CADO-PESO
3. Attend general orientation and Interview	3. Conduct orientation and Pre-Employment Seminar for Local Applicants (PESLA) 3.1 Conduct Final Interview 3.2 Inform client that he/she will be notify if he/she is hired and advise to secure insurance policy	None	1 hour 10 minutes 5 minutes	<i>GIP Focal</i> CADO-PESO <i>GIP Focal</i> DOLE/PESO <i>GIP Focal</i> CADO-PESO
4. Return to PESO and submit Insurance Policy	4. Receive the Insurance policy 4.1 Prepare endorsement	None	5 minutes 5 minutes	<i>GIP Focal</i> CADO-PESO <i>GIP Focal</i> CADO-PESO



	letter for deployment			
5. Receive endorsement letter address to assigned office	5.Release endorsement letter for deployment	None	5 minutes	<i>Information Clerk</i> CADO-PESO
	TOTAL:	None	1 Hour, 45 Minutes	



8. Availment of Special Program for Employment of Students (SPES)

To help poor but deserving students pursue their education by encouraging their employment during summer and/Christmas vacation through incentives granted to employers, allowing them to pay only 60 per centum of their salaries or wages and the 40 per centum through Education vouchers to be paid by the government.

Office or Division:	City Administration Office – Public Employment Service Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	15 - 30 years old Students and Out of School Youth (OSY)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Standard Requirements:	
	Online Registration Form (2 original A4 Size)	City Administrator Office – Public Employment Service Office
	Birth Certificate (1 photocopy)	Client
	Passport Size ID Picture (2 original)	Client
	Average Grade Certified True Copy of Form 138, Certificate of Rating (1 original)	Educational Institution
	For unemployed and self-employed parents -Barangay Certification of Low Income (1 original)	Barangay Hall
	For Employed Parents -Income Tax Return (1 photocopy)	Bureau of Internal Revenue/Company
	For Out of School Youth -Barangay Certification of OSY (1 original)	Barangay Hall
	Situational Requirements:	
	If Hired -Accident Insurance Policy: (1 photocopy)	Security/Insurance Company



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at PESO Information Desk and sign log sheet	1. Assist client in signing the Log Sheet	None	5 Minutes	<i>Information Clerk</i> CADO-PESO
	1.1 Provide Client National Skills Registry Program (NSRP) form for fill out		5 Minutes	<i>Information Clerk</i> CADO-PESO
2. Fill out National Skills Registry Program (NSRP) form and submit to Employment Focal	2. Receive and Review filled-out National Skills Registry Program (NSRP) form	None	5 Minutes	<i>SPES Focal</i> CADO-PESO
	2.1 Conduct brief Interview and Orientation		10 Minutes	
3. Submit complete documentary requirements	3. Receive and validate the submitted documentary requirement	None	5 Minutes	<i>SPES Focal</i> CADO-PESO
	3.1 Inform SPES applicant for the schedule of Exam (date, time and venue) thru text and call, and FB page		5 Minutes	<i>SPES Focal</i> CADO-PESO
4. Return to PESO for qualifying exam	4. Conduct Qualifying Exam	None	1 Day	<i>Senior Labor and Employment Officer/ DOLE Representative</i> CADO-PESO/DOLE
	4.1 Inform			<i>SPES Focal</i>



	<p>applicant on the schedule of posting of the result via Bulletin Board and FB page</p> <p>4.2 Check and validate the answer sheet of the applicant</p> <p>4.3 Post Exam result at PESO Bulletin Board and PESO Facebook Page</p> <p>4.4 Notify applicant thru text and call if he/she is selected and hired</p> <p>*for applicants having the same score in ranking will take the tie-breaker exam</p>		<p>5 Days</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p>CADO-PESO</p> <p><i>Labor & Employment Officer</i> DOLE-DNFO</p> <p><i>SPES Focal</i> CADO-PESO</p> <p><i>SPES Focal</i> CADO-PESO</p>
<p>5. Return to PESO and attend General Orientation, Final Interview and submit Accident Insurance Policy</p>	<p>5. Receive Accident Insurance Policy</p> <p>5.1 Conduct Orientation and Pre-Employment Seminar for Local Applicants (PESLA)</p>	<p>None</p>	<p>5 Minutes</p> <p>2 Hours</p>	<p><i>SPES Focal</i> CADO-PESO</p> <p><i>Senior Labor and Employment Officer/ DOLE Representative</i> CADO-PESO/DOLE</p>



	<p>5.2 Conduct Interview for job matching</p> <p>5.3 Prepare employment contract</p>		<p>10 Minutes</p> <p>5 Minutes</p>	<p><i>Employment Focal/SPES Focal</i> CADO-PESO</p> <p><i>SPES Focal</i> CADO-PESO</p>
6. Sign Employment Contract	<p>6. Assist applicant in signing the Employment Contract for endorsement and review</p> <p><i>For LGU assigned grantees:</i></p> <p>6.1 Review Employment Contract and endorsed to Mayor's office for signature</p> <p>6.2 Local Chief Executive signs Employment Contract</p> <p>6.3 Prepare endorsement letter for deployment to offices</p> <p><i>For Private Company/Institution assigned grantees:</i></p>		<p>5 Minutes</p> <p>1 Day</p> <p>1 Day</p> <p>5 Minutes</p>	<p><i>SPES Focal</i> CADO-PESO</p> <p><i>Legal Officer</i> CLO</p> <p><i>Local Chief Executive</i> CMO</p> <p><i>SPES Focal</i> CADO-PESO</p>



	6.1 Review Employment Contract and endorsed to Authorized representative of company		1 Day	<i>HR Manager</i> Partner Company
	6.2 Authorized Representative of Company sign Employment Contract		1 Day	<i>Authorized Representative</i> Partner Company
	6.3 Prepare endorsement letter for deployment to company		5 Minutes	<i>SPES Focal</i> CADO-PESO
7. Return to PESO for deployment	7. Conduct brief pre-deployment orientation	None	10 Minutes	<i>SPES Focal</i> CADO-PESO
	7.1 Deploy SPES grantees with a corresponding endorsement letter		5 Minutes	<i>SPES Focal</i> CADO-PESO
	TOTAL:	None	8 Days,3 Hours, 35 Minutes	

Availment of Special Program for Employment of Students (SPES) qualified for multi-stage processing



9. Assistance to Overseas Workers Welfare Administration (OWWA) Help Desk

Provide reintegration and development assistance services to overseas Filipino workers and to their family.

Office or Division:	City Administration Office – Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Overseas Filipino Worker (OFW), Overseas Filipino Worker (OFW) Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Passport of OFW (1 photocopy)		Department of Foreign Affairs		
Employment Contract of OFW (1 photocopy)		Employer		
Proof of Relationship for Families of OFW: Birth Certificate, Marriage Certificate (1 original)		Client		
Overseas Employment Certificate (OEC) (1 photocopy)		Philippine Overseas Employment Administration		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirement at PESO Information Desk and sign log sheet	1. Receive documentary requirements and assist client in signing the Log Sheet		5 Minutes	<i>Information Clerk</i> CADO-PESO
	1.1 Review the necessary documents for validation		5 Minutes	<i>Information Clerk</i> CADO-PESO
	1.2 Provide Client		5 Minutes	<i>Information Clerk</i> CADO-PESO



	National Skills Registry Program(NSRP) form and OWWA Request for Assistance Form for fill out			
2. Submit filled out National Skills Registry Program (NSRP) form and OWWA request for Assistance Form	2. Receive and review filled out National Skills Registry Program(NSRP) form and OWWA Request for Assistance Form	None	5 minutes	<i>OWWA Help Desk Focal CADO-PESO</i>
	2.1 Validate documents		5 minutes	<i>OWWA Help Desk Focal CADO-PESO</i>
3. Attend the Interview	3. Conduct interview		25 minutes	<i>PESO Manager CADO-PESO</i>
	3.1 Scan documents for endorsement to OWWA Regional office through electronic mail		5 minutes	<i>OWWA Help Desk Focal CADO-PESO</i>
	3.2 Evaluate and Validate documents		2 days	<i>Help Desk Officer OWWA</i>
	3.3 Notify client on OWWA reply through call and text		5 minutes	<i>OWWA Help Desk Focal CADO-PESO</i>
	TOTAL:	None	2 Days, 1 Hour	



10. Availment for Jobstart

A program which aims to increase the employability of at-risk-youth by providing them with Life skills and Technical training including Internship with the employers.

Office or Division:	City Administration Office – Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	18-24 years old, High School level or College level or College Graduate jobseekers with no work experience			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Resume (1 original)		Client		
Birth Certificate (1 photocopy)		Philippine Statistics Office		
Residence Certificate		Barangay Hall		
School Credentials: -High School/College Diploma For Highschool - Form 138(1 photocopy) For College -Transcript of Records (1 photocopy)				
Situational Requirements:				
If available, Training Certificates/National Certificates (1 photocopy)		Issuing Agency		
Participation Agreement		Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at PESO Information Desk and sign log sheet	1. Assist client in signing the Log Sheet 1.1 Provide Client National Skills Registry Program(NSRP)	None	5 Minutes	<i>Information Clerk</i> CADO-PESO



	form for fill out			
2. Submit filled out National Skills Registry Program (NSRP)	2. Receive and review filled out NSRP form	None	5 Minutes	<i>Labor & Employment Assistant/Jobstart Focal</i> CADO-PESO
Receive the documents and wait for the PESO notification	2.1 Conduct brief orientation regarding the program		5 Minutes	
	2.2 Endorse the reviewed requirements and inform client that they will be notify of the schedule of General Orientation thru call and text		5 Minutes	
3. Attend the General Orientation and Interview then submit the documentary requirements	3. Conduct General Orientation	None	1 Hour	<i>Labor & Employment Assistant</i> CADO-PESO
	3.1 Conduct Interview		15 Minutes	<i>Jobstart Focal</i> CADO-PESO
	3.2 Review required documents		5 Minutes	<i>Jobstart Focal</i> CADO-PESO
	3.3 Inform client for the schedule of signing of Participation Agreement		5 Minutes	<i>Jobstart Focal</i> CADO-PESO



4. Sign the Participation Agreement	4. Assist client in signing of Participation Agreement 4.1 Record Participation Agreement	None	5 Minutes	<i>Jobstart Focal</i> CADO-PESO
	TOTAL:	None	1 Hour, 50 Minutes	



11. Application for On-the-Job Training (OJT)/Work Immersion

To acquaint the student formally to a real-life workplace environment that will help them to explore the relationship between the knowledge and skills acquired in College/SHS with those required in the working situations.

Office or Division:	City Administration Office – Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students endorsed by the School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Application Letter (2 original)		Client		
Resume (2 original)		Client		
Endorsement Letter from School (1 original)		Educational Institution		
Performance Evaluation Sheet (1 original)		Educational Institution		
Waiver (3 original)		City Administrator Office – Public Employment Service Office		
Situational Requirements:				
Daily Time Record (3 original)		Client		
Memorandum Of Agreement (between school and the city) (1 photocopy)		City Administrator Office – Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements at PESO Information Desk and sign log sheet	1.Receive the requirements and assist client in signing the Log Sheet	None	5 Minutes	<i>Information Clerk</i> CADO-PESO
	1.1 Provide Client National Skills Registry Program (NSRP) form for fill out		5 Minutes	<i>Information Clerk</i> CADO-PESO



<p>2. Submit the filled out National Skills Registry Program (NSRP)</p>	<p>2. Receive and review the filled out NSRP form</p> <p>2.1 Conduct brief orientation regarding the program</p> <p>2.2 Provide client copy of MOA and Waiver form for notarial</p> <p>2.3 Endorse the reviewed requirements and inform client that they will be notified on the schedule of the General Orientation thru text/call</p>	<p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p><i>Labor & Employment Assistant</i> CADO-PESO</p> <p><i>Labor & Employment Assistant</i> CADO-PESO</p> <p><i>Labor & Employment Assistant</i> CADO-PESO</p> <p><i>Labor & Employment Assistant</i> CADO-PESO</p>
<p>3. Attend general orientation and interview; submit documentary requirements</p>	<p>3. Receive and review documentary requirements</p> <p>3.1 Conduct General Orientation</p> <p>3.2 Conduct Interview for job matching</p>	<p>None</p>	<p>5 Minutes</p> <p>1 Hour</p> <p>15 Minutes</p>	<p><i>Labor & Employment Assistant</i> CADO-PESO</p> <p><i>Senior LEOLabor & Employment Assistant</i> CADO-PESO</p> <p><i>Labor & Employment Assistant</i> CADO-PESO</p>



	3.3 Prepare endorsement for deployment		5 Minutes	<i>Labor & Employment Assistant CADO-PESO</i>
4. Receive Endorsement for Deployment	4. Deploy OJT/Work Immersion applicants with corresponding endorsement letter	None	5 Minutes	<i>Employment Focal CADO-PESO</i>
	TOTAL:	None	2 Hours, 5 Minutes	



12. Conduct of Local/Special Recruitment Activity (LRA/SRA)

An activity at PESO conducted at PESO or other venue provided with the presence of PESO Personnel wherein Overseas Licensed agencies with approved Jobs Orders will conduct overseas and local recruitment to skilled and qualified workers as per scheduled.

Office or Division:	City Administration Office – Public Employment Service Office	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Local Companies/Overseas Agencies	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Special Recruitment Activity		
Letter of Intent to conduct of Special Recruitment Activity(1 original)	Client	
Certificate of Renewal of License (1 photocopy)	Client	
Approved Job Orders by Philippine Overseas Employment (1 photocopy)	Client	
Authority to operate (Branch Office and Main Office) (1 photocopy)	Client	
Affidavit of Undertaking received by Philippine Overseas Employment Administration (POEA) (1 photocopy)	Client	
Business Permit certified by the Business and Licensing Bureau where the Agency/Company is located (1 photocopy)	Client	
Philippine Overseas Employment Administration(POEA) Advisory #09 (1 photocopy)	Philippine Overseas Employment Administration (POEA)	



SRA Authority		Philippine Overseas Employment Administration (POEA)		
Local Recruitment Activity (LRA)				
Letter of Intent to conduct of Local Recruitment Activity (1 original)		Client		
Business Permit certified by the Business and Licensing Bureau where the Agency/Company is located (1 photocopy)		Client		
Securities and Exchange Commission(SEC) Certificate (1 photocopy)		Securities and Exchange Commission		
Philippine Economic Zone Authority(PEZA) Certificate for Business Process Outsourcing (BPO) companies (1 photocopy)		Philippine Economic Zone Authority		
Philjobnet Registration		Department of Labor and Employment/Public Employment Service Office		
Affidavit of Undertaking		Client		
List of Available Job Vacancies with Qualification		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at PESO Information Desk and sign in log sheet	1. Assist client in signing the Log Sheet	None	5 minutes	<i>Information Clerk</i> CADO-PESO
	1.1 Receive and review requirements and confirm schedule		10 minutes	<i>SRA/LRA Focal</i> CADO-PESO
	Conditional Steps: For SRA:			



	<p>1.2 Prepare No Objection Certificate (NOC)</p> <p>1.3 Endorse to City Administrator for approval of NOC</p> <p>1.4 Scan and Email the approved NOC to requesting agency and wait for POEA to issue SRA Authority within 5 days</p> <p>*wait for POEA to issue SRA Authority</p>		<p>5 minutes</p> <p>1 day</p> <p>5 minutes</p>	<p><i>SRA/LRA Focal</i> CADO-PESO</p> <p><i>City Administrator</i> CADO</p> <p><i>SRA/LRA Focal</i> CADO-PESO</p>
<p>2. For SRA, submit SRA Authority</p> <p>For LRA, submit Affidavit of Undertaking</p>	<p>2. For SRA, receive and validate SRA Authority</p> <p>For LRA, receive and validate Affidavit of Undertaking</p> <p>Backroom Activities:</p> <p>a. Endorse to Legal Office for review</p> <p>b. Endorse to Business and Licensing</p>	<p>None</p>	<p>5 Minutes</p> <p>5 Minutes</p> <p>1 Day</p> <p>10 Minutes</p>	<p><i>SRA/LRA Focal</i> CADO-PESO</p> <p><i>SRA/LRA Focal</i> CADO-PESO</p> <p><i>City Legal Officer</i> CLO</p> <p><i>Administrative Aide I</i> CMO-BPLS</p>



	Section for Issuance of Mayor's Permit			
	c. Issues order of payment	Php 200.00	5 Minutes	<i>Administrative Aide I</i> CMO-BPLS
3. Proceed to the City Treasurer's Office to secure priority number at queuing machine and wait for the number to be called to pay assigned fees *Make sure to secure official receipt that will be issued upon payment 3.1 Proceed to BPLS for issuance of claim stub for approval of Mayor's Permit	3. Provide priority number from the queuing machine	None	5 minutes	<i>Administrative Aide I</i> CTO
	3.1 Accept payment based on the order of payment and issue Official Receipt		35 minutes	<i>Revenue Collection Clerk III</i> CTO
	3.2 Issues claim stub for the Mayor's Permit		5 minutes	<i>Administrative Aide I</i> CMO-BPLS
	3.3 Prepares the Mayor's Permit the forward to same to the City Mayor's Office for approval		2 hours	
4. Return to PESO for the scheduled date and present Mayor's Permit	4. Receive and record Mayor's Permit and facilitate SRA/LRA	None	5 minutes	<i>SRA/LRA Focal</i> CADO-PESO
	TOTAL (Special Recruitment Activity):	Php 200.00	2 days, 3 hours, 35 minutes	
	TOTAL (Local Recruitment Activity):	Php 200.00	2 days, 3 hours, 35 minutes	

Conduct of Local/Special Recruitment Activity (LRA/SRA) qualified for multi-stage processing



13. Availment of Community Skills Training-Livelihood and Entrepreneurship

The Community Skills Training -Livelihood and Entrepreneurship Program (CSTEP) through PESO is designed to battle the increasing number of job mismatch by providing skills training particularly to those skills needed in the labor market. Further, the program will provide livelihood skills trainings to the different barangays which will be benefited by the housewives, single parents, out of school youths, displaced overseas workers and unemployed residents.

Office or Division:	City Administration Office – Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	15 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements				
PSA Birth Certificate (1 photocopy)		Philippine Statistics Authority (PSA)		
Passport Size ID Picture, white background with collar (3 original)		Client		
Barangay Certification of Indigence/Low Income (1 original)		Barangay Hall		
Waiver Form (3 original copies)		City Administrator Office – Public Employment Service Office		
School Records: For High School Graduate or High School Level -Report Card/Form 137-A/Diploma, For College level/Technical-Vocational Education & Training (TVET) Graduate -Transcript of Record (1 photocopy)		Educational Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed at PESO Information Desk and sign log sheet	1. Assist client in signing the Log Sheet	None	5 Minutes	<i>Information Clerk</i> CADO-PESO
	Provide Client		5 Minutes	<i>Information Clerk</i>



	National Skills Registry Program (NSRP) form for fill out			CADO-PESO
2. Submit the filled out National Skills Registry Program (NSRP) form at the CSTEP Focal	2. Receive and review the filled out NSRP form	None	5 Minutes	<i>CSTEP Focal</i> CADO-PESO
	2.1 Conduct brief orientation regarding the program		10 Minutes	<i>CSTEP Focal</i> CADO-PESO
	2.2 Conduct Training Needs Assessment		5 Minutes	<i>CSTEP Focal</i> CADO-PESO
	2.3 Inform client that they will be notified for the schedule of Training Induction Program (TIP) thru call and text		5 Minutes	<i>CSTEP Focal</i> CADO-PESO
3. Attend Training Induction Program (TIP) and submit documentary requirements For Institution enrolled, it will be held at the partner Tech-Voc Institute For Training Center enrolled, it will be held at the Training Center	3. Conduct Training Induction Program	None	4 Hours	<i>CSTEP Focal</i> CADO-PESO
	3.1 Review submitted requirements for validation		5 Minutes	<i>CSTEP Focal</i> CADO-PESO
	3.2 Inform client for the schedule of training		5 Minutes	<i>CSTEP Focal</i> CADO-PESO
	TOTAL:	None	4 Hours, 45 Minutes	



14. Availment of Livelihood Loan Assistance for the Informal Sectors

Loan Assistance program that will provide job creation and poverty reduction through the creation of micro credit and technical assistance.

Office or Division:	City Administration Office –Public Employment Service Office	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	18-65 years old (Micro Entrepreneurs)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirements		
Application Form (2 copies) original	City Administrator Office – Public Employment Service Office	
2x2 ID Picture (2 copies)	Client	
Letter of Intent (2 copies)	City Administrator Office – Public Employment Service Office	
Project Proposal (2 copies)	City Administrator Office – Public Employment Service Office	
Residential Sketch (2 copies)	Client	
Situational Requirements: (For Loan is Approval)		
Community Tax Certificate (2 photocopies)	Barangay Treasurer or City Treasurer’s Office	
Photocopy of any of the following Government Issued ID’s (2 photocopies): <ul style="list-style-type: none"> • SSS ID • Driver’s License • Voters ID • TIN Card • Barangay ID • Passport • NBI Clearance 	Concerned Local/National Agencies	
Barangay Certification (2 photocopies)	Barangay Hall	



Sworn Declaration Form notarized		City Administrator Office – Public Employment Service Office		
Loan Agreement Form		City Administrator Office – Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the log sheet at PESO Information Desk	1. Assist client in signing the Log Sheet 1.1 Provide Client National Skills Registry Program(NSRP) form for fill out	None	5 Minutes	<i>Information Clerk</i> CADO-PESO
Submit filled out National Skills Registry Program (NSRP) form	1. Receive and review filled out NSRP form	None	5 Minutes	<i>Livelihood Loan Assistance Clerk</i> CADO-PESO
	1.1 Conduct brief orientation and provide initial application forms		10 Minutes	<i>Manpower Development Assistant/Livelihood Loan Assistance Clerk</i> CADO-PESO
2. Submit the initial requirements * wait for Credit Investigation schedule notification thru call/text	3. Review the submitted initial requirements	None	5 Minutes	<i>Manpower Development Assistant/Livelihood Loan Assistance Clerk</i> CADO-PESO
	3.1 Conduct Credit Investigation and advise to client to submit the additional requirements if loan is approved right after C.I.		1 Day	<i>Credit Investigator Designate</i> CADO-PESO



	3.2 Prepare Sworn Declaration and Loan Agreement Form			
<p>4. Submit the additional documentary requirements and fill out Sworn Declaration and Loan Agreement</p> <p>* wait for the notification for the notarization of Loan Agreement</p>	<p>4. Review and validate submitted documentary requirements</p> <p>4.1 Endorsement for review to the following offices:</p> <ul style="list-style-type: none"> a. City Accounting Office: Certification of No Outstanding Balance b. City Legal Office: Review of Loan Agreement c. City Mayor's Office: Approval of Loan Agreement <p>2.1 Notify client for the notarization of the loan agreement</p> <p>2.2 Release the Loan Agreement for notarization</p>	<p>None</p>	<p>5 Minutes</p> <p>1 Day</p> <p>2 Days</p> <p>2 Days</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p><i>Manpower Development Assistant</i> CADO-PESO</p> <p><i>Livelihood Loan Assistance Clerk</i> CADO-PESO</p> <p><i>City Accounting Officer</i> CAO</p> <p><i>City Legal Officer</i> CLO</p> <p><i>Local Chief Executive</i> CMO</p> <p><i>Manpower Development Assistant/ Livelihood Loan Assistance Clerk</i> CADO-PESO</p>



4.1 Proceed to the PESO and claim the Loan Agreement for notarization	*waiting for notarized loan agreement			
5. Submit the notarized Loan Agreement	<p>5. Receive and check Notarized Loan Agreement</p> <p>5.1 Prepare the complete set of documents for approval of the Department Head</p> <p>5.2 Approve and sign the document for approval</p> <p>5.3 Forward the complete documents to other concern offices for the processing of Assistance:</p> <p>a. Sign the CAFOA</p> <p>b. Approval of CAFOA</p> <p>c. Certify the Availability of Funds</p> <p>d. Approve the payment of indicated statement</p>	None	<p>5 Minutes</p> <p>5 Minutes</p> <p>1 Hour</p> <p>1 Day</p> <p>1 Day</p> <p>1 Day</p> <p>1 Day</p>	<p><i>Manpower Development Assistant/ Livelihood Loan Assistance Clerk</i> CADO-PESO</p> <p><i>City Administrator</i> CADO</p> <p><i>Manpower Development Assistant</i> CADO-PESO</p> <p><i>City Administrator</i> CADO</p> <p><i>City Budget Officer</i> CBO</p> <p><i>City Accounting Officer</i> CAO</p> <p><i>City Treasurer</i> CTO</p>



	5.4 Notify client of the schedule of loan release thru call and text		5 Minutes	<i>Manpower Development Assistant/ Livelihood Loan Assistance Clerk CADO-PESO</i>
6. Proceed to CTO to receive the Loan	6. Direct client to the City Treasurer's Office for release of loan	None	5 Minutes	<i>Disbursement Officer CTO</i>
	TOTAL:	None	10 Days, 2 Hours	

Availment of Livelihood Loan Assistance for the Informal Sectors qualified for multi-stage processing



15. Request for Actual Facilitation of Lakbay Aral

To maintain Local and National standards of excellence in all tourism facilities and services and promote the city as a safe and wholesome tourist destination in different tourist spots in Panabo City.

Office or Division:	City Administration Office (CADO)– Tourism Promotion Section (TPS)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Request letter addressed to the City Mayor through the Tourism Promotion Section (1 original)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to LGU-Panabo through Tourism Promotion Section with complete details (schedule, date, time) Email: tourismpanabo@gmail.com	1. Receive the request letter and secure the contact number	None	5 Minutes	<i>Administrative Aide I</i> CADO – TPS
	1.1 Communicate with the client regarding the Lakbay Aral through phone		3 Minutes	<i>Administrative Aide I</i> CADO – TPS
	1.2 Get the details of the visit		2 Minutes	<i>Administrative Aide I</i> CADO – TPS
	1.3 Coordinate with the office/ site to be visited and other concerned offices		7 Minutes	<i>Administrative Aide I</i> CADO – TPS



	*if the office/site is unavailable due to a conflict of schedule, inform the client in order to change the schedule date and time			
2. Confirm the schedule and details	2. Verify the schedule of the requestor	None	5 Minutes	<i>Administrative Aide I</i> CADO – TPS
3. Attend the Lakbay-Aral	3. Facilitate the actual Lakbay Aral	None	8 Hours	<i>Tourism Officer</i> CADO – TPS
	TOTAL:	None	8 Hours, 22 Minutes	



16. Facilitation of Guided Tour: City Tourist Spots and Museum Tour

To provide the most worthwhile and enriching tour experience for local and foreign tourist alike and to make a significant contribution of the city. Providing the quality and satisfaction of the tourist. Offering adequate safety and security information to tourist at outset of the tour for them to be alert of their own security. Providing tourist information of attraction prior to visitation to ensure they are appraised of cultural sensitivities and do's and don'ts.

Office or Division:	City Administration Office (CADO)– Tourism Promotion Section (TPS)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Request letter		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Tour Form at Tourists Assistance Desk, Museo Panabo *wait for the confirmation schedule	1. Provide form and assist the client in signing the form	None	5 Minutes	<i>Administrative Aide I</i> CADO – TPS
	*Notify the tour generator of the schedule			
	1.1 Contact accredited private tour operator/guide		3 Minutes	<i>Administrative Aide I</i> CADO – TPS
	1.2 Endorse client to a private tour		2 Minutes	<i>Administrative Aide I</i> CADO – TPS



	guide/operator			
2. Confirm Tour Schedule	2. Verify the schedule of the requestor	None	2 Minutes	<i>Administrative Aide / CADO – TPS</i>
3. Attend Guided Tour	3. Facilitate the Guided Tour	None	8 Hours	<i>Tourism Officer CADO – TPS</i>
	TOTAL:	None	8 Hours, 12 Minutes	