



City Administrator's Office Frontline Services



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.

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|---|--|------------------------|
| 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 (1 certified 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) (1 photocopy) | Barangay Hall | |
| Certification from the Barangay that the applicant is the only member of the family to avail the Scholarship grant (1 photocopy) | Barangay Hall | |



| Situational Requirement: | | | | |
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| 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> |



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| | <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> | <p>None</p> | <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.

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|---|---|---------------------------------------|------------------------|---------------------------------|
| 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) |



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| 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.

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|---|--|------------------------|------------------------|--|
| 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 feasibility of the request and sets the system study and development schedule | | 15 Minutes | <i>IT Officer</i> CADO – IT Section |



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| | 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.

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



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| | 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.

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| 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 | None | 20 Minutes | <i>Project Development Officer / CADO - PCIPC</i> |
| | 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 | | 5 Minutes | <i>Project Development Officer / CADO - PCIPC</i> |
| 2. Go to the City Treasurer's Office – Window 1,2,3, secure | 2. Provide priority number from the queuing | Application Fee PHP 3,000 | 4 Hours | <i>Clerk CTO</i> |



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| <p>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>machine</p> <p>2.1 Accept payment based on the Order of payment</p> <p>2.2 Issue the Official Receipt</p> | <p>(small enterprise)/ PHP 5,000 (medium enterprise)/ PHP 10,000 (large enterprise)</p> | | <p>Revenue Collection Clerk/Officer 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 approval</p> <p>3.5 For qualified</p> | <p>None</p> | <p>15 Minutes</p> <p>1 Day</p> <p>4 Days</p> <p>1 Day</p> <p>15 Days *2017 revised Investment and Incentive Code of Panabo City</p> <p>20 Minutes</p> | <p>Project Development Officer I CADO - PCIPC</p> <p>Project Development Officer II CADO - PCIPC</p> <p>PCIPC Team</p> <p>Project Development Officer I CADO - PCIPC</p> <p>Project Development Officer II CADO - PCIPC</p> <p>Project Development Officer</p> |



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| | <p>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>2 Days</p> | <p>// CADO – PCIPC</p> <p><i>Panabo City Investment and Incentive Chairperson PCIIB</i></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.

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



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| <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 CADO-PESO</i></p> <p><i>PESO Employment Information System (PEIS) Encoder CADO-PESO</i></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 CADO-PESO</i></p> <p><i>Employment Focal CADO-PESO</i></p> <p><i>PESO Employment Information System (PEIS) Encoder CADO-PESO</i></p> |



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| | 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.

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|---|---|--|------------------------|--------------------------------|
| 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 | Information Clerk CADO-PESO |



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| | 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 |



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| | 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.

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|---|---|------------------------|
| 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> |



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| | <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/</i> DOLE <i>Representative</i> CADO-PESO/DOLE</p> |



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|-----------------------------|--|--|---|---|
| | <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></p> <p>CADO-PESO</p> <p><i>SPES Focal</i></p> <p>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></p> <p>CADO-PESO</p> <p><i>Legal Officer</i></p> <p>CLO</p> <p><i>Local Chief Executive</i></p> <p>CMO</p> <p><i>SPES Focal</i></p> <p>CADO-PESO</p> |



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| | 6.1 Review Employment Contract and endorsed to Authorized representative of company | | 1 Day | HR Manager Partner Company |
| | 6.2 Authorized Representative of Company sign Employment Contract | | 1 Day | Authorized Representative Partner Company |
| | 6.3 Prepare endorsement letter for deployment to company | | 5 Minutes | SPES Focal CADO-PESO |
| 7. Return to PESO for deployment | 7. Conduct brief pre-deployment orientation | None | 10 Minutes | SPES Focal CADO-PESO |
| | 7.1 Deploy SPES grantees with a corresponding endorsement letter | | 5 Minutes | SPES Focal 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.

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|---|--|---|------------------------|---------------------------------------|
| 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 2.1 Validate documents | None | 5 minutes 5 minutes | <i>OWWA Help Desk Focal CADO-PESO</i> <i>OWWA Help Desk Focal CADO-PESO</i> |
| 3. Attend the Interview | 3. Conduct interview 3.1 Scan documents for endorsement to OWWA Regional office through electronic mail 3.2 Evaluate and Validate documents 3.3 Notify client on OWWA reply through call and text | | 25 minutes 5 minutes 2 days 5 minutes | <i>PESO Manager CADO-PESO</i> <i>OWWA Help Desk Focal CADO-PESO</i> <i>Help Desk Officer OWWA</i> <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 | Information Clerk 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 CADO-PESO</i> |
| 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 CADO-PESO</i> |
| | 3.1 Conduct Interview | | 15 Minutes | <i>Jobstart Focal CADO-PESO</i> |
| | 3.2 Review required documents | | 5 Minutes | <i>Jobstart Focal CADO-PESO</i> |
| | 3.3 Inform client for the schedule of signing of Participation Agreement | | 5 Minutes | <i>Jobstart Focal CADO-PESO</i> |



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



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



| | | | | |
|---------------------------------------|---|-------------|---------------------------|--|
| | 3.3 Prepare endorsement for deployment | | 5 Minutes | <i>Labor & Employment Assistant</i> CADO-PESO |
| 4. Receive Endorsement for Deployment | 4. Deploy OJT/Work Immersion applicants with corresponding endorsement letter | None | 5 Minutes | <i>Employment Focal</i> CADO-PESO |
| | 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 1.1 Conduct brief orientation and provide initial application forms | None | 5 Minutes 10 Minutes | <i>Livelihood Loan Assistance Clerk</i> CADO-PESO <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 3.1 Conduct Credit Investigation and advise to client to submit the additional requirements if loan is approved right after C.I. | None | 5 Minutes 1 Day | <i>Manpower Development Assistant/Livelihood Loan Assistance Clerk</i> CADO-PESO <i>Credit Investigator Designate</i> CADO-PESO |



| | | | | |
|---|--|------|--|--|
| | 3.2 Prepare Sworn Declaration and Loan Agreement Form | | | |
| 4. Submit the additional documentary requirements and fill out Sworn Declaration and Loan Agreement * wait for the notification for the notarization of Loan Agreement | 4. Review and validate submitted documentary requirements 4.1 Endorsement for review to the following offices: 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 2.1 Notify client for the notarization of the loan agreement 2.2 Release the Loan Agreement for notarization | None | 5 Minutes 1 Day 2 Days 2 Days 5 Minutes 5 Minutes | <i>Manpower Development Assistant</i> CADO-PESO <i>Livelihood Loan Assistance Clerk</i> CADO-PESO <i>City Accounting Officer</i> CAO <i>City Legal Officer</i> CLO <i>Local Chief Executive</i> CMO <i>Manpower Development Assistant/ Livelihood Loan Assistance Clerk</i> CADO-PESO |



| | | | | |
|---|--|------|---|--|
| 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 | |
| | 1.2 Endorse client to a private tour guide/operator | | 2 Minutes | <i>Administrative Aide I</i> CADO – TPS |
| 2. Confirm Tour Schedule | 2. Verify the schedule of the | None | 2 Minutes | <i>Administrative Aide I</i> CADO – TPS |



| | | | | |
|-----------------------|-------------------------------|-------------|----------------------------|---------------------------------------|
| | requestor | | | |
| 3. Attend Guided Tour | 3. Facilitate the Guided Tour | None | 8 Hours | <i>Tourism Officer CADO – TPS</i> |
| | TOTAL: | None | 8 Hours, 12 Minutes | |



17. Application for Tatak Panabo Accreditation

Per City Tourism Code of Panabo, to qualify as an Accredited Tatak Panabo Producer, the principal place of business and the factory/plant where the product is being manufactured shall be located within Panabo City. Product shall be of good quality of which evaluations of the product shall be done based on the following: Uniqueness of the product, Impact of the product to the promotion of Panabo and Quality of the product. Classification is as a Micro, Small or Medium-scale enterprise (capitalization of not more than One Hundred Thousand pesos). City Ordinance No. 02-16, Entitled Adopting the City Tourism Code of Panabo; and Amended City Ordinance No. 03, Series of 2020.

| | | |
|-----------------------------|--|--|
| Office or Division: | City Administration Office – Tourism Promotion Section | |
| Classification: | Complex | |
| Type of Transaction: | G2G – Government to Government G2C – Government to Client G2B – Government to Business | |
| Who may avail: | All Local Product Producers in the City | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | Application Form (3 original form) | CADO – Tourism Promotion Section |
| | Certified True Copy of the Certificate of Registration or Articles of Incorporation and By-Laws approved by appropriate government accreditation agencies: For Single Proprietorship -Certificate of Registration For Partnership -Partnership -Certificate of Registration For Corporation -Approved Articles of Incorporation | Department of Trade and Industry (DTI) Securities and Exchange Commission (SEC) Securities and Exchange Commission (SEC) |



| Certificate of Registration or Board Resolution For Cooperative -Cooperation -Certificate of Registration or Board Resolution authorizing the filing of the application (1 certified true copy) | | Cooperative Development Authority (CDA) | | |
|---|--|--|------------------------|--|
| Business Permit of the current year for the production, processing or manufacturing of the products (1 photocopy; present original) | | City Mayor's Office – Business Permit and Licensing Section (BPLS) | | |
| Product Profile (1 original) | | CADO – Tourism Promotion Section | | |
| Situational requirement: | | | | |
| Other documentary requirements that may be determined by the Council | | MSMED Council | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit all documentary requirements and fill-out application form at Tourism Promotion Section *Wait for the schedule of | 1. Receive and validate submitted requirements and assist the client in filling out the form | None | 5 Minutes | <i>Administrative Aide I</i> CADO – TPS |
| | 1.1 Conduct initial screening of the application | | 30 Minutes | <i>Tourism Officer</i> CADO – TPS |
| | 1.2 Endorse the | | | <i>Administrative</i> |



| | | | | |
|---|---|------|--|--|
| evaluation sent through text/call/email | <p>application to Panabo City Investment Promotion Center (PCIPC) the Secretariat of MSMED Council</p> <p>1.3 File and record the application in the Registration Book of the MSMED Council</p> <p>*The date appearing therein shall be considered the date of official receipt</p> <p>1.4 Schedule meeting for MSMED Council</p> <p>1.5 Inform the producer of the schedule of Evaluation via text/call/email.</p> | | <p>5 Minutes</p> <p>10 Minutes</p> <p>5 Working Days</p> <p>30 minutes</p> | <p><i>Aide I</i></p> <p>CADO – TPS</p> <p>CADO - PCIPC (Secretariat)</p> <p>MSMED COUNCIL</p> <p>CADO - PCIPC (Secretariat)</p> <p>MSMED COUNCIL</p> <p><i>Administrative Aide I</i></p> <p>CADO – TPS</p> |
| <p>2. Attend the evaluation</p> <p>*Wait for the result of the evaluation</p> | <p>2. Conduct meeting for evaluation of producer and their products.</p> <p>* The following criteria shall be considered in the evaluation:</p> | None | 15 Working days | <p>MSMED COUNCIL</p> <p>CADO - PCIPC (Secretariat)</p> |



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| | <p>a. Uniqueness of the product/s; b. Impact of the product to the promotion of Panabo City; c. Quality of the product.</p> <p>2.1 Endorse the Producer/s who have qualified for Tatak Panabo</p> <p>2.2 Issue a Certificate of Accreditation</p> <p>*For disapproved application, the MSMED Council through TPS shall issue a Notice of Disapproval</p> <p>2.3 Endorse the Certificate to City Mayor's Office for signature of Local Chief Executive</p> <p>2.4 Sign the Certificate</p> <p>*Inform client of the schedule of releasing of Certificate through text/call/email</p> | | | <p>MSMED COUNCIL</p> <p><i>Tourism Officer</i> CADO – TPS</p> <p><i>Administrative Aide I</i> CADO – TPS</p> <p><i>City Mayor</i> CMO</p> <p><i>Administrative</i></p> |
|--|---|--|--|---|



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| | | | | <i>Aide I</i> CADO – TPS |
| 3. Received the Certificate of Accreditation for Tatak Panabo and sign the logbook | 3. Release the Certificate of Accreditation for Tatak Panabo | None | 5 minutes | <i>Administrative Aide I</i> CADO – TPS |
| | TOTAL | None | 20 days, 1 hour, 25 minutes | |