



City Mayor's Office Frontline Services



1. Application for New Business Permit

This applies to any person or entity who desires to engage or conduct in any business, trade or activity within the City, shall first secure a business permit and pay corresponding fees and other impositions as required by the Local Revenue Code and other City tax ordinances. It shall be unlawful for any person or entity to conduct or engage in any business, trade or occupation within the territorial jurisdiction of the City without first having secured a permit from the City Mayor.

Pursuant to City Ordinance No. 33 – 2023, barangay clearance for business permit shall be secured from the Business Permit and Licensing Section of the City of Panabo. This will be released together with the business permit and sanitary permit.

Office or Division:	CMO – Business Permit and Licensing Section	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirements:		
Business Application Form (1 Original Form)	Business Permit and Licensing Section	
Location plan or sketch of the location, clearly showing where business premises is located (1 original)	Client	
Locational Clearance/Business Compliance Certificate (1 photocopy only; original must be presented)	City Planning and Development Office	
Any Government Issued Identification Card (1 photocopy only; original must be presented)	PSA, SSS/GSIS, LTO, BIR, DFA, PRC, PAG-IBIG, COMELEC, Post Office	
Business Name: For Single Proprietorship <ul style="list-style-type: none"> • Certificate of Registration For Partnership <ul style="list-style-type: none"> • Partnership • Certificate of Registration 	Department of Trade and Industry (DTI) Securities and Exchange Commission (SEC)	



<p>For Corporation</p> <ul style="list-style-type: none"> • Approved Articles of Incorporation • Certificate of Registration or Board Resolution <p>For Cooperative</p> <ul style="list-style-type: none"> • Cooperation • Certificate of Registration or Board Resolution authorizing the filing of the application <p>(1 photocopy ; electronic copy must be presented)</p>	<p>Securities and Exchange Commission (SEC)</p> <p>Cooperative Development Authority (CDA)</p>
<p>Proof of right of the applicant to use location as business address (as applicable):</p> <p>I) If owned:</p> <ul style="list-style-type: none"> • Transfer Certificate of Title • Tax declaration • Deed of Sale/Deed of Donation/Deed of Conveyance/Extrajudicial Settlement of Estate <p>(1 photocopy; original must be presented)</p> <p>II) If not owned by the applicant:</p> <ul style="list-style-type: none"> • Contract of Lease/Memorandum of Agreement/Affidavit of Consent of property owner (notarized) <p>(1 original)</p>	<ul style="list-style-type: none"> • ROD • City Assessor's Office • Law firm <ul style="list-style-type: none"> • Law firm
<p>Certified List of Employees/Certification of No Employee and Capitalization (notarized) (1 original copy)</p>	<p>Law firm</p>
<p>Fire Safety Inspection Certificate for Occupancy (1 Duplicate/BPLO copy)</p>	<p>Bureau of Fire Protection</p>
<p>Situational Requirements:</p>	
<p>For Lessee:</p> <ul style="list-style-type: none"> • Mayor's Permit of the building owner / landlord as a Real Estate Lessor (1 photocopy) • Contract of Lease (1 photocopy; Original must be presented) 	<p>Lessor</p> <p>Law firm</p>
<p>For business located at any government facilities: -Market Clearance (1 photocopy; Original must be presented)</p>	<p>City Economic Enterprise Management and Development Office</p>



For Leasing Activity and For Proprietor with Consent to Use Property without Rent: -Tax clearance of the business location		City Treasurer's Office		
For Trucking Services: - Valid OR/ CR of Vehicle (1 photocopy each vehicle) -Notarized Consent to use vehicle if not owned by the applicant (1 Original Copy)		Client Law firm		
For representative/s: -Single Proprietorship: Special Power of Attorney (SPA) (1 original copy) - Corporation/Cooperatives: Board Resolution or Secretary Certificate (1 original copy) - one valid ID of the authorized representative (1 photocopy)		Law Firm PSA, SSS/GSIS, LTO, BIR, DFA, PRC, PAG-IBIG, COMELEC, Post Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements and fill-out application form to the Business Permit and Licensing Section *Make sure to secure Order of Payment that will be issued	1. Receive and validate submitted requirements then routes the document/s to other regulatory offices Backroom Activities:	None	15 minutes	<i>Licensing Officer I /Administrative Aide IV</i> CMO – BPLS
	1.1 Prepare and issue certification/clearances as to the compliance of existing laws, rules and regulations		1 hour	CEO CENRO CHO BFP Personnel CPDO
	1.2 Encode profile into the BPLS System		20 minutes	<i>Licensing Officer I /Administrative Aide IV</i> CMO-BPLS
	1.3 Endorse application to the City Treasurer's Office for assessment.		10 minutes	<i>Administrative Aide I</i> CMO-BPLS



	<p>1.4 The City Treasurer's Office issue assessment form /order of payment and approves the same.</p> <p>1.5 Endorse assessment form/ order of payment to BPLS</p> <p>1.6 Endorse assessment form/order of payment to the client and direct client to pay necessary fees to the City Treasure's Office.</p>	<p>Based on the Local Tax Code depending on the gross receipts and classification of business (Article 8, Section 77 of the City Ordinance No.04-09, series of 2009 "Enacting of Revised Revenue Code of 2009 of Panabo City" and Identified Barangay Ordinance on Corresponding Barangay Clearance Fee</p> <p>(Please see attached annexes)</p>	<p>1 hour, 15 minutes</p> <p>10 minutes</p> <p>10 minutes</p>	<p><i>Local Revenue Collection Officer II</i> CTO</p> <p><i>Administrative Aide I</i> CTO</p> <p><i>Administrative Aide I</i> CMO-BPLS</p>
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<p>2. 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</p> <p>*Make sure to secure official receipt that will be issued upon payment</p> <p>2.1 Present O.R. with photocopy of documents and secure claim stub at BPLS window no. 3</p>	<p>2. Provide priority number from the queuing machine</p> <p>2.1 Accept payment based on the order of payment and issue the official receipt</p> <p>2.2 Receive and checks the completeness of the document submitted and issue claim stub to the applicant</p> <p>2.3 Print barangay clearance</p> <p>2.4 Print business permit</p> <p>2.5 Review and initially sign the barangay clearance</p> <p>2.6 Review and recommends approval of the business permit</p> <p>2.7 Endorse the business permit to the City Mayor's Office for approval</p>		<p>10 minutes</p> <p>35 minutes</p> <p>15 minutes</p> <p>15 minutes</p> <p>15 minutes</p> <p>30 minutes</p> <p>30 minutes</p> <p>2 hours</p>	<p><i>Administrative Aide I</i> CTO</p> <p><i>Revenue Collection Clerk III</i> CTO</p> <p><i>Administrative Aide I</i> CMO –BPLS</p> <p><i>Administrative Aide VI (Clerk III)</i> CMO –BPLS</p> <p><i>Administrative Aide VI (Clerk III)</i> CMO –BPLS</p> <p><i>Licensing Officer III</i> CMO-BPLS</p> <p><i>Licensing Officer III</i> CMO-BPLS</p> <p><i>Administrative Aide I</i> CMO-BPLS</p>
<p>3. Receive the approved new business permit with business plate and sign the logbook</p>	<p>3. Release business permit and business plate, including the barangay clearance and sanitary permit.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>



		City Ordinance No.04-09 and Identified Barangay Ordinance on Corresponding Barangay Clearance Fee	8 Hours	
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Issuance of New Business Permit qualified for multi-stage processing



2. Renewal of Business Permit

This applies to existing and operational businesses within the City's jurisdiction, business permit renewal is mandatory yearly for the proper supervision and enforcement of existing laws and ordinances governing the sanitation, security, welfare of the public and health of the employees engaged in the business, trade or occupation and other ordinances that may be enacted.

Pursuant to City Ordinance No. 33 – 2023, barangay clearance for business permit shall be secured from the Business Permit and Licensing Section of the City of Panabo. This will be released together with the business permit and sanitary permit.

Office or Division:	CMO – Business Permit and Licensing Section	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirements:		
Previous Business Permit (1 photocopy; original must be presented)	Client	
Notarized Sworn declaration of Gross Sales / Receipts (1 original copy) or Income Tax Return or Audited Financial Statements (“AFS”) for the preceding year or unaudited AFS for those who are not required to file AFS with the BIR (1 photocopy; Original must be presented)	Law firm Bureau of Internal Revenue	
Certified List of Employees/Certification of No Employee (notarized) (1 original copy)	Law firm	
Fire Safety Inspection Certificate (1 Duplicate/BPLO copy)	Bureau of Fire Protection	
Situational Requirements:		
For business located at any government facilities: -Market Clearance (1 photocopy; Original must be presented)	City Economic Enterprise Management and Development Office	



<p>For lessee: -Mayor's Permit of the building owner/landlord as a Real Estate Lessor (1 photocopy) - Contract of Lease/ Affidavit of Consent of property owner (1 original copy)</p>	<p>Lessor Law Firm</p>
<p>For Leasing Activity and For Proprietor with Consent to Use Property without Rent: • Tax clearance of the business location</p>	<p>City Treasurer's Office</p>
<p>For Trucking Services: -Valid OR/CR of Vehicle (1 photocopy each vehicle) -Notarized Consent to use vehicle if not owned by the applicant (1 Original Copy)</p>	<p>Client</p>
<p>For representative/s: -Single Proprietorship: Special Power of Attorney (SPA) (1 original copy) - Corporation/Cooperatives: Board Resolution or Secretary Certificate (1 original copy) - one valid ID of the authorized representative (1 photocopy)</p>	<p>Citizen or Client being represented PSA, SSS/GSIS, LTO, BIR, DFA, PRC, PAG-IBIG, COMELEC, Post Office</p>
<p><i>For Online Submission of Requirements: Scanned copy of all standard requirements must be uploaded to the website, and present the original copy upon claiming the permit.</i></p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit complete documentary requirements to the Business Permit and Licensing Section</p> <p>FOR RENEWAL APPLICATION ONLINE</p> <p>1. Visit or go to www.panabocity.gov.ph or www.filipizen.com/partners/ddn_panabo and follow the required steps</p> <p>1.1 After the “APPLICATION CREATED” step, fill the form and put the needed data under “BUSINESS INFORMATION” and “LINE OF BUSINESS”</p> <p>1.2 Upload the necessary files</p> <p>*Remarks to the client: The application may be declined due to deficiencies on the requirements. An email or call/text is sent to inform about the deficiency. Process time shall commence again once the client has</p>	<p>1. Receive and validate submitted requirements then routes the document/s to other regulatory offices</p> <p>For Online Applications: 1. Check applications through the EBPLS and verify and assess the completeness/ correctness of submitted documentary requirements</p> <p>Backroom Activities: 1.1 Prepare and issue certification / clearance as to the compliance of existing laws, rules and regulations</p>	<p>None</p>	<p>15 minutes</p> <p>Online: Variable</p> <p>1 hour Online: Variable</p>	<p><i>Licensing Officer I / Administrative Aide VI CMO –BPLS</i></p> <p><i>Licensing Officer III/ Licensing Officer I / Administrative Aide VI CMO –BPLS</i></p> <p>CEO CENRO CHO BFP Personnel CPDO</p>



<p>rectified the deficiency.</p> <p>1.3 Check email inbox for notification that the application has been approved for payment.</p> <p>*online applicant shall pay thru Over-the-Counter (City Treasurer's Office) and must bring the previous Business Permit</p> <p>Conditional Step: *For non-compliant: Proceed to the concern regulatory office/s and settle the findings/ violation.</p> <p>*Make sure to secure Order of Payment that will be issued</p>	<p>1.2 Encode profile into the BPLS System</p> <p>1.3 Endorse application to the City Treasurer's Office for assessment</p> <p>1.4 The City Treasurer's Office prepares an assessment form /order of payment and approves the same</p> <p>1.5 Endorse assessment form/ order of payment to BPLS</p> <p>1.6 Endorse assessment form/order of payment to the client and direct the client to pay necessary fees to the City Treasurer's Office.</p>	<p>Based on the Local Tax Code depending on the gross receipts and classification of business (Article 8, Section 77 of the City Ordinance No.04-09, series of 2009 "Enacting of Revised Revenue Code of 2009 of Panabo City" and Identified Barangay Ordinance on Corresponding Barangay Clearance Fee</p>	<p>20 minutes</p> <p>10 minutes Online Variable</p> <p>1 hour, 15 minutes Online: Variable</p> <p>10 minutes</p> <p>10 minutes</p>	<p><i>Licensing Officer I / Administrative Aide VI CMO – BPLS</i></p> <p><i>Administrative Aide I CMO – BPLS</i></p> <p><i>Local Revenue Collection Officer II CTO</i></p> <p><i>Administrative Aide I CTO</i></p> <p><i>Administrative Aide I CMO-BPLS</i></p>
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		(Please see attached annexes)		
2. Proceed to the City Treasurer's Office to secure a priority number at queuing machine and wait for the number to be called to pay assigned fees	2. Provide a priority number from the queuing machine		10 minutes	<i>Administrative Aide I</i> CTO
	2.1 Accept payment based on the order of payment and issue the official receipt		35 minutes	<i>Revenue Collection Clerk III -</i> CTO
*Make sure to secure an official receipt that will be issued upon payment	2.2 Receive and check the completeness of the document submitted and issue a claim stub to the applicant		15 minutes	<i>Administrative Aide I</i> CMO – BPLS
2.1 Present O.R. with photocopy of documents, and secure claim stub at BPLS window no.3	2.3 Print barangay clearance		15 minutes	<i>Administrative Aide VI (Clerk III)</i> CMO –BPLS
	2.4 Print business permit		15 minutes	<i>Administrative Aide VI (Clerk III)</i> CMO –BPLS
	2.5 Review and initially signed the barangay clearance		30 minutes	<i>Licensing Officer III</i> CMO-BPLS
	2.6 Review and recommends approval of the business permit		30 minutes	<i>Licensing Officer III</i> CMO-BPLS
	2.7 Endorse the business permit to the City Mayor's or City Administrator's Office for approval		2 hours	<i>Administrative Aide I</i> CMO – BPLS



<p>3. Receive the approved business permit with the sticker after signing the logbook</p> <p>If there are problems encountered from the eBOSS system, the client may ask for assistance through email itsection.panabo@gmail.com or telephone 084-823-2836</p>	<p>3. Release approved business permit with sticker including the barangay clearance and sanitary permit.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>
	<p>TOTAL:</p>	<p>City Ordinance No.04-09 and Identified Barangay Ordinance on Corresponding Barangay Clearance Fee</p>	<p>8 hours (For Online: Response time is under normal circumstance per transaction. Process cycle time varies.)</p>	

Renewal of Business Permit qualified for multi-stage processing.



(Annex A)

**ARTICLE 8, SECTION 77 OF THE CITY ORDINANCE NO.04-09, SERIES OF 2009
“ENACTING OF REVISED REVENUE CODE OF 2009 OF PANABO CITY”**

Section 77. Imposition of Tax. — There is hereby levied an annual tax on the following businesses at rates prescribed therefore:

(a) On Manufacturers, producers, assemblers, re-packers, processors of any article of commerce of whatever kind or nature, and brewers, distillers, rectifiers and compounder of liquors, distilled spirits and wines or manufacturers of any article of commerce of whatever kind or nature, in accordance with the schedule shown hereunder. With domestic gross sales or receipts for the preceding calendar year in the amount of:

<i>Amount of Gross Sales/Receipts For the Preceding Year</i>	<i>Amount of Tax per Annum</i>
Less than 10,000.00	198.00
10,000.00 or more but less than 15,000.00	264.00
15,000.00 or more but less than 20,000.00	362.40
20,000.00 or more but less than 30,000.00	528.00
30,000.00 or more but less than 40,000.00	792.00
40,000.00 or more but less than 50,000.00	990.00
50,000.00 or more but less than 75,000.00	1,584.00
75,000.00 or more but less than 100,000.00	1,980.00
100,000.00 or more but less than 150,000.00	2,640.00
150,000.00 or more but less than 200,000.00	3,300.00
200,000.00 or more but less than 300,000.00	4,620.00
300,000.00 or more but less than 500,000.00	6,600.00
500,000.00 or more but less than 750,000.00	9,600.00
750,000.00 or more but less than 1,000,000.00	12,000.00
1,000,000.00 or more but less than 2,000,000.00	16,500.00
2,000,000.00 or more but less than 3,000,000.00	19,800.00
3,000,000.00 or more but less than 4,000,000.00	23,760.00
4,000,000.00 or more but less than 5,000,000.00	27,720.00
5,000,000.00 or more but less than 6,500,000.00	29,250.00
In excess of 6,500,000.00	At a rate of forty (40%) percent of one (1%) percent



(b) On Wholesalers, distributors, importers, or dealers of any article of commerce of whatever kind or nature in accordance with the schedule shown hereunder. With domestic gross sales or receipts for the preceding calendar year in the amount of:

<i>Annum</i>	<i>Amount of Tax per</i>
<i>With gross sales or receipts for the preceding Calendar year in the amount of:</i>	
Less than P 1,000.00	21.60
1,000.00 or more but less than 2,000.00	39.60
2,000.00 or more but less than 3,000.00	60.00
3,000.00 or more but less than 4,000.00	86.40
4,000.00 or more but less than 5,000.00	120.00
5,000.00 or more but less than 6,000.00	145.20
6,000.00 or more but less than 7,000.00	171.60
7,000.00 or more but less than 8,000.00	198.00
8,000.00 or more but less than 10,000.00	224.40
10,000.00 or more but less than 15,000.00	264.00
15,000.00 or more but less than 20,000.00	330.00
20,000.00 or more but less than 30,000.00	396.00
30,000.00 or more but less than 40,000.00	528.00
40,000.00 or more but less than 50,000.00	792.00
50,000.00 or more but less than 75,000.00	1,188.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,244.00
150,000.00 or more but less than 200,000.00	2,904.00
200,000.00 or more but less than 300,000.00	3,960.00
300,000.00 or more but less than 500,000.00	5,280.00
500,000.00 or more but less than 750,000.00	7,920.00
750,000.00 or more but less than 1,000,000.00	10,560.00
1,000,000.00 or more but less than 2,000,000.00	12,000.00
2,000,000.00 or more.....	at a rate of Fifty-Three percent (53%) of one percent (1%)



(c) On Exporter, shall be taxed at one-half (1/2) either under subsection (a), (b) or (e), depending on how the business is conducted or operated as provided in this Code. The term exporter shall refer to those who are principally engaged in the business of exporting goods and merchandise, as well as manufacturers and producers whose goods or products are both sold domestically and abroad. For this purpose, the amount of domestic sales of exporters shall be excluded and declared separately from the total sales and the remaining sales shall be subject to the rate of one-half (1/2) of the rates prescribed under sub-sections (a), (b) and (e) respectively.

(d) On exporters, manufacturers, millers, producers, wholesalers, distributors, dealers, or retailers of essential commodities enumerated hereunder at a rate of one-half (1/2) of the rates prescribed under subsections (a), (b) and (e), respectively, of this section:

- (1) Rice and corn;
- (2) Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and other agricultural, marine and fresh water products, whether in their original state or not;
- (3) Cooking oil and cooking gas;
- (4) Laundry soap, detergents, and medicine;
- (5) Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
- (6) Poultry feeds and other animal feeds;
- (7) School supplies; and
- (8) Cement

(e) On retailers, shall be taxed at the following rates:

With gross sales or receipts for the preceding calendar:

Rate of Tax Year in the Amount of:	Per Annum
Less than P400,000.00	2.15%
P400,000	8,600.00
In excess of P400,000.00	8,600.00
	+1.5% of the amount in excess of P400,000.00

(f) On Contractors and other independent contractors defined in Sec. 77 (q) of Chapter III of this Code; and on owners or operators of business establishments rendering or offering services such as; advertising agencies; rental of space of signs, signboards, billboard or advertisements; animal hospitals; assaying laboratories; belt and buckle shops; blacksmith shops; bookbinders; booking offices for film exchange; booking offices for transportation on commission basis; breeding of game cocks and other sporting animals belonging to others; business management services; collecting agencies; escort services; feasibility studies, consultancy services; garages; garbage



disposal contractors; gold and silversmith shops; inspection services for incoming and outgoing cargoes; interior decorating services; janitorial services; job placements or recruitment agencies; landscaping contractors; lathe machine shops; management consultants not subject to professional tax; medical and dental laboratories; mercantile agencies; messengerial services; operators of shoe shine stands; painting shops; perma press establishments; rent-a-plant services; polo players; school for and/or horse-back riding academy; real estate appraisers; real estate brokerages; photostatic; white/blue printing, photocopying, typing and mimeographing services; car rental, rental of heavy equipment, rental of bicycles and/or tricycles; furniture, shoes, watches, household appliances, boats, typewriters, etc; roasting of pigs, fowls, etc; shipping agencies; shipyard for repairing ships for others; shops for hearing animals; silkscreen or T-shirt printing shops; stables; travel agencies; vaciador shops; veterinary clinics; video rentals and/or coverage services; dancing schools/speed reading/EDP; nursery, vocational and other schools not regulated by the Department of Education (DepEd), day care centers; etc.

With gross sales or receipts for the preceding calendar year in the amount of:

Gross Sales/Receipts for the Preceding Year	Amount of Tax per Annum
Less than 5,000.00	33.00
5,000.00 or more but less than 10,000.00	73.92
10,000.00 or more but less than 15,000.00	125.40
15,000.00 or more but less than 20,000.00	198.00
20,000.00 or more but less than 30,000.00	330.00
30,000.00 or more but less than 40,000.00	462.00
40,000.00 or more but less than 50,000.00	660.00
50,000.00 or more but less than 75,000.00	1,056.00
75,000.00 or more but less than 100,000.00	1,584.00
100,000.00 or more but less than 150,000.00	2,376.00
150,000.00 or more but less than 200,000.00	3,168.00
200,000.00 or more but less than 250,000.00	4,356.00
250,000.00 or more but less than 300,000.00	5,544.00
300,000.00 or more but less than 400,000.00	7,392.00
400,000.00 or more but less than 500,000.00	9,900.00
500,000.00 or more but less than 750,000.00	11,100.00
750,000.00 or more but less than 1,000,000.00	12,300.00
1,000,000.00 or more but less than 2,000,000.00	13,800.00
In excess of 2,000,000.00	at a rate of Fifty-three percent (53%) of one percent (1%)

For purposes of this Section, all general engineering, general building, and specialty contractors with principal offices located outside the City but with multi-year projects in the City, shall secure the required business permit and shall be subject to pay the taxes, fees and charges based on the total contract price payable in annual or quarterly installments within the project term. Should a contractor (applicable only to general engineering and general building contractor) undertake to furnish the materials in the



construction work, only the cost of such materials shall be deducted from his gross receipts for the purpose of determining the tax due.

Upon completion of the project, the taxes shall be recomputed on the basis of the gross sales/receipts for the preceding calendar years and the deficiency tax or the excess refunded, if there be any, shall be collected as provided in this Code and the contractor shall retire the business permit secured, upon full completion of the projects undertaken in the City.

(g) On banks and other financial institutions, at the rate of seventy-five percent (75%) of one percent (1%) of the gross receipts of the preceding calendar year derived from :

g.1 Banks and Banking Institutions whether these transactions are recorded in the principal office:

g.1.1 Interest from loans and discounts – this represents interest earned and actually collected on loans and discounts. The following is the breakdown:

- a. Discounts earned and actually collected in advance bills discounted
- b. Interest earned and actually collected on demand loan
- c. Interest earned and actually collected on time loans, including the earned portions of interest collected in advance
- d. Interest earned and actually collected on mortgage contracts receivables

g.1.2 Interest earned and actually collected on inter bank loans

g.1.3 Rental of property – this represents the following rental income:

- a. Earned portion of rental collected in advance from lessees of sale deposit boxes
- b. Rental earned and actually collected from lessees on bank premises and equipment

g.1.4 Income earned and actually collected from acquired assets

g.1.5 Income from sales or exchange of assets and property

g.1.6 Cash dividends earned and received on equity investments

g.1.7 Bank Commissions from lending activities

g.1.8 Income component of rentals from financial leasing

g.1.9 Interest Income from unpaid amount due from delinquent cardholders and “Finance Charges”

g.1.10 Merchant’s Discount

g.1.11 Income from Automated Teller Machine (ATM)

g.2 Other financial institutions whether these transactions are recorded in the principal office:

g.2.1 Gross receipts derived from interest, commissions and discounts from lending activities.



g.2.2 Income from financial leasing, dividends, rentals on property

(h) On any of the following business at a rate of 2.5% of the gross sales or receipts of the preceding calendar year:

h.1. Restaurants, cafes, cafeterias, carenderias, eateries, food caterers, ice cream and other refreshment parlors, and soda fountain bars;

h.2. Amusement places, including places wherein customers thereof actively participate without making bets or wagers, including but not limited to night clubs, or day clubs, cocktail lounges, cabarets or dance halls, karaoke bars, skating rinks, bath houses, swimming pools, exclusive clubs such as country and sports clubs, resorts and other similar places, billiard and pool tables, bowling alleys, circuses, carnivals, merry-go-rounds, roller coasters, ferries wheels, swings, shooting galleries, and other similar contrivances, theaters and cinema houses, boxing stadium, race tracks, driving range, golf course and other similar establishments;

h.3. Lessors, dealers, brokers of real estate;

h.4. Travel agencies and travel agents;

h.5. Boarding houses, pension houses, motels, apartments, apartelles and condominiums;

h.6. Subdivision owners/ Private Cemeteries and Memorial Parks;

(i) On owners or operators of any business not specified above, shall pay the tax at the rate of two and a half percent (2.5%) on the gross sales and/or receipts of the preceding calendar year.



(Annex B)
**IDENTIFIED BARANGAYS WITH ORDINANCE ON CORRESPONDING
 BARANGAY CLEARANCE FEE IN THE APPLICATION FOR ANY BUSINESS
 RELATED TRANSACTIONS**

NAME OF BARANGAY	ORDINANCE NO.	FEE/S
1. CACAO	NO. 01, August 19, 2014	100.00
2. CAGANGOHAN	NO. 01-09, September 5, 2009	1. sari-sari or any business with capitalization or gross sales of the preceding year 50,000 below - 50.00 2. partnership- 300.00 3. corporation- 500.00 4. association/people's org/NGO's- 250.00 5. w/ capitalization or gross sales above 50,000.00- 250.00
3. CONSOLACION	NO. 1, January 7, 2008	100.00
4. DATU ABDUL	NO. 2, September 15, 2014	50.00
5. KATIPUNAN	NO. 01, November 17, 2011	75.00
6. KAUSWAGAN	NO. 1, February 21, 2023	150.00
7. LITTLE PANAY	NO. 01, July 6, 2020	150.00
8. NANYO	NO. 1, November 3, 2016	1. Small Establishments- 100.000 2. Big Establishments- 500.00
9. NEW PANDAN	NO. 01-18, January 24, 2018	1. Sari Sari Store- 150.00 2. Eatery- 200.00 3. Junk Shop/Repair Shop- 150.00 4. Stall Vendor- 200.00 5. Commercial Establishments- 500.00 5. Any Legal Purpose- 50.00
10. SAN ROQUE	NO. 2, September 4, 2023	100.00
11. SAN VICENTE	NO. 01, December 15, 2008	50.00
12. SOUTHERN DAVAO	NO. 2, September 2, 2015	1. Small Establishments (50k below)- 100.00 2. Big Establishments (50k above)- 500.00
13. TAGPORE	NO. 2, January 9, 2024	100.00
14. WATERFALL	NO. 03, February 4, 2014	50.00
15. TIBUNGOL	NO. 01, September 7, 2011	50.00



3. Retirement of Business Permit

This applies to existing business establishment who wishes to discontinue or terminate his/her business operation/s, the same is subject to the taxes, fees and charges on business. Within the period of thirty (30) days of the retirement of business, the taxpayer or corporation shall surrender to the Business Permit and Licensing Section (BPLS). Any tax due must first be paid before any business or undertaking is finally terminated. Failure on the part of the permittee to retire the business within the period stated above shall be construed that the business is still operational and continues to be liable for all taxes, fees and charges.

Office or Division:	CMO – Business Permit and Licensing Section	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizens	
Who may avail:	Business owner who wants to retire his/her business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirements:		
Application Form (Original Form)	Business Permit and Licensing Section	
Affidavit of Retirement of Business Permit (Original Form)	Client	
Audited Financial Statements for 3 calendar years for verification of the gross sales or receipts of the business	Bureau of Internal Revenue	
Original Mayor's Permit/License for the current year	Client	
Business Plate	Client	
Barangay Certification stating therein that the said business is no longer operational (Original copy)	Barangay Hall where business is located	
Board Resolution/Secretary's Certificate (Corporation / Partnership) (Photocopy)	Client	
Affidavit of Non-operation in case of no sales/operation (Sole Proprietorship) (Original copy)	Client	
Situational Requirements:		
For business located at any government facilities: Market Clearance (1 photocopy only; Original must be presented)	City Economic Enterprise Management and Development Office	
For representative/s: -Special Power of Attorney (SPA) for single proprietor or Board of Resolution	Citizen or Client being represented	



or Secretary Certificate for Corporation or Cooperatives(Original copy) - one valid ID of the authorized representative (1 photocopy)		Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA,PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements to the Business Permit and Licensing Section *Make sure to secure Order of Payment/Assessment that will be issued	1. Receive and validate submitted requirements	None	10 minutes	<i>Administrative Aide I</i> CMO –BPLS
	1.1 Secure contact number of the client for notification purposes		Inspection or verification – 2 days	<i>Licensing Inspector</i> CMO –BPLS <i>Administrative Aide I</i> CTO
	1.2 Forward the documents to the assigned inspector who will conduct the inspection and verify the actual business status			
	1.3 Provide two (2) copies of the inspection report to the person-in-charge		10 minutes	<i>Administrative Aide I</i> CMO –BPLS
	1.4 Notify the client regarding the status of his application		10 minutes	
1.5 Endorse the verified application and direct client to proceed to the City Treasurer's Office for assessment and payment				



2. Present documents for retirement with inspector's report to City Treasurer's Office	2. Verify and prepare assessment / order of payment of the application	Assessment of CTO is based on The Local Revenue Code of 2009	40 minutes	<i>Local Revenue Collection Officer II</i> CTO
2.1 Present O.R. with the verified documents and secure claim stub at BPLS window no.2	2.1 Accept payment based on assessment and issue the official receipt	(Article 19, Section 152, paragraph H)	35 minutes	<i>Revenue Collector III - CTO</i>
	2.2 Receive and checks the completeness of the document submitted and issue claim stub to the applicant	*Surrender Fee – PHP 80.00	10 minutes	<i>Administrative Aide I</i> CMO – BPLS
	2.3 Print the request/action taken re: termination of business permit	In case the owner fails to retire within the period stated,	10 minutes	<i>Administrative Aide VI (Clerk III)</i> CMO –BPLS
	2.4 Review and initially signed the request/action taken document	the owner shall be liable for the following fines:	30 minutes	<i>Licensing Officer III</i> CMO –BPLS
	2.5 Encode profile into the BPLS System	(refer to the table below)	15 minutes	<i>Administrative Aide VI (Clerk III)</i> CMO –BPLS
	2.6 Endorse the request/ action taken re: termination of business permit to the City Mayor's or City Administrator's Office for approval		2 hours	<i>Administrative Aide I</i> CMO – BPLS



3. Receive the approved action taken / request after signing the logbook	3. Release approved request	None	10 minutes	<i>Administrative Aide I</i> CMO –BPLS
	TOTAL:	PHP 80.00 with additional penalties if applicable	2 days, 5 hours	

Period	Penalty
1 month after the 6 months period	PHP 100.00
2 months to 3 months	PHP 200.00
4 months to 6 months after the 6 months period	PHP 300.00
After 6 months but not exceeding 1 year	PHP 500.00
After 1 year	PHP 1,000.00



4. Transfer of Ownership / Change Location

This applies to transfer / change in ownership, management and/or name or location of an existing business. Unless stated otherwise, assumption of the business by any new owner or manager or re-registration of the same business under a new name or location will only be considered for record purposes in the course of the renewal of the permit or license to operate the business.

Office or Division:	CMO – Business Permit and Licensing Section	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Citizens	
Who may avail:	New owner / Existing Business Owner	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Standard Requirements:		
For Change Location : Comply Items 1 – 5 only		
Business Application Form (Original Form)	Business Permit and Licensing Section	
Barangay Clearance (1 photocopy only; Original must be presented)	Barangay Hall where the business is located or to be transferred	
Occupancy Permit (1 photocopy only; Original must be presented)	City Engineering Office	
Government Issued Identification Card (1 photocopy ; present original)	SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office	
Locational Clearance (1 photocopy only; Original must be presented)	City Planning and Development Office	
Board Resolution / Secretary Certificate-Corporation/Cooperative (original copy)	Client	
Business Name Registration :		
For Single Proprietorship	Department of Trade and Industry (DTI)	
-Certificate of Registration		
For Partnership	Securities and Exchange Commission (SEC)	
-Partnership		
-Certificate of Registration	Securities and Exchange Commission (SEC)	
For Corporation		
-Approved Articles of Incorporation		
Certificate of Registration or Board Resolution		
For Cooperative	Cooperative Development Authority (CDA)	
-Cooperation		
-Certificate of Registration or Board Resolution authorizing the filing of the application		



For Property Owner -Real Property Tax Clearance For No Landholding Assessor's Certification (Original copy)		City Treasurer's Office City Assessor's Office		
Certified List of Employees and Capitalization (notarized) (Original copy)		Client		
Fire Safety Inspection Certificate (Duplicate copy)		Bureau of Fire Protection		
CENRO Certificate (1 photocopy only; Original must be presented)		City Environment and Natural Resources Office		
Sanitary Permit (1 photocopy only; Original must be presented)		City Health Office		
Situational Requirements:				
For business located at any government facilities: Market Clearance is required		City Economic Enterprise Management and Development Office		
For representative: -Special Power of Attorney (SPA) for single proprietor - Board Resolution or Secretary Certificate for Corporation / Cooperatives is required - one valid ID of the authorized representative (1 photocopy)		Citizen or Client being represented Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA,PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements to the Business Permit and Licensing Section *Make sure to secure Order of Payment that will be issued	1. Receive and validate submitted requirements Conditional Steps: *For non-compliant as to New Location, advise client to proceed to CEO or CPDO 1.1 Issue order of payment 1.2 direct client to pay at the City Treasurer's Office	None	10 minutes 10 minutes 10 minutes	<i>Administrative Aide VI (Clerk III)</i> CMO –BPLS
2. Proceed to the City Treasurer's Office to secure priority number	2. Provide priority number from the queuing machine	*For Transfer of Location :	10 minutes	<i>Administrative Aide I</i> CTO



<p>at queuing machine and wait for the number to be called to pay assigned fees</p> <p>*Make sure to secure official receipt that will be issued upon payment</p> <p>2.1 Present OR with the verified documents and secure claim stub at BLS window no.3</p>	<p>2.1 Accept payment based on the order of payment and issue the official receipt</p>	<p>Php180.00</p> <p>*For Transfer of Ownership :</p>	<p>35 minutes</p>	<p><i>Revenue Collection Clerk III</i> CTO</p>
	<p>2.2 Issue official and FSI Certification</p>	<p>*Single Proprietors hip to Single Proprietors hip</p>	<p>35 minutes</p>	<p><i>Personnel Bureau of Fire Protection</i></p>
	<p>2.3 Receive and check the completeness of the document submitted and issue claim stub to the applicant</p>	<p>Php180.00</p> <p>*Single Proprietors hip to Corporation</p>	<p>10 minutes</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>
	<p>2.4 Print the request/action taken re: change location /ownership</p>	<p>Php360.00</p> <p>*Corporation to Single Proprietors hip</p>	<p>10 minutes</p>	<p><i>Administrative Aide VI (Clerk III)</i> CMO-BPLS</p>
	<p>2.5 Review and initially signed the request/ action taken document</p>	<p>Php500.00</p>	<p>30 minutes</p>	<p><i>Licensing Officer III</i> CMO-BPLS</p>
	<p>2.6 Encode profile into the BPLS System</p>		<p>15 minutes</p>	<p><i>Administrative Aide VI (Clerk III)</i> CMO –BPLS</p>
	<p>2.7 Endorse the request/ action taken re: change location / ownership to the City Mayor’s or City Administrator’s Office for approval</p>		<p>2 hours</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>



3. Receive the approved request / action taken after signing the logbook	3. Release approved business permit and request	None	10 minutes	<i>Administrative Aide I</i> CMO – BPLS
	TOTAL	None	5 hours, 5 minutes	



5. Motorized Tricycle Operators Permit – Franchise (New Application / Grantee)

This applies to new grantee/applicant of motorized vehicles operators permit-franchise of which the City grants depending on the vacancy/availability of franchise/ slot. Currently, the City has 3,000 active franchise, Business Permit and Licensing Section conducts quarterly inventory of these 3,000 franchise so as to keep track of those who are active, non-operational and delinquent franchise holders.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All MTOP- Franchise New Grantee/Applicant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Verified Application (Notarized 4 copies) (Original form)		Business Permit and Licensing Section		
Picture of the unit beside the Owner (front view only)		Client		
Insurance Policy (1 photocopy only; Original must be presented)		Insurance Company		
Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy only; Original must be presented)		Land Transportation Office		
Traffic Clearance (Original clearance)		Philippine National Police (PNP) and Traffic Management Unit (TMU)		
Two (2) Government Issued Identification Cards (1 photocopy)		SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office		
Residential Sketch (Original copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form and submit complete documentary requirements at Business Permit and Licensing Section	1. Receive and validate attached requirements	None	10 minutes	<i>Administrative Aide I</i> CMO – BPLS
	1.1 Issue order of payment		10 minutes	
	1.2 Return the verified documents and direct client to the City Treasurer's		10 minutes	



*Make sure to secure Order of Payment that will be issued	Office for payment			
2. 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	2. Provide priority number from the queuing machine 2.1 Accept payment based on the order of payment and issue Official Receipt 2.2 Receive and check the completeness of the document submitted and issue claim stub to the applicant 2.3 Print the MTO Permit – Franchise	Franchise Fee (every 3 years) – PHP 325.00 Filing Fee (every 3 years) – PHP 400.00 Mayor's Permit Fee – PHP 100.00 Traffic Clearance – PHP 50.00	10 minutes 35 minutes 10 minutes 10 minutes	<i>Administrative Aide I</i> CTO <i>Revenue Collection Clerk III</i> CTO <i>Administrative Aide I</i> CMO – BPLS
*Make sure to secure official receipt (OR) that will be issued upon payment	2.4 Review and initially signed the MTO permit 2.5 Endorse the MTO Permit to the City Mayor's or City Administrator's Office for approval	Cost of the Sticker – PHP 75.00 Service Fee – PHP 50.00	30 minutes 2 hours	<i>Licensing Officer III</i> CMO – BPLS <i>Administrative Aide I</i> CMO – BPLS
2.1 Present OR with the verified documents then secure claim stub at BPLS window no.2				
3. Receive approved permit and sign in the logbook upon receipt	3. Release approved MTO - Franchise	None	10 minutes	<i>Administrative Aide I</i> CMO - BPLS
	TOTAL:	PHP 1,000.00	4 hours,15 minutes	



6. Motorized Tricycle Operators Permit - Franchise (Renewal of Franchise)

This applies to active MTOP - Franchise holders which is valid for 3 years, subject to renewal. The MTOP-Franchise shall be co-terminus with the MCHs registration with the LTO as indicated in the last digit of its plate number.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All MTOP-Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Verified Application (Notarized 4 copies) (Original form)		Business Permit and Licensing Section		
Approved Insurance Coverage for property damage and physical injuries (1 photocopy only; Original must be presented)		Insurance Company		
Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy only; Original must be presented)		Land Transportation Office		
Traffic Clearance (Original copy)		Philippine National Police (PNP) and Traffic Management Unit (TMU)		
Two (2) Government Issued Identification Cards (1 photocopy)		SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office		
Residential Sketch (Original copy)		Client		
Situational Requirements:				
For representative: -Special Power of Attorney (SPA) original copy -One (1) valid ID of the authorized representative		Citizen or Client being represented Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA, PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application and submit complete documentary requirements at Business Permit and	1. Receive and validate attached requirements	None	10 minutes	<i>Administrative Aide I</i> CMO -BPLS
	1.1 Issue order of payment		10 minutes	
	1.2 Endorse verified documents and		10 minutes	



Licensing Section	direct client to the City Treasurer's Office for payment			
*Make sure to secure Order of Payment that will be issued				
2. 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	2. Provide priority number from the queuing machine	Franchise Fee (every 3 years) – PHP 325.00	10 minutes	<i>Administrative Aide I</i> CTO
	2.1 Accept payment based on the order of payment and issue Official Receipt	Filing Fee (every 3 years) – PHP 400.00	35 minutes	<i>Revenue Collection Clerk III</i> CTO
	2.2 Receive and check the completeness of the document submitted and issue claim stub to the applicant	*Failure to renew franchise: Php 300.00 (surcharge)	10 minutes	
*Make sure to secure official receipt (OR) that will be issued upon payment	2.3 Print the MTO Permit – Franchise		10 minutes	<i>Administrative Aide I</i> CMO – BPLS
2.1 Present OR with the verified documents and secure claim stub at BPLS window no.2	2.4 Review and initially signed the MTO permit		30 minutes	<i>Licensing Officer III</i> CMO – BPLS
	2.5 Endorse the MTO permit to the City Mayor's or City Administrator's Office for approval		2 hours	<i>Administrative Aide I</i> CMO – BPLS



3. Receive the approved permit and sign in the logbook upon receipt	3. Release approved MTOP-Franchise	None	10 minutes	<i>Administrative Aide / CMO – BPLS</i>
	TOTAL:	PHP 725.00 / PHP 1,025.00	4 hours, 15 minutes	



7. Motorized Tricycle Operators Permit (Annual Mayor's Permit)

This applies to all active MTOP-Franchise Holders that operates within the City, the same is registered with the Traffic Division of the PNP Station in the City as well as with the Traffic Management Unit (CMO-POSS-TMU) and the corresponding fee is fully paid.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All MTOP-Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy only; Original must be presented)		Land Transportation Office		
Traffic Clearance (Original copy)		Philippine National Police (PNP) and Traffic Management Unit (TMU)		
Insurance Policy (1 photocopy only)		Insurance Company		
Latest MTOP (1 Photocopy only)		Client		
Situational Requirements:				
For representative: -Special Power of Attorney (SPA) (original copy) -One (1) valid ID of the authorized representative (1 photocopy)		Citizen or Client being represented Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA, PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section *Make sure to secure Order of Payment that will be issued	1. Receive and validate attached requirements 1.1 Issue order of payment 1.2 Endorse verified documents and direct client to the City Treasurer's Office for payment	None	10 minutes 10 minutes 10 minutes	<i>Administrative Aide I</i> CMO – BPLS



<p>2. 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</p> <p>*Make sure to secure official receipt (OR) that will be issued upon payment</p> <p>2.1 Present OR with the verified documents and secure claim stub at BPLS window no.2</p>	<p>2. Provide priority number from the queuing machine</p> <p>2.1 Accept payment based on the order of payment and issue Official Receipt</p> <p>2.2 Receive and check the completeness of the document submitted and issue claim stub to the applicant</p> <p>2.3 Print the MTOP- Mayor's Permit</p> <p>2.4 Review and initially signed the permit</p> <p>2.5 Endorse the MTOP- mayor's permit to the City Mayor's or City Administrator's Office for approval</p>	<p>Mayor's Annual Permit Fee – PHP 100.00</p> <p>Traffic Clearance – PHP 50.00</p> <p>Sticker Fee– PHP 75.00</p> <p>Service Fee – PHP 50.00</p> <p>*Failure to renew every year : Php 200.00 (surcharge)</p>	<p>10 minutes</p> <p>35 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>2 hours</p>	<p><i>Administrative Aide I</i> CTO</p> <p><i>Revenue Collection Clerk III</i> CTO</p> <p><i>Administrative Aide I</i> CMO – BPLS</p> <p><i>Licensing Officer III</i> CMO – BPLS</p> <p><i>Administrative Aide I</i> CMO – BPLS</p>
<p>3. Received the approved permit and sign in the logbook upon receipt</p>	<p>3. Release approved MTOP- Mayor's Permit</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>
	<p>TOTAL:</p>	<p>PHP 275.00 / PHP 475.00</p>	<p>4 hours, 15 minutes</p>	



8. Motorized Tricycle Operators Permit (Dropping of Franchise)

This applies to active MTOP-Franchise holders who wish to drop/terminate their franchise/operation and submit the same to concern national agency to avoid surcharges and penalties.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All MTOP Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
BIR Clearance / Certification for Dropping (Original)		Bureau of Internal Revenue		
Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy only; Original must be presented)		Land Transportation Office		
Two (2) Government Issued Identification Cards (1 photocopy)		SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office		
Situational Requirements:				
For representative: -Special Power of Attorney (SPA) (original copy) -One (1) valid ID of the authorized representative		Citizen or Client being represented Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA, PAG-IBIG		
In case of death : Death Certificate (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section *Make sure to secure Order of Payment that will be issued	1. Receive and validate attached requirements	None	10 minutes	<i>Administrative Aide I</i> CMO – BPLS
	1.1 Issue order of payment		10 minutes	
	1.2 Endorse verified documents and direct client to the City Treasurer's Office for payment		10 minutes	



<p>2. 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</p> <p>*Make sure to secure official receipt (OR) that will be issued upon payment</p> <p>2.1 Present OR with the verified documents and secure claim stub at BPLS window no.2</p>	<p>2. Provide priority number from the queuing machine</p> <p>2.1 Accept payment based on the order of payment and issue Official Receipt</p> <p>2.2 Receive and checks the completeness of the document submitted and issue claim stub to the applicant</p> <p>2.3 Print the MTOP- dropping document form</p> <p>2.4 Review and initially signed the document form</p> <p>2.5 Endorse the MTOP- dropping document form to the City Mayor's or City Administrator's Office for approval</p>	<p>Dropping Fee – PHP 200.00</p>	<p>10 minutes</p> <p>35 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>2 hours</p>	<p><i>Administrative Aide I</i> CTO</p> <p><i>Revenue Collection Clerk</i> CTO</p> <p><i>Administrative Aide I</i> CMO – BPLS</p> <p><i>Licensing Officer III</i> CMO – BPLS</p> <p><i>Administrative Aide I</i> CMO – BPLS</p>
<p>3. Receive approved dropping document and sign in the logbook upon receipt</p>	<p>3. Release approved document</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>
TOTAL:		PHP 200.00	4 hours, 15 minutes	



9. Motorized Tricycle Operators Permit (Substitution of Unit)

This applies to active holders of MTOP-Franchise who wishes to replace their existing motorcycle unit due to wear and tear reasons. This substitution of unit is subject to existing laws and City Ordinances as well as of the national agencies concerned.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All MTOP-Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy only; Original must be presented)– old		Land Transportation Office		
Certificate of Registration (CR) and Official Receipt (OR) (1 photocopy only; Original must be presented)- new		Land Transportation Office		
Situational Requirements:				
For representative: -Special Power of Attorney (SPA) (original copy) -One (1) valid ID of the authorized representative (1 photocopy)		Citizen or Client being represented Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA,PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section *Make sure to secure Order of Payment that will be issued	1. Receive and validate attached requirements 1.1 Issue order of payment 1.2 Endorse verified documents and direct client to the City Treasurer's Office for payment	None	10 minutes 10 minutes 10 minutes	<i>Administrative Aide I</i> CMO – BPLS



<p>2. 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</p> <p>*Make sure to secure official receipt (OR) that will be issued upon payment</p> <p>2.1 Present OR with the verified documents and secure claim stub at BPLS window no.2</p>	<p>2. Provide priority number from the queuing machine</p> <p>2.1 Accept payment based on the order of payment and issue Official Receipt</p> <p>2.2 Receive and checks the completeness of the document submitted and issue claim stub to the applicant</p> <p>2.3 Print the MTOP-substitution of unit document form</p> <p>2.4 Review and initially signed the document form</p> <p>2.5 Endorse the MTOP-substitution of unit document form to the City Mayor's or City Administrator's Office for approval</p>	<p>Substitution Fee – PHP 300.00/unit</p> <p>None</p> <p>PHP 300.00/unit</p>	<p>10 minutes</p> <p>35 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>30 minutes</p> <p>2 hours</p> <p>10 minutes</p> <p>4 hours, 15 minutes</p>	<p><i>Administrative Aide I</i> CTO</p> <p><i>Revenue Collection Clerk III</i> CTO</p> <p><i>Administrative Aide I</i> CMO – BPLS</p> <p><i>Licensing Officer III</i> CMO – BPLS</p> <p><i>Administrative Aide I</i> CMO – BPLS</p> <p><i>Administrative Aide I</i> CMO – BPLS</p>
<p>3. Receive the approved document and sign in the logbook upon receipt</p>	<p>3. Release approved document</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide I</i> CMO – BPLS</p>
	<p>TOTAL:</p>	<p>PHP 300.00/unit</p>	<p>4 hours, 15 minutes</p>	



10. Motorized Tricycle Operators Permit (Transfer of Ownership)

This applies to active MTOP-Franchise holders who wishes to transfer the ownership of unit with assumption of franchise of which may be allowed upon payment of transfer of ownership fee/s.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All MTOP Franchise Holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Approved Application for Dropping of franchise by the grantee of MTOP (Original form)		Business Permit and Licensing Section		
Affidavit of consent executed by the grantee of MTOP for the transfer of ownership (Original copy)		Client		
Deed of Sale (1 photocopy only; Original must be presented)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section *Make sure to secure Order of Payment that will be issued	1. Receive and validate attached requirements	None	10 minutes	<i>Administrative Aide</i> / CMO – BPLS
	1.1 Issue order of payment		10 minutes	
	1.2 Endorse the verified document and direct client to the City Treasurer's Office for payment		10 minutes	
2. Proceed to the City Treasurer's Office to secure priority number at	2. Provide priority number from the queuing machine		10 minutes	<i>Administrative Aide</i> / CTO Revenue Collection Clerk III



11. Motorized Tricycle / Trisikad Driver's Identification Card

This applies to drivers of motorized tricycle with active MTOP-Franchise and trisikad drivers with renewed TOP for proper identification and record purposes.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Tricycle and Trisikad Drivers with MTOP/TOP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Application Form (Original form)		Business Permit and Licensing Section		
Professional Driver's License (1 photocopy only)		Client		
Residence Certificate (1 photocopy only; Original must be presented)		Barangay Hall / City Treasurer's Office		
Latest MTOP/TOP (1 photocopy only)		Client		
Traffic Clearance (Original copy)		Philippine National Police (PNP) and Traffic Management Unit (TMU)		
2x2 ID Picture (2 pieces)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out application form and submit complete documentary requirements at Business Permit and Licensing Section *For Trisikad Drivers: Professional Driver's License is not required *Make sure to secure Order of Payment that will be issued	1. Receive and validate attached requirements	None	10 minutes	<i>Administrative Aide</i> / CMO – BPLS
	1.1 Issue order of payment		10 minutes	
	1.2 Endorse fill out form and verified documents then direct client to the City Treasurer's Office for payment		10 minutes	



<p>2. 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</p> <p>*Make sure to secure official receipt (OR) that will be issued upon payment</p> <p>2.1 Present Official Receipt and fill-out document at BPLS window no.1</p>	<p>2. Provide priority number from the queuing machine</p>	<p>ID's Fee – PHP 75.00</p>	10 minutes	<p><i>Administrative Aide I</i> CTO</p>
	<p>2.1 Accept payment based on the order of payment and issue Official Receipt</p>		35 minutes	<p><i>Revenue Collection Clerk III</i> CTO</p>
	<p>2.2 Receive and check the completeness of the document submitted and issue claim stub to the applicant</p>		10 minutes	<p><i>Administrative Aide I</i> CMO – BPLS</p>
	<p>2.3 Print the driver's Identification Card</p>		10 minutes	
	<p>2.4 Review and initially signed the printed identification card</p>		30 minutes	<p><i>Licensing Officer III</i> CMO – BPLS</p>
<p>2.5 Endorse the identification card to the City Mayor's or City Administrator's Office for approval</p>		2 hours	<p><i>Administrative Aide I</i> CMO – BPLS</p>	
<p>3. Receive the approved ID and sign in the logbook upon receipt</p>	<p>3. Release approved ID</p>	<p>None</p>	10 minutes	<p><i>Administrative Aide I</i> CMO-BPLS</p>
	TOTAL:	<p>PHP 75.00</p>	<p>4 hours, 15 minutes</p>	



12. Trisikad Operators Permit (TOP)

This applies individuals whose ages are not below 18 years old and who are holders of Certificate of Attendance of Traffic Rules and Regulations conducted by Local Traffic Enforcers of CMO-POSS-TMU, can operate a Trisikad. For bicycle acquired after the first twenty (20) days of January, the permit fee shall be paid without the penalty within the first twenty (20) days of the quarter following the date of purchase. Failure to register within the period specified shall be subject to the penalty.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All TOP Applicants / Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Traffic Clearance (Original copy)		Philippine National Police (PNP) and Traffic Management Unit (TMU)		
Insurance Policy (1 photocopy only; Original must be presented)		Insurance company		
Residence Certificate (1 photocopy only; Original must be presented)		Barangay Hall / City Treasurer's Office		
One (1) Valid ID of the operator (1 photocopy)		Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA, PAG-IBIG		
Residential Sketch (Original)		Client		
Situational Requirements:				
For representative: -Special Power of Attorney (SPA) original copy -One (1) valid ID of the authorized representative		Citizen or Client being represented Company ID, SSS, GSIS, Driver's License, PHIC, BIR, PRC, Barangay ID, DFA, PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section	1. Receive and validate attached requirements	None	10 minutes	<i>Administrative Aide</i> / CMO – BPLS
	1.1 Issue order of payment		10 minutes	
	1.2 Endorse verified documents and direct client to the		10 minutes	



	City Treasurer's Office for payment			
2. 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 (OR) that will be issued upon payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the order of payment and issue Official Receipt 2.2 Receive and check the completeness of the document submitted and issue claim stub to the applicant 2.3 Print the Trisikad Operator's permit 2.4 Review and initially signed the TOP 2.5 Endorse the TOP to the City Mayor's or City Administrator's Office for approval	Mayor's Permit Fee – PHP 200.00 Traffic Clearance – PHP 50.00 Cost of the Plate – PHP 75.00 *Failure to renew every year : Php 100.00 (surcharge)	10 minutes 35 minutes 10 minutes 10 minutes 30 minutes 2 hours	Administrative Aide / CTO Revenue Collection Clerk III CTO Administrative Aide / CMO -BPLS Licensing Officer III CMO -BPLS Administrative Aide / CMO -BPLS
2.1 Present OR with the verified documents at BPLS window no.1				
3. Receive approved TO permit and sign in the logbook upon receipt	3. Release approved TOP	None	10 minutes	Administrative Aide / CMO – BPLS
	TOTAL:	PHP 325 /PHP 425.00	4 hours, 15 minutes	



13. Occupational Permit

There shall be collected an annual fee of One Hundred Pesos (P100.00) for the issuance of a Mayor's Permit to every worker or employee, whether working on a temporary, contractual, casual or permanent basis, regardless of his/her position with the exemption of those individuals who are subject to the professional tax imposed under Article F, Chapter III of the The Local Revenue Code of 2009, and the government employees.

Office or Division:	CMO – Business Permit and Licensing Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Hired Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Barangay Clearance (1 photocopy only; Original must be presented)		Barangay Hall (residence of the employee)		
Residence Certificate (1 photocopy only; Original must be presented)		Barangay Hall / City Treasurer's Office		
Police Clearance (1 photocopy only; Original must be presented)		Philippine National Police		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section	1. Receive, check and validate attached requirements	None	10 minutes	<i>Administrative Aide I</i> CMO – BPLS
	1.1 Prepares order of payment		10 minutes	
	1.2 Endorse verified document and direct client to the City Treasurer's Office for payment		10 minutes	
2. Proceed to the City Treasurer's Office to secure priority	2. Provide priority number from the queuing machine	Mayor's Occupational Permit Fee – PHP 100.00	10 minutes	<i>Administrative Aide I</i> CTO
	2.1 Accept payment based on the		35 minutes	



14. Mayor's Special Permit

This applies to any person, whether natural or juridical, desiring to engage in any special activities and/or events on a specified or limited period of time in a particular location within the jurisdiction of the City, shall first submit a written application to the City Mayor for a Special Permit. For that purpose, a written application in a prescribed form shall indicate the name and address of the applicant, the description of the activity, the time and date/s and the particular place or places where the same will be conducted and such other pertinent information and data as may be required.

Office or Division:	CMO – Business Permit and Licensing Section	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Standard Requirements:		
Letter Request (1 original)	Client	
Barangay Clearance (1 original)	Barangay Hall	
Community Tax Certificate (1 photocopy only; Original must be presented)	City Treasurer's Office	
Situational Requirements:		
For application related to ambulant and itinerant amusement operators: CENRO Clearance, Sanitary Permit and Electrical Fee (Official Receipt) is required (Original form)	City Environment and Natural Resource/ City Health Office / City Engineering Office	
For application related in conducting group activities: One (1) copy of Mayor's Permit shall be furnished to the Chief of Police of the Philippine National Police of the City who will assign police personnel to the venue to help maintain peace and order	Philippine National Police / Traffic Management Unit	
For operation and establishing a gun club/s: Memorandum of Agreement from Office of the City Mayor must be complied	Office of the City Mayor	
For lease: Attach Mayor's Permit of the building owner / landlord as a Real Estate	Client	



Lessor and Contract of Lease between the lessor and the lessee (Original copy)				
For business located at any government facilities: Market clearance (1 photocopy only; Original must be presented)		City Economic Enterprise Management and Development Office		
For business located at night market: Affidavit of No Stallholdings in any public market in Panabo City must be presented (original copy)		Client		
For business activity conducted at Panabo Multi-Purpose Tourism, Cultural & Sports Center (PMTCSO) and other government recreational facilities: Official Receipt for the gym rental and electricity fee must be presented (original copy)		City Economic Enterprise Management and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements at Business Permit and Licensing Section	1. Receive, check and validate attached requirements	None	10 minutes	<i>Administrative Aide I</i> CMO – BPLS
	1.1 Prepares order of payment		10 minutes	
	1.2 Endorse verified documents and direct client to the City Treasurer's Office for payment		10 minutes	
2. Proceed to the City Treasurer's Office to secure priority number at queuing machine and wait for the number to be	2. Provide priority number from the queuing machine	Base on the classification of business activity and event (Refer to the table below)	10 minutes	<i>Administrative Aide I</i> CTO
	2.1 Accept payment based on the order of payment and issue Official Receipt		35 minutes	<i>Revenue Collection Clerk III</i> CTO
			10 minutes	<i>Administrative Aide I</i> CMO – BPLS



called to pay assigned fees *Make sure to secure official receipt (OR) that will be issued upon payment 2.1 Present OR with the photocopy of documents at BPLS window no.1	2.2 Issue claim stub to the applicant 2.3 Print special permit and forward the same to the City Mayor's Office for approval		2 hours	Administrative Aide IV (Bookbinder II) CMO – BPLS
3. Claim approved permit and sign in the logbook upon receipt	3. Release approved permit	None	10 minutes	Administrative Aide I CMO – BPLS
	TOTAL:	None	3 hours, 35 minutes	

There shall be collected a permit fee on parades and other street activities held in the City:

Parades/Motorcades	PHP 200.00
Recoreda	PHP 200.00
Float Parade	PHP 200.00
Street Dancing	PHP 200.00
Circus Parade	PHP 300.00

There is hereby imposed a special permit fee on ambulant and itinerant amusement operators, during fiestas and fairs at the following rates, subject to the payment of amusement tax, whenever applicable:

Special Permit	Fee
Circus, Carnivals, or the like per day	PHP 100.00/day for the first ten days and PHP 10.00/day thereafter.



Merry-Go-Round, roller coaster, ferries wheel, swing shooting gallery and other similar contrivances	PHP 50.00/day for the ten days and PHP 10.00/day thereafter per unit of contrivances
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The following Regulatory Fees shall be collected for each day from any person except those specifically exempted by law which shall conduct any special activity and/or event within the City:

House to House Sales	PHP 200.00/month
To participate public bidding in this city	
• Business located in Panabo	PHP 300.00/year
• Business not located in Panabo	PHP 400.00/year
Fee to Extract Sand & Gravel	PHP 500.00/year
Raffle Draws	
• Promotional	PHP 200.00/draw
• Fund Raising	PHP 150.00/draw
Promotional Sales	
• without selling of products	PHP 200.00/month
• with selling of products	PHP 300.00/month
Solicitation	PHP 100.00/year
Movie Premiere/Advance Screening/ Film Festival and Others	PHP 300.00/day
Fashion Show	PHP 300.00/day
Painting and Art Exhibitions	PHP 300.00/day
Flower Shows, Car Shows and Other similar shows	PHP 200.00/day
Bingo Social Raffle	PHP 200.00/day
Pop/Rock Concerts or Other similar concerts	PHP 500.00/day
Boxing Tournament and Other similar tournaments	PHP 500.00/day
Product Sampling/Launching	PHP 500.00/day
Special Sale (Midnight Madness)	PHP 500.00/day
Other Special Activities or Fund Raising Activities not mentioned	PHP 200.00/activity

The following regulatory fees shall be collected during the duration of every special occasion such as ArawngPanabo, City Fiestas and other celebration or similar occasions, with the following fees:

Merchandise	Permit Fee / Stall
Used Clothing	PHP 500.00
Fruit Shake with refreshment	PHP 300.00



Plastic wares/curtains/utensils/ceramics native products/house wares and the like	PHP 500.00
Shoes/sandals/slippers/RTW/bags novelties & other fashion accessories	PHP 500.00
Plants/ornamentals	PHP 350.00
Herbal products	PHP 350.00
VCD / Tapes	PHP 350.00
Motor / Appliances	PHP 500.00
Fast foods (Jollibee/Greenwich)	PHP 1,500.00
Appliances, furniture, motorcycle	PHP 1,500.00
Any other permit not mentioned above	PHP 300.00

There shall be collected the following ambulant vending fees for the privilege of selling in designated vending areas within the City:

Merchandise	Permit Fee / Stall
Barbecue (w/ eatery during night time only)	PHP 1,000.00
Crispy Chicken (Rolling Stand)	PHP 800.00
LechonManok (Rolling Stand)	PHP 800.00
Tinap-anan	PHP 500.00
Kakanin/Siopao/NilagangMais/Balut/Banana que etc.	PHP 300.00
PritoSaging w/ juice	PHP 300.00
Fruits	PHP 800.00
Vegetables	PHP 800.00
Shoes/Nipper/Umbrella Repair/Services	PHP 300.00
Salted Fish	PHP 300.00
Dried Fish	PHP 300.00
Herbal Products	PHP 300.00
Cigarette Stand	PHP 200.00
Cigarette Stand w/ Newspaper, Magazine, etc.	PHP 300.00
Watch repair	PHP 200.00
Cellphone Repair/Services	PHP 300.00
Other Ambulant vending activity not mentioned	PHP 300.00



There shall be collected the following permit fees for commercial film-making:

Local Filming	PHP 3,000.00
International Filming	PHP 5,000.00

Fees shall be imposed to any person, group or organization, who will conduct or hold any program or activity, for not more than twenty-four (24) hours, involving group of people, on the following schedule of fees:

Particulars	Fee
Assembly/Seminars/Conventions/ Meetings/Crusades	PHP 200.00/day
Rallies/Demonstration	
i. Political rallies for local candidates	PHP 1,000.00/day
ii. Political rallies with national candidates	PHP 2,000.00/day
Athletic Competitions	PHP 300.00/day
Car/Motorcycle/Bicycle Competition/ Show/Races	PHP 500.00/day
Animal Show	PHP 200.00/day
Stage Show/Vaudeville/Drama/ Coronation/Ball	PHP 200.00/day
Amateur Singing Contests	PHP 200.00/day
Concerts/Cultural Shows/Fashion and Accessories Shows/Beauty and Popularity Contests, DISCO/Variety Shows	PHP 1,000.00/day

Every person or entity who shall establish, operate and maintain gun clubs within the City shall first secure a permit from the City Mayor through the Business Permit and Licensing Section and pay the corresponding annual fees:

1– 5 firing range	PHP 1,500.00
6 – 10 firing range	PHP 3,000.00
more than 10 firing range	PHP 5,000.00

The fees and charges of night market

Area	2.50 per square meter
Annual Fee	PHP 150.00



15. Emergency Medical Services

Emergency Medical Services include the provision of first aid and basic life support to victim/s under serious events or life-threatening conditions that requires immediate intervention such as but not limited to road crash incidents, crime related incidents (i.e. gunshot), day to day emergencies such as trauma, medical cases (cardiac/respiratory arrest) and natural or man-made disasters especially with mass casualty incidents.

Office or Division:	City Mayor's Office (CMO) – City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call CDRRM Operations Center through hotline number (09302385937) or radio (REACTOR 156.350MHz)	1. Receive the call and log the details of the emergency	None	2 Minutes	<i>Officer of the Day</i> CDRRMO
2. Wait for dispatch of Patient Transport Vehicle (PTV)	2. Dispatch the Patient Transport Vehicle (PTV)	None	3 Minutes	<i>Officer of the Day</i> CDRRMO
	2.1 Provide first aid to the victim/s and fill up Individual Treatment Record (ITR)		15 Minutes	<i>Responding Unit</i> CDRRMO
	2.2 Transport to the nearest healthcare facility, if needed		10 Minutes	<i>Responding Unit</i> CDRRMO
TOTAL:		None	30 minutes	



16. Request for Disaster Preparedness Training/Seminar

Disaster Preparedness Training and Seminars include a various techniques and principles in providing first line treatment to sick/injured victims as well as disaster planning and management which can be requested by both public and private sector.

Office or Division:	City Mayor's Office (CMO) – City Disaster Risk Reduction and Management Office (CDRRMO)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2B-Government to Business			
Who may avail:	Government agencies, Educational Institutions and Private establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Formal request letter addressed to the CDRRM Officer (2 original copy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter stating the training needed, location, and the number of participants	1. Receive the letter and forward it to Admin and Training Section	None	1 Minute	<i>Receiving Clerk</i> CDRRMO
2. Receive a confirmation through phone call the schedule of the training and the list of materials / equipment to be prepared	2. Inform client the confirmed schedule of training through phone call/text and provide a list of materials/ equipment to be prepared	None	9 Minutes	<i>LDRRMO III</i> CDRRMO
3. Participate in the scheduled training/seminar	3. Conduct the training -First Aid -Basic Life Support	None	See training list below	<i>LDRRMO III</i> CDRRMO and Other Invited instructors



	-Basic Water Safety - Basic Rope Rescue -Disaster Risk Reduction and Management 3.1 Issue Certificate			<i>LDRRMO III CDRRMO</i>
4. Receive Certificate of Completion/ Attendance	4. Release Certificate of Completion/ Attendance		5 Minutes	<i>LDRRMO III CDRRMO</i>
	TOTAL:	None	15 Minutes + Selected Training Time	

LIST OF TRAINING/SEMINAR	PROCESSING TIME
1. First Aid	1 Day
2. Basic Life Support	2 Days
3. Basic Water Safety	4 Days
4. Basic Rope Rescue Training	7 Days
5. Disaster Risk Reduction and Management Seminar	2 Days



17. Issuance of Certificate (Hazard Assessment)

Hazard Assessment is done to identify the hazard, assess risks and develop plans to respond to potential safety hazards present in the community and/or establishments.

Office or Division:	City Mayor's Office (CMO) – City Disaster Risk Reduction and Management Office (CDRRMO)			
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:				
Formal request letter addressed to the CDRRM Officer (2 original)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter indicating the purpose of the certificate and location of the hazard *Wait for the confirmation schedule	1. Receive the letter and forward to Operations and Early Warning Unit	None	2 Minutes	<i>Receiving Clerk</i> CDRRMO
2. Receive schedule of assessment confirmation through phone call/text	2. Schedule the conduct of assessment and notify client through phone call/text.	None	10 Minutes	<i>LDRRMO I</i> CDRRMO
3. Accompany the team who shall conduct the assessment	3. Conduct assessment	None	1 Day	<i>LDRRMO I</i> CDRRMO
	3.1 Prepare Inspection report		1 Day	<i>Building Inspector</i> CEO
	3.2 Prepare Hazard		1 Day	



	Assessment Certificate			<i>Fire Safety Inspector</i> BFP
	3.3 Approve the Hazard Assessment Certificate		3 Minutes	<i>LDRRMO /</i> CDRRMO
4. Return to CDRRM Office to receive the Hazard Assessment Certificate and fill out the logbook	4. Release the certificate and advise to sign logbook	None	10 Minutes	<i>LDRRMO /</i> CDRRMO
	TOTAL:	None	3 Days, 25 Minutes	



18. Issuance of Certificate of Legitimate/Bonafide Beneficiary

The document is requested as a pre-requisite document required by utility companies for installation of Electricity and Water, and for any other legal purposes. Issuance of Certificate as found compliant with the Administrative Order No.23 City Government of Panabo, Revenue Code of 2009 (Section 2, Republic Act 7160).

Office or Division:	City Mayor's Office – City Housing Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Beneficiaries of existing Housing Program and; Identified qualified Beneficiaries of Socialized Housing Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the registry Logbook at the Receiving Desk	1. Receive and verify information of the requestor	None	5 minutes	<i>Clerk</i> CMO-City Housing Section
*Wait for the name to be called	1.1 Verify Aging of Accounts /Electronic Records		5 minutes	<i>Clerk</i> CMO-City Housing Section
	1.2 Prepare Certificate of Legitimate/ Bonafide Beneficiary		5 minutes	<i>Clerk</i> CMO-City Housing Section
	1.3 Review and Approve the certificate		10 minutes	<i>OIC Head</i> CMO-City Housing Section
2. Receive the Certificate of Legitimate/ Bonafide Beneficiary	2. Release the Certificate of Legitimate/ Bonafide Beneficiary	None	5 minutes	<i>Clerk</i> CMO-City Housing Section
TOTAL:		None	30 Minutes	



19. Issuance of Billing Statement for Socialized Housing Projects

The document is requested as a pre-requisite document required by City Treasurer's Office. Issuance of Service Records as found compliant with the Administrative Order No.23 City Government of Panabo, Revenue Code of 2009 (Section 2, Republic Act 7160).

Office or Division:	City Mayor's Office – City Housing Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Beneficiaries of existing Housing Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Billing Notice Form (1 original)		CMO-City Housing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the Billing Notice Form at Receiving Desk	1. Receive and verifies information of the requestor	None	5 Minutes	<i>Clerk</i> CMO-City Housing Section
*Wait for name to be called	1.1 Check /Verify Aging of Accounts /Electronic Records and issue the Order of Payment if all required documents were given	Payment will be based on Generated Aging of Accounts/ Electronic Records	3 Minutes	<i>Clerk</i> CMO-City Housing Section
*Make sure to secure Order of Payment that will be issued	1.2 Review and approve the certificate		8 Minutes	<i>Clerk</i> CMO-City Housing Section
	1.3 Direct client to the City Treasurer's Office for payment		2 Minutes	



<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 fees</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>None</p>	<p>1 Hour</p>	<p><i>Clerk</i> <i>CTO</i></p> <p><i>Revenue</i> <i>Collection Clerk III</i> <i>CTO</i></p>
<p>3. Return to City Housing Section and present Official Receipt</p>	<p>3. Record Official Receipt from client</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Clerk</i> <i>CMO-City Housing</i> <i>Section</i></p>
	<p>TOTAL:</p>	<p>Payment will be based on Generated Aging of Accounts</p>	<p>1 Hour, 15 Minutes</p>	



20. Issuance of Certification to Homeowners Association (HOA) Applicants for Community Mortgage Program (CMP)

The document is requested as a pre-requisite document required in application of HOA for financing/refinancing under the Community Mortgage Program. Issuance of Certificate as found compliant with the Administrative Order No.23 City Government of Panabo, Revenue Code of 2009 (Section 2, Republic Act 7160).

Office or Division:	CMO – City Housing Section	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Client	
Who may avail:	Homeowners Association (HOA) Registered and Accredited by Department of Human Settlements and Urban Development (DHSUD)	
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Standard Requirements:		
For resident Homeowners Association:		
Approved Preliminary Subdivision Development Plan (PSDP) (1 photocopy)	Client	
Updated Agreement by the Property Owner (1 photocopy)	Client	
Current Certificate of Registration or Accreditation with DHSUD (1 certified true copy)	Client	
Updated Financial Report as Homeowners Association (1 photocopy)	Client	
Resolution of a set of Officers as Homeowners Association (1 photocopy)	Client	



<p>Socio-Economic/Consolidated profile signed by Secretary and HOA President (1 photocopy; electronic copy)</p>	<p>Client</p>
<p>Certification from LGU that the property is safe and suitable for housing with attached Mines and Geoscience Biological (MGB) Certification (1 original)</p>	<p>City Planning and Development Office</p>
<p>For Individual Members: -Birth/ Marriage Certificate; Affidavit of Cohabitation (if Live-In) (1 photocopy) -National ID or Any Government IDs (Claim Slip) (1 photocopy) -Barangay ID/Barangay Certificate (1 photocopy) -Certificate of NO LANDHOLDINGS from City Assessor(latest) (1 photocopy) -Voters ID/ Voters Certificate (1 photocopy)</p>	<p>Client</p>
<p>Situational Requirements:</p>	
<p>For non-resident Homeowners Association:</p>	
<p>Certification from sending LGU (1 original)</p>	<p>Sending Local Government Unit</p>
<p>Certificate of No landholdings issued by the</p>	<p>City/Municipal Assessor of sending LGU</p>



City Assessor of sending LGU (1 photocopy)				
Consolidated Profile with Certification from sending LGU that applicants are qualified to access Community Mortgage Program (CMP) (1 photocopy; electronic copy)		Client		
Letter from the accepting LGU (1 original)		City Housing Section		
For Individual Members(non-resident): -Birth/ Marriage Certificate; Affidavit of Cohabitation (if Live-In) (1 photocopy) -National ID or Any Government IDs (Claim Slip) (1 photocopy) -Barangay ID/Barangay Certificate (1 photocopy) -Certificate of NO LANDHOLDINGS from City Assessor(latest) (1 photocopy) -Voters ID/ Voters Certificate (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and validate documentary requirements	None	35 minutes	<i>Administrative Aide I</i> CMO-City



<p>*Wait for the schedule of Profiling/Tagging</p> <p>*Household members must be present during the Profiling/Tagging</p>	<p>1.1 Inform the client of the schedule of Household Profiling/Tagging</p>			<p>Housing Section</p>
<p>2. Accommodate City Housing Section staff during the profiling/tagging</p> <p>*Wait for the release of the Certification through text/call</p>	<p>2. Conduct Profiling/Tagging</p> <p>2.1 Encode in Data Registry to verify household</p> <p>2.2 Endorse the Socialized Housing Form for signature of Barangay Captain</p> <p>2.3 Endorse Socialized Housing Form signed by Barangay Captain for assessment</p> <p>2.4 Conduct Social Welfare Development Indicators (SWDI)</p>	<p>None</p>	<p>5 days</p> <p>5 days</p> <p>3 days</p> <p>1 day</p>	<p><i>Administrative Aide I</i></p> <p>CMO-City Housing Section</p> <p>Barangay Captain</p> <p>City Social Welfare Development Office (CSWDO)</p> <p>CMO-City Housing Section/ City Social Welfare</p>



	<p>2.5 Prepare Certification and other related documents</p> <p>*Produce three (3) original copies of Certification:HOA, SHFC and City Housing Section</p> <p>2.6 Review of Certification and other related documents</p> <p>2.7 Countersignature the Certification and endorse to City Mayor's Office for signature of Local Chief Executive</p> <p>2.8 Sign and approve the Certification</p> <p>* Submit a copy of the Certification to the Financing Agency/Social Housing Finance Corporation</p>		<p>15 days</p> <p>1 day</p> <p>1 day</p>	<p>Development Office (CSWDO)</p> <p><i>Administrative Aide I</i></p> <p>CMO-City Housing Section</p> <p><i>Section Head</i></p> <p>CMO-City Housing Section</p> <p><i>City Mayor</i></p> <p>City Mayor's</p>
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				Office
3. Receive the approved Certification and sign the logbook	3. Release the approved Certification		5 minutes	<i>Administrative Aide I</i> CMO-City Housing Section
		TOTAL	30 days, 40 minutes	



21. Request for Public Service Announcement

Official announcements, advisories, missing persons, and other pertinent information that needs massive public awareness through all forms of available media.

Office or Division:	City Information Office - Public Information Research Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen Services			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Letter Request (1 original) Must contain the following details: - Name/ department of requester - Address (Home/Company) - Purpose of Request - Date needed - Contact number - E-mail address		Client		
Situational Requirement:				
If public information on a missing person: -Blotter report from the PNP (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request at Information Desk or send via e-mail at ciopanabo@gmail.com	1. Receive and acknowledge receipt the request	None	3 Minutes	<i>Administrative Aide I</i> CMO-CIO
* Wait for the schedule of interview	1.1 Endorse letter request to the City Information Officer		3 Minutes	
	1.2 Review and approve		5 Minutes	<i>City Information Officer</i> CMO-CIO
			5 Minutes	<i>Information Officer I – Public</i>



	1.3 Inform the client on his/her request for interview			Information Research Unit CMO-CIO
<p>2. Attend to the Information Officer for briefing, as well as choose the forms of media to be used for public information</p> <p>* The client or his/her representative will also be invited as a guest on a specific schedule</p>	<p>2. Brief the client on the strategy to inform the public, as well as interview him/her on other information</p> <p>*Radio Broadcast - <i>Announce the request on-air through partner radio stations of the CIO:</i></p> <ul style="list-style-type: none"> • <i>Dream Radio 94.3FM</i> • <i>PTV DavNor 48 Ang Panabo Karon 91.1FM</i> <p>*Social Media - <i>Publish content with graphic/videos on official LGU Panabo social networking sites: Facebook: City Government of Panabo Facebook Page / Panabo City Public Affairs</i></p>	None	10 Minutes	Information Officer I – Public Information Research Unit CMO-CIO



	<p><i>IG: @panabocity official</i> <i>Twitter: @panaboofficial</i></p> <p>*Government Information Center - <i>Post such information at the GIC bulletin board located at the Gaisano Grand Mall of Panabo with foot traffic of 7,000 to 8,000 daily. Print materials can also be distributed by the personnel assigned.</i></p> <p>*Text Blast by SMART InfoCast - <i>Send massive texts to smart users of Panabo City.</i></p> <p>*PSCTV Crawler – <i>Limited texts will be seen on the lower part of the television screen for PSCTV subscribers.</i></p>		<p>3 Hours</p> <p>3 Minutes</p>	
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	<p>*Press Release – Information shall be sent to media partners of the city for their information and publication.</p> <p>2.1 Formulate content, graphic designs, scripts to be used on a chosen form of media, such as, but not limited to the following:</p> <p>2.2 Endorse draft content and graphic design to the City Information Officer</p> <p>2.3 Approve draft for publication and/or broadcast</p> <p>2.4 Disseminate information to the public using forms of media</p>		<p>15 Minutes</p> <p>5 Minutes</p>	<p>City Information Officer CMO-CIO</p> <p>Information Officer I - Public Information Research Unit CMO-CIO</p>
	TOTAL:	None	3 Hours and 49 Minutes	



22. Request for copies of IEC/Statements/Advisories

Provide LGU Information Education Campaign materials, collaterals, statements, directory of LGU officials, and other data to the public, media, NGAs and NGOs and LGUs for research, and official purposes.

Office or Division:	City Information Office-Public Information Research Unit			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B - Government to Business G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Letter of Request (1 original) Must contain the following details: -Name/ department of requester -Address (Home/Company) -Purpose of Request -Date needed -Contact number -E-mail address		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request at Information Desk or send via e-mail at ciopanabo@gmail.com	1. Receive and acknowledge request	None	3 Minutes	<i>Administrative Aide I</i> CMO-CIO
	1.1 Forward letter to the City Information Officer		3 Minutes	
	1.2 Review and approve request, then endorse therein to PIRU		5 Minutes	<i>City Information Officer</i> CMO-CIO
* Wait for the request confirmation through text/call			3 Minutes	<i>Administrative Aide I – Public Information Research Unit</i>



	1.3 Notify the client for the status of its request			CMO-CIO
2. Receive the requested material at the office or through e-mail	<p>2. Release the requested document to the client</p> <p>2.1 Log the request item together with the date and information of the requester</p> <p>Note: Confirm the client if the request item has been claimed through e-mail.</p>	None	<p>3 Minutes</p> <p>5 Minutes</p>	<p><i>Administrative Aide I – Public Information Research Unit</i> CMO-CIO</p>
	TOTAL:	None	22 Minutes	



23. Request for Multimedia Services

Provide technical assistance such as graphic design, video editing and photo/video documentation and drone shot, and support to the City Mayor in providing information and research data required for the delivery of basic services so that the public becomes aware of the said services and may fully avail of the same. Further, encourage support for the programs of the local and national government. (RA 7160).

Office or Division:	City Information Office - Media Unit	
Classification:	Highly Technical	
Type of Transaction:	G2G - Government to Government	
Who may avail:	Heads of LGU departments/sections and national government agencies	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Standard Requirement:	
	Letter of Request (1 original copy)	
	Must contain the following details:	
	-Name/department of requester	
	-Contact number	
	-Email Address	
	For Graphic Design:	
	-Purpose of graphic design	
	-Elements needed in the graphic design	
	-Graphic design size	
	-Date graphic design is needed	
	If necessary,	
	For Video Editing:	Client
	-Purpose of video editing	
	-Elements needed in the video (video clips, logos, images, etc.)	
	-Video time length	
	-Date video is needed (must at least be 2 days prior to the deadline)	
	For Photo/Video Documentation and Droneshot:	
	-Purpose of photo/video coverage documentation	
	-Date and time of activity	
	Situational Requirements:	
	For Graphic Design:	
	Selected photo/s to be included in the graphic design (electronic copy)	Client
	For Video Editing:	
	Video materials (video clips, images, logos, etc.) (electronic copy)	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit formal request and photo/s at Information Desk or send via e-mail at ciopanabo@gmail.com</p> <p>* Wait for the request confirmation through text/call</p>	<p>1. Receive and validate submitted requirement</p> <p>Note: Approval of the request may vary on the volume/nature of request received per day</p>	None	5 minutes	<i>Administrative Aide I</i> CMO-CIO
	1.1 Endorse the letter to the City Information Officer		5 minutes	<i>City Information Officer</i> CMO-CIO
	1.2 Review and approve the request of the client		5 minutes	
	1.3 Inform client the request confirmation through text/call		5 minutes	<i>Administrative Aide I</i> CMO-CIO
	1.4 Endorse to the Information Officer of the Media Unit for appropriate action		5 minutes	<i>Information Officer I</i> <i>Media Unit</i> CMO-CIO
	1.5 Edit of graphic design/Video		1 Day	<i>Graphic Designer/</i> <i>Video Editor-</i> <i>Media Unit</i> CMO-CIO
	<p>Note: If video materials are lacking or</p>		<p>Note: Depending on the clients' needs, an additional</p>	



	<p>insufficient, the requesting party shall accompany the CIO personnel to the area subject for documentation</p> <p>For Photo/Video Documentation and Drone Shot: Deploy CIO personnel to conduct documentation (storing of images and videos during the activity on CIO multimedia's database)</p> <p>1.6 Evaluate and review output</p>		<p>number of hours may be needed.</p> <p>30 minutes</p>	<p><i>Cameraman/ Technical Personnel - Media Unit CMO-CIO</i></p> <p><i>Information Officer I Media Unit CMO-CIO</i></p>
2. Assess and approve graphic design/edited video/photo and video documented	<p>2. Present initial output to client for approval</p> <p>2.1 Final output revision/editing upon further request from the client</p> <p>2.2 Approve output subject for release</p>		<p>10 minutes</p> <p>4 hours</p> <p>5 minutes</p>	<p><i>Information Officer I Media Unit CMO-CIO</i></p> <p><i>Graphic Designer/ Video Editor/ Cameraman/ Technical Personnel- Media Unit CMO-CIO</i></p> <p><i>City Information Officer CMO-CIO</i></p>
3. Receive graphic design/video edit/documentation files using storage device/ email/ cloud storage	3. Release the approved graphic design/video edit output to the client	None	20 minutes	<i>Information Officer I Media Unit CMO-CIO</i>
	TOTAL:	None	1 Day, 5 Hours and 30 Minutes	



23. Request for Live Broadcast of Activity

Provide official social media live coverage of LGU Panabo or NGA activity in and for the City of Panabo. Requestor must submit requirements 1 week prior to when live broadcasting is needed.

Office or Division:	City Information Office - Media Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Heads of LGU departments/sections and national government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Letter of Request Must contain the following details: -Name/department of requestor -Purpose of live coverage documentation -Venue, date, and time of activity -Internet strength of venue -Contact number -Email address		Client		
Venue must have internet connection not lower than 10 mbps.		Client		
Venue must have electric outlets sufficient for live coverage equipment (desktop computer, switcher, cameras, etc.)		Client		
Organizer must provide audio input for sound system.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit formal request at Information Desk or send via e-mail at ciopanabo@gmail.com Note: If internet connectivity of area is unavailable/unstable, the requesting party shall provide an	1. Receive and validate submitted requirement	None	5 Minutes	Administrative Aide I CMO-CIO
	1.1 Endorse the letter to the City Information Officer		3 Minutes	
	1.2 Review and approve the		5 Minutes	City Information Officer CMO-CIO



alternative internet modem for back up.	request of the client		5 Minutes	<i>Information Officer I Media Unit CMO-CIO</i>
	1.3 Endorse to the Information Officer of the Media Unit for appropriate action		6 Hours	<i>Graphic Designer Media Unit CMO-CIO</i>
	1.4 Formulate live media files (graphics, text, screen saver loops, etc.)		10 Minutes	<i>Information Officer I Media Unit CMO-CIO</i>
			10 Minutes	
	1.5 Approves and review graphic design output		1 Hour	<i>Camerman/ Technical personnel Media Unit CMO-CIO</i>
	1.6 Assess internet connectivity of the venue a day before the event			
	1.7 Prepare equipment for live coverage (desktop computer, testing of live streaming application, and live			



	coverage dry-runs			
2. Provide assistance to CIO personnel two (2) hours before the activity	2. Conduct live coverage of the activity	None	8 Hours Note: depending on the requested day	<i>Cameraman/ Technical personnel Media Unit CMO-CIO</i>
	TOTAL:		15 Hours and 38 Minutes	



24. Request for Media Accreditation

This service processes media accreditation to the Local Government of Panabo City through the Local Media Board for purposes of press briefings, conferences, and other related LGU activities

Office or Division:	City Information Office – Public Information Research Unit/Local Media Board			
Classification:	Complex			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Media practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter (original copy)		Station/Organization Manager		
Media Accreditation Form (original copy)		City Information Office, Panabo		
Photo (2x2)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and fill-out Media Accreditation Form at Information Desk or send via e-mail at ciopanabo@gmail.com	1. Receive and validate submitted requirement	None	3 Minutes	<i>Administrative Aide I</i> CMO-CIO
	1.1 Endorse requirements to the Secretariat of the Local Media Board secretariat		3 Minutes	<i>Secretariat – Local Media Board</i>
	1.2 Include request in the LMB agenda for approval		5 Minutes	<i>Local Media Board</i>
	1.3 Discuss and recommend the approval of the client for accreditation during		3 Hours	<i>Secretariat – Local Media Board</i>



	<p>LMB meeting</p> <p>1.4 Draft resolution as attachment to the approval of the accreditation</p> <p>1.5 Approve accreditation</p>		10 Minutes	<i>City Mayor</i>
2. Receive Certificate of Media Accreditation	2. Release Certificate of Media Accreditation and copy of resolution to the client	None	5 Minutes	<i>Secretariat – Local Media Board</i>
	TOTAL:	None	6 Hours and 26 Minutes	



25. Request for Photocopy of Reading Materials in the City

This service processes reading materials for photocopying. A maximum of 5 pages may be requested for photocopying by the client making the request.

Office or Division:	City Mayor's Office - City Library Section			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	LGU departments/sections, national government agencies, and citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Photocopy of certain pages of the reading material at Information Desk	1. Logs the title of reading material to be photocopied 1.1 Photocopy selected pages of the reading material	None	5 Minutes 5 Minutes	<i>Administrative Aide I</i> CMO-CLS
2. Claim photocopies of the reading material	2. Furnish client with the photocopies of selected pages	None	5 Minutes	<i>Administrative Aide I</i> CMO-CLS
	TOTAL:	None	15 Minutes	



26. Pet Registration and Rabies Vaccination of Dogs and Cats

Rabies vaccination of dogs and cats is the inoculation of animal rabies vaccine starting at the age of 3 months old and up and should be done yearly thereafter to prevent Rabies virus infection. Pet registration is a pre-requisite for vaccination and should be renewed annually for purpose of keeping accurate records of immunized dogs and cats in the City as required under Republic Act 9482 also known as the Anti-Rabies Act of 2007.

Office or Division:	City Mayor's Office – City Veterinary Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All pet owners in Panabo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirement:				
Pet health card (1 original)		City Veterinary Section/Private Veterinary Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animal and pet health card	1. Conduct an assessment of the animal	None	3 minutes	<i>Veterinarian III</i> CMO-Vet Section
	1.1 Enroll the animal in the dog registry		5 minutes	<i>Clerk</i> CMO-Vet Section
	1.2 Issue order of payment		2 minutes	<i>Clerk</i> CMO-Vet Section
	1.3 Direct client to the City Treasurer's Office for payment		3 minutes	<i>Clerk</i> CMO-Vet Section
2. Pay the corresponding amount of fee indicated in the order	2. Provide priority number from the queuing machine	Dog/Cat Registration Fee- PhP50.00	2 hour	<i>Clerk</i> CTO <i>Revenue Collection</i>



of payment	2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt			<i>Clerk III</i> CTO
3. Return to the CMO- City Vet and present the Official Receipt for the administration of Rabies vaccine	3. Receive, verify and record the official receipt 3.1 Administer the Rabies vaccine 3.2 Sign the Pet Health Card	None	2 minutes 5 minutes 2 minutes	<i>Clerk</i> CMO-Vet Section <i>Veterinarian III</i> CMO-Vet Section <i>Veterinarian III</i> CMO-Vet Section
4. Receive the registration card/pet health card	4. Release the registration card/validated pet health card	None	3 minutes	<i>Clerk</i> CMO- Vet Section
	TOTAL:	Dog/Cat Registration Fee- PhP50.00	2 hours, 25 minutes	



27. Dog Impounding Services

Dog impounding is the seizing or capturing of unwanted stray dogs that pose a potential threat to public health and safety. This is strictly enforced as part of the stray dog management provided under RA 9482 (Anti-Rabies Act of 2007) and City Ordinance No. 34-03.

Office or Division:	City Mayor's Office – City Veterinary Section			
Classification:	Highly Technical			
Type of Transaction:	G2G– Government to Government G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
For the Barangay: Barangay Resolution (1 original)		Barangay Local Government Unit		
For the Local Residents: Request Letter (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirement and wait for confirmed schedule	1. Receive and verify submitted document	None	2 minutes	<i>Clerk</i> CMO-Vet Sec
	1.1 Set the schedule of dog impounding	None	1. minutes BLGU request - every Tuesday Local resident's request - depending on the availability of schedule	<i>Veterinarian III</i> CMO-Vet Sec



2. Coordinate with impounding crew	2. Conduct the dog impounding operation Conditional Steps: 2.1 BLGU, prepare and furnish copy of impounding report 2.2 Local residents, issue citation tickets to violator/s	None	3 hours 30 minutes 3 minutes	<i>Impounding Crew</i> CMO-Vet Sec <i>Clerk</i> CMO-Vet Sec <i>Impounding Crew</i> CMO-Vet Sec
3. Receive the Citation Ticket/Impounding Report	3. Release Citation Ticket/ Impounding Report	None	2 minutes	<i>Clerk</i> CMO-Vet Sec
	TOTAL (BLGU request):	None	3 hours, 37 minutes	
	TOTAL (Local Residents):	None	3 hours, 10 minutes	



28. Redemption/Adoption of Impounded Dogs

Redemption or claiming of impounded dogs shall be allowed within the allowable impounding period to reunite with pet owners. Meanwhile, those unclaimed dogs may be subject for adoption to qualified persons as provided under RA 9482 (Anti-Rabies Act of 2007) and City Ordinance No. 34-03.

Office or Division:	City Mayor's Office – City Veterinary Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All pet owners in Panabo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Citation Ticket (1 original)		Client		
Government/Private Issued Identification Card (1 photocopy)		SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office, Company ID		
Dog Collar and Leash		Pet Supply Store		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirement	1. Receive and verify submitted document	None	2 Minutes	<i>Clerk</i> CMO-Vet Sec
	1.1 Conduct assessment and orientation of claimant/adopter		5 Minutes	<i>Clerk</i> CMO-Vet Sec
	*Impounded dogs will be kept until 3 days			
	1.2 Prepare the Memorandum of Undertaking/ Adoption Certificate		3 Minutes	<i>Clerk</i> CMO-Vet Sec
	1.3 Issue order of Payment		2 Minutes	<i>Clerk</i> CMO-Vet Sec
	1.4 Direct client to		3 Minutes	<i>Clerk</i>



	City Treasurer's Office for payment			CMO-Vet Sec
	1.5 Prepare the Memorandum of Undertaking/ Adoption Certificate		2 Minutes	
	1.6 Issue order of Payment		2 Minutes	
2. Pay the corresponding amount of fee indicated in the order of payment	2. Provide priority number from the queuing machine 2.1 Accept payment based on the Order of Payment 2.2 Issue the Official Receipt	Dog Impounding Fee- PhP100.00 /day Adoption Fee- PhP100.00	2 Hours	Clerk CTO Revenue Collection Clerk III CTO
3. Return to the CMO- City Vet and present the Official Receipt	3. Receive, verify and record the official receipt	None	3 Minutes	Clerk CMO-Vet Section
3.1 Receive the Memorandum of Undertaking (MOU) or Adoption Certificate	3.1 Release the MOU and the dog for redemption or adoption		2 Minutes	Veterinary Personnel CMO-Vet Section
	TOTAL:	Dog Impounding Fee- PhP100.00 /day Adoption Fee- PhP100.00	2 Hours, 25 Minutes	



29. Castration (Neutering) in Dogs and Cats

Provide low-cost castration/neutering as an option to all dog/cat owners in order to prevent overpopulation and further control unwanted stray animals in Panabo City as provided under RA 9482, Section 10 and City Ordinance No. 34-03.

Office or Division:	City Mayor's Office – City Veterinary Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All pet owners in Panabo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animal for surgical sterilization	1. Conduct an assessment of the animal	None	3 minutes	<i>Veterinarian III</i> CMO-Vet Sec
	1.1 Issue order of payment		2 minutes	<i>Clerk</i> CMO-City Vet
	1.2 Direct client to the City Treasurer's Office for payment		3 minutes	
2. Pay the corresponding amount of fee indicated in the order of payment	2. Provide priority number from the queuing machine	Castration/ Neutering Fee PhP150.00	2 Hours	<i>Clerk</i> CTO
	2.1 Accept payment based on the Order of Payment			<i>Revenue Collection</i> <i>Clerk III</i> CTO
	2.2 Issue the Official Receipt			
3. Return to the CMO- City Vet and present the Official	3. Receive, verify and record the official receipt	None	2 minutes	<i>Clerk</i> CMO-City Vet



Receipt	3.1 Perform induction of anesthesia, pre-operative preparation and actual surgery (castration/ neutering)	None	20 minutes	<i>Veterinarian III</i> CMO-Vet Sec
4. Receive the vet prescription and discharged patient	4. Issue vet prescription for home medication and discharge the patient	None	5 minutes	<i>Veterinarian III</i> CMO-Vet Sec
	TOTAL:	Castration/ Neutering Fee PhP150.00	2 hours, 35 minutes	



30. Issuance of Meat Inspection Certificate

Safe and wholesome meat and meat products fit for human consumption and intended for sale or distribution within the locality should first undergo proper meat inspection and should be accompanied by a Meat Inspection Certificate (MIC) as stipulated under RA 9296 or also known as the Meat Inspection Code of the Philippines.

Office or Division:	City Mayor's Office – City Veterinary Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All meat vendors and consumers in Panabo City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Veterinary Health Certificate (1 Original)		City Vet Section, Private Farm		
Livestock Credential (1 Original)		City Treasurer's Office		
Situational Requirements:				
If Sourced Outside Davao Province: Livestock Shipping Permit (1 Original)		Bureau of Animal Industry - National Veterinary Quarantine Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animal and submit the documentary requirements	1. Receive and verify submitted requirement	None	3 Minutes	<i>Meat Inspector</i> CMO-Vet Sec/ CEEMDO
	1.1 Conduct physical examination of the livestock	None	5 Minutes	<i>Meat Inspector</i> CMO-Vet Sec/ CEEMDO
	*If female cattle/carabao, check the Pregnancy Diagnosis Report			
	1.2 Issue order of payment		2 Minutes	<i>Clerk</i>



	1.3 Direct client to the City Treasurer's Office for payment		3 Minutes	CMO-City Vet/ CEEMDO
2. Pay the corresponding amount of fee indicated in the order of payment	<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><u>Ante-Mortem</u> <u>Fee:</u> Swine – PhP5.00 /hd Cattle / Carabao PhP10.00 /hd</p> <p><u>Post-Mortem</u> <u>Fee:</u> Swine – PhP20.00 /hd Cattle/Cara bao PhP70.00 /hd</p>	2 Hours	<p>Clerk CTO</p> <p>Revenue Collection Clerk III CTO</p>
3. Return to the CMO- City Vet and present the Official Receipt	<p>3. Receive, verify and record the official receipt</p> <p>3.1 Conduct ante-mortem inspection</p> <p>3.2 Conduct post-mortem inspection of carcass and offal</p> <p>3.3 Issue the Meat</p>	None	2 Hours	<p>Meat Inspector CMO-Vet Sec/ CEEMDO</p> <p>Meat Inspector CMO-Vet Sec/ CEEMDO</p> <p>Meat Inspector CMO-Vet Sec/ CEEMDO</p> <p>Meat Inspector</p>



	Inspection Certificate			CMO-Vet Sec/ CEEMDO
4. Receive Meat Inspection Certificate	4. Release Meat Inspection Certificate	None	2 Minutes	
	TOTAL:	Ante-Mortem Fee: Swine – PhP5.00/hd Cattle/ Carabao- PhP10.00/hd Post-Mortem Fee: Swine – PhP20.00/hd Cattle/ Carabao PhP70.00/hd	4 Hours, 15 Minutes	



31. Issuance of Review of Findings and Recommendations

The issuance is required by the Office of the City Budget, thereby directing all Sangguniang Kabataan Chairperson to submit first their Comprehensive Barangay Youth Development Plan (CBYDP) and Annual Barangay Youth Investment Program (ABYIP) to the Office of Youth Development In-Charge for review in order to ensure that both plans are hereby anchored to the Philippine Youth Development Plan and as found compliant with the provisions of the RA 10742. Thus, a certificate of review and endorsement is hereby recommended.

Office or Division:	City Mayor's Office – City Youth Development Section			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Sangguniang Kabataan Chairperson			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Comprehensive Barangay Youth Development Plan (CBYDP) (1 original)		Office of the SK Chairperson		
Annual Barangay Youth Investment Program (ABYIP) (1 original)		Office of the SK Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the prescribed documentary requirements as required under RA 10742.	1. Receive and verify the submitted complete requirements if it's anchored to Philippine Youth Development Plan, Provincial Youth Development Plan and City Youth Development Plan	None	30 minutes	Clerk CMO-CYDS
	1.1 Review the		3 days	



	<p>submitted plan</p> <p>*For documents with corrections issue feedback form and return to CYDS for the submission of revise plan</p> <p>1.2 Issue the certificate</p>		30 minutes	<p><i>Assistant Youth Development Officer CMO-CYDS</i></p> <p><i>Assistant Youth Development Officer CMO-CYDS</i></p>
2. Receive the Certificate of Review of Findings and Recommendation	2. Release review of findings and recommendations	None	5 minutes	<i>Assistant Youth Development Officer CMO-CYDS</i>
	TOTAL:	None	3 days, 1 hour	



32. Issuance of Traffic Clearance

Issuance of Traffic Clearance is hereby given to the client from this office in compliance with roadworthiness requirements of the motorized tricycle for hire as well as the triad for hire serving the city with the provisions of the city ordinance No.04-09 Article 34 Section 211 for the Motorized Temporary Operator Permit and for the Trisikad Operator Permit Article 32 Section 201.

Office or Division:	City Mayor's Office – Traffic Management Unit	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Motorized Temporary Operators (MTO) Operators and Drivers; Trisikad Operators Permit (TOP) Operators and Drivers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Standard Requirements:	
	For MTO Holder / Driver	
	Approved / valid MTO(1 original)	Business Permit Licensing Section
	Government Issued Identification Card of Operator (1 photocopy)	SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office
	Motorized Tricycle for Hired Current Official Receipt/Certificate of Registration (1 photocopy)	Client
	Current Professional Driver's License (1 photocopy)	Client
	Driver's ID (1 photocopy)	Client
	Tricycle/Vehicle/Unit (1 unit)	Client
	For TOP Holder / Driver	
	Approved / valid TOP (1 original)	Business Permit Licensing Section
	Government Issued Identification Card of Operator (1 photocopy)	SSS, GSIS, Driver's License, TIN Card, DFA, PRC, PAG-IBIG, COMELEC, Post Office
	2 x 2 photo ID (1 piece)	Client



Mayor's Permit (1 original, 1 photocopy)		Business Permit Licensing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1. Receive and verify the documentary requirements	None	10 Minutes	<i>Clerk</i> CMO – Traffic Management Unit
	1.1 Assess the unit as to its compliance to the standards of Motorized Tricycle for Hire and road worthiness.		5 Minutes	<i>Motorized Vehicle Inspector Officer</i> CMO – Traffic Management Unit
2. Present unit for inspection	2. Prepare Traffic Clearance	None	5 Minutes	<i>Motorized Vehicle Inspector Officer</i> CMO – Traffic Management Unit
	2.1 Approve the Traffic Clearance		5 Minutes	
3. Receive the vehicle and certificate	3. Release the vehicle and Certificate	None	5 Minutes	<i>Clerk</i> CMO - Traffic Management Unit
	TOTAL:	None	30 Minutes	



33. Releasing of Impounded Vehicle

The process of releasing of the impounded vehicle upon apprehension that the operator and driver committed running traffic violation and he/she must secure certain documents/requirements with the provisions of the city ordinance No. 31-17 also known as the Revised Traffic Code of Panabo City.

Office or Division:	City Mayor's Office – Traffic Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	Colorum: 4-Wheeled Vehicle, Tricycle, Single Motorcycle, Trisikad Owners/Proprietors.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Standard Requirements:				
Citation ticket / Impounding Receipt (1 photocopy)		City Mayor's Office - Traffic Management Unit (TMU)		
Driver's License Official Receipt/Payment and Undertaking (1 photocopy)		Client		
Official Receipt/Certificate of Registration or any proof of ownership of Impounded unit (1 photocopy)		Client		
Situational Requirements:				
For Single Motorcycle: Helmet (1 piece)		Client		
For Trisikad Drivers: Mayor's Permit (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete documentary requirements	1. Receive and verify the requirements	None	10 Minutes Schedule of the seminar will be every Tuesday and Thursday	<i>Clerk</i> CMO – TMU
2. Attend scheduled	2. Conduct	None	1 Hour	<i>Administrative</i>



seminar 2.1 Fill out the Attendance Sheet and wait for the name to be called	seminar/lecture about the City Traffic Code 2.1 Sign in client the Attendance Sheet		5 Minutes	<i>Aide VI(Clerk)</i> CMO – TMU <i>Motorized Vehicle Inspector Officer</i> CMO – TMU
3. Receive the impounded unit and sign the logbook	3. Release the impounded vehicle and advise the client to sign the logbook	None	5 Minutes	<i>Clerk</i> CMO- Traffic Management Unit
	TOTAL:	None	1 Hour, 20 Minutes	