City Administrator's Office

External Services

1. Application for Scholarship Program

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

Office or Division:	City Administrator's Office (CADO)
Classification:	Complex
Type of Transaction:	G2C – Government to Client
Who may avail:	All Low Income Earner's Highschool Graduates

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

For Indigenous People (IP's)/Muslims - Certificate of Indigency/Muslim				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1 .Submit the documentary requirements and fill out the Scholarship Program Application Form at Receiving desk.	1. Receive and verify the documentary requirements 1.1 Inform the applicant of the schedule of qualifying exam and interview	None	30 Minutes	*Administrative Aide I* CADO - *(*Scholarship Program Focal)
2. Take the Qualifying written examination and interview at the designated room assignment *Qualified grantees will return to CADO to receive the Confirmation Certificate and get the schedule for Scholarship Orientation	2. Facilitate the exam and interview 2.1 Evaluate and rank the result of exam and interview; endorse list of qualified grantees **Backroom Activities:** a. Prepare Resolution and endorse to SanguniangPanlungsod b. Confirm the list of qualified grantees 2.2 Post the names of qualified	None	15 Days	*Psychometrician and Guidance Counselor* *Scholarship and Grants Board and Technical Working* Group *Administrative Aide I* CADO - *(*Scholarship Program Focal) *Sanguniang Panlungsod Office* *Administrative Aide I* CADO -

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

2. Investor Assistance Services

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

Office or Division:	City Administrator's Office - Panabo City Investment Promotion Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	Investors, Micro Small Medium Enterprises, other interested clients in starting a business in the city

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement:				
Intake Form (original)		Panabo City Investment Promotion Center		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the intake form and submit it at Panabo City Investment Promotion Center	1. Receive and verify the fill out Intake Form 1.1 Process the request Data -Data on Cost of Doing Business -Socio-Economic Profile -Real Property Registry *generation of data was based on the previous year and current year	None	5 Minutes 15 Minutes	*Project Development Officer I* CADO - PCIPC

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

3. Application for Tax Incentives

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

Office or Division:	City Administrator's Office - Panabo City Investment Promotion Center
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	New and Existing Small, Medium and Large Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Standard Requirements:	
Application Form (3 original)	Panabo City Investment Promotion Center
By-Laws (1 photocopy)	Securities and Exchange Commission (SEC)
Business Permit (1 photocopy)	Business Permit and Licensing Office
Proof of ownership, lease or any other arrangements of the project site (1 photocopy)	Requesting Applicant
Project Profile/Proposal or Feasibility Study (1 photocopy)	Requesting Applicant
For Single Proprietorship	
Certificate of Registration (1 original certified true copy)	Department of Trade and Industry (DTI)
For Partnership	
Partnership	Securities and Exchange Commission(SEC)
Certificate of Registration (1 original certified true copy)	Securities and Exchange Commission(SEC)
For Corporation	
Approved Articles of Incorporation	Securities and Exchange Commission(SEC)
Certificate of Registration (1 original certified true copy)	Securities and Exchange Commission(SEC)

Board Resolution authorizing the filing of the application (1 original)		Requesting Applicant		
For Cooperative				
Cooperation		Securities and Exchange Commission		
Certificate of Registration (1 original certified true copy)		Securities and Exchange Commission		
Board Resolution authorizing the filing of the application (1 original)		Requesting Applicant		
Situational Requirements:				
For Existing Enterprise				
Audited Financial Statement for the last 3 years		Accountant/ Bookkeeper of Requesting Applicant		
For Environmentally Critical Projects				
Environmental Compliance Certificate (1 photocopy)		Department of Environment and Natural Resources Office (DENR)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the complete documentary requirements at the Panabo City Investment Promotion Center *Make sure to secure Order of Payment that will be issued	1.Receive and verify the submitted documents 1.2 Issue Order of Payment along with the submitted documentary requirements 1.2 Direct the client to the City Treasurer's Office for payment	None	20 Minutes 5 Minutes	*Project Development Officer I* CADO - PCIPC *Project Development Officer I* CADO - PCIPC
2. Go to the City Treasurer's Office – Window 1,2,3, secure priority number at	2. Provide priority number from the queuing machine	Application Fee PHP 3,000	4 Hours	*Clerk* CTO

queuing machine and wait for the number to be called to pay assigned fee *Make sure to secure Official Receipt that will be issued upon payment	2.1 Accept payment based on the Order of payment 2.2 Issue the Official Receipt	(**small enterprise**)/ PHP 5,000 (**medium enterprise**)/ PHP 10,000 (**large enterprise**)		*Revenue Collection Clerk/Officer* CTO
3. Submit the Official Receipt and attach complete documentary requirements at Panabo City Investment Promotion Center	3. Receive and verify the Official Receipt and attach complete documentary requirements 3.1 Evaluate the application documents 3.2 Conduct site inspection 3.3 Prepare report on office evaluation and recommendation 3.4 Endorse application with the evaluation and recommendation form to the PCII Board for evaluation and approval 3.5 For qualified applications,	None	15 Minutes 1 Day 4 Days 1 Day 15 Days **2017 revised Investment and Incentive Code of Panabo City* 20 Minutes	*Project Development Officer I* CADO - PCIPC *Project Development Officer II* CADO - PCIPC *PCIPC Team* *Project Development Officer I* CADO - PCIPC *Project Development Officer II* CADO - PCIPC *Project Development Officer II*

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

4. Request for Actual Facilitation of Lakbay Aral

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

Office or Division:	City Administration Office (CADO)– Tourism Promotion Section (TPS)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement:	
Request letter addressed to the City Mayor through the Tourism Promotion Section (1 original)	Requesting Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send request letter to LGU-Panabo through Tourism Promotion Section with complete details (schedule,date, time) Email: tourismpanabo@gmail.com	1. Receive the request letter and secure the contact number	None	5 Minutes	*Administrative Aide I* CADO – TPS
	1.1 Communicate with the client regarding the Lakbay Aral through phone		3 Minutes 2 Minutes	*Administrative Aide I* CADO – TPS
	1.2 Get the details of the visit		7 Minutes	*Administrative Aide I* CADO – TPS
	1.3 Coordinate with the office/ site to be visited and other concerned offices			*Administrative Aide I* CADO – TPS

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

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

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

Office or Division:	City Administration Office (CADO)– Tourism Promotion Section (TPS)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement:	
Request letter	Requesting Client

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out Tour Form at Tourists Assistance Desk, Museo Panabo *wait for the confirmation schedule	1.Provide form and assist the client in signing the form *Notify the tour generator of the schedule	None	5 Minutes	*Administrative Aide I* CADO – TPS
	1.1 Contact accredited private tour operator/guide		3 Minutes	*Administrative Aide I* CADO – TPS
	1.2 Endorse client to a private tour guide/operator		2 Minutes	*Administrative Aide I* CADO – TPS

2. Confirm Tour Schedule	2. Verify the schedule of the requestor	None	2 Minutes	*Administrative Aide I* CADO – TPS
3. Attend Guided Tour	3. Facilitate the Guided Tour	None	8 Hours	*Tourism Officer* CADO – TPS
	TOTAL:	**None**	**8 Hours, 12 Minutes**	

6. **Application for Tatak Panabo Accreditation**

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

Office or Division:	City Administration Office – Tourism Promotion Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government G2C – Government to Client G2B – Government to Business
Who may avail:	All Local Product Producers in the City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Form (3 original form)	CADO – Tourism Promotion Section
Certified True Copy of the Certificate of Registration or Articles of Incorporation and By-Laws approved by appropriate government accreditation agencies: For Single Proprietorship -Certificate of Registration For Partnership -Partnership -Certificate of Registration For Corporation	Department of Trade and Industry (DTI) Securities and Exchange Commission (SEC) Securities and Exchange Commission (SEC)

-Approved Articles of Incorporation Certificate of Registration or Board Resolution For Cooperative -Cooperation -Certificate of Registration or Board Resolution authorizing the filing of the application (1 certified true copy)	Cooperative Development Authority (CDA)
Business Permit of the current year for the production, processing or manufacturing of the products (1 photocopy; present original)	City Mayor's Office – Business Permit and Licensing Section (BPLS)
Product Profile (1 original)	CADO – Tourism Promotion Section
Situational requirement:	
Other documentary requirements that may be determined by the Council	MSMED Council

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements and fill-out application form at Tourism Promotion Section	1. Receive and validate submitted requirements and assist the client in filling out the form 1.1 Conduct initial screening of the application	None	5 Minutes 30 Minutes	*Administrative Aide I* CADO – TPS *Tourism Officer* CADO – TPS

*Wait for the schedule of evaluation sent through text/call/email	1.2 Endorse the application to Panabo City Investment Promotion Center (PCIPC) the Secretariat of MSMED Council 1.3 File and record the application in the Registration Book of the MSMED Council *The date appearing therein shall be considered the date of official receipt 1.4 Schedule meeting for MSMED Council 1.5 Inform the producer of the schedule of Evaluation via text/call/email.		5 Minutes 10 Minutes 5 Working Days 30 minutes	*Administrative Aide I* CADO – TPS CADO - PCIPC (Secretariat) MSMED COUNCIL CADO - PCIPC (Secretariat) MSMED COUNCIL *Administrative Aide I* CADO – TPS
2. Attend the evaluation *Wait for the result of the evaluation	2. Conduct meeting for evaluation of producer and their products. * The following criteria shall be considered in the evaluation:	None	15 Working days	MSMED COUNCIL *CADO - PCIPC (Secretariat)*

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

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

City Administrator's Office

Internal Services

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

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

Office or Division:	City Administrator's Office–Information Technology Section
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	Local Government Unit (LGU) Offices, National Agencies, and Barangays in Panabo City

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Standard Requirement:	
IT Request Form (1 original)	Information Technology Section Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill out the IT Request Form and give the device/ equipment	1.Receive and verify the IT request form and device/ equipment.Place barcode sticker on the device and record the information	None	5 Minutes	*Clerk* CADO-IT
1.1 Wait for the result of the assessment	1.1 Asses/fix the device/ equipment		1 Working Day	*IT Technician* CADO-IT
	1.2 Inform the client of the status of device/equipment		15 Minutes	*IT Technician* CADO-IT
Conditional Steps: 1.2 For device/ equipment that needs to be referred to a service center or	**Conditional Steps:** 1.3 For device/ equipment that needs to be		10 Minutes	*Clerk (CADO-IT)*

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

8. Request for Software Development and Maintenance

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

Office or Division:	City Administrator's Office–Information Technology Section
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	LGU Offices, National Agencies and barangays in Panabo City

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Standard Requirement:				
Request Letter (1 original)		Requesting Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request letter and prepare for the initial interview for the overview of the System	1. Receive and verify the request letter and record the information in the ELogBook System 1.1 Conduct initial interview and set schedule for initial assessment	None	5 Minutes 30 Minutes	*Clerk* CADO – IT Section *IT Officer* *Clerk* CADO – IT Section
2. Prepare for the initial assessment 2.1 Receive Confirmation Request Letter	2. Conducts initial assessment ofthe requestor 2.1 Prepare and send a letter to the client informing of the feasibility of the request and sets the system study and development schedule	None	2 Hours 15 Minutes	*IT Officer* CADO – IT Section *IT Officer* CADO – IT Section

	Conditional Step: If the request is not feasible, issue a letter to the client informing that the requested application is not feasible		10 Minutes	
	TOTAL:	**None**	**3 Hours**	