



# **CITY GOVERNMENT OF MAKATI**

## **CITIZEN'S CHARTER**

**2023 (3<sup>rd</sup> Edition)**



**I. Mandate:**

Republic Act No. 7160, as amended, and its Implementing Rules and Regulations.

**II. Vision:**

Makati City shall be a leading financial hub in Southeast Asia, strengthened by its secure and self-reliant citizens and stakeholders empowered by an excellent and inclusive public service; supported by multi-faceted sustainable local economy; with a climate adaptive and disaster-resilient environment that is boosted by a robust and responsive green infrastructure; and enabled by transparent and digitally transformative governance.

**III. Mission:**

The Makati City Government will be the model for world-class local governance: providing for the well-being of its citizenry through the delivery of the highest level of basic, social, and economic services with breakthrough technologies, sustainable financing, and competent, responsible and professional civil servants.

**IV. Service Pledge:**

We, the officials and employees of the City Government of Makati, are committed to provide quality service to our customers with promptness and effectiveness, and to continuously improve our quality management system that is beneficial to both our customers and the city officials and employees.

To realize our commitment, we shall aim to:

1. Establish and maintain an effective Quality Management System that will meet customers requirements and satisfaction;
2. Develop the professionalism and competence in customer service of City Government personnel that will promote continual improvement of the career of City Employees;
3. Comply with all statutory and regulatory laws pertinent to the rendition of quality service to our customers.



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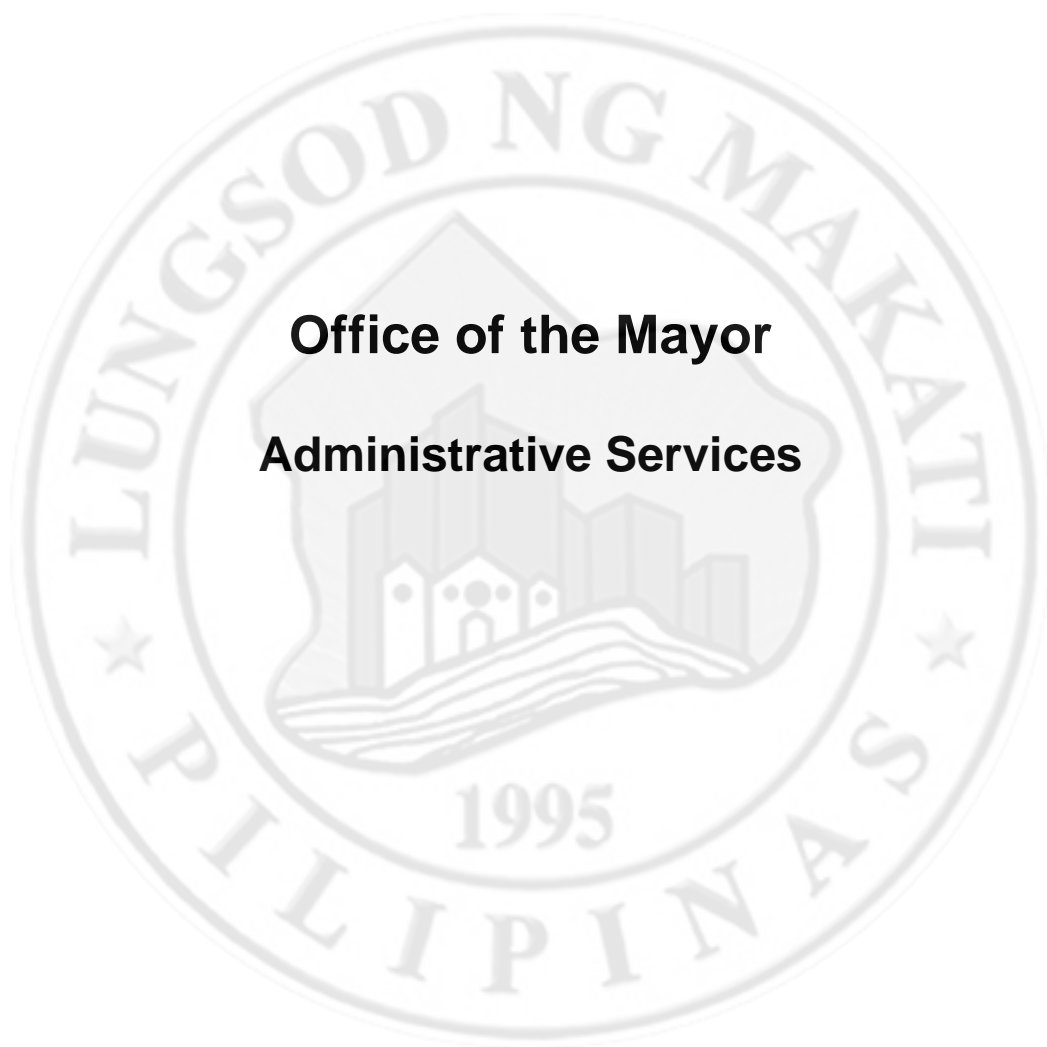
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- Investigation and Detective Management Section (Application for National Police Clearance)	1004-1005
- Administrative Resource Management Section (Issuance of Pais Generated Personal Data Sheet (PDS))	1006
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- Administrative Resource Management Section (Request Issuance of Appropriate Awards for Makati Cps Personnel)	1008
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- Assistance To Client Regarding Death Pension Claim	1010-1011
- Station Community Affairs Section	1016
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<b>Internal Services</b>	
- Application for leave application for leave (local)	1012
- Application for leave application for (leave - -application for breakdown of leave credits)	1013
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- controllership and finance unit (issuance of PNP/LGU – salary pay & allowance to PNP personnel)	1022
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## 9.4 Makati Anti-Drug Abuse Council

### External Services

- Madac mandatory and random drug testing (RDT) program for mcg offices, BJMP personnel and PDLS, peso applicants (Tupad and GIP), public school and PNP	1026-1028
- Madac mandatory and random drug testing (RDT) barangays, private companies, and other organizations	1029-1032
- Madac mandatory and random drug testing (RDT) program for Joda, Toda and vendors	1032-1034
- Drug Abuse Prevention Control Lecture/Symposium	1035-1036
- Screening, Assessment and Drug Dependency Examination	1037
- Residential Treatment and Rehabilitation Program	1038-1042
- Outpatient Program	1043-1044
- Community based rehabilitation program	1044-1045
- Aftercare Program	1045-1046
- Issuance of Certification/Permit to Conduct Activity for Music Festivals/Concerts/Other Similar Activity	1047-1049



**Office of the Mayor**  
**Administrative Services**



## 1. Application for Makatizen Card

The Makatizen Card Program is a Universal Card System with the goal of improving the delivery of social and financial services through e-currency and online payments.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Makati Residents, UMAK Students, Makati City Government Employees and Employees of National Government Agencies assigned in Makati City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Makati Residents:				
1. Fully verified GCash App account under the name of the applicant		GCash App		
2. One (1) valid government ID with photo*		Applicant		
3. Voter's Certificate from Commission on Elections (COMELEC)*		Commission on Elections		
4. Barangay Certificate*		Makati Barangay Hall		
5. Personal email address		Applicant		
For MCG Employees:				
1. Letter of Endorsement from the Human Resources Development Office (HRDO)*		HRDO		
2. One (1) Valid Government ID with Photo*		Applicant		
UMAK Employees, Teachers or Professors:				
1. Letter of Endorsement from University of Makati (UMAK)*		UMAK		
2. One (1) valid government ID with photo*		Applicant		
UMAK Student:				
1. Original valid school ID*		Applicant		
2. Certificate of Registration ( <i>*for those with expired student ID</i> )		Applicant		
NGAs (PNP, BFP, DepEd, RTC, MTC):				
1. Letter of Endorsement from Head of NGA*		NGA		
2. One (1) valid government ID with photo*		Applicant		
Note: (*) Please bring original copies during the Biometrics Capturing schedule. For verification purposes only.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Pre-Registration 1. Register via <a href="https://mymakatizencard.ph">https://mymakatizencard.ph</a> (online)  - Fill-in the forms		None	15 minutes	Applicant



<ul style="list-style-type: none"> <li>- Upload required documents (based on category) such as valid Id, barangay certificate, voter's certificate</li> <li>- Upload selfie and affix signature</li> <li>- Read the Data Privacy Policy and Terms and Conditions and tick the checkbox</li> <li>- Read the Certification and tick the checkbox.</li> <li>- Click the Register Button</li> </ul>				
2. Approval of Online Applications	<ol style="list-style-type: none"> <li>1. Validation of the data and uploaded documents</li> <li>2. Approve/Return/Reject the application</li> </ol>	None	1 day	<i>Data Encoders (Job Order) OM-ICTO</i>
3. Home Visitation	<ol style="list-style-type: none"> <li>1. Visit the declared address of the applicant.</li> <li>2. Recording of home visitation results in the system</li> </ol>	None	5 days	<i>Home Visitation Team MAC</i>
4. Biometrics Capturing (personal appearance)	<ol style="list-style-type: none"> <li>1. Photo, biometrics and signature capturing</li> <li>2. Applicant to check the completeness and correctness of data</li> <li>3. Provide final instructions</li> </ol>	None	15 minutes	<i>Data Encoders (Job Order) OM-ICTO</i>
5. Know-Your-Customer (KYC) Processing	<ol style="list-style-type: none"> <li>1. Checking and matching with GCash data</li> <li>2. Provide results to iBayad</li> </ol>	None	1 day	GCash



6. Card Personalization and Printing	<p>If KYC passed: Printing of cards</p> <p>If KYC failed: Endorse results to OM-ICTO for callback</p>	None	56 days (maximum no of days)	<p>Card Personalization – iBayad</p> <p>Card Printing and Delivery - GCash</p>
7. Printed Card Delivery	GCash to deliver the card to OM-ICTO	None		
8. Releasing of Makatizen Card (personal appearance)	<ol style="list-style-type: none"> <li>1. Releasing of Makatizen Card</li> <li>2. Cardholder to check all the information in the card</li> <li>3. Signing of Acknowledgement Receipt (AR)</li> <li>4. Activation and Linking to mobile wallet</li> <li>5. Photo Capturing of Cardholder holding the Makatizen Card and AR</li> </ol> <p>Venues for releasing of Makatizen Card:</p> <ul style="list-style-type: none"> <li>- Makatizen Card Center</li> <li>- Makatizen Satellite Hub (upon request)</li> </ul>	None	1 day	<p><i>Data Encoders (Job Order)</i></p> <p>OM-ICTO &amp; GCash Personnel</p>
	TOTAL:	None	64 days and 30 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<a href="https://www.facebook.com/MyMakatiVerified">www.facebook.com/MyMakatiVerified</a> <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a>
How feedbacks are processed	Custodian of the email/site indicated above, forwards the concern via email or Viber message  For inquiries and follow-ups, clients may contact the following telephone number: 8870-1093
How to file a complaint	Email or letter thru the online accounts Clients may contact the following telephone number: 8870-1093
How complaints are processed	Makatizen Staff to get the information of the caller and concern. Check the details of the concern. Call back client to address the concern
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Makatizen Card Center	G/F Makati City Hall Building I, Makati City Hall Compound, Brgy. Poblacion, Makati City	8870-1093
Makatizen Satellite Hub	3/F SM Makati, Makati City	N/A



## 2. Makatizen Card Renewal/Replacement

The Makatizen Card Program is a Universal Card System with the goal of improving the delivery of social and financial services through e-currency and online payments.

<b>Office or Division:</b>	Office of the Mayor	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Makati Residents, UMAK Students, Makati City Government Employees and Employees of National Government Agencies assigned in Makati City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Card Information Update		
A. Name and/or Birthdate		
1. Makatizen Card Replacement Request Form		Makatizen Card Center/Satellite Hub
2. Birth Certificate - Authenticated or Certified True Copy issued by Philippine Statistics Authority (PSA) / National Statistics Office (NSO)*		PSA
3. Marriage Certificate ( <i>applicable for change of maiden name to married name</i> )*		PSA
4. One (1) valid government ID with photo		
B. Address		
1. Makatizen Card Replacement Request Form		Makatizen Card Center/Satellite Hub
2. Barangay Certificate for new/updated address – subject to Home Visitation for Makati Resident applicants)*		Makati Barangay Hall
3. One (1) valid government ID with photo		
C. Other Government ID		
1. Request Form		Makatizen Card Center/Satellite Hub
2. One (1) valid government ID with photo		Applicant
D. Emergency Contact Person and Number		
1. Makatizen Card Replacement Request Form		Makatizen Card Center/Satellite Hub
2. One (1) valid government ID with photo		Applicant
E. Signature		
1. Makatizen Card Replacement Request Form		Makatizen Card Center/Satellite Hub
2. Signature ( <i>subject for capturing</i> )		Applicant
3. One (1) valid government ID with photo		Applicant
Lost Card		
1. Makatizen Card Replacement Request Form		Makatizen Card Center/Satellite Hub
2. Affidavit of Loss		Law Department





3. One (1) valid government ID with photo	Applicant
<b>Damaged Card</b>	
1. Makatizen Card Replacement Request Form	Makatizen Card Center/Satellite Hub
2. Damaged Makatizen Card	Applicant
3. One (1) valid government ID with photo	Applicant
<b>Expired Card</b>	
1. Makatizen Card Replacement Request Form	Makatizen Card Center/Satellite Hub
2. Makatizen Card	Applicant
3. One (1) Valid Government ID with Photo	Applicant
<b>Card Reprinting</b>	
1. Makatizen Card Replacement Request Form	Makatizen Card Center/Satellite Hub
2. One (1) Valid Government ID with Photo	Applicant
Note: (*) Please bring original copies. For verification purposes only	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Card Replacement Form	1. Check the completeness of the form 2. Attach photocopy of the needed documents 3. Update data (if needed)	None	5 minutes	Applicant & Data Encoders (Job Order) OM-ICTO
2. Pay the necessary fee  Note: <i>Free of charge – expired card with usage for the past 6 months of either GCash or other Social and Health Benefits from Makati City Government</i>	1. Receive the payment 2. Issue Acknowledgement Receipt (AR)	Regular Fee: PHP 450.00  With Senior/PWD Discount: PHP 317.00	2 minutes	iBayad
3. Know-Your-Customer (KYC) Processing	1. Checking and matching with GCash data 2. Provide results to iBayad	None	1 day	GCash
3. Card Personalization and Printing	If KYC passed: Printing of cards	None		Card Personalization – iBayad



	If KYC failed: Endorse results to OM-ICTO for callback		56 days (maximum no of days)	Card Printing and Delivery - GCash
4. Printed Card Delivery	GCash to deliver the card to OM-ICTO	None		
5. Releasing of Makatizen Card (personal appearance)	<ol style="list-style-type: none"> <li>1. Releasing of Makatizen Card</li> <li>2. Cardholder to check all the information in the card</li> <li>3. Signing of AR</li> <li>4. Photo Capturing of cardholder holding the Makatizen Card and AR</li> </ol> Venues for releasing of Makatizen Card: - Makatizen Card Center - Makatizen Satellite Hub (upon request)	None	1 day	<i>Data Encoders (Job Order) OM-ICTO &amp; GCash Personnel</i>
	TOTAL:	None	57 days and 7 minutes	



### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<a href="https://www.facebook.com/MyMakatiVerified">www.facebook.com/MyMakatiVerified</a> <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a>
How feedbacks are processed	Custodian of the email/site indicated above, forwards the concern via email or Viber message  For inquiries and follow-ups, clients may contact the following telephone number: 8870-1093
How to file a complaint	Email or letter thru the online accounts Clients may contact the following telephone number: 8870-1093
How complaints are processed	Makatizen Staff to get the information of the caller and concern. Check the details of the concern. Call back client to address the concern
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Makatizen Card Center	G/F Makati City Hall Building I, Makati City Hall Compound, Brgy. Poblacion, Makati City	8870-1093
Makatizen Satellite Hub	3/F SM Makati, Makati City	N/A



### 3. Makatizen Virtual Card

The Makatizen Card Program is a Universal Card System with the goal of improving the delivery of social and financial services through e-currency and online payments.

<b>Office or Division:</b>	Office of the Mayor			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizens			
<b>Who may avail:</b>	Makatizen Cardholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Makatizen Card		Applicant		
2. Email Address (personal email of the cardholder)		Email System/Provider		
3. Mobile Device		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration without information change 1. Register via <a href="https://mymakatizencard.ph/virtualcard">https://mymakatizencard.ph/virtualcard</a> (online)  <ul style="list-style-type: none"> <li>- Click Register</li> <li>- Type Makatizen ID (MID)</li> <li>- Click Search</li> <li>- Enroll a password</li> <li>- Click Done and then Login</li> <li>- Enter email and password</li> <li>- Enter OTP sent in the registered email</li> <li>- Download Virtual Card</li> </ul>		None	5 minutes	Applicant
	TOTAL:	None	5 minutes	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Registration with information change  1. Register via <a href="https://mymakatizencard.ph/virtualcard">https://mymakatizencard.ph/virtualcard</a> (online)	Assist the cardholder	None	2 minutes	Applicant



<i>Findings: not updated email address or no declared email address</i>				
2. Fill-out change detail form – indicate the current and active email address	1. Update the email address in the system	None	3 minutes	<i>Data Encoders (Job Order) OM-ICTO</i>
3. File for ticketing	1. Endorse the changes to iBayad for ticketing 2. iBayad to provide the change detail form with ticket number	None	5 minutes	iBayad
4. Assist the cardholder in generating the Virtual Card	Provide assistance until the the Virtual Card is downloaded	None	5 minutes	<i>Data Encoders (Job Order) OM-ICTO</i>
	TOTAL:	None	15 minutes	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<a href="https://www.facebook.com/MyMakatiVerified">www.facebook.com/MyMakatiVerified</a> <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a>
How feedbacks are processed	Custodian of the email/site indicated above, forwards the concern via email or Viber message  For inquiries and follow-ups, clients may contact the following telephone number: 8870-1093
How to file a complaint	Email or letter thru the online accounts Clients may contact the following telephone number: 8870-1093
How complaints are processed	Makatizen Staff to get the information of the caller and concern. Check the details of the concern. Call back client to address the concern
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Makatizen Card Center	G/F Makati City Hall Building I, Makati City Hall Compound, Brgy. Poblacion, Makati City	8870-1093
Makatizen Satellite Hub	3/F SM Makati, Makati City	N/A



**City Administrator's Office**

**Administrative Services**





## 1. Issuance of Permits to Hold a Wake

The Issuance of Permits to Hold a Wake is issued in compliance to the directive of the Inter-Agency Task Force for the Management of Emerging Infectious Diseases on the operation of necrological services.

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Deed of Undertaking (Annex A) (1 original)		City Administrator's Office or Barangay Hall		
Death Certificate (1 photocopy)		Hospital or Funeral Parlor		
Barangay Certification (Wake/Burial) (1 photocopy)		Barangay Hall (where wake will be held)		
Certificate of Cremation (if cremated) (1 photocopy)		Crematorium		
Swab Test Result (if any) (1 photocopy)		Hospital or DOH-Accredited swabbing facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 1 of the City Administrator's Office.	1. Check all the requirements.	None	30 minutes	<i>Administrative Aide III</i> City Administrator's Office
	1.1 Sign the approved Wake Permit	None	10 minutes	<i>City Administrator</i> City Administrator's Office
	1.2 Release approved Wake Permit to Client.	None	20 minutes	<i>Administrative Aide III</i> City Administrator's Office
<b>TOTAL:</b>		None	1 hour	





## 2. Issuance of Permits for the Reservation of Barangay Basketball Covered Courts

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request addressed to the City Administrator indicating the following: Name and Address of Applicant, Requested Barangay Covered Court, Activity, Date and Time of Activity (1 original, 1 photocopy)		Citizen or Client		
Photocopy of ID with address of the requestor. (1 photocopy)		Citizen or Client		
List of Names of Players and Participants (1 original, 1 photocopy)		Citizen or Client		
Copy of Vaccine Card of all Players and Participants (1 photocopy)		Citizen or Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 2 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	30 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Check the availability of the requested schedule. Reserve the desired schedule, if available.			<i>Sports and Games Inspector II</i> Youth and Sports Development Department
	1.2 Prepare the Approval Form and Order of Payment.		1 Day	<i>Executive Assistant V</i> City Administrator's Office
	1.3 Sign prepared Approval Form.			<i>City Administrator</i> City Administrator's Office



<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Wood Flooring (Resident rate without light) - PHP 150.00/ hour x number of hours x number of days</p> <p>Wood Flooring (Resident rate with light) - PHP 300.00/ hour x number of hours x number of days</p> <p>Wood Flooring (Non-resident rate without light)- PHP 500.00/ hour x number of hours x number of days</p> <p>Wood Flooring (Non-resident rate with light)- PHP 800.00/</p>	<p>30 minutes</p>	<p>Revenue Collector III City Treasurer's Office - Miscellaneous Division</p>
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		<p>hour x number of hours x number of days</p> <p>Cement Flooring (Resident rate without light) - PHP 25.00/ hour x number of hours x number of days</p> <p>Cement Flooring (Resident rate with light) - PHP 100.00/ hour x number of hours x number of days</p> <p>Cement Flooring (Non- resident rate, without light) - PHP 200.00/ hour x number of hours x number of days</p> <p>Cement Flooring (Non-</p>	
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		resident, with light) - PHP 400.00/ hour x number of hours x number of days  Per City Ordinance No. 2004-A-025		
3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge	3. Check the Official Receipt and release the signed Approval Form.	None	30 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		Wood Flooring (Resident rate without light) - PHP 150.00/ hour x number of hours x number of days  Wood Flooring (Resident rate with light) -	1 Day, 1 hour, 30 minutes	



	<p>PHP 300.00/ hour x number of hours x number of days</p> <p>Wood Flooring (Non- resident rate without light)- PHP 500.00/ hour x number of hours x number of days</p> <p>Wood Flooring (Non- resident rate with light)- PHP 800.00/ hour x number of hours x number of days</p> <p>Cement Flooring (Resident rate without light) - PHP 25.00/ hour x number of hours x number of days</p>		
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	<p>Cement Flooring (Resident rate with light) - PHP 100.00/ hour x number of hours x number of days</p> <p>Cement Flooring (Non-resident rate, without light) - PHP 200.00/ hour x number of hours x number of days</p> <p>Cement Flooring (Non-resident, with light) - PHP 400.00/ hour x number of hours x number of days</p> <p>Per City Ordinance No. 2004-A-025</p>		
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### 3. Issuance of Notice of Approval

<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the City Administrator indicating the following: Name of Applicant, Activity, Date and Time of Activity, Location of the activity, (1 original)		Citizen or Client		
Deed of Undertaking (1 original)		City Administrator's Office		
Barangay Clearance (1 original)		Concerned Barangay/s where event will be held		
Certification/Permit to conduct activity (1 original)		Public Safety Department (PSD) - if activity requires road closure or will cause road obstruction		
Route Map (1 original)		Citizen or Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Window 1 of the City Administrator's Office.	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare the Notice of Approval	None	10 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign the Notice of Approval	None	1 day	<i>City Administrator</i> City Administrator's Office
	1.3 Releasing of Notice of Approval to client	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		None	1 day, 20 minutes	



#### 4. Issuance of Permits for Tents on Roads and Sidewalks

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Barangay Clearance (1 original)		Concerned Barangay		
Permit to conduct activity (1 original)		Public Safety Department		
Picture of the proposed location (1 original)		Citizen or Client		
Deed of Undertaking (1 original)		City Administrator's Office		
Valid ID (1 photocopy)		Citizen or Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 4 of the City Administrator's Office	1. Receive the required documents and check for completeness	None	30 minutes	<i>Administrative Officer IV</i> City Administrator's Office
	1.1 Prepare Tent Permit	None	25 minutes	<i>Administrative Officer IV</i> City Administrator's Office
	1.2 Sign approved Tent Permit	None	1 day	<i>City Administrator</i> City Administrator's Office
	1.3 Release approved Tent Permit	None	5 minutes	<i>Administrative Officer IV</i> City Administrator's Office
<b>TOTAL:</b>		None	1 day, 1 hour	





## 5. Issuance of Permits for Cembo Multi-Purpose Hall

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government or Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Deed of Undertaking (1 original)		City Administrator's Office		
Barangay Clearance (1 original)		Citizen or Client		
List of Attendees (1 original)		Citizen or Client		
Vaccination Card (1 photocopy)		Citizen or Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter with the attached supporting documents.	1. Receive the required documents and check for completeness	None	30 minutes	<i>Administrative Officer IV</i> City Administrator's Office
	1.1 Prepare Cembo Multi-Purpose Permit	None	25 minutes	<i>Administrative Officer IV</i> City Administrator's Office
	1.2 Sign approved Cembo Multi-Purpose Permit	None	10 minutes	<i>City Administrator</i> City Administrator's Office
	1.3 Release approved Cembo Multi-Purpose Permit	None	5 minutes	<i>Administrative Officer IV</i> City Administrator's Office
<b>Total:</b>		None	1 hour, 10 minutes	



## 6. Issuance of Special Permit for Movie Premiere/Advance Screening/Film Festival/Special Screening/Drama Play/Recitals/Literary or Oratorical Presentations/ Other Similar Activities

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 101 (1 original)		City Administrator's Office (Window 3)		
Deed of Undertaking (1 original)		City Administrator's Office (Window 3)		
Certification from the venue (1 original)		Concerned venue		
Proof of Bond Payment (1 original)		Issuing Agency		
Notarized Affidavit of Acceptance - If requesting for exemption of Amusement Tax (Article F of Makati Revenue Code – Agreement with registered Foundation that will be the recipients of the proceeds of tickets.) (1 original)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		10 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment and Issue the Official Receipt	Regulatory Fee - PHP 500 per screening	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
	2.1 Presentation of Tickets for stamping		30 minutes	<i>Revenue Collector III</i> Miscellaneous Section – City Treasurer
3. Present Official Receipt at the City Administrator's Office.	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>Total:</b>		Regulatory Fee - PHP 500 per screening	1 Day, 1 hour, 20 minutes	



## 7. Issuance of Special Permit for Special Sale/Temporary Table Set-up/Holiday Cart Program/Pop-up Store

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 102 (1 original)		City Administrator's Office (Window 3)		
Deed of Undertaking (1 original)		City Administrator's Office (Window 3)		
Barangay permit or Certification from the venue (1 original)		Concerned barangay or concerned venue		
Certification/Permit to conduct activity (1 original)		Public Safety Department (PSD) - if venue requires road closure		
		Makati Commercial Estate Association (MACEA) - if venue is within Central Business District (CBD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	4. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Prepare Special Permit and Order of Payment		10 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment and Issue the Official Receipt	Regulatory Fee - PHP 500 per day	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
	2.1 Presentation of Tickets for stamping		30 minutes	<i>Revenue Collector III</i> Miscellaneous Section – City Treasurer
3. Present Official Receipt at the City Administrator's Office.	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>Total:</b>		Regulatory Fee - PHP 500 per day	1 Day, 1 hour, 20 minutes	



## 8. Issuance of Special Permit for Fashion Show/Flower Show/Car Show/Painting and Art Exhibitions/Other Similar Events

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 103 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Barangay permit or Certification from the venue (1 original)		Concerned barangay or concerned venue		
Certification/Permit to conduct activity (1 original)		Public Safety Department (PSD) - if venue requires road closure		
		Makati Commercial Estate Association (MACEA) - if venue is within Central Business District (CBD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment  2.1 Issue the Official Receipt</p>	<p>Regulatory Fee - PHP 500 per day</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<b>TOTAL:</b>		<p>Regulatory Fee - PHP 500 per day</p>	<p>1 Day, 45 Minutes</p>	



## 9. Issuance of Special Permit for Bazaar/Tiangge

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 104 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Barangay permit or Certification from the venue (1 original)		Concerned barangay or concerned venue		
List of Merchants (1 original)		Citizen or Client		
Certification/Permit to conduct activity (1 original)		Public Safety Department (PSD) - if venue requires road closure		
		Makati Commercial Estate Association (MACEA) - if venue is within Central Business District (CBD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office





<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Regulatory Fee - PHP 150 per merchant per day (airconditioned venue)</p> <p>Regulatory Fee – PHP 100 per merchant per day (non-airconditioned venue)</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<p><b>TOTAL:</b></p>		<p>Regulatory Fee - PHP 150 per merchant per day (aircon)</p> <p>Regulatory Fee – PHP 100 per merchant per day (non-aircon)</p>	<p>1 Day, 45 Minutes</p>	



## 10. Issuance of Special Permit for Fireworks Display

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 105 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Certification from the venue (1 original)		Concerned venue		
Barangay Permit (1 original)		Concerned barangay		
Permit to conduct activity (1 original)		Bureau of Fire (BFP)		
		Makati Commercial Estates Association (MACEA), if venue is within the Central Business District		
License to deal in Firecrackers and Pyrotechnic Devices (1 original)		Philippine National Police (PNP)		
Notarized Undertaking indicating that the fireworks display would be conducted under the supervision of a trained person duly licensed by the Philippine National Police (PNP) (1 original)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Regulatory Fee – PHP 3,000 per day</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<p><b>TOTAL:</b></p>		<p>Regulatory Fee – PHP 3,000 per day</p>	<p>1 Day, 45 Minutes</p>	



## 11. Issuance of Special Permit for Social Events/ Raffle/ Bingo/ Conferences/ Seminars/ Other Similar Activities

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 106 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Barangay Permit or Certification from the venue (1 original)		Concerned barangay or concerned venue		
Notarized Affidavit of Acceptance – If requesting for exemption of Amusement Tax (Article F of Makati Revenue Code – Agreement with registered Foundation that will be the recipients of the proceeds of tickets.) (1 original)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Regulatory Fee - PHP 500 per day</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<p><b>TOTAL:</b></p>		<p>Regulatory Fee - PHP 500 per day</p>	<p>1 Day, 45 Minutes</p>	



## 12. Issuance of Special Permit for Music Festivals/ Pop or Rock Concert/ Other Similar Concerts

<b>Office or Division:</b>	City Administrator's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Request letter addressed to the City Administrator (1 original)	Citizen or Client
Application Form 107 (1 original)	City Administrator's Office
Deed of Undertaking (1 original)	City Administrator's Office
Certification from the venue (1 original)	Concerned venue
Barangay Permit (1 original)	Concerned barangay
Certification/Permit to conduct activity (1 original)	Bureau of Fire Protection (BFP)
	Philippine National Police (PNP-Makati)
	Public Safety Department (PSD)
	Makati Health Department (MHD)
	Makati Anti-Drug Abuse Council (MADAC)/ Philippine Drug Enforcement Agency (PDEA)
	Makati Commercial Estates Association (MACEA) - if venue is withing Central Business District
Notarized Affidavit of Acceptance - If requesting for exemption of Amusement Tax (Article F of Makati Revenue Code – Agreement with registered Foundation that will be the recipients of the proceeds of tickets.) (1 original)	Notary Public
Proof of Bond Payment (1 original)	Issuing Agency



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office
2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment	Regulatory Fee - PHP 500 per day	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
	2.1 Issue the Official Receipt			<i>Revenue Collector III</i> Miscellaneous Section – City Treasurer
3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		Regulatory Fee - PHP 500	1 Day, 45 Minutes	



### 13. Issuance of Special Permit for Sports Tournaments/ Boxing Tournament/ Badminton Tournament/ Other Similar Tournament

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 108 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Barangay Permit or Certification from the venue (1 original)		Concerned Barangay or Concerned venue		
License required by National Law (1 original)		Citizen or Client		
Proof of Bond Payment (1 original)		Issuing Agency		
Notarized Affidavit of Acceptance - If requesting for exemption of Amusement Tax (Article F of Makati Revenue Code – Agreement with registered Foundation that will be the recipients of the proceeds of tickets.) (1 original)		Notary Public		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office





<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Regulatory Fee - PHP 500 per day</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p> <p><i>Revenue Collector III</i> Miscellaneous Section – City Treasurer</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<b>TOTAL:</b>		<p>Regulatory Fee - PHP 500</p>	<p>1 Day, 45 Minutes</p>	



#### 14. Issuance of Special Permit for Product Sampling or Launching/Product Leafleting/House-to-House/Promotional Sales

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 109 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Certification from the venue/barangay (1 original)		Concerned venue/barangay		
Certification/Permit to conduct activity (1 original)		Makati Commercial Estate Association (MACEA) - if venue is within Central Business District (CBD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment  2.1 Issue the Official Receipt</p>	<p>Regulatory Fee - PHP 500 per day</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<p><b>TOTAL:</b></p>		<p>Regulatory Fee - PHP 500 per day</p>	<p>1 Day, 45 Minutes</p>	



## 15. Issuance of Special Permit for Shooting/ Photo Shoot

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Citizen or Client		
Application Form 110 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Certification from the venue (1 original)		Concerned venue		
Barangay Permit (1 original)		Concerned barangay		
Permit for Drone (if drone weighs 7 kilograms/15 pounds or more) – if it will be used (1 original)		Civil Aviation Authority of the Philippines (CAAP)		
Permit for Drone (if drone weighs 7 kilograms/15 pounds or less) – if it will be used (1 original)		Makati Disaster Risk Reduction Management (MDRRMO)		
Certification/Permit to conduct activity (1 original)		Permit from the Public Safety Department (PSD) - if venue is in a public area or requires road closure or if the event will cause road/sidewalk obstruction		
		Permit from the Makati Commercial Estate Association (MACEA) - if venue is within the Makati Central Business District (CBD)		
Route Map – if on the streets (1 original)		Citizen or Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and		1 day	<i>City Administrator</i> City Administrator's Office



	Order of Payment			
2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment  2.1 Issue the Official Receipt	Regulatory Fee - PHP 3,000 per day	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		Regulatory Fee - PHP 3,000 per day	1 Day, 45 Minutes	



## 16. Issuance of Special Permit for Selling of Fire Crackers

<b>Office or Division:</b>	City Administrator's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Request letter addressed to the City Administrator (1 original)	Citizen or Client
	Application Form 105 (1 original)	City Administrator's Office
	Deed of Undertaking (1 original)	City Administrator's Office
	Certificate of Fireworks Seminar (1 photocopy)	Seminar Sponsor
	Retailer's Permit/ Permit to Sell Fire Crackers & Pyrotechnic Devices (1 original)	Philippine National Police (PNP)
	License to deal in Firecrackers & Pyrotechnic Devices (1 original)	Philippine National Police (PNP)
	Barangay Business Clearance (1 original)	Concerned Barangay
	Police Clearance (1 original)	Philippine National Police (PNP)
	Clearance from the City Prosecutor of Makati (1 original)	City Prosecutor – Makati
	Permit from the Public Safety Department – if within sidewalk (1 original)	Public Safety Department (PSD)
	Clearance from the Office of the Clerk of Court Criminal Cases Unit (1 original)	Office of the Clerk of Court Criminal Cases Unit- Makati
	Notarized of Affidavit of Acceptance (1 original)	Notary Public



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office
2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment  2.1 Issue the Official Receipt	Regulatory Fee - PHP 500 per day	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
3. Return to the City Administrator's Office for the processing and release of permit  *Kindly present Official Receipt to the personnel-in-charge	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		Regulatory Fee - PHP 500 per day	1 Day, 45 Minutes	



## 17. Issuance of Special Permit for Fun Runs/ Marathons

<b>Office or Division:</b>	City Administrator's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Request letter addressed to the City Administrator (1 original)	Citizen or Client	
Application Form 111 (1 original)	City Administrator's Office	
Deed of Undertaking (1 original)	City Administrator's Office	
Certification/Permit to conduct activity (1 original)	Permit from the Public Safety Department (PSD) - if Main Road	
	Permit from barangay – If Inner Roads (each barangay involved)	
	Permit from the Makati Commercial Estate Association (MACEA) - if venue is within the Makati Central Business District (CBD)	
Route Map (1 original)	Citizen or Client	
Proof of Bond Payment (1 original)	Issuing Agency	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office
2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment	Regulatory Fee - PHP 500 per day	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
	2.1 Issue the Official Receipt			
3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		Regulatory Fee - PHP 500 per day	1 Day, 45 Minutes	



## 18. Issuance of Special Permit for Motorcades/ Ricorrida

<b>Office or Division:</b>	City Administrator's Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Request letter addressed to the City Administrator (1 original)	Citizen or Client	
Application Form 112 (1 original)	City Administrator's Office	
Deed of Undertaking (1 original)	City Administrator's Office	
Certification/Permit to conduct activity (1 original)	Permit from the Public Safety Department (PSD) - if Main Road	
	Permit from barangay (each barangay involved)	
	Permit from the Makati Commercial Estate Association (MACEA) - if venue is within the Makati Central Business District (CBD)	
Route Map (1 original)	Citizen or Client	
Proof of Bond Payment (1 original)	Issuing Agency	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office
2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment	2. Receive payment based on the Order of Payment	Regulatory Fee - PHP 500 per day	30 minutes	<i>Revenue Collection III</i> Finance Department- Miscellaneous Division
	2.1 Issue the Official Receipt			
3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge	3. Check the Official Receipt and release the signed Special Permit	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
<b>TOTAL:</b>		Regulatory Fee - PHP 500 per day	1 Day, 45 Minutes	



## 19. Issuance of Special Permit for Parade/Rally

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the City Administrator (1 original)		Provided by the requestor		
Application Form 113 (1 original)		City Administrator's Office		
Deed of Undertaking (1 original)		City Administrator's Office		
Certification from the venue/barangay (1 original)		Concerned venue/barangay		
Certification/Permit to conduct activity (1 original)		Public Safety Department (PSD) - if venue requires road closure or if the activity will cause road /sidewalk obstruction		
		Makati Commercial Estate Association (MACEA) - if venue is within Central Business District (CBD)		
Route Map (1 original)		Clearance from Philippine National Police (PNP)		
		Provided by the requestor		
Proof of Bond Payment (1 original)		Issuing Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to Window 3 of the City Administrator's Office. *Make sure to secure the Order of Payment that will be issued	1. Receive the required documents and check for completeness	None	5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.1 Prepare Special Permit and Order of Payment		5 minutes	<i>Executive Assistant V</i> City Administrator's Office
	1.2 Sign Special Permit and Order of Payment		1 day	<i>City Administrator</i> City Administrator's Office



<p>2. Pay the required fees at the City Treasurer's Office – Miscellaneous Division by presenting the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Receive payment based on the Order of Payment  2.1 Issue the Official Receipt</p>	<p>Regulatory Fee - PHP 500 per day</p>	<p>30 minutes</p>	<p><i>Revenue Collection III</i> Finance Department- Miscellaneous Division</p>
<p>3. Return to the City Administrator's Office for the processing and release of permit *Kindly present Official Receipt to the personnel-in-charge</p>	<p>3. Check the Official Receipt and release the signed Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Executive Assistant V</i> City Administrator's Office</p>
<p><b>TOTAL:</b></p>		<p>Regulatory Fee - PHP 500 per day</p>	<p>1 Day, 45 Minutes</p>	



**Office of the Secretary to the  
Sangguniang Panlungsod**

**Administrative Services**





## 1. Issuance of Certified True Copy or Photocopy of City Ordinances and City Resolutions

Issuance of Copy of Ordinances and Resolutions


<b>Office or Division:</b>	Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request of the desired City Ordinance or City Resolution		<i>(Requestor)</i>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide a letter of request the desired City Ordinance or City Resolution	Pull-out the requested document (City Ordinance or City Resolution) and issue an Order of Payment	None	Five (5) minutes	Receiving Officer and Records Section
2. Pay the corresponding fees at the Miscellaneous Tax Division (3 <sup>rd</sup> Floor)	Accept Payment and issue Official Receipt/s	P10.00 (Certified True Copy) per page  P5.00 (Photocopy)	Five (5) minutes	Miscellaneous Division
3. Claim the Official Receipt (OR)	Validate and release Official Receipt	None	One (1) minute	OR Custodian
4. Present the Official receipt (OR) to the Office of the Secretary to the Sangguniang Panlungsod	Release the requested document (City Ordinance or City Resolution)	None	One (1) minute	Receiving Officer



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<ul style="list-style-type: none"> <li>▪ Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office.</li> <li>▪ The client can send your feedback via email: <a href="mailto:osspmakati@gmail.com">osspmakati@gmail.com</a>/ <a href="mailto:osspmkti_cervantes@yahoo.com">osspmkti_cervantes@yahoo.com</a></li> <li>▪ The client can reach us by calling 8701134/870116</li> </ul>
How feedbacks are processed	<ul style="list-style-type: none"> <li>▪ Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office.</li> <li>▪ The client can send your feedback via email: <a href="mailto:osspmakati@gmail.com">osspmakati@gmail.com</a>/ <a href="mailto:osspmkti_cervantes@yahoo.com">osspmkti_cervantes@yahoo.com</a></li> <li style="padding-left: 20px;">The client can reach us by calling 8701134/870116</li> </ul>
How to file a complaint	<ul style="list-style-type: none"> <li>▪ Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office.</li> <li>▪ The client can send your feedback via email: <a href="mailto:osspmakati@gmail.com">osspmakati@gmail.com</a>/ <a href="mailto:osspmkti_cervantes@yahoo.com">osspmkti_cervantes@yahoo.com</a></li> <li style="padding-left: 20px;">The client can reach us by calling 8701134/870116</li> </ul>
How complaints are processed	<ul style="list-style-type: none"> <li>▪ Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office.</li> <li>▪ The client can send your feedback via email: <a href="mailto:osspmakati@gmail.com">osspmakati@gmail.com</a>/ <a href="mailto:osspmkti_cervantes@yahoo.com">osspmkti_cervantes@yahoo.com</a></li> <li style="padding-left: 20px;">The client can reach us by calling 8701134/870116</li> </ul>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-881-6565

Office	Address	Contact Information
Office of the Secretary to the Sangguniang Panlungsod	18 <sup>th</sup> floor New Building, Makati City Hall, Brgy. Poblacion, Makati City	8701134/870116 <a href="mailto:osspmakati@gmail.com">osspmakati@gmail.com</a> / <a href="mailto:osspmkti_cervantes@yahoo.com">osspmkti_cervantes@yahoo.com</a>





**City Civil Registration Office**  
**Administrative Services**



## Birth, Death and Marriage Registration Services

### 1. TIMELY REGISTRATION OF BIRTH/ DEATH/ FETAL DEATH AND MARRIAGE CERTIFICATES

The City Civil Registration Office (CCRO) processes the timely registration of the child's first right to have a name and nationality. It is also tasked with registering changes in the status of an individual and its expiration. The Birth, Marriage, and Death Registration Divisions handle the recording of all the events of Birth, Death, Fetal Death, and Marriages that have occurred within the city.

<b>Office or Division:</b>	City Civil Registration Office - Birth, Death, and Marriage Registration Division	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government	
<b>Who may avail:</b>	Parents, birthing facilities, or hospital authorities for birth events that occurred in Makati City; Couples or Solemnizing Officers for marriage events occurred in Makati City; The nearest relatives, funeral parlors, or hospital authorities for death events occurred in Makati City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>REGISTRATION OF BIRTH: (Within 30 days from the date of delivery)</b>		
<b>If born in transit</b> Affidavit of two (2) persons who have witnessed the birth <i>(4 original copies)</i>	Makati Law Department, 18/F Makati City Hall or any notary public	
Affidavit of the driver of the vehicle with an attached copy of the driver's license <i>(4 original copies)</i>	Makati Law Department, 18/F Makati City Hall or any notary public	
<b>If born out of wedlock</b> A duly notarized Affidavit of Admission of Paternity at the back of the Certificate of Live Birth  If on a separate sheet, submit with the Certificate of Registration <i>(4 original copies)</i>	CCRO Extension Windows 11 to 15 for Makati born children or at the Consul General, if the father is outside of the country  <i>(Note: If executed on a separate sheet, it must be registered with Makati CCRO or at the Consul General, if executed outside of the country)</i>	
<b>If Mother is Not Married</b> Registered Affidavit to Use the Surname of the Father with Certificate of Registration <i>(4 original copies)</i>	CCRO Extension Windows 11 to 15	
<b>If Islam or Indigenous People (IP)</b> Municipal Form No. 102 Attachment <i>(4 original copies)</i>	CCRO; PSA; National Printing Office; Attendants at birth	



<b>If of Foreign Parent/s</b> Present the original Passport/Alien Certificate of Registration of the foreign parent with one (1) photocopy	Parents' records
Valid IDs of parent/s <i>(Present original with 1 photocopy)</i>	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; COMELEC; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil Embassies for Diplomat/ Consul; DSWD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/ Universities/ Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office
Valid IDs of applicant <i>(Present original with 1 photocopy)</i>	
Duly Accomplished Municipal Form 102 Certificate of Live Birth (COLB), signed by Informant, Attendant at birth and person who prepared the COLB. <i>(4 original copies)</i>	Birthing Facilities or Health Centers, Hospitals, CCRO
Authorization/Special Power of Attorney <i>(1 original with 1 photocopy)</i>	Parents / Attendant at Birth
<b>REGISTRATION OF DEATH AND FETAL DEATH:  (Within 30 days from the date of death)</b>	
<b>If cause of death is undetermined</b> Medico Legal Certificate <i>(4 original copies)</i>	Makati SOCO; NBI; Camp Crame Crime Lab
<b>If exact date/place of death is hard to identify</b> Police Report and Medico Legal Certificate <i>(4 original copies)</i>	Makati Police Precincts; SOCO; NBI; Camp Crame Crime Lab
<b>If Islam or Indigenous People (IP)</b> Municipal Form No. 103 Attachment <i>(4 original copies)</i>	PSA, National Printing Office, Attendants at Death; CCRO
Duly accomplished Municipal Form No. 103 Certificate of Death (COD) or Municipal Form No. 103A Certificate of Fetal Death (COFD) <i>(4 original copies)</i>	Attendant at Death; Hospitals; Funeral Service Provider, CCRO
Duly accomplished review box of the Certificate of Death signed by the City Health Officer. <i>(All 4 copies of COD/COFD must be originally signed)</i>	Makati Health Department, 7/F Makati City Hall  <i>(Note: Nearest kin should report the event to the City Health Officer within 48 hours)</i>
Duly accomplished and signed Embalmer's Certificate <i>(All 4 copies of COD/COFD (back portion) must be originally signed)</i>	Funeral Service Provider



<b>MARRIAGE:</b> <b>(Within 15 days from the event of marriage if with license; Within 30 days from the event of marriage if without license)</b>				
Duly accomplished Municipal Form No. 97 Certificate of Marriage (COM) signed by contracting parties, solemnizing officer and at least two (2) witnesses of the event. <i>(4 original copies)</i>		Churches, Courts, Office of the Minister, Office of the Mayor		
<b>If Islam or Indigenous People (IP)</b> Municipal Form No.97 Attachment <i>(4 original copies)</i>		PSA, National Printing Office, Churches, Courts, Office of the Minister, Office of the Mayor, CCRO		
<b>If with Prenuptial Agreement</b> Four (4) certified true copies of the registered Prenuptial Agreement		Makati CCRO <i>(Note: must be executed prior to the marriage ceremony)</i>		
<b>For ceremonies held outside of the Sala/Courtroom, Offices, Churches of the Solemnizing Officers (SO):</b> A sworn written request of the bride and groom to the Solemnizing Officer stating the designated place where marriage will be held pursuant to Art. 8 of the Family Code. <i>(4 original copies)</i>		Makati Law Department, 18/F Makati City Hall; or any notary public		
<b>For Marriages without License:</b>  Affidavit as required under Articles 27, 28, 29, 33, and 34 of the Family Code of the Philippines <i>(4 original copies)</i>		Makati Law Department, 18/F Makati City Hall; or any notary public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the clients' register and submit a civil registry document with two (2) copies of the following: Transmittal Slip for a single transaction; or Transmittal Report for bulk transactions.	1. Conduct an initial review of the document and check entries on the transmittal slip/report vis-à-vis the document submitted;	None	15 minutes	<b>Window 2 - Birth</b> <i>Administrative Aide VI</i> <b>Window 8 - Marriage</b> <i>Administrative Aide II</i> <b>Window 10 - Death</b> <i>Administrative Aide VI/ Administrative Aide IV</i>
1.1 Secure a copy of the transmittal slip or report stamped "Received".	1.1 Review and evaluate the correctness and consistency of the information contained in the civil registry document submitted;	None	20 minutes	<b>Window 2 - Birth</b> <i>Registration Officer III/ Registration Officer I</i> <b>Window 8 - Marriage</b> <i>Registration Officer IV/ Registration Officer III</i> <b>Window 10 - Death</b>



	<p>1.1.1 If registrable - stamp "received" on the transmittal slip or report;</p> <p>1.1.2 If not registrable - instruct clients to submit compliance.</p>		10 minutes	<p>Registration Officer IV / Registration Officer II</p> <p><b>Window 2 - Birth</b> Administrative Aide VI <b>Window 8 - Marriage</b> Administrative Aide II <b>Window 10 - Death.</b> Administrative Aide VI / Administrative Aide IV</p>
2. Submit compliance	2. Receive the submitted compliance and refer to Agency Actions 1 and 1.1	None	20 minutes	<p><b>Window 2 - Birth</b> Administrative Aide VI <b>Window 8 - Marriage</b> Administrative Aide II <b>Window 10 - Death</b> Administrative Aide VI / Administrative Aide IV</p>
	<b>Registration Process</b>	Maximum processing time: 4 working days for Birth; 2 working days for Death/Fetal Death; and 3 working days for Marriage		
3. Present transmittal slip/ report;  3.1. Receive a copy of the registered civil registry document.	3. Release/ issue the registered civil registry document to the client.	None	10 minutes	<p><b>Window 5 - Birth</b> Administrative Asst. II <b>Window 8 - Marriage</b> Administrative Aide II <b>Window 10 - Death</b> Administrative Aide VI / Administrative Aide IV</p>
<b>Total Processing Cost /Time:</b>		None	<b>4 working days for Birth; 2 working days for Death/Fetal Death; and 3 working days for Marriage</b>	
<p>"Service is covered under Act 3753." Timely Registration of Birth, Death, Fetal Death and Marriage is qualified for multi-stage processing.</p>				



## 2. DELAYED REGISTRATION AND OUT OF TOWN REPORTING OF BIRTH/DEATH/FETAL DEATH/MARRIAGE CERTIFICATE

The Birth, Death, and Marriage Registration Divisions of the City Civil Registration Office extend assistance for the registration of unregistered civil documents of Makatizens. It processes the late registration of the events of birth, death, fetal death, and marriage that have transpired within the city and endorses the applications for out-of-town reporting of events to other cities/municipalities' civil registry offices.

<b>Office or Division:</b>	City Civil Registration Office- Birth, Death, and Marriage Registration Divisions	
<b>Classification:</b>	HIGHLY TECHNICAL	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government	
<b>Who may avail:</b>	Parents, birthing facilities, or hospital authorities for birth events that occurred in Makati City; Couples or Solemnizing Officers for marriage events that occurred in Makati City; Nearest relatives, funeral parlors, or hospital authorities for death events that occurred in Makati City; and Makatizens whose vital events occurred in other provinces.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>DELAYED REGISTRATION OF BIRTH AND OUT OF TOWN REPORTING</b>		
<b><i>I. For a party seeking delayed registration of birth whose parents are both Filipino citizens.</i></b>		
<b><i>A. If the person is less than eighteen (18) years old, the following shall be required:</i></b>		
<p>Four (4) original copies of the duly accomplished Municipal Form No. 102 Certificate of Live Birth (COLB) signed by the Informant, Attendant at Birth and person who prepared the COLB and with the following at the back thereof:</p> <ul style="list-style-type: none"> <li>• Notarized Affidavit for Delayed Registration; and</li> <li>• Notarized Affidavit of Admission of Paternity (AAP)*.</li> </ul> <p><i>(Note: If AAP was executed on a separate sheet, submit a registered AAP with a Certificate of Registration;</i> * - not applicable if with unknown father</p>	<p>Hospitals, Birthing Facilities, Attendants at Birth, Makati City Civil Registration Office, City/Municipal Registrar's Office of the place of event - for COLB;</p> <p>Makati Law Department, 18/F Makati City Hall, or any notary public;</p>	<p>Makati City Civil Registration Office - for registration of AAP if executed in the Philippines; Philippine Foreign Service Post - for registration of AAP if executed abroad.</p>
<p>LCRO Certification of "No Record on File" (1 original and a photocopy)</p>	<p>Makati City Civil Registration Office; City/Municipal Registrar's Office of the place of event;</p>	
<p>PSA Certification of "No Record on File" (1 original and a photocopy)</p>	<p>Any Philippine Statistics Authority (PSA) Serbilis Outlet</p>	



<p>Any two of the following documents which may show the name of the child, date and place of birth, and parents of the registrant, such as but not limited to: <i>(Please submit 1 original and a photocopy)</i></p> <p>a. Original Baptismal Certificate;</p> <p>b. Certified Copy of Form 137/School Records (<i>Nursery, Kinder, Elementary, High School</i>);</p> <p>c. Income Tax Return (ITR) of parents or registrant;</p> <p>d. Insurance Policy, if insured;</p> <p>e. Certified copy of the registrant's medical record;</p> <p>f. Employment Service Record, if previously employed;</p> <p>g. Certified copy of Voter's Registration Record, if a voter;</p> <p>h. Others, such as Barangay Captain's Certification.</p>	<p>Church where the registrant was baptized</p> <p>From the school where registrants attended/ graduated</p> <p>Registrant's or Parents' personal file</p> <p>Insurance Company</p> <p>Barangay or Private Health Clinics, Hospitals</p> <p>Client's former workplace or personal records</p> <p>COMELEC where the registrant is registered</p> <p>Barangay Hall</p>
<p>Duly notarized Affidavit of Two Disinterested Persons who might have witnessed or known the child's birth</p>	<p>Makati Law Department, 18/F Makati City Hall, or any notary public</p>
<p>Certificate of Marriage (COM), if parents are married. <i>(1 original and a photocopy)</i></p>	<p>Civil Registration Office of the place where the marriage was registered, or Philippine Statistics Authority (PSA) Serbilis Outlets</p>
<p>Valid IDs</p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; COMELEC; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil Embassies for Diplomat/ Consul; DSWD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/ Universities/ Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>
<p><b>If Islam or Indigenous People (IP)</b></p> <p>Four (4) original copies of the Municipal Form No. 102 Attachment.</p>	<p>Hospitals, Birthing Facilities, Attendants at Birth, Makati City Civil Registration Office, City/Municipal Registrar's Office of the place of event, Philippine Statistics Authority, National Printing Office</p>



<p><b>If Mother is not married</b></p> <p>Four (4) certified true copies of the registered Affidavit to Use the Surname of the Father with Certificate of Registration</p> <p><i>Note: For illegitimate children born on or after 03 August 1988 pursuant to the 2023 Amended IRR of RA 9255.</i></p>	<p>Makati City Civil Registration Office Extension Windows 11 to 15</p>
<p><b>Note: In the event that the party seeking the delayed registration of the birth of an illegitimate child is not the mother, the party shall declare in a sworn statement the recent whereabouts of the mother.</b></p>	
<p><b>B. If the person is eighteen (18) years old &amp; above, he/she shall apply for delayed registration of his/her birth and submit the following:</b></p>	
<p>All the requirements for a child who is less than eighteen (18) years old.</p>	<p>(Please refer to the abovementioned requirements)</p>
<p>Certificate of Marriage, if married</p>	<p>Civil Registration Office of the place where the marriage was registered, or Philippine Statistics Authority (PSA) Serbilis Outlets</p>
<p><b>II. For a party seeking delayed registration of birth whose one of the parents is a foreigner, in addition to the abovementioned requirements, the following shall be required:</b></p>	
<p>Certificate of Live Birth of parents</p> <p><i>Note: If in a foreign language, provide a full English translation</i></p>	<p>Foreigner's personal file/ Foreigner's Embassy, Civil Registration Office of the place where the birth was registered, or Philippine Statistics Authority (PSA)</p>
<p>Copy of the passport of both parents</p>	<p>Parents' personal file/record</p>
<p><b>III. When the application for the delayed registration of birth is filed on behalf of another person, in addition to the abovementioned requirements, the following shall be required:</b></p>	
<p>Special Power of Attorney (SPA) or authorization letter executed by the document owner, authorizing the applicant to file the delayed registration of birth</p>	<p>Citizen or client being represented</p>





Valid Identification Card of the document owner and the applicant	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office
Affidavit of the document owner, or the registrant in case the document owner is already deceased stating the reason why he/she cannot personally file the application	Makati Law Department, 18/F Makati City Hall or any notary public
<b>IV. For those born and to be registered outside of Makati, in addition to the abovementioned requirements:</b>	
Affidavit for Out-of-Town Reporting attested by two (2) witnesses of the birth event	Makati Law Department, 18/F Makati City Hall or any notary public
<b>DELAYED REGISTRATION OF DEATH</b>	
LCRO Certification of "No Record on File" (1 original and a photocopy)	Makati City Civil Registration Office; City/Municipal Registrar's Office of the place of event;
PSA Certification of "No Record on File" (1 original and a photocopy)  (Note: This is applicable only if delayed reporting was done beyond 6 months from the date of the event.)	Any Philippine Statistics Authority (PSA) Serbilis Outlet
Four (4) original copies of duly accomplished Municipal Form No. 103 Certificate of Death (COD) signed by the Informant, Attendant-at-Death, and person who prepared the COD; reviewed and signed by the City Health Officer and with the following:  <ul style="list-style-type: none"> <li>Notarized Affidavit for Delayed Registration (<i>at the back portion of the Certificate of Death</i>) executed by the Hospital / Clinic Administrator, if the person died in an institution; or by the attendant-at-death, if the person died elsewhere; and in default of the hospital / clinic administrator or attendant-at-death, the affidavit shall be executed by any of the nearest relative of the</li> </ul>	Hospitals; Funeral Service Provider; Medico Legal Officer; Makati Health Department, 7/F Makati City Hall, for signing and review.  Makati Law Department, 18/F Makati City Hall, or any notary public



<p>deceased, or by any person having legal charge of the deceased when he/she was still alive.</p> <ul style="list-style-type: none"> <li>• Duly accomplished Certification of Embalmer; and</li> <li>• Duly accomplished Postmortem Certification of Death, if autopsy was conducted</li> </ul>	<p>Funeral Service Provider, Embalmer</p> <p>Medico Legal Officer/ SOCO/ NBI/ Camp Crame Crime Lab</p>
<p>Two (2) supporting documents such as:</p> <p>a. Authenticated copy of Certificate of Burial, Cremation, or other means of corpse disposal</p> <p>b. Medical Abstract or Certification (if the death occurred in hospital or similar institution)</p> <p><i>(1 original and a photocopy)</i></p>	<p>Funeral Service Provider Cemetery Administrator's Office</p> <p>Hospital or Institution where the deceased was died</p>
<p><b>If Islam or Indigenous People (IP):</b> Four (4) original copies of the Municipal Form 103 Attachment</p>	<p>PSA, National Printing Office, Makati City Civil Registration Office</p>
<b>DELAYED REGISTRATION OF MARRIAGE</b>	
<p>LCRO Certification of "No Record on File" (1 original and a photocopy)</p>	<p>Makati City Civil Registration Office</p>
<p>PSA Certification of "No Record on File" (1 original and a photocopy)</p> <p><i>(Note: This is applicable only if delayed reporting was done beyond 6 months from the date of the event.)</i></p>	<p>Any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p>Four (4) copies of the original unregistered Municipal Form No. 97 Certificate of Marriage or the newly accomplished Certificate of Marriage for replacement of old form with:</p> <ul style="list-style-type: none"> <li>• duly accomplished Affidavit for Delayed Registration stating the cause of delay executed by the Solemnizing Officer or the person reporting the marriage.</li> </ul>	<p>Offices of Parish Priests, Ministers, Judges, City/Municipal Mayor, Indigenous Cultural Communities (ICC)/ Indigenous People (IP), City Civil Registration Office</p>



<p>In the absence of the old Certificate of Marriage, submit the following:</p> <ul style="list-style-type: none"> <li>Two (2) certified copies of the Solemnizing Officer's record/registry book; and</li> <li>One (1) certified copy and a photocopy of the children's Certificates of Live Birth.</li> </ul>		<p>Offices of Parish Priests, Ministers, Judges, City/Municipal Mayor, Indigenous Cultural Communities (ICC)/ Indigenous People (IP)</p> <p>City/Municipality Civil Registrar's Office where the event was registered / Philippine Statistics Authority Serbilis Outlets</p>		
<p>Two (2) original copies of the Affidavit of Secretaries, Witnesses, and Contracting Parties</p>		<p>Makati Law Department, 18/F Makati City Hall or any notary public</p>		
<p>Two (2) certified copies of the Marriage License or Certification that it was issued.</p>		<p>City/Municipal Civil Registrar's Office where Marriage License was registered/issued</p>		
<p><b>For marriages without a license:</b> Affidavit as required under Articles 29 and 34 of the Family Code of the Philippines (2 original copies)</p>		<p>Makati Law Department, 18/F Makati City Hall; or any notary public (Note: Executed prior to the marriage ceremony)</p>		
<p><b>For ceremonies held outside of the Sala/Courtroom, Offices, and Churches of the Solemnizing Officers (SO):</b> A sworn written request of the bride and groom to the SO stating the designated place where marriage will be held pursuant to Art. 8 of the Family Code Note: It must be duly notarized before the intended date of marriage (2 original copies)</p>		<p>Makati Law Department, 18/F Makati City Hall; or any notary public</p>		
<p><b>If with a Prenuptial Agreement:</b> Two (2) original and/or certified copies of the registered Prenuptial Agreement.</p>		<p>Couples' personal record / City/Municipal Civil Registration Office where the marriage took place (Note: This must be executed personally by the couple and notarized prior to the marriage ceremony.)</p>		
<p><b>If Islam/ Indigenous People (IP):</b> Four (4) original copies of the Municipal Form No.97 Attachment</p>		<p>PSA, National Printing Office, Makati City Civil Registration Office</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log in to the clients' register, fill out the application form, and submit a civil registry document with attached supporting</p>	<p>1. Receive the application form and conduct an initial review of the document submitted.</p>	<p>None</p>	<p>15 minutes</p>	<p><b>Window 3 - Birth</b> Community Affairs Assistant II <b>Window 8 - Marriage</b> Administrative Aide II <b>Window 10 - Death</b></p>



<p>evidence if the event occurred institutionally, or a draft COLB/ COD/ COM form if the event occurred non-institutionally.</p>	<p>1.2 Final review and evaluation of the correctness and consistency of the information contained in the civil registry document submitted and the attached supporting evidence;</p> <p>1.3. Notify the client of the findings/ observations:</p> <ul style="list-style-type: none"> <li>• If registrable, instruct the client to proceed with client step no. 2;</li> <li>• If not registrable, instruct the client to submit compliance.</li> </ul>	<p>None</p>	<p>15 minutes</p>	<p><i>Registration Officer IV</i></p> <p><b>Window 3 - Birth</b> <i>Registration Officer III / Registration Officer I</i></p> <p><b>Window 8 - Marriage</b> <i>Registration Officer IV / Registration Officer III</i></p> <p><b>Window 10 - Death</b> <i>Registration Officer IV / Registration Officer III</i></p> <p><b>Window 3 - Birth</b> <i>Community Affairs Assistant II</i></p> <p><b>Window 8 - Marriage</b> <i>Administrative Aide II</i></p> <p><b>Window 10 - Death</b> <i>Registration Officer IV</i></p>
<p>2. Secure order of payment.</p>	<p>2. Issue a payment order and follow-up slip.</p>	<p>None</p>	<p>3 minutes</p>	<p><b>Window 3 - Birth</b> <i>Community Affairs Assistant II</i></p> <p><b>Window 8 - Marriage</b> <i>Administrative Aide II</i></p> <p><b>Window 10 - Death</b> <i>Registration Officer IV</i></p>
<p>3. Pay the corresponding fees and secure OR.</p>	<p>3. Receive payment and issue an OR.</p>	<p><b>Delayed fees:</b></p> <ul style="list-style-type: none"> <li>• <b>Below 2 yrs. PHP200</b></li> <li>• <b>2 yrs. and beyond PHP500</b></li> <li>• <b>For Out-of-Town (regardless of age) PHP500</b></li> <li>• <b>Civil Registry Forms PHP50</b></li> </ul>	<p>5 minutes</p>	<p>Note: All payments shall be made at the Miscellaneous Taxes Division, 3<sup>rd</sup> floor of Makati City Hall Building 1.</p>



4. Execute sworn statements for delayed registration.	4. Administer the oath.	Notary public– varies  CCR–none	1 hour  15 minutes	<i>Asst. Department Head, Makati Law Department; Any Notary Public</i>  <i>CCR-OIC</i>
5. Submit a notarized civil registry document with attached supporting evidence and a copy of the OR;  5.1 Secure the transaction number and follow-up slip.	5. Receive the documents;  5. 1. Issue a transaction number and follow-up slip.	None	5 minutes	<b>Window 3 - Birth</b> <i>Community Affairs Assistant II</i> <b>Window 8 - Marriage</b> <i>Administrative Aide II</i> <b>Window 10 - Death</b> <i>Registration Officer IV</i>
<b>Registration Process: The registration of the document will commence after 10 days of posting.</b>				
<b>Maximum processing time is thirty (30) calendar days</b>				
6. Present the follow-up slip and receive a copy of the registered civil registry document.	6. Release/ issue the registered civil registry document.	None	5 minutes	<b>Window 5 - Birth</b> <i>Administrative Asst. II</i> <b>Window 8 - Marriage</b> <i>Administrative Aide II</i> <b>Window 10 - Death</b> <i>Administrative Aide III</i>
<b>Total Processing Cost and Time:</b>		<b>Delayed fees:</b> • Below 2 yrs. PHP200 • 2 yrs. and beyond PHP500 • For Out-of-Town (regardless of age) PHP500 • Civil Registry Forms PHP50	<b>30 calendar days</b>	
"Service is covered under Act 3753: Delayed Registration of Birth, Death, Fetal Death, and Marriage Certificates is qualified for multi-stage processing."				



### 3. REGISTRATION OF THE CERTIFICATE OF LIVE OF PERSONS WITH NO KNOWN PARENT/S

In 2021, the Office of the Civil Registrar General established new guidelines governing the registration of all persons with no known parent/s, and the then Certificate of Foundling was renamed the “Certificate of Live Birth” to afford full protection to all persons with no known parent/s. (PSA Memorandum Circular No. 2021-24 dated 06 December 2021)

<b>Office or Division:</b>	City Civil Registration Office – Birth Registration Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government	
<b>Who may avail:</b>	Persons with no known parent/s who were found in Makati City; Authorized Registrants: DSWD social workers; Local social welfare and development workers; Any social worker from a licensed or accredited Child Caring Agencies/Child Placing Agencies (CCAs/CPAs)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Initial draft of the Certificate of Live Birth (COLB) revised August 2021, using facts and circumstances contained in the Social Case Study Report		DSWD Field/Regional Offices; Makati Social Welfare and Development Department; Accredited CCAs/CPAs
Two (2) copies of the original or Certified True Copy of the Social Case Study Report		
Two (2) copies of the Certification Declaring a Child Legally Available for Adoption (CDCLAA) in case the person with no known parent/s is subject for adoption		DSWD Field Offices and Central Office
Affidavit for Delayed Registration by the registrant if reporting of the COLB of a person with no known parent/s made beyond thirty (30) days from the issuance of the Social Case Study Report		Makati Law Department, 18/F Makati City Hall; any authorized Notary Public
PRC Identification Card of the DSWD social worker/local social welfare and development worker/social worker from a licensed or accredited CCAs/CPAs		Professional Regulation Commission
Certification/License to Operate/ Accreditation Certificate (for CCAs/CPAs only)		Child Caring Agencies/Child Placing Agencies



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Log in to the clients' register and submit documents with two (2) copies of the Transmittal Slip;</p>	<p>1. Conduct an initial review of the document and check entries on the transmittal slip/report vis-à-vis the document submitted;</p>	<p>None</p>	<p>15 minutes</p>	<p><b>Window 2 - Birth</b> Administrative Aide VI/ Administrative Asst. II</p>
	<p>1.1 Review and evaluate the correctness and consistency of the information contained in the initial draft of COLB, the social case study report, CDCLAA (if applicable), and other supporting documents;</p>	<p>None</p>	<p>30 minutes</p>	<p><b>Window 2 - Birth</b> Registration Officer III/ / Registration Officer I</p>
	<p>1.1.2 If in conformance, advise the civil registry personnel to prepare and finalize four (4) copies of COLB;</p>		<p>30 minutes</p>	
	<p>1.1.3 If there is non-conformance, advise the client to submit compliance and/or revise/modify the initial draft of the COLB;</p>		<p>10 minutes</p>	



2. Submit compliance	2. Receive submitted compliance and refer to Agency Actions 1 and 1.1	None	30 minutes	<b>Window 2 - Birth</b> <i>Administrative Aide VI/ Administrative Asst. II Registration Officer III / Registration Officer I</i>
3. Secure an order of payment and pay the corresponding fees.	3. Issue an order of payment and advise the client to pay;	<b>For civil registry forms only: PHP 50/set</b>	5 minutes	<b>Window 2 - Birth</b> <i>Administrative Aide VI/ Administrative Asst. II</i>  Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.
	3.1 Receive payment and issue an Official Receipt (OR)		5 minutes	
4. Submit a photocopy of the OR and secure a transmittal slip with stamped "Received"	4. Verify/validate OR amount vis-à-vis the order of payment;  4.1 Stamp "Received" on the transmittal slip	None	10 minutes	<b>Window 2 - Birth</b> <i>Administrative Aide VI/ Administrative Asst. II</i>
<b>Registration Process: Maximum of four (4) working days</b>				
5. Present transmittal slip;  5.1. Receive a copy of the registered civil registry document.	3. Release/ issue the registered civil registry document to the client.	None	10 minutes	<b>Window 5 - Birth</b> <i>Administrative Asst. II</i>
<b>Total Processing Cost /Time:</b>		<b>For civil registry forms only: Php50/set</b>	<b>4 working days</b>	
<b>"Service is covered under Act 3753."</b>				





#### 4. APPLICATION FOR MARRIAGE LICENSE

A marriage license is one of the formal requisites for marriage; thus, the nonexistence thereof will render the marriage void ab initio, except in the cases provided for in Chapter 2 of the Family Code of the Philippines (Art. 27, 28, 33, and 34).

<b>Office or Division:</b>	City Civil Registration Office - Marriage Licensing Section	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Makati Resident/s, 18 years old and above with legal capacity to marry.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Filipino Applicants:</b>		
PSA/ LCRO Certified Copy of Birth or if blurred or with unreadable entries,  Original Baptismal Certificate <i>(1 original and a photocopy)</i>  <i>Note: If there are discrepancies, bring documents as proof of correct entry.</i>	Any Philippine Statistics Authority (PSA) Serbilis Outlet or City Civil Registration Office where the applicant was born;  Church where the applicant was baptized	
Pre-Marriage Counseling and Family Planning Certificate <i>(1 original and a photocopy)</i>	Makati Social Welfare Department Makati Health Department 4/F Makati City Hall, or DSWD Accredited Institutions	
<b>For applicant/s between the ages of 21 and 25</b> <i>(Pursuant to Art. 15 of the Family Code)</i> Parental Advice with both parents' IDs <i>(1 original and a photocopy)</i>  <i>Note: If parent/s is/are deceased, submit and attach a Certificate of Death.</i>	City Civil Registration Office where the parents are residing; any notary public; or if outside the country, Philippine Foreign Service Post	
<b>For applicant/s between the ages of 18 and 21</b> <i>(Pursuant to Art. 14 of the Family Code)</i> Parental Consent with parent's ID <i>(1 original and a photocopy)</i>  <i>Note: If parent/s is/are deceased, submit and attach a Certificate of Death.</i>	City Civil Registration Office where the parents are residing; any notary public; or if outside the country, Philippine Foreign Service Post	
CENOMAR <i>(1 original and a photocopy)</i> <i>Note: Issued not later than 6 months at the time of application.</i>	Any Philippine Statistics Authority (PSA) Serbilis Outlet	



Community Tax Certificate <i>(Present original with 2 photocopies)</i>	Miscellaneous Taxes Division, 3/F Makati City Hall, or Barangay Hall or City Hall of the place of residence or place of work
<b>For Makati Resident Only</b> Barangay Certificate <i>(1 original and a photocopy)</i>	Barangay Hall where the applicant resides
Valid Identification Card <i>(Present original with 2 photocopies)</i>	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; COMELEC; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil Embassies for Diplomat/ Consul; DSWD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/ Universities/ Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office
<b>For Foreign Applicants:</b>	
Certificate of Legal Capacity to Contract Marriage pursuant to Article 21 of the Family Code of the Philippines <i>(1 original and a photocopy)</i>  Note: For stateless persons or refugees from other countries, in lieu of the certificate required, submit an affidavit stating the circumstances showing such capacity to contract marriage.	Respective Foreign Embassy/Consulate in the Philippines  Makati Law Department, 18/F Makati City Hall; or any notary public
Passport with recent arrival stamp <i>(Present original with 2 photocopies)</i>	Bureau of Immigration
Authenticated/apostilled copy of Birth Certificate <i>(if in foreign language, provide a full English translation)</i> <i>(1 original and a photocopy)</i>	Respective Foreign Embassy/Consulate in the Philippines
Pre-Marriage Counseling and Family Planning Certificate <i>(1 original and a photocopy)</i>	Makati Social Welfare Department Makati Health Department 4/F Makati City Hall, or DSWD Accredited Institutions
<b>For Makati residents only:</b> Barangay Certificate <i>(1 original and a photocopy)</i>	Barangay Hall where the applicant resides



<p><b>For foreign applicants who were previously married to Filipino citizens only:</b> CENOMAR (1 original and a photocopy)</p>	<p>any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p><b>OTHER REQUIREMENTS: For both applicants</b></p>	
<p><b>If annulled</b></p> <p><b>(a)</b> Certified True Copy of the registered Court Decision and Finality, along with their Certificate of Registration and Authentication;</p> <p><b>(b)</b> Certified True Copy of the registered Judicial Decree of Annulment/ Judicial Decree of Nullity of Marriage pursuant to the PSA-OCRG Memorandum Circular No. 2018-18 dated 14 December 2018; and</p> <p><b>(c)</b> annotated Certificate of Marriage (1 original and a photocopy)</p>	<p>City Civil Registration Office of the place where the court is situated and where the decree was registered</p> <p>City Civil Registration Office of the place where the court is situated and where the decree was registered</p> <p>any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p><b>If divorced – Judicially Recognized in the Philippine Court for purposes of remarry by Filipino applicant</b></p> <p><b>(a)</b> Certified True Copy of the registered Divorce Decree;</p> <p><b>(b)</b> Certified True Copy of the registered Judicial Decree of Absolute Divorce (Decision, Finality, and Certificate of Registration and Authentication); and</p> <p><b>(c)</b> annotated Certificate of Marriage (1 original and a photocopy)</p>	<p>City Civil Registration Office of the place where the court is situated and where the decree was registered</p> <p>City Civil Registration Office of the place where the court is situated and where the decree was registered</p> <p>any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p><b>If divorced, obtained abroad by a foreign applicant</b></p> <p>Authenticated/apostilled copy of the divorce decree (If in a foreign language, provide a full English translation) (1 original and a photocopy)</p>	<p>Respective Foreign Embassy/Consulate in the Philippines</p>



<b>If Widow/ Widower</b> Certified True Copy of the Certificate of Death of previous spouse and Certificate of Marriage <i>(1 original and a photocopy)</i>		Any Philippine Statistics Authority (PSA) outlets/ branches, Local Civil Registration Office (LCRO) of the place of death/place of marriage		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist of requirements and payment order for the Pre-Marriage Counseling & Family Planning (PMCFP) Seminar and Marriage Licensing.	1. Issue a checklist and payment order;  1.1 Advise the client to undergo PMCFP, to be conducted by the MSWD and Makati Health Department.  <i>(Every Tuesday, Wednesday, and Thursday by appointment)</i>	None	10 minutes	<b>Window 6 &amp; 7</b> Registration Officer IV/ Registration Officer III / Administrative Assistant II
2. Pay corresponding fees for the PMCFP and Marriage Licensing.	2. Receive payment and issue an official receipt (OR).	<ul style="list-style-type: none"> <li>• <b>PMCFP PHP100</b></li> <li>• <b>Marriage License PHP200</b></li> </ul>	5 minutes	Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.
3. Proceed to PMCFP.	3. Conduct PMCFP;  3.1 Conduct an Information and Educational Campaign on the proper filling out of Marriage License Application.	None  None	4 hours every Tuesday, Wednesday, and Thursday  30 minutes	MSWD/DSWD/MHD Accredited Pre-Marriage and Family Planning Counselor  Registration Officer IV/ Registration Officer III / Administrative Assistant II
4. Submit the requirements and accomplish Marriage License Application Form;	4. Conduct an initial review of the requirements submitted;	None	15 minutes  20 minutes	<b>Window 6 &amp; 7</b> Registration Officer IV/ Registration Officer III / Administrative Assistant II  <b>Window 6 &amp; 7</b> Registration Officer IV/



	4.1 Review and evaluate the correctness and consistency of the requirements submitted and the accomplished Marriage License Application Form			Registration Officer III / Administrative Assistant II
5. Log in to the transaction book;  5.1 Secure transaction number and claim stub.	5.1 Assign transaction number and issue claim stub.	None	5 minutes	<b>Window 6 &amp; 7</b> Registration Officer IV/ Registration Officer III / Administrative Assistant II
6. Execute sworn statements before the: • City Civil Registrar; or • Legal Officer	6. Administer the oath.	None  Notary Public service charge	15 minutes  1 hour	CCR-OIC  Asst. Department Head, Makati Law Department; Any Notary Public
<b>Processing of the Marriage License, with 10 days of posting as required under the law.</b>				
7. Present claim stub;  7.1 Receive a copy of the Marriage License together with all its attachments.	7. Release the Marriage License to applicants together with all its attachments.	None	5 minutes	<b>Window 6 &amp; 7</b> Registration Officer IV/ Registration Officer III / Administrative Assistant II
<b>Total Cost and Processing Time:</b>		<ul style="list-style-type: none"> <li>• PMCFP PHP100</li> <li>• Marriage License PHP200</li> </ul>	<b>11 days</b>	
<b>"Service is covered under RA 386 and EO 209."</b>				



## Miscellaneous Civil Registry Services

### 5. REGISTRATION OF AFFIDAVIT OF LEGITIMATION

Legitimation is a remedy for nonmarital children who were born out of wedlock to their parents by virtue of the subsequent marriage of their parents pursuant to Article 177 of Executive Order No. 209, otherwise known as the “Family Code of the Philippines.”

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Civil Registry Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Parent/s of nonmarital children ( <i>to be legitimated</i> ) born in Makati City; Makati Residents: For out-of-town endorsement to concerned Civil Registry Offices	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
PSA authenticated copy of the child’s Certificate of Live Birth (1 original and 2 photocopies)		Any Philippine Statistics Authority (PSA) Serbilis Outlet
LCRO Certified True Copy (CTC) of the child’s Certificate of Live Birth (1 original and 2 photocopies)		Makati City Civil Registration Office – Window 4  For Out-of-Town Legitimation: (City/Municipal Civil Registration Office of the place of the child’s birth)
PSA authenticated copy of parents’ Certificate of Marriage;  <b>If Parent/s has/ have previous marriage/s:</b> <ul style="list-style-type: none"> <li>• Certified True Copy of the registered Annulment/Nullity Decree; or</li> <li>• Certified True Copy of the registered Foreign Decree; or</li> <li>• Certificate of Death of previous spouse</li> </ul> (1 original and 2 photocopies)		Any Philippine Statistics Authority (PSA) Serbilis Outlet  Office of the Civil Registry where the Court is situated and the decree was registered;  Office of the Civil Registry of Manila and/or at the respective Embassy of the party concerned;  Any Philippine Statistics Authority (PSA) Serbilis Outlet
PSA authenticated copy of the Advisory on Marriage of both parents (1 original and 2 photocopies)		Any Philippine Statistics Authority (PSA) Serbilis Outlet
Duly notarized Joint Affidavit of Legitimation (JAL) (4 original copies)		Makati Law Department, 18/F Makati City Hall (Note: A preformatted blank affidavit is also available at Makati City Civil Registration Office-Extension Windows 11 to 15)



<p><b>For unacknowledged child born under the Civil Code of the Philippines</b> Duly notarized Affidavit of Acknowledgement (<b>AA</b>) executed by the father (4 original copies)</p>	<p>Makati Law Department, 18/F Makati City Hall (Note: A preformatted blank affidavit is also available at Makati City Civil Registration Office-Extension Windows 11 to 15)</p>
<p><b>For unacknowledged child born under the Family Code of the Philippines</b> Duly notarized Affidavit of Admission of Paternity (<b>AAP</b>) executed by the father (4 original copies)</p>	<p>Makati Law Department, 18/F Makati City Hall (Note: A preformatted blank affidavit is also available at Makati City Civil Registration Office-Extension Windows 11 to 15)</p>
<p>Valid IDs of Parents (Present original with 1 photocopy)</p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>
<p><b>If one of the parents has expired</b> PSA authenticated copy of the Certificate of Death (1 original and a photocopy)</p>	<p>Any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p><b>For Certificate of Live Birth with unknown father</b> Submit at least two (2) documents showing father's signature and stating the child as his beneficiary, such as but not limited to:</p> <ul style="list-style-type: none"> <li>• GSIS/ SSS Member's Data Records</li> <li>Income Tax Return of the father</li> </ul>	<p>GSIS Office/ SSS Office BIR or copy issued by the employer</p>
<ul style="list-style-type: none"> <li>• Father's PhilHealth MDR</li> <li>• Father's Insurance Records</li> <li>• Original copy of the child's report card (F138) or CTC of School Records</li> <li>• Father's Statement of Assets, Liabilities, and Net Worth (SALN)</li> <li>• Child's medical record (1 original and 2 photocopies)</li> </ul>	<p>PhilHealth Insurance Company School where the child was previously enrolled  Father's employer/Office of the Ombudsman  Medical Facilities/ Hospital Clinics</p>
<p>Note: Parents' appearance is a must to execute a Joint Affidavit of Legitimation.</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist, submit requirements, and fill out the application form.	1. Issue checklist;  1.1 Conduct an initial review of the submitted documents;  1.2 Provide the application form and the preformatted JAL/AAP/AA forms for drafting.	None	20 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
2. Draft the contents of JAL/AAP/AA and submit them for screening.	2. Screen the contents of the JAL/AAP/AA forms;  2.1 If in conformance, recommend the approval of JAL/AAP/AA forms for notarization;  2.2 If there is non-conformance, return the JAL/AAP/AA forms to the client for revision/modification.	None	30 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
3. Submit a finalized copy of the JAL/AAP/AA forms and all the required documents.	3. Evaluate all submitted documents;  3.1 Recommend the administration of the oath.	None	30 minutes	<i>Registration Officer IV / Registration Officer III</i>
4. Execute sworn statements for legitimation/ admission/ Acknowledgment <ul style="list-style-type: none"> <li>• City Civil Registrar; or</li> <li>• Legal Officer</li> </ul>	4. Administer oath.	None   Notary Public service charge	15 minutes   1 hour	CCR-OIC





				Asst. Department Head, Makati Law Department; Authorized Notary Public
5. Secure an order of payment and pay the corresponding fees.	5. Issue an order of payment;  5.1 Receive payment and issue an official receipt (OR).	<ul style="list-style-type: none"> <li>• <b>Legitimation Fee: PHP670;</b></li> <li>• <b>If with AAP/AA: additional PHP352</b></li> </ul>	15 minutes  5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>  Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.
6. Log in to the transaction book and submit all documents. Submit an official receipt (OR) with a photocopy;  6.1 Secure the follow-up slip.	6. Assign a transaction number and verify/validate OR amount vis-à-vis the payment order;  6.1 Issue a follow-up slip.	None	15 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
<b>Processing of application: Within 10-14 working days</b>				
7. Follow up after 10-14 working days;  7.1 Secure a copy of the registered JAL/AAP/AA and annotated civil registry document.	7. Inform the client of the status of the document;  7.1 Release the registered JAL/AAP/AA and annotated civil registry document.	None	10 minutes  5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>  <b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
<b>Total Cost and Processing Time:</b>		<ul style="list-style-type: none"> <li>• <b>Legitimation Fee: PHP670</b></li> <li>• <b>If with AAP/AA: additional PHP352</b></li> </ul>	<b>15 working days</b>	

**\*JAL – Joint Affidavit of Legitimation**



\* AAP – Affidavit of Admission of Paternity

\*AA – Affidavit of Acknowledgment

## 6. REGISTRATION OF AFFIDAVIT TO USE THE SURNAME OF THE FATHER (AUSF)

RA 9255 is an act allowing nonmarital children to use the surname of their father, amending for this purpose Article 176 of Executive Order No. 209, otherwise known as the “Family Code of the Philippines.”

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Civil Registry Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	For non-marital children born on or after 03 August 1988 and whose Certificates of Live Birth are registered or are to be registered in Makati – <b>the father, mother, the person himself, if of age, or the guardian</b>	
	For out-of-town endorsement to concerned Civil Registry Offices for registration – <b>Makati residents</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>I. For unregistered civil documents:</b>		
Child’s Certificate of Live Birth (COLB) (4 original copies)	Makati hospital/lying-in-clinics/CCRO	
<b>II. For previously registered civil documents:</b>		
PSA authenticated copy of the child’s Certificate of Live Birth (COLB) (1 original and 2 photocopies)	Any Philippine Statistics Authority (PSA) Serbilis Outlet	
LCRO Certified True Copy (CTC) of the child’s Certificate of Live Birth (1 original and 2 photocopies)	Makati City Civil Registration Office - Window 4	



<p><b>For unacknowledged child and with an unknown father on the COLB</b> Duly notarized Affidavit of Admission of Paternity (<b>AAP</b>) executed by the father (4 original copies), or</p> <p>Private Handwritten Instrument of the Father (present original and submit 4 photocopies) and supported by any two of the documents below, such as but not limited to the following:</p> <ul style="list-style-type: none"> <li>• GSIS/SSS records;</li> <li>• Employment records;</li> <li>• Insurance policy;</li> <li>• Statement of Assets, Liabilities, and Net Worth (SALN);</li> <li>• Income Tax Return (ITR)</li> </ul>	<p>Makati Law Department, 18/F Makati City Hall (Note: A preformatted blank affidavit is also available at Makati City Civil Registration Office-Extension Windows 11 to 15)</p> <p>Personal record;</p> <p>GSIS Office/ SSS Office Previous employers Insurance Company Father's employer/Office of the Ombudsman</p> <p>BIR or copy issued by the employer</p>
<b>III. For both unregistered and previously registered civil documents:</b>	
<p>Duly notarized Affidavit to Use the Surname of the Father (<b>AUSF</b>): <b>If the child is aged 0– less than 7 yrs. old</b> To be executed by the mother or guardian <b>If the child is aged 7-17 yrs. old</b> To be executed by the child with the attestation of the mother or guardian <b>If the child has reached the age of majority</b> To be executed by the child himself/herself (4 original copies)</p>	<p>Makati Law Department, 18/F Makati City Hall (Note: A preformatted blank affidavit is also available at Makati City Civil Registration Office-Extension Windows 11 to 15)</p>
<p>Duly notarized Sworn Attestation (<b>SA</b>) for AUSF of the child aged 7-17 yrs. old: To be executed by the mother or the guardian (4 original copies)</p>	<p>Makati Law Department, 18/F Makati City Hall (Note: A preformatted blank affidavit is also available at Makati City Civil Registration Office-Extension Windows 11 to 15)</p>
<p>Valid IDs of Parents (Present original with 2 photocopies)</p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>



Note: Father's/ Mother's/Child's appearance is a must to execute their affidavits.				
If AAP and AUSF were executed abroad, they must be registered at the Philippine Foreign Service Post and accompanied by a Certificate of Registration.				
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist, submit requirements, and fill out the application form.	1. Issue a checklist;  1.1 Conduct an initial review of the submitted documents;  1.2 Provide an application form and preformatted AUSF/AAP/SA forms for drafting.	None	20 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
2. Draft the contents of AUSF/ AAP/ SA forms and submit them for screening.	2. Screen the contents of the AUSF/AAP/SA forms;  2.1 If in conformance, recommend the approval of AUSF/AAP/SA forms for notarization;  2.2 If there is non-conformance, return the AUSF/AAP/SA forms to the client for revision/modification	None	30 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
3. Submit the finalized copies of the AUSF/AAP/SA forms and all the required documents.	3. Evaluate all submitted documents;  3.1 Recommend the administration of the oath.	None	30 minutes	<i>Registration Officer IV/ Registration Officer III</i>



<p>4. Execute the sworn statement before</p> <ul style="list-style-type: none"> <li>• City Civil Registrar; or</li> <li>• Legal Officer</li> </ul>	<p>4. Administer oath.</p>	<p>None</p> <p>Notary Public Service Charge</p>	<p>15 minutes</p> <p>1 hour</p>	<p>CCR-OIC</p> <p>Asst. Department Head, Makati Law Department; Authorized Notary Public</p>
<p>5. Secure an order of payment and pay the corresponding fees.</p>	<p>5. Issue an order of payment;</p> <p>5.1 Receive payment and issue an official receipt (OR).</p>	<p><b>Fee:</b></p> <ul style="list-style-type: none"> <li>• <i>(For unregistered civil document)</i> PHP410</li> <li>• <i>(For previously registered civil document)</i> PHP670</li> <li>• <b>If with separate AAP/PHI, Additional PHP352</b></li> </ul>	<p>15 minutes</p> <p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b></p> <p>Registration Officer IV/ Registration Officer III</p> <p>Note: All payments shall be made at the Miscellaneous Taxes Division, 3<sup>rd</sup> floor of Makati City Hall Building 1.</p>
<p>6. Log in to the transaction book and submit all documents. Submit OR with a photocopy;</p> <p>6.1 Secure a follow-up slip.</p>	<p>6. Assign a transaction number and verify/validate OR vis-à-vis the payment order</p> <p>6.1 Issue a follow-up slip.</p>	<p>None</p>	<p>15 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b></p> <p>Registration Officer IV/ Registration Officer III</p>
<p><b>Processing of application: Within 4 working days for unregistered civil documents; within 10-14 working days for previously registered civil documents</b></p>				
<p>7. Follow up after 4 working days for unregistered civil documents or after 10-14 working days for previously registered civil documents;</p>	<p>7. Inform the client of the status of the document;</p>	<p>None</p>	<p>10 minutes</p>	<p>Registration Officer IV/ Registration Officer III</p>



<p><b>For unregistered civil documents:</b> 8. Secure copies of the registered AUSF/AAP and the personal copy of the registered COLB;</p> <p><b>For previously registered civil documents:</b> 8. 1. Secure copies of the registered AUSF/AAP and annotated civil registry document.</p>	<p>8. Release the registered AUSF/AAP together with the registered copy of the COLB;</p> <p>8.1 Release the registered AUSF/AAP and annotated civil registry document.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p><b>Window 5- Birth</b> <i>Administrative Asst. II</i></p> <p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p>
<p><b>Total Cost and Processing Time:</b></p>		<p><b>Fee:</b></p> <ul style="list-style-type: none"> <li>• <i>(For unregistered civil document)</i> PHP410</li> <li>• <i>(For previously registered civil document)</i> PHP670</li> <li>• <i>If with separate AAP/PHI, Additional</i> PHP352</li> </ul>	<p><b>5 working days</b> for unregistered civil documents; <b>15 working days</b> for previously registered civil documents</p>	



## 7. REGISTRATION OF ELECTION OF CITIZENSHIP/ REPATRIATION- ADMINISTRATIVE PROCESS

The option to elect Philippine citizenship in accordance with subsection (4), Section 1, Art. IV, of the Constitution shall be expressed in a statement to be signed and sworn by the party concerned and shall be filed and registered at the Office of the Civil Registration of the city/ municipality where the instrument was executed not later than 30 days from the date of execution. This must be accompanied by the Oath of Allegiance to the Constitution and the Government of the Philippines (Section 1, C.A. No. 625). It should be filed at the Office of the Civil Registry of the city where the instrument was executed.

<b>Office or Division:</b>	City Civil Registration Office – Miscellaneous Civil Registry Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly notarized Affidavit of Election of Citizenship with attached Oath of Allegiance to the Constitution and the Government of the Philippines <i>(4 original copies)</i>		Makati Law Department, 18/F Makati City Hall, or any notary public
PSA authenticated copy of the child's Certificate of Live Birth <i>(1 original and a photocopy)</i>		Any Philippine Statistics Authority (PSA) Serbilis Outlet
LCRO Certified True Copy of the child's Certificate of Live Birth <i>(1 original and a photocopy)</i>		Civil Registry Office where the party was born
Parents' Certificate of Marriage <i>(1 original and a photocopy)</i>		Any Philippine Statistics Authority (PSA) Serbilis Outlet
2x2 Picture with signature <i>(3 copies)</i>		Any photo studios
Alien Certificate of Registration (ACR) <i>(Present original with 2 photo copies)</i>		Bureau of Immigration
Valid ID of the Document Owner <i>(Present original with 1 photocopy)</i>		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or



	regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office			
<b>Representative</b>				
Special Power of Attorney/ Authorization Letter <i>(1 original and a photocopy)</i>	Citizen or client being represented			
Valid ID of the person being represented <i>(Present original and a photocopy)</i>	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ;			
Valid ID of the representative <i>(Present original and a photocopy)</i>	Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist, submit requirements, fill out the application form, and log in to the transaction book.	1. Issue a checklist;	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
	1.1 Conduct an initial review of the documents submitted;		20 minutes	
	1.2 Evaluate all documents submitted and approve for processing; • <i>If there is non-conformance, instruct the client to submit compliance.</i>		1 hour	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
	1.3 Assign a transaction number to the application form, which is analogous to the transaction number in the logbook.		5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>





<p>2. Secure an order of payment and pay the corresponding fees.</p>	<p>2. Issue an order of payment;</p> <p>2.1 Receive payment and issue an official receipt (OR).</p>	<p>• <b>Election of Phil. Citizenship</b>  <b>PHP2,000</b>          • <b>Plus PHP50 / page for CTC</b></p>	<p>15 minutes</p> <p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV / Registration Officer III</i></p> <p>Note: All payments shall be made at the Miscellaneous Taxes Division, 3<sup>rd</sup> floor of Makati City Hall Building 1.</p>
<p>3. Secure a follow-up slip.</p>	<p>3. Issue a follow-up slip;</p>	<p>None</p>	<p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV / Registration Officer III</i></p>
<p><b>Processing of application: Within 5-9 working days</b></p>				
<p>4. Follow up after 5-9 working days;</p> <p>4.1 Secure a copy of the registered document.</p>	<p>4. Inform the client of the status of the document;</p> <p>4.1 Release the registered document to the client.</p>	<p>None</p>	<p>10 minutes</p> <p>5 minutes</p>	<p><i>Registration Officer IV / Registration Officer III</i></p> <p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV / Registration Officer III</i></p>
<p><b>Total Cost and Processing Time:</b></p>		<p>• <b>Election of Phil. Citizenship</b>  <b>PHP2,000</b>          • <b>Plus PHP50 / page for CTC</b></p>	<p><b>10 working days</b></p>	



## 8. ISSUANCE OF CERTIFICATION FOR PETITION FOR NATURALIZATION – ADMINISTRATIVE PROCESSING

Pursuant to Section 10 of RA 9139, otherwise known as “The Administrative Naturalization Law of 2000”, the Civil Registrar of the petitioner’s place of residence shall, after 30 days, issue a certification if, after posting of such, no opposition or objection to the petition was filed.

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Civil Registry Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G - Government to Government	
<b>Who may avail:</b>	Makati Residents	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Endorsement from the Office of the Solicitor General		Special Committee on Naturalization, Office of the Solicitor General
Petition for Naturalization, together with the attached supporting documents		Special Committee on Naturalization, Office of the Solicitor General
Valid IDs of Document Owner/ Parents		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office
<b>Representative</b>		
Special Power of Attorney/ Authorization Letter <i>(1 original and a photocopy)</i>		Citizen or client being represented
Valid ID of the person being represented <i>(Present original and a photocopy)</i>		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ;
Valid ID of the Representative <i>(Present original and a photocopy)</i>		Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist, submit requirements, fill out the application form, and log in to the transaction book.	1. Issue a checklist;	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
	1.1 Conduct an initial review of the documents submitted;		20 minutes	<i>Registration Officer IV / Registration Officer III</i>
	1.2 Evaluate all documents submitted and approve for posting; • <i>If there is non-conformance, instruct the client to submit compliance.</i>		1 hour	<i>Registration Officer IV / Registration Officer III</i>
	1.3 Assign a transaction number to the application form, which is analogous to the transaction number in the logbook.		5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
			5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
2. Secure a follow-up slip.	2. Issue a follow-up slip.	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
<b>Processing of the application: Within 1-3 working days (Issuance of certification will commence after a 30-day posting period)</b>				
3. Follow up after 30 calendar days;	3. Inform the client as to the status of the application;	None	10 minutes	<i>Registration Officer IV / Registration Officer III</i>
3.1 Secure a copy of the certification.	3.1 Release certification.		5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV / Registration Officer III</i>
If endorsed directly by the <b>SCN-OSG</b> , the certification shall be mailed to them after the completion of 30 calendar days of posting.				
<b>Total Cost and Processing Time:</b>		<b>None</b>	<b>For Posting: 30 Calendar days; For Issuance: 3 working days</b>	



## 9. REGISTRATION OF AFFIDAVIT OF REAPPEARANCE FOR A PERSON JUDICIALLY PRESUMED DEAD

A sworn statement of the facts and circumstances of reappearance shall be recorded in the Civil Registry Office of the residence of the parties to the subsequent marriage at the instance of any interested person, with due notice to the spouses of the subsequent marriage and without prejudice to the fact of reappearance being judicially determined in case such fact is disputed (Article 42, Family Code of the Philippines).

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Registration Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	Any interested person	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Duly notarized Affidavit of Reappearance <i>(4 original copies)</i>		Makati Law Department, 18/F Makati City Hall or any authorized notary public
PSA authenticated copy of the Certificate of Marriage <ul style="list-style-type: none"> <li>• With previous spouse, and</li> <li>• With current spouse</li> </ul> <i>(1 original and 2 photocopies)</i>		Any Philippine Statistics Authority (PSA) Serbilis Outlet
<b>Principal</b>		
Valid Identification Card <i>(Present original and a photocopy)</i>		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office
<b>Representative</b>		
Special Power of Attorney/ Authorization Letter <i>(1 original and a photocopy)</i>		Citizen or client being represented
Valid ID of the person being represented <i>(Present original and a photocopy)</i>		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ;
Valid ID of the Representative <i>(Present original and a photocopy)</i>		Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure a checklist, submit requirements, fill out the application form, and log in to the transaction book.</p>	<p>1. Issue a checklist;</p> <p>1.1 Conduct an initial review of the documents submitted;</p> <p>1.2 Evaluate all documents submitted and approve for processing;</p> <p>• <i>If not registrable, instruct the client to submit compliance.</i></p> <p>1.3 Assign a transaction number to the application form, which is analogous to the transaction number in the logbook.</p>	<p>None</p>	<p>5 minutes</p> <p>20 minutes</p> <p>1 hour</p> <p>5 minutes</p> <p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p> <p><i>Registration Officer IV/ Registration Officer III</i></p> <p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p>
<p>2. Secure an order of payment and pay the corresponding fees.</p>	<p>2. Issue an order of payment.</p> <p>2.1 Receive payment and issue an official receipt (OR).</p>	<p>• <b>Registration Fee -PHP300;</b> • <b>CTC PHP50/ page</b></p>	<p>15 minutes</p> <p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p> <p>Note: All payments shall be made at the Miscellaneous Taxes Division, 3<sup>rd</sup> floor of Makati City Hall Building 1.</p>



3. Secure a follow-up slip	3. Issue a follow-up slip.	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
<b>Processing of application: Within 5-9 working days</b>				
4. Follow up after 5-9 working days;	4. Inform the client of the status of the document;	None	10 minutes	<i>Registration Officer IV/ Registration Officer III</i>
4.1 Secure a copy of the registered document.	4.1 Release the registered document to the client.		5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
<b>Total Cost and Processing Time:</b>		<ul style="list-style-type: none"> <li>• Registration Fee -PHP300;</li> <li>• CTC PHP50/page</li> </ul>	<b>10 working days</b>	



## 10. PROCESSING OF SUPPLEMENTAL REPORT OF OMITTED ENTRIES IN THE CIVIL REGISTRY DOCUMENT

A supplemental report using the appropriate form (Certificate of Live Birth, Certificate of Marriage, Certificate of Death, or Certificate of Fetal Death) may be filed to supply information inadvertently omitted when the document was registered pursuant to Rule 11 of the OCRG Administrative Order No. 1, Series of 1993.

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Registration Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	For persons whose civil registry documents contained omitted information and were registered in Makati City; Makati residents for out-of-town endorsement to proper civil registry offices.	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
PSA authenticated copy of the affected civil registry documents ( <i>Certificate of Live Birth/Certificate of Marriage/Certificate of Death/Fetal Death</i> )	Any Philippine Statistics Authority (PSA) Serbilis Outlet	
LCRO Certified True Copy of the affected civil registry documents ( <i>Certificate of Live Birth/Certificate of Marriage/Certificate of Death/Fetal Death</i> )	Makati City Civil Registration Office: Window 4 – Certificate of Live Birth Window 8 – Certificate of Marriage Window 9 – Certificate of Death/Fetal Death	
Duly notarized Affidavit for Supplemental Report indicating the facts of events like the name/s of the document owner, date and place of the event, entry/ies omitted, entry/ies to be supplied, and reason/s for failure to supply the missing information at the time of registration.	Makati Law Department, 18/F Makati City Hall; Authorized Notary Public	
Civil Registry Form for Amended Document ( <i>Certificate of Live Birth/Certificate of Marriage/Certificate of Death/Fetal Death</i> )	Makati City Civil Registration Office: Window 1	
At least three (3) supporting documents showing the correct entry/ies of omitted information, such as but not limited to: a. Original Baptismal Certificate; b. Certified Copy of Form 137/School Records ( <i>Nursery, Kinder, Elementary, High School</i> ); c. Certified copy of the registrant's medical record; d. Income Tax Return;	Church where the registrant was baptized From the school last attended or graduated  Public or private health clinics, hospitals Personal record BIR	



e. Certified copy of Voter's Registration Record, if a voter;	COMELEC Branch Office where the registrant is registered			
f. Employment Service Record, if previously employed;	Document owner's employer			
g. Insurance Policy, if insured;	Insurance Company			
PSA authenticated copy of the Certificate of Marriage, if married	Any Philippine Statistics Authority (PSA) Serbilis Outlet			
<b>Principal</b>				
Valid ID	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office			
<b>Representative</b>				
Special Power of Attorney/ Authorization Letter <i>(1 original and a photocopy)</i>	Citizen or client being represented			
Valid ID of the person being represented <i>(Present original and submit a photocopy)</i>  Valid ID of the Representative <i>(Present original and submit a photocopy)</i>	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a checklist, submit requirements, and fill out the application form;	1. Issue a checklist;  1.1 Conduct an initial review of the documents submitted;	None	5 minutes  20 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>





	<p>1.2 Evaluate all documents submitted and approve for processing;</p> <ul style="list-style-type: none"> <li>• <i>If there is non-conformance, instruct the client to submit compliance.</i></li> </ul>		<p>30 minutes</p> <p>5 minutes</p>	<p><i>Registration Officer IV / Registration Officer III</i></p> <p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p>
<p>2. Execute an Affidavit for Supplemental Report; take oath before the:</p> <ul style="list-style-type: none"> <li>• City Civil Registrar; or</li> <li>• Legal Officer</li> </ul>	<p>2. Notarize affidavit/s.</p>	<p>None</p> <p>Notary charges</p>	<p>15 minutes</p> <p>1 hour</p>	<p><i>CCR-OIC</i></p> <p><i>Asst. Department Head, Makati Law Department; Any Notary Public</i></p>
<p>3. Secure an order of payment and pay the corresponding fees.</p>	<p>3. Issue an order of payment;</p>	<ul style="list-style-type: none"> <li>• <b>Processing fees- PHP300;</b> <ul style="list-style-type: none"> <li>➢ <b>CTC of Affidavits/ supporting documents P50/page;</b></li> <li>➢ <b>LRF- PHP 2</b></li> <li>➢ <b>Photocopy Service, PHP2 / page; and</b></li> <li>➢ <b>Civil Registry Form, PHP50/set</b></li> </ul> </li> </ul>	<p>15 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p>
	<p>3.1 Receive payment and issue an official receipt (OR).</p>		<p>5 minutes</p>	<p>Note: All payments shall be made at the Miscellaneous Taxes Division, 3<sup>rd</sup> floor of Makati City Hall Building 1.</p>



<p>4. Log in to the transaction book and submit all documents;</p> <p>4.1 Submit OR with a photocopy;</p> <p>4.2 Secure a follow-up slip.</p>	<p>4. Assign a transaction number to the application form, which is analogous to the transaction number in the logbook;</p> <p>4.1 Verify/ validate OR amount vis-à-vis the payment order;</p> <p>4.2 Issue a follow-up slip.</p>	<p>None</p>	<p>10 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV/  Registration Officer III</i></p>
<p><b>Processing of application: Within 10-14 working days</b></p>				
<p>5. Follow up after 10-14 working days;</p> <p>5.1 Secure a copy of the processed document.</p>	<p>5. Inform the client of the status of the document;</p> <p>5.1 Release the processed document to the client.</p>	<p>None</p>	<p>10 minutes</p> <p>5 minutes</p>	<p><i>Registration Officer IV/  Registration Officer III</i></p> <p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV/  Registration Officer III</i></p>
<p><b>Total Cost and Processing Time:</b></p>		<ul style="list-style-type: none"> <li>• Processing fees- PHP300; <ul style="list-style-type: none"> <li>➢ CTC of Affidavits/ supporting documents P50/page;</li> <li>➢ LRF- PHP 2</li> <li>➢ Photocopy Service, PHP2 / page; and</li> <li>➢ Civil Registry Form, PHP50/set</li> </ul> </li> </ul>	<p><b>15 Working Days</b></p>	



## 11. AMENDMENT OF MAKATI CIVIL REGISTRY DOCUMENT PURSUANT TO COURT DECREE HEARD IN MAKATI

In the case of a court decree/order concerning the status of a person/s, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered in the Civil Registrar's Office where the court is functioning within ten (10) days after the decree/order has become final and executory; and within thirty (30) days in the case of adoption (Rule 50(1), OCRG Administrative Order No. 1, Series of 1993).

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Civil Registry Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G– Government to Government	
<b>Who may avail:</b>	For a successful petitioner whose affected civil registry document and court decree are registered and decided in Makati City, respectively.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
PSA authenticated copy of the affected civil registry document for amendment		Any Philippine Statistics Authority (PSA) Serbilis Outlet
LCRO Certified True Copy of the affected civil registry document for amendment		Makati City Civil Registration Office Window 4 (Birth), Window 8 (Marriage), and Window 9 (Death)
Certified True Copies of Court Decision/ Order/ Judgement/ Decree: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		Regional Trial Court of Makati
Certified True Copies of Certificate of Finality/Entry of Judgement: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		Regional Trial Court of Makati
<b>For Annulment/Nullity of Marriage cases only:</b> Certified True Copies of the Decree of Nullity of Marriage: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		Regional Trial Court of Makati
<b>For Adoption cases only:</b> Certified True Copies of the Decree of Adoption: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		Regional Trial Court of Makati



Properly filled out and drafted Municipal Form No. 102, Certificate of Live Birth (COLB) containing the adopting parents' information and the new information about the child.		Makati City Civil Registration Office Window 1 (for birth forms)		
<b>For Recognition of Foreign Decree of Divorce only:</b> Certified True Copies of the Foreign Decree of Divorce: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		Regional Trial Court of Makati  Note: If the document originated directly from the document owner himself or herself and not from the court, authenticated or apostilled copies must be submitted for registration. If it is in a foreign language, provide a full English translation.		
Valid ID of the petitioner/document owner <i>(Present original and a photocopy)</i>		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office		
<b>Representative</b>				
Special Power of Attorney/ Authorization Letter <i>(1 original and a photocopy)</i>		Citizen or client being represented		
Valid ID of the Representative <i>(Present original and submit a photocopy)</i>		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist, submit requirements, and fill out the application form.	1. Issue a checklist and application form;	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/          Registration Officer III</i>



	1.1 Conduct an initial review of the submitted documents, note down initial findings, and forward them to the Registration Officer/Division Head for final evaluation.		25 minutes	
	1.2 Evaluate the documents submitted;	None	45 minutes	Registration Officer IV / Registration Officer III
	1.2.1 For compliant documents: Issue a directive to assign a transaction number and verify authenticity.  1.2.2 For non-compliant documents: Prepare findings and recommendations and forward them to CCR for instruction.	None	30 minutes	Registration Officer IV / Registration Officer III/ CCR-OIC
2. Log in to the transaction book and secure a transaction number;  2.1 Secure a follow-up slip/ claim stub.	2. Assign a transaction number to the application form, which is analogous to the transaction number in the logbook;  2.1 Issue a follow-up slip/ claim stub.	None	10 minutes	<b>CCRO-Extension Office Windows 11-15</b> Registration Officer IV/ Registration Officer III
<b>Verification of the authenticity of the documents at Makati RTC: provisional 20 working days</b>				
3. Follow up after 10 working days for the	3. Inform the client as to the status of the application:	None	15 minutes	Registration Officer IV/ Registration Officer III



<p>status of the application.</p>	<ul style="list-style-type: none"> <li>• If confirmed authentic, advise the client to pay;</li> <li>• If still awaiting authentication, advise the client to follow up after five (5) working days.</li> </ul> <p><i>Note: Registration and annotation shall only commence once authenticity is confirmed.</i></p>			
<p>4. Secure an order of payment and pay the corresponding fees.</p>	<p>4. Issue an order of payment and inform the client to pay;</p> <p>4.1 Receive the payment and issue an official receipt (OR).</p>	<ul style="list-style-type: none"> <li>• <b>Registration:</b> <ul style="list-style-type: none"> <li>➤ <b>Annulment (PHP1,500)</b></li> <li>➤ <b>Presumptive Death (PHP3,000)</b></li> <li>➤ <b>Adoption (PHP800)</b></li> <li>➤ <b>CFN/ Correction of Entry (PHP500)</b></li> <li>➤ <b>Other Court Decrees (PHP800)</b></li> <li>➤ <b>Certificate of Registration (PHP100)</b></li> <li>➤ <b>Annotation Fee (PHP50)</b></li> <li>➤ <b>CTC Court Orders (PHP50/ Page)</b></li> <li>➤ <b>Amended Doc. (PHP150)</b></li> <li>➤ <b>LRF PHP2</b></li> <li>➤ <b>Photocopying charges (PHP2/ page) are based on</b></li> </ul> </li> </ul>	<p>15 minutes</p> <p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV/  Registration Officer III</i></p> <p>Note: All payments shall be made at the Miscellaneous Taxes Division, 3<sup>rd</sup> floor of Makati City Hall Building 1.</p>



		the actual number of pages to be photocopied		
<b>Processing of the application: Within 10 working days</b>				
5. Follow up after 5-10 working days;  5.1 Secure copies of the processed documents.	5. Inform the client of the status of the document;  5.1 Release the processed documents to the client.	None	10 minutes  5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
<b>Total Cost and Processing Time:</b>		<ul style="list-style-type: none"> <li>• Registration Fee:             <ul style="list-style-type: none"> <li>➢ Cert of Registration x 3;</li> </ul> </li> <li>• Annotation Fee:             <ul style="list-style-type: none"> <li>➢ CTC of the total number of pages x PHP50 x 3;</li> <li>➢ CTC of the amended document x 3;</li> <li>➢ LRF; and</li> <li>➢ Total number of pages photocopied x PHP2</li> </ul> </li> </ul>	<b>20 working days provisional (verification process) + 10 working days (registration and annotation process)</b>	



## 12. AMENDMENT OF NON-MAKATI CIVIL REGISTRY DOCUMENT PURSUANT TO COURT DECREE HEARD IN MAKATI

In the case of a court decree/order concerning the status of a person/s, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered in the Civil Registrar's Office where the court is functioning within ten (10) days after the decree/order has become final and executory and within thirty (30) days in the case of adoption (Rule 50(1), OCRG Administrative Order No. 1, Series of 1993).

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Registration Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G– Government to Government	
<b>Who may avail:</b>	For a successful petitioner whose court decree is decided in Makati City but the affected civil registry document is registered at another civil registry office.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	PSA authenticated copy of the affected civil registry document for amendment	Any Philippine Statistics Authority (PSA) Serbilis Outlet
	Certified True Copies of Court Decision/ Order/ Judgement/ Decree: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>	Regional Trial Court of Makati
	Certified True Copies of Certificate of Finality/Entry of Judgement: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>	Regional Trial Court of Makati
	<b>For Annulment/Nullity of Marriage cases only:</b> Certified True Copies of the Decree of Nullity of Marriage: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>	Regional Trial Court of Makati
	<b>For Adoption cases only:</b> Certified True Copies of the Decree of Adoption: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>	Regional Trial Court of Makati
	<b>For Recognition of Foreign Decree of Divorce only:</b> Certified True Copies of the Foreign Decree of Divorce:	Regional Trial Court of Makati





<ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>	<p>Note: If the document originated directly from the document owner himself or herself and not from the court, authenticated or apostilled copies must be submitted for registration. If it is in a foreign language, provide a full English translation.</p>			
<p>Valid ID of the petitioner/document owner (Present original and submit a photocopy)</p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; Philhealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>			
<b>Representative</b>				
<p>Special Power of Attorney/ Authorization Letter (1 original and a photocopy)</p>	<p>Citizen or client being represented</p>			
<p>Valid ID of the Representative (Present original and submit a photocopy)</p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure a checklist, submit requirements, and fill out the application form.</p>	<p>1. Issue a checklist and application form;</p>	<p>None</p>	<p>5 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b> Registration Officer IV/ Registration Officer III</p>
	<p>1.1 Conduct an initial review of the submitted documents, note down initial findings, and forward them to the Registration Officer/ Division Head</p>		<p>25 minutes</p>	<p>Registration Officer IV/ Registration Officer III</p>



	for final evaluation.			
	<p>1.2 Evaluate the documents submitted;</p> <p>1.2.1 For compliant documents: Issue a directive to assign a transaction number and verify authenticity;</p> <p>1.2.2 For non-compliant documents: Prepare findings and recommendations and forward them to CCR for instruction.</p>	None	30 minutes	<p>Registration Officer IV / Registration Officer III</p>
<p>2. Log in to the transaction book and secure a transaction number;</p> <p>2.1 Secure a follow-up slip/ claim stub.</p>	<p>2. Assign a transaction number to the application form, which is analogous to the transaction number in the logbook;</p> <p>2.1 Issue a follow-up slip/ claim stub.</p>	None	10 minutes	<p><b>CCRO-Extension Office Windows 11-15</b> Registration Officer IV/ Registration Officer III</p>
<b>Verification of the authenticity of the documents at Makati RTC: Provisional 20 working days</b>				
<p>3. Follow up after 10 working days for the status of the application.</p>	<p>3. Inform the client as to the status of the application:</p> <ul style="list-style-type: none"> <li>• If confirmed authentic, advise the client to pay;</li> <li>• If still awaiting authentication, advise the client to follow up after five (5) working</li> </ul>	None	15 minutes	<p><b>CCRO-Extension Office Windows 11-15</b> Registration Officer IV/ Registration Officer III</p>



	days. <i>Note: Registration shall only commence once authenticity is confirmed.</i>			
4. Secure an order of payment and pay the corresponding fees.	4. Issue an order of payment and inform the client to pay;  4.1 Receive the payment and issue an official receipt (OR).	<ul style="list-style-type: none"> <li>• Registration: <ul style="list-style-type: none"> <li>➢ Annulment (PHP1,500)</li> <li>➢ Presumptive Death (PHP3,000)</li> <li>➢ Adoption (PHP800)</li> <li>➢ CFN/Correction of Entry (PHP500)</li> <li>➢ Other Court Decrees (PHP800)</li> </ul> </li> <li>• Certificate of Registration (PHP100)</li> <li>• Annotation Fee (PHP50)</li> <li>• CTC Court Orders (PHP50/ page)</li> <li>• Amended Doc. (PHP150)</li> <li>• LRF PHP2</li> </ul> Photocopying charges (PHP2 /page) are based on the actual number of pages to be photocopied	15 minutes          5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>          Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.
<b>Processing of the application: Within 10 working days</b>				
5. Follow up after 5-10 working days;	5. Inform the client of the status of the document; and/or	None	10 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
5.1 Secure copies of the processed documents.	5.1 Release the processed documents to the client.		5 minutes	
<b>Total Cost and Processing Time:</b>		<ul style="list-style-type: none"> <li>• Registration Fee: <ul style="list-style-type: none"> <li>➢ Cert of Registration x 3;</li> </ul> </li> <li>• Annotation Fee: <ul style="list-style-type: none"> <li>➢ CTC of the total number of pages x PHP50 x 3;</li> <li>➢ CTC of the amended document x 3;</li> <li>➢ LRF; and</li> </ul> </li> </ul> <b>Total number of pages photocopied x PHP2</b>	<b>20 working days provisional (verification process) + 10 working days (registration)</b>	



### 13. AMENDMENT OF MAKATI CIVIL REGISTRY DOCUMENT PURSUANT TO COURT DECREE HEARD FROM OTHER CITIES/ MUNICIPALITIES

The civil registry office where the event of the decree/order was registered shall forward a certified true copy of the decision to the Office of the Civil Registrar where the event affected was originally registered, and the latter shall make the proper annotations in the document and in the applicable registry book (Rule 50(3), OCRG Administrative Order No. 1, Series of 1993).

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Registration Division		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G– Government to Government		
<b>Who may avail:</b>	For a successful petitioner whose court decree is decided or granted in another city or municipality but the affected civil registry document is registered in Makati City.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
PSA authenticated copy of the affected civil registry document for amendment		Any Philippine Statistics Authority (PSA) Serbilis Outlet	
LCRO Certified True Copy of the affected civil registry document for amendment		Makati City Civil Registration Office Window 4 (Birth), Window 8 (Marriage), and Window 9 (Death)	
Original/ Certified True Copies of the Certificate of Registration of Court Decree/Order: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		City Civil Registry Office where the decree was registered	
Original/ Certified True Copies of the Certificate of Authenticity of Court Decree/Order: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		City Civil Registry Office where the decree was registered	
Certified True Copies of Court Decision/Order/ Judgement/ Decree: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		City Civil Registry Office where the decree was registered	
Certified True Copies of Certificate of Finality/Entry of Judgement: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>		City Civil Registry Office where the decree was registered	
<b>For Annulment/Nullity of Marriage cases only:</b> Certified True Copies of the Decree of Nullity of Marriage: <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> </ul>		City Civil Registry Office where the decree was registered	



<ul style="list-style-type: none"> <li>• 1 set photocopy</li> </ul>	
<p><b>For Adoption cases only:</b>  Certified True Copies of the Decree of Adoption:</p> <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul> <p>Properly filled out and drafted Municipal Form No. 102, Certificate of Live Birth (COLB) containing the adopting parents' information and the new information about the child.</p>	<p>City Civil Registry Office where the decree was registered</p> <p>Makati City Civil Registration Office  Window 1 (for birth form)</p>
<p><b>For Recognition of Foreign Decree of Divorce only:</b></p> <p>Certified True Copies of the Foreign Divorce Decree with Certificate of Registration:</p> <ul style="list-style-type: none"> <li>• 2 sets, originally signed</li> <li>• 1 set photocopy</li> </ul>	<p>City Civil Registry Office where the court decision granting the recognition of the foreign divorce decree was registered</p>
<p>Valid ID of the petitioner/document owner  <i>(Present original and submit a photocopy)</i></p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>
<p><b>Representative</b></p>	
<p>Special Power of Attorney/ Authorization Letter  <i>(1 original and a photocopy)</i></p>	<p>Citizen or client being represented</p>
<p>Valid ID of the Representative  <i>(Present original and submit a photocopy)</i></p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Secure a checklist, submit the requirements, and fill out the application form.</p>	<p>1. Issue a checklist and application form;</p> <p>1.1 Conduct an initial review of the submitted documents, note down initial findings, and forward them to the Registration Officer/Division Head for final evaluation.</p>	<p>None</p>	<p>5 minutes</p> <p>25 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV/  Registration Officer III</i></p> <p><i>Registration Officer IV/  Registration Officer III</i></p>
	<p>1.2 Evaluate the documents submitted;</p> <p>1.2.1 For compliant documents:  Issue a directive to assign a transaction number and verify authenticity.</p> <p>1.2.2 For non-compliant documents:  Prepare findings and recommendations, and forward them to CCR for instruction.</p>	<p>None</p>	<p>30 minutes</p> <p>30 minutes</p>	<p><i>Registration Officer IV/  Registration Officer III</i></p> <p><i>Registration Officer IV/  Registration Officer III/  CCR-OIC</i></p>
<p>2. Log in to the transaction book and secure a transaction number;</p> <p>2.1 Secure a follow-up slip/ claim stub.</p>	<p>2. Assign a transaction number to the application form, which is analogous to the transaction number in the logbook;</p> <p>2.1 Issue a follow-up slip/ claim stub.</p>	<p>None</p>	<p>10 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b>  <i>Registration Officer IV/  Registration Officer III</i></p>



Verification of the authenticity of the documents at the RTC and CCRO from other cities or municipalities: provisional 50 working days				
3. Follow up after 10-15 working days for the status of the application.	3. Inform the client as to the status of the application: <ul style="list-style-type: none"> <li>If confirmed authentic, advise the client to pay;</li> <li>If still awaiting authentication, advise the client to follow up after five (5) working days.</li> </ul> <i>Note: The annotation shall only commence after being confirmed authentic.</i>	None	10 minutes	<i>Registration Officer IV/ Registration Officer III</i>
4. Secure an order of payment and pay the corresponding fees.	4. Issue an order of payment and inform the client to pay;  4.1 Receive the payment and issue an official receipt (OR).	<ul style="list-style-type: none"> <li>Annotation Fee- PHP50</li> <li>CTC Court Orders PHP50 / page</li> <li>Amended Doc. PHP150</li> <li>LRF- PHP2</li> <li>Photocopying charges (PHP2/page) are based on the actual number of pages to be photocopied</li> </ul>	15 minutes  5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>  Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.
Processing of the application: Within 10 working days				
5. Follow up after 5-10 working days;  5.1 Secure copies of the processed documents.	5. Inform the client of the status of the document;  5.1 Release the processed documents to the client.	None	10 minutes  5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>



<p><b>Total Cost and Processing Time:</b></p>	<ul style="list-style-type: none"> <li>• <b>Annotation Fee:</b> <ul style="list-style-type: none"> <li>➤ CTC of the total number of pages x PHP50 x 3;</li> <li>➤ CTC of the amended document x 3;</li> <li>➤ LRF; and</li> </ul> </li> <li>Total number of pages photocopied x PHP2</li> </ul>	<p><b>50 working days provisional (verification process) + 10 working days (registration and annotation processing)</b></p>	
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#### 14. CHANGE OF FIRST NAME AND CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR/S ON BIRTH, DEATH, AND MARRIAGE CERTIFICATES

The Office of the City Civil Registrar assists clients in the processing of petitions for change of first name, correction of errors on sex, date of birth (day and month only), and other clerical defects on registered birth, marriage, and death certificates. Errors covered under RA 9048 and RA 10172 that do not affect the document owner's status, nationality and age can be corrected administratively through the City Civil Registry Office "provided, however, that no correction must involve the change of nationality, age, and status of the petitioner."

<b>Office or Division:</b>	City Civil Registration Office - Miscellaneous Civil Registry Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G– Government to Government	
<b>Who may avail:</b>	General Public Document owner, if 18 years old and above; Parent for a minor child; Spouse; Children of incapacitated/ deceased parents; and attorney-in-fact	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Correction of Clerical Error (CCE)</b>		
Certified True Copy of Birth/ Marriage/ Death Certificate with Defect <i>(1 original and a photocopy)</i>	Local Civil Registry Office (LCRO) where the document is registered and any Philippine Statistics Authority (PSA) Serbilis Outlet	
Authentic documents to prove the correct data/information: <i>(Not less than two (2) public or private documents)</i> <i>(1 original and a photocopy)</i> <ul style="list-style-type: none"> <li>• Baptismal Certificate</li> <li>• Earliest school records</li> <li>• Medical records</li> <li>• Voter's Affidavit/ Certification</li> <li>• Employment or Business Record</li> <li>• GSIS or SSS Information Form</li> </ul>	Religious institution where the petitioner was baptized School where the petitioner graduated or studied hospitals/ laboratories/ clinics/ health centers Commission on Elections Petitioner's employer/BIR GSIS and SSS Office	
Birth/Marriage Certificates, if married <i>(1 original and a photocopy)</i>	Local Civil Registry Office (LCRO) where the document is registered or any Philippine Statistics Authority (PSA) Serbilis Outlet	
Other documents that the Civil Registrar may deem necessary such as but not limited to: <i>(1 original and a photocopy)</i> <ul style="list-style-type: none"> <li>• Ascendants' Civil Registry Records (<i>Birth, Death and Marriage Certificate</i>)</li> <li>• Sibling's Birth Certificates</li> <li>• Children's Birth Certificates, if married with children</li> <li>• Ascendants' Baptismal;</li> </ul>	Local Civil Registry Office (LCRO) where the document is registered, or any Philippine Statistics Authority (PSA) Serbilis Outlet  Religious institution where parents were baptized	



<ul style="list-style-type: none"> <li>• Voter's Certificate; and</li> <li>• Employment Records</li> </ul>	<p>COMELEC Branch where registered Parents' employers/BIR</p>
<b>For Change of First Name (CFN)</b>	
<p>Certified True Copy of Certificate of Live Birth <i>(1 original and a copy)</i></p>	<p>Local Civil Registry Office (LCRO) where the document is registered and any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p>Authentic documents to prove the correct data/information: <i>(Not less than two (2) public or private documents)</i> <i>(1 original and a photocopy)</i></p> <ul style="list-style-type: none"> <li>• Baptismal Certificate</li> <li>• Earliest school records</li> <li>• Medical records</li> <li>• Voter's Affidavit/ Certification</li> <li>• Employment or Business Record</li> <li>• GSIS or SSS Information Form</li> </ul>	<p>Religious institution where the petitioner was baptized School where the petitioner graduated or studied hospitals/ laboratories/ clinics/ health centers Commission on Elections Petitioner's employer/BIR GSIS and SSS Office</p>
<p>Birth/Marriage Certificates, if married <i>(1 original and a photocopy)</i></p>	<p>Local Civil Registry Office (LCRO) where the document is registered or any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p>Clearances for change of first name - clearing both names (ex. Name on birth certificate A.K.A used name/ new first name) <i>(1 original and a photocopy)</i></p> <ul style="list-style-type: none"> <li>• NBI Clearance</li> <li>• Police Clearance</li> <li>• Employer's Clearance, if employed, or</li> <li>• Affidavit of Non– Employment with No pending case, if unemployed</li> </ul>	<p>National Bureau of Investigation Philippine National Police Headquarters Petitioner's employer Law Department or Any Licensed Notary Public</p>
<p>Affidavit of Publication for at least once a week for two (2) consecutive weeks from the Publisher with news clippings <i>(3 original copies)</i></p>	<p>Any newspaper of general and national circulation</p>
<b>For Correction of Sex, Day and Month of Birth</b> <i>(Note: For correction of sex, it must be personally filed at the LCRO of the birthplace.)</i>	
<p>Certified True Copy of Certificate of Live Birth <i>(1 original and a photocopy)</i></p>	<p>Local Civil Registry Office (LCRO) where the document is registered and any Philippine Statistics Authority (PSA) Serbilis Outlet</p>
<p>Authentic documents to prove the correct data/information: <i>(Not less than two (2) public or private documents)</i></p>	



<p><i>(1 original and a photocopy)</i></p> <ul style="list-style-type: none"> <li>• Baptismal Certificate</li> <li>• Earliest school records</li> <li>• Medical records</li> <li>• Voter's Affidavit/ Certification</li> <li>• Employment or Business Record</li> <li>• GSIS or SSS Information Form</li> </ul>	<p>Religious institution where the petitioner was baptized  School where the petitioner graduated or studied  hospitals/ laboratories/ clinics/ health centers  Commission on Elections  Petitioner's employer  GSIS and SSS Office</p>
<p>Clearance for correction of sex, day and month of birth  <i>(1 original and a photocopy)</i></p> <ul style="list-style-type: none"> <li>• NBI Clearance</li> <li>• Police Clearance</li> <li>• Employer's Clearance, if employed, or</li> <li>• Affidavit of Non– Employment with No pending case, if unemployed</li> </ul>	<p>National Bureau of Investigation  Philippine National Police Head Quarters  Petitioner's employer  Law Department or Any Licensed Notary Public</p>
<p>Affidavit of Publication for at least once a week for two (2) consecutive weeks from the Publisher with news clippings  <i>(3 original copies)</i></p>	<p>any newspaper of general and national circulation</p>
<p>Medical Certificate  <i>(For correction of sex only)</i>  Document owner must undergo physical examination of a recognized government physician, for the issuance of a medical certification that no sex change/ transplant had been undertaken  <i>(1 original and a photocopy)</i></p>	<p>Makati Health Department, 7/F Makati City Hall</p>
<p><b>Representative</b></p>	
<p>Special Power of Attorney/ Authorization Letter  <i>(1 original and a photocopy)</i></p>	<p>Citizen or client being represented</p>
<p>Valid ID of the person being presented  <i>(Present original and submit a photocopy)</i></p>	<p>BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; Comelec; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil. Embassies for Diplomat/Consul; DWSD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ;  Schools/Universities/Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office</p>
<p>Valid ID of the Representative  <i>(Present original and submit a photocopy)</i></p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a checklist and submit documents/ evidence for initial assessment.	1. Issue a checklist and application form;	None	10 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
	1.1 Validate and check the completeness of the required documents;		30 minutes	
2. Secure a copy of the draft application form, draft the contents of the petition, and submit all documents/evidence.	2. Instruct the client to draft the petition;	None	30 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
	2.1 Receive the draft petition with all documents/evidence submitted and place it inside an envelope.		30 minutes	
3. Register on the client's transaction log book	3. Issue a follow-up slip and assign a transaction number.	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
3.1 Secure a follow-up slip.				
<b>Preparation, evaluation, and approval of the draft petition within 5-7 working days</b>				
4. Follow up after 5-7 working days if the draft petition is approved.	4. For an approved draft petition, schedule payment for the process and for the client to take oath;	None	15 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
	4.1 If not approved, inform the client to submit compliance for the required evidence.			



5. Review and sign the finalized petition.	5. Check the signed, finalized petition.	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
6. Appear before the City Civil Registrar or notary public for oath.	6. Administer oath.	Notary charges – Notary Public	1 hour	<i>Asst. Department Head, Makati Law Department; Any Notary Public</i>
6.1 Submit the notarized petition.	6.1 Received the notarized petition.	None – CCR;  None	15 minutes  5 minutes	<i>CCR-OIC</i>  <b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
7. Secure an order of payment; and	7. Issue an order of payment;	None	5 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>
7.1 Pay the corresponding fees and secure an official receipt (OR).	7.1 Issue OR.	<ul style="list-style-type: none"> <li>• <b>Filing Fees and other charges:</b> <ul style="list-style-type: none"> <li>➢ <b>CFN P3,000.00</b></li> <li>➢ <b>CCE/RA 10172 P3,000.00</b> <ul style="list-style-type: none"> <li>➢ <b>CCE P1,000.00</b></li> <li>➢ <b>CTC of supporting documents P50.00</b></li> </ul> </li> </ul> </li> <li>• <b>Miscellaneous Fees- P402.00</b></li> <li>• <b>Service Fee for Migrant:</b> <ul style="list-style-type: none"> <li>➢ <b>CFN/ RA 10172 P1,000.00</b></li> <li>➢ <b>CCE- P500.00</b></li> </ul> </li> </ul> <p><i>Note: Mailing expenses are to be shouldered by petitioner, if thru private courier.</i></p>	5 minutes	Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.
7.2 Submit OR.	7.2 Verify/ Validate OR amount vis-à-vis the payment order.	None	10 minutes	<b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i>



*For CFN and RA 10172 petitions, submission of the Affidavit of Publication from the Newspaper Publisher is required prior to the processing of applications.*

**Processing of the petition (from the posting date up to the annotation of the affirmed petition):  
Within three to four (3-4) months**

<p>8. Follow up after one (1) month for the status of the petition;</p> <p>8.1 For the CCR/OIC's granted petition, wait for the OCRG's action on the transmitted petition;</p> <p>8.2 For CCR/OIC's denied petition, prepare and submit an appeal;</p>	<p>8. Inform the client of the status of the petition.</p> <p>8.1 Provide an appeal form.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>30 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p> <p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p>
<p>9. For OCRG's affirmed petition, present the claim stub and secure the processed petition and annotated civil registry document.</p> <p>9.1 For OCRG's impugned petition, prepare and submit a Motion for Reconsideration and proceed to Agency Action 8.</p>	<p>9. Release the processed petition and annotated civil registry document.</p> <p>9.1 Provide a Motion for Reconsideration (MOR) form.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>30 minutes</p>	<p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p> <p><b>CCRO-Extension Office Windows 11-15</b> <i>Registration Officer IV/ Registration Officer III</i></p>
<p><b>Total Cost and Processing Time:</b></p>		<ul style="list-style-type: none"> <li>• For CCE P1,452.00</li> <li>• For CFN &amp; RA 10172 P3,452.00 + Publication Fee</li> </ul>	<p><b>90-120 days</b></p>	



## Copy Issuance Services

### 15. ISSUANCE OF CERTIFIED TRUE COPIES OF BIRTH, DEATH/FETAL DEATH AND MARRIAGE CERTIFICATES AS WELL AS CERTIFICATES OF NO RECORD AND CERTIFIED TRANSCRIPTION

Pursuant to Section 12(c) of Act No. 3753 (*Civil Registry Law*) and Section 479(2)(v) of R.A. 7160 (*Local Government Code of 1991*), the City Civil Registrar shall issue certified transcripts or copies of any certificate or document registered upon payment of proper fees.

<b>Office or Division:</b>	City Civil Registration Office - Birth, Death and Marriage Registrations Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G - Government to Government	
<b>Who may avail:</b>	For document owners of vital events registered in Makati City; and for the nearest relative/kin of the deceased whose death certificate was registered in Makati City	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
<b>Principal</b> Valid Identification Card	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; COMELEC; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil Embassies for Diplomat/ Consul; DSWD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/ Universities/ Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office	
<b>Representative</b> Valid Identification Card  Authorization Letter (AL)/ Special Power of Attorney (SPA) from the document owner with an attached valid ID	BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; COMELEC; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil Embassies for Diplomat/ Consul; DSWD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/ Universities/ Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office  Citizen or client being represented	
Note: For the issuance of certified copies of birth, death, and marriage documents to be filed by someone other than the document owner, the same can be granted <b>provided</b>		



<p>that the requesting party has sufficient documentation to support this case.</p> <p><b>*Sufficient documentation includes:</b>  <b>Copy of birth certificate</b> - if the child, of legal age, requests a copy of the birth and death documents of his/her parent. For a marriage document, he/she can only request it if it is indicated in his/her own birth certificate;  <b>Affidavit of Guardianship</b> – for a guardian appointed by the court or the person exercising substitute parental authority over a minor child;  <b>Affidavit of Kinship</b> – for the nearest kin of a deceased person, stating that he/she is the closest surviving relative;  - <b>Other documentation</b> that establishes the relationship of the requesting party to the data subject.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Verification Request Form (VRF).	1. Review the completeness of the information provided in the VRF;	None	10 minutes	<b>Window 4 - Birth</b> Administrative Asst. II Administrative Asst. II <b>Window 8 - Marriage</b> Administrative Aide II Administrative Asst. II <b>Window 9 - Death</b> Administrative Aide III Administrative Aide VI
	1.1 Validate presented IDs/AL/SPA vis-à-vis VRF;		5 minutes	
	1.2 Verify records in the database;		5 minutes	
	1.3 If in conformance, issue an order of payment and instruct the client to pay.		5 minutes	
	1.4 If there is non-conformance, instruct the client to submit compliance.			
2. Pay the corresponding fees and secure an official receipt (OR).	2. Accept the payment and issue an OR.	<ul style="list-style-type: none"> <li>• <b>Rush Process</b>  <b>PHP150 plus</b> <ul style="list-style-type: none"> <li>➤ <b>Photocopying Fee</b>  <b>PHP2/page</b></li> <li>➤ <b>LRF – PHP2</b></li> </ul> </li> <li>• <b>Regular Process</b>  <b>PHP100 plus</b> <ul style="list-style-type: none"> <li>➤ <b>Photocopying Fee</b></li> </ul> </li> </ul>	5 minutes	Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.





		<p><b>PHP2/page</b>          ➤ <b>LRF PHP2</b></p> <p>• <b>For No Record &amp; Certified Transcription</b>  <b>PHP100 plus</b>          ➤ <b>LRF – PHP2</b></p>		
3. Log in to the client's logbook, present OR, and submit VRF;	3. Validate OR vis-à-vis the payment order and assign a transaction number on the VRF.	None	10 minutes	<p><b>Window 4 - Birth</b>  <i>Administrative Asst. II</i>  <b>Window 8 - Marriage</b>  <i>Administrative Aide II</i>  <b>Window 9 - Death</b>  <i>Administrative Aide III</i></p>
4. For rush issuance, wait for the processing of the request;	4. For rush issuance, forward the request to Archives for processing;	None	Within an hour	<p><b>Window 4 - Birth</b>  <i>Administrative Asst. II</i>  <b>Window 8 - Marriage</b>  <i>Administrative Aide II</i>  <b>Window 9 - Death</b>  <i>Administrative Aide III</i></p>
4.1 For regular issuance, secure a claim stub with an assigned transaction number.	4.1 For regular issuance, issue a claim stub with an assigned transaction number.		5 minutes	
<p>Note: The certified transcription request is currently being processed through the regular issuance procedure since it requires the retrieval of not only the physical document but also the civil register filed at the CCRO Archives.</p>				
<p><b>Processing of the application: Rush issuance (within 1 hour); Regular issuance (3 days)</b></p>				



5. Present a claim stub and secure a copy of the requested document.	5. Issue or release the requested document to the client.	None	10 minutes	<b>Window 5 - Birth</b> <i>Administrative Asst. II</i> <b>Window 8 - Marriage</b> <i>Administrative Aide II</i> <b>Window 9 - Death</b> <i>Administrative Aide III</i>
<b>Total Cost and Processing Time:</b>		<ul style="list-style-type: none"> <li>• <b>Rush Process</b>  <b>PHP150 plus</b> <ul style="list-style-type: none"> <li>➤ <b>Photocopying Fee</b>  <b>PHP2/page</b></li> <li>➤ <b>LRF – PHP2</b></li> </ul> </li>   <li>• <b>Regular Process</b>  <b>PHP100 plus</b> <ul style="list-style-type: none"> <li>➤ <b>Photocopying Fee</b>  <b>PHP2/page</b></li> <li>➤ <b>LRF PHP2</b></li> </ul> </li>   <li>• <b>For No Record &amp; Certified Transcription</b>  <b>PHP100 plus</b> <ul style="list-style-type: none"> <li>➤ <b>LRF – PHP2</b></li> </ul> </li> </ul>	<b>1 hour (Rush);</b>  <b>3 days (Regular)</b>	



## Other Civil Registry Services

### 16. RE-ENDORSEMENT OF RECORDS OF BIRTH, DEATH/FETAL DEATH, AND MARRIAGE TO THE PHILIPPINE STATISTICS AUTHORITY AS WELL AS CIVIL REGISTRY CERTIFICATES CONTAINING BLURRED AND UNREADABLE ENTRIES

Pursuant to Act No. 3753 (the Civil Registry Law) and RA 7160 (the Local Government Code of 1991), the civil registrar shall send a duplicate copy of documents registered to the Philippine Statistics Authority (PSA). In addition, PSA Memorandum Circular No. 2016-23 provides that if the original copy of the subject document is still available at the concerned Local Civil Registry Office (LCRO) and has clear entries, a clear Certified True Copy of the said documents shall be endorsed to the PSA. However, if the original copy at the LCRO has blurred and/or unreadable entries, a CTC and Certified Transcription of the record shall be endorsed to them, if the case may be.

<b>Office or Division:</b>	City Civil Registration Office - Birth, Death and Marriage Registrations Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizens	
<b>Who may avail:</b>	For document owners of vital events registered in Makati City; and for the nearest relative/kin of the deceased whose death/fetal death certificate was registered in Makati City.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
PSA certification of negative record of birth/marriage/death/fetal death certificate		Any Philippine Statistics Authority (PSA) Serbilis Outlet
PSA authenticated copy of birth/marriage/death/fetal death certificates containing blurred and/or unreadable entries		
LCRO Certified True Copy of birth/marriage/death/fetal death certificate		Makati City Civil Registration Office Window 4 (Birth), Window 8 (Marriage), and Window 9 (Death/Fetal Death)
<b>Principal</b> Valid Identification Card		BIR; DFA; SSS; GSIS; Pag-ibig; PhilHealth; COMELEC; PNP; NBI; LTO; PRC; IBP; PhilPost; OSCA; DOLE; MARINA; Phil Embassies for Diplomat/ Consul; DSWD; Office of the Barangay Captain; NACDA or its Regional Counterpart; DOH; AFP; DAR; DENR; DOJ; Schools/ Universities/ Colleges recognized by DepEd or CHED; Company registered with, supervised or regulated by BSP, SEC or IC; BI; PRA; PSA-PhilSys Registry Office
<b>Representative</b> Valid Identification Card		



Authorization Letter (AL) or Special Power of Attorney (SPA) from the document owner with attached valid ID		Citizen or client being represented		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Endorsement Request Form (ERF).	1. Review the completeness of the information provided in the ERF as well as the documents presented for re-endorsement;	None	10 minutes	<b>Window 1</b> <i>Registration Officer II</i>
	1.1 Validate presented IDs/AL/SPA vis-à-vis ERF;		3 minutes	
	1.2 If in conformance, issue an order of payment and instruct the client to pay.		3 minutes	
	1.2.1 If there is non-conformance, instruct the client to submit compliance.		5 minutes	
2. Pay the corresponding fees and secure an official receipt (OR).	2. Accept the payment and issue an OR.	<b>Endorsement Fee – PHP 150;</b> <b>LRF – PHP 2;</b> <b>Photocopying Fees – PHP 2 per page, depending on the type of endorsement.</b>	5 minutes	Note: All payments shall be made at the Miscellaneous Taxes Division, 3 <sup>rd</sup> floor of Makati City Hall Building 1.



<p>3. Log in to the client's logbook, present OR, and submit ERF;</p> <p>3.1 Secure a claim stub with the assigned transaction number;</p>	<p>3. Validate OR vis-à-vis order of payment and assign transaction number on the ERF;</p> <p>3.1 Issue a claim stub;</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p><b>Window 1</b> <i>Registration Officer II</i></p>
<p><b>Processing of request: Within 10 working days</b> <b>Note: The PSA endorsement is done once a week by the CCRO Liaison Officer.</b></p>				
<p>4. Follow up after 5 working days;</p> <p>4.1 Present the claim stub and secure a copy of the PSA transmittal.</p>	<p>4. Inform the client of the status of the document;</p> <p>4.1 Release the transmittal copy to the client with a stamped "PSA received."</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p><b>Window 1</b> <i>Registration Officer II</i></p>
<p><b>Total Cost and Processing Time:</b></p>		<p><b>Endorsement Fee – Php 150; LRF – Php 2; Photocopying Fees – Php 2 per page, depending on the type of endorsement.</b></p>	<p><b>10 working days</b></p>	





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	<p>The client may write a letter addressed to the City Civil Registrar (CCR) or Officer-in-Charge (OIC) and have it received at the Central Receiving Area (Window No. 1) of the City Civil Registration Office, or send it via email at <a href="mailto:ccroplanning@yahoo.com">ccroplanning@yahoo.com</a>.</p> <p>Contact Details: 8870-1305 / Globe: 0917-820-5182 &amp; Smart: 0961-501-5817</p>
<b>How feedbacks are processed</b>	<p>Upon receipt of the client's feedback, the personnel assigned to the Central Receiving Area (Window No. 1) will forward the same to the CCR/OIC.</p> <p>Feedback requiring a response is forwarded to the concerned division. The concerned division must respond within three (3) working days.</p> <p>The office's response is then communicated to the clients (via letter, email, or other means).</p> <p>Contact Details: 8870-1305 / Globe: 0917-820-5182 &amp; Smart: 0961-501-5817 <a href="mailto:ccroplanning@yahoo.com">ccroplanning@yahoo.com</a>.</p>
<b>How to file a complaint</b>	<p>The client may write a letter addressed to the City Civil Registrar (CCR) or Officer-in-Charge (OIC) and have it received at the Central Receiving Area (Window No. 1) of the City Civil Registration Office, or send it via email at <a href="mailto:ccroplanning@yahoo.com">ccroplanning@yahoo.com</a>.</p> <p>The Complaint letter must contain the following:            -Name of person being complained            -Incident            -Evidence</p> <p>Contact Details: 8870-1305 / Globe: 0917-820-5182 &amp; Smart: 0961-501-5817</p>
<b>How complaints are processed</b>	<p>The personnel assigned to the Central Receiving Area (Window No. 1) will forward the client's complaint to the CCR/OIC or authorized representative for evaluation/investigation upon receipt.</p> <p>The concerned division or employee will be notified and must explain the issue and provide a resolution within a reasonable time frame. The client will be informed of the progress and outcome of the investigation or evaluation. The goal is to address</p>



	<p>the client's complaint and provide satisfactory service.</p> <p>After the investigation is completed, the office's response is communicated to the clients (via letter, email, or other means).</p> <p>Contact Details: 8870-1305 / Globe: 0917-820-5182 &amp; Smart: 0961-501-5817 <a href="mailto:ccroplanning@yahoo.com">ccroplanning@yahoo.com</a>.</p>
<p><b>Contact Information of Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), and Anti-Red Tape Authority (ARTA)</b></p>	<p><b>CBC:</b> 09088816565  <b>PCC:</b> 8888  <b>ARTA:</b> (02) 8478-5091 • (02) 8478-5093 • (02) 8478-5093            Email address: <a href="mailto:info@arta.gov.ph">info@arta.gov.ph</a>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p>

## VI. List of Divisions

Division	Address	Contact Information
Birth Registration Division	3 <sup>rd</sup> Floor / Makati City Hall Bldg. I, J.P. Rizal St. Barangay Poblacion, Makati City	8870-1364/ 1361
Marriage Registration Division		8870-1345
Death Registration Division		8870-1329
Miscellaneous Civil Registry Division		8870-1330/ 1363
Proper Division		8870-1305/ 1341
 <b>CCRO Mobile Number: Globe: 0917-8205182    Smart: 0961-5015817</b>		
	Birth/Marriage and Death Registration Division: <a href="mailto:ccromakati.bmd@yahoo.com">ccromakati.bmd@yahoo.com</a>	
	Miscellaneous Civil Registry Division: <a href="mailto:ccromakati.misc@yahoo.com">ccromakati.misc@yahoo.com</a>	
	Proper Division: <a href="mailto:ccroplanning@yahoo.com">ccroplanning@yahoo.com</a>	



**Law Department**  
**Administrative Services**





## 1. Securing Mayor's Clearance

The Law Department issues the Mayor's Clearance which is needed for pre - employment in the Armed Forces of the Philippines, Philippine National Police, Bureau of Fire Protection and other legal purposes.

<b>Office or Division:</b>	Law Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Police Clearance		Makati Police Station		
• NBI Clearance		NBI Office		
• (Official Receipt)		Miscellaneous Division, 3/F Makati City Hall		
• Community Tax Cert.		Miscellaneous Division, 3/F Makati City Hall		
• Valid ID		Government issued ID which bears the photo, address and signature o the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the above mentioned requirements in securing Mayor's Clearance	<ul style="list-style-type: none"> <li>➤ Receive/Assess/Evaluate the submitted documents, and advise the client to complete the required documents, if there is any.</li> <li>➤ Prepares Mayor's Clearance for approval and signature of the Mayor or his/her duly designated representative</li> </ul>	N/A	3 days	Gerardo Aquino/ Cleo Mark Ordoñez
2. Receive the clearance and affix his/her signature upon receipt	Issuance of clearance to client	N/A	10 minutes	Gerardo Aquino/ Cleo Mark Ordoñez



## 2. Securing Mayor's Clearance (DFA)

The Mayor's Clearance is a document that is being issued to individual who need the same for foreign transactions which needs an approval to the Department of Foreign Affairs.

<b>Office or Division:</b>	Law Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Clearance</li> </ul>		Request must be made by the applicants in their respective Barangay		
<ul style="list-style-type: none"> <li>Receipt (Payment)</li> </ul>		3 <sup>rd</sup> floor, Miscellaneous Division, Makati City Hall		
<ul style="list-style-type: none"> <li>Community Tax Cert.</li> </ul>		Issued in Makati		
<ul style="list-style-type: none"> <li>Valid ID</li> </ul>		Government issued ID which bears the photo, address and signature o the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements for assessment including payment for the Mayor's Clearance  <i>* If no payment was made, proceed to the Miscellaneous Office and pay the necessary fee.</i>	<ul style="list-style-type: none"> <li>➤ Receive/Assess/Evaluate the submitted documents, and advise the client to complete the required documents, if there is any.</li> <li>➤ Prepares Mayor's Clearance for approval and signature of the Mayor or his/her duly designated representative</li> </ul>	N/A	3 days	Gerardo Aquino/ Cleo Mark Ordoñez
2. Receive the clearance and affix his/her signature upon receipt	Issuance of clearance to client	N/A	10 minutes	Gerardo Aquino/ Cleo Mark Ordoñez



### 3. Securing a Certificate of No-Pending Case

This is a document to prove that a certain employee (Makati City Government) has no pending Administrative cases with the City.

<b>Office or Division:</b>	Law Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Makati City Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid City Government ID</li> </ul>		Human Resource Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the valid MCGE ID to the personnel in-charge	<ul style="list-style-type: none"> <li>Check and verify from the records if such employee has no pending case</li> <li>Prepares the Certificate of No Pending Case for approval and signature of the Department Head</li> </ul>	N/A	3 days	Gerardo Aquino/ Cleo Mark Ordoñez
2. Receive Certification and sign in the logbook	Issuance of Certification to applicant	N/A	10 minutes	Gerardo Aquino/ Cleo Mark Ordoñez

### 4. Legal Services

This is the service given to walk-in clients asking for legal advice free of charge.

<b>Office or Division:</b>	Law Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Citizens			
<b>Who may avail:</b>	Makati City Constituents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid ID</li> </ul>		City Hall Identification Card		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Approach the Front desk and fill up the registration form	Assigned employee will assist the client in filling out the logbook	N/A	Not to exceed 5 minutes	Assigned frontline staff
4. Inform the assigned employee	Assigned employee will	N/A	Not to exceed 5 minutes	Assigned frontline staff



of the purpose of his/her visit	make an initial interview of client			
5. Referral of client to available employee or lawyer	Refer client to available employee or lawyer for preparation of documents or advice	N/A	Not to exceed 30 minutes	Assigned employee / lawyer
6. Legal advice given to client	Lawyer will provide legal advice to client	N/A	Not to exceed 30 minutes depending on the advice being sought	Assigned lawyer

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients answers the feedback form and returns it to the designated officer.
How feedbacks are processed	The frontline officer compiles and records all feedback forms submitted by clients on a weekly basis.
How to file a complaint	Client prepares complaint letter addressed to the City Legal Officer
How complaints are processed	The City Legal Officer assigns the complaint to designated lawyer who will evaluates the complaint letter, etc.  For inquiries and follow-ups, clients may contact the following telephone numbers: 8870-1137; 887-1138
Contact Information of CCB, PCC, ARTA	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Law Department	18/F Makati City Hall Building 1, Poblacion, Makati City	Tel. No. 8870-1137; 8870-1138



**Makati Action Center**  
**Administrative Services**





## 1. MAC TULONG sa BARANGAY / sa LUNGSOD

### 1.1 Reporting and Referrals of Barangay Problems

This aims to report the problems and issues received to the concerned departments, agencies of the government or entities for proper action.

<b>Office or Division:</b>	Barangay/Field Monitoring & Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Public Service			
<b>Who may avail:</b>	Makatizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.0 Monitor respective Area of Responsibilities (AOR)	None	1 day	<i>MAC Barangay Coordinator Makati Action Center</i>
	1.1 Record, monitor problem (i.e., for declogging of canals, busted / defective streetlights, garbage, leak pipes, trimming of trees, fire, calamities, untoward incidents, etc.)	None		<i>MAC Barangay Coordinator Makati Action Center</i>
	1.2. Submit written reports using standard monitoring forms	None	5 minutes	<i>MAC Barangay Coordinator Makati Action Center</i>
	1.3 Encode collated reports from District I & II	None	30 minutes	<i>MAC DI / DII Office Staff Makati Action Center</i>
	1.4 Refer / forward monitored problem to proper offices and agencies concerned (DEPW, Meralco, Maynilad /	None	30 minutes	<i>MAC DI / DII Office Staff Makati Action Center</i>



	Manila Water, DES, Rescue, etc.)			
	1.5 Follow-up reports on problems / complaints that have been acted upon	None	10 minutes	MAC DI / DII Office Staff Makati Action Center
	1.6 Follow-up of preferred unsolved report	None	30 minutes	MAC DI / DII Office Staff Makati Action Center
1. Approach Roving MAC Coordinator & refer visible barangay problem / complaint for appropriate action / solution by concerned agencies	2. Received visible Barangay problem / complaint for appropriate action & report the same to MAC Officer	None	10 minutes	MAC Barangay Coordinator Makati Action Center
	2.1 Refer the barangay problem / complain for appropriate action to the concerned agencies or department of our City Government	None	30 minutes	MAC DI / DII Office Staff Makati Action Center
2. The barangay resident (client) may call MAC Office to inquire the status of his/her concern/s	3. Monitor / follow-up solution of referred Barangay problem / complaint of concerned agencies or departments of our City Government	None	2 days for local concerns 5 days for National concerns	MAC DI / DII Office Staff Makati Action Center



## 1.2 Cake Delivery Assistance

Delivery of Birthday Cakes to Makati's Senior Citizens ages 60 and above (with birthday cards) and City Government of Makati Employees

<b>Office or Division:</b>	Birthday Cake Distribution Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Cake Delivery Service			
<b>Who may avail:</b>	Makati's Senior Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blu Card ID		Apply thru MAC Bgy Satellite Office		
City Government of Makati employees		Respective Offices of the birthday celebrant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Wait for Supplier's cake delivery to office	None	30 minutes	<i>Cake delivery personnel</i> – Makati Action Center
	2. Inventory of Cakes Delivered by supplier with GSD inspection	None	30 minutes	<i>Cake delivery personnel</i> – Makati Action Center
	3. Loading of cakes to Service Vehicles (5 trucks)	None	30 minutes	<i>Cake delivery personnel</i> – Makati Action Center
1. Senior Citizen birthday celebrant will receive their birthday cake with birthday card	4. Ready for distribution / delivery to every Barangay	None	2 hours	<i>Cake delivery personnel</i> – Makati Action Center
2. Employee birthday celebrant will receive their birthday cake	5. Ready for distribution / delivery to employee birthday celebrant	None	2 hours	<i>Cake delivery personnel</i> – Makati Action Center





### 1.3 Medicine Distribution

Service Information: Support assistance for medicine distribution to Makati's Senior Citizens (70 years old and above) and PWDs

<b>Office or Division:</b>	Makati Riders Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Medicine Distribution			
<b>Who may avail:</b>	Makati's Senior Citizen (70 years old & above) and PWDs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration with Health Emergency & Management System (HEMS)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Register to HEMS	Wait for Prescription forwarded by HEMS to Planet Drugstore	None	1 Day	<i>HEMS Staff</i> Makati Health Dept.
Waiting time	Planet to assemble the required medicines for delivery	None	1 Day	<i>Planet Staff</i>
Waiting time	Planet will ready & inform Makati Riders for the delivery of medicines	None	1 Day	<i>Planet Staff</i> Makati Action Center
Received the medicine and sign the OR and dispatch slip from Makati Riders	Makati Riders to deliver the medicines with dispatch slip and OR for signature by patient/client to Bgy Health Ctr.	None	2 hours	<i>Makati Riders</i> Makati Action Center



## 1.4 Pamaskong Handog Ticket / Bag Distribution Assistance

A yearly distribution of traditional “Pamaskong Handog Project” for qualified Makatizen family (between the month of November of the current year to January 31 of the succeeding year).

<b>Office or Division:</b>	Barangay / Field Monitoring & Support Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Pamaskong Handog Ticket / Bag Assistance			
<b>Who may avail:</b>	Makatizen family			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Listed in Pamaskong Handog (PH) summary		Barangay Satellite Offices / MAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Go to barangay satellite offices for checking of names if qualified for PH ticket	1.Post the Pamaskong Handog (PH) summary list of qualified for PH tickets	None	5 minutes	<i>MAC Bgy Coordinator Staff Makati Action Center</i>
2.If qualified but not listed, approach MAC personnel for inclusion in the list	2.Add the qualified Makatizen in the list for PH ticket	None	10 minutes	<i>MAC Bgy Coordinator Staff Makati Action Center</i>
3.May claim PH ticket on the scheduled date at designated assigned barangay satellite offices	3.Release the PH ticket to the qualified Makatizen listed in the summary	None	5 minutes	<i>MAC Bgy Coordinator Staff Makati Action Center</i>
4.For PH ticket holder, may claim the PH bag/s at the MCG Kubol during the distribution dates	4.Distribute the PH bag/s to PH ticket holders	None	5 minutes	<i>MAC Bgy Coordinator Staff Makati Action Center</i>



## 2. MAC BIRTHDAY MESSAGE PROGRAM

A personalized greeting card from the City Mayor for every qualified Makatizen 18 years old and above.

<b>Office or Division:</b>	Birthday Cards Distribution Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Delivery of Birthday Cards			
<b>Who may avail:</b>	Registered qualified Makatizen Voters 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
COMELEC &/or MHP List of Voters		COMELEC Office &/or MHP Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Will secure / request to COMELEC &/or MHP Office List of updated voters 18 years old and above (frequency: upon update of list)	None	14 days	<i>COMELEC Staff or MHP Staff COMELEC Office / MHP Office</i>
	2. Birthday cards personnel will prepare summary list of birthday celebrants taken from COMELEC or MHP list	None	1 day	<i>Birthday cards personnel Makati Action Center</i>
	3. Birthday cards personnel will prepare the cards & envelope with printed names readying for distribution	None	1 day	<i>Birthday cards personnel Makati Action Center</i>
Qualified Makatizen celebrant will receive his/her birthday card	4. Delivery of Birthday cards to celebrant's residential address during his/her Birthday	None	1 day	<i>MAC Bgy Coordinator Staff Makati Action Center</i>



### 3. MAC BAHAY-BAHAY

To provide all Yellow Card, Blu Card, White Card, Philhealth ng Masa, PWD, Solo Parent, Makatizen Card, and Metro Stores applicants services and assistance to their respective beneficiary card requirements.

<b>Office or Division:</b>	Home Visitation Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Home Visitation and Verification			
<b>Who may avail:</b>	Makati's MHP Plus Yellow Card, Blu Card, White Card, Philhealth ng Masa, PWD, Solo Parent, Makatizen Card, Metro Stores Applicant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form		Forwarded to MAC Bgy. Satellite Office		
Claim Slip		Given by MAC Coordinator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Bgy / MAC coordinator for application forms (for Yellow card, Blu card, White card, Philhealth ng Masa, PWD, Solo Parent)	1. Will assist client/s who will request for the application forms ((for Yellow card, Blu card, White card, Philhealth ng Masa, PWD, Solo Parent)	None	5 minutes	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
1.1 Provide necessary requirements to be submitted to MAC Bgy. coordinator	1.2 Interview, check & verify requirements of card applicants & submit the same to MAC Office	None	10 minutes	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
	1.3 Encode the application of the client and provide slip to bgy coordinator for home visitation	None	10 minutes	<i>Home Visitation personnel Makati Action Center</i>
	1.4 Home visit the applicants for verification and issue claim slip (if approve)	None	1 day	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
	1.5 All approved applications will be forwarded to the concern	None	3 days	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>



	offices for processing & issuance of card			
1.2 Claim / receive the approve card	1.6 To be delivered by MAC Bgy. coordinator	None	5 minutes	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
2.Proceed to MSWD office for application forms (for Metro Stores applicants)	2. Will assists client/s who will request for the application forms (for Metro Stores applicants)	None	5 minutes	<i>MSWD Staff MSWD Office</i>
2.1 Provide necessary requirements to be submitted to MSWD	2.1 Submit the application forms to MAC Office for processing	None	10 minutes	<i>MSWD Staff MSWD Office</i>
	2.2 Check, verify, and encode the applications of the clients & provide slip to bry. Coordinator for home visitation	None	10 minutes	<i>Home Visitation Personnel Makati Action Center</i>
	2.3 Home visit the applicants for verification and issue claim slip (if approve)	None	1 day	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
	2.4 Endorse to MSWD the verified and home visited application	None	10 minutes	<i>Home Visitation Personnel Makati Action Center</i>
2.2 Claim / receive the approve application	2.5 Coordinate to client and released the approved application	None	10 minutes	<i>MSWD Staff MSWD Office</i>
3.Proceed to Ground Floor Bldg 2 for application of Makatizen Card	3. Will assists client/s who will request for the application forms (for Makatizen card applicants)	None	10 minutes	<i>ICTO Personnel Information &amp; Communications Technology Office</i>



3.1 Provide the necessary requirements	3.1 Submit the application forms to Makatizen Office	None	5 minutes	<i>ICTO Personnel Information &amp; Communications Technology Office</i>
	3.2 Check, verify, and encode the applications of the clients & submit applications to MAC office for home visitation	None	10 minutes	<i>ICTO Personnel Information &amp; Communications Technology Office</i>
	3.4 MAC Bgy. Coordinator to home visit the applicants for verification and issue claim slip (if approve)	None	1 day	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
	3.5 Endorse to ICTO the verified and home visited application	None	10 minutes	<i>MAC Bgy. Coordinator Staff Makati Action Center</i>
	3.6 Facilitate processing of card	None	7 days	<i>ICTO Personnel Information &amp; Communications Technology Office</i>
3.2 Claim / receive the approved card	3.7 Makatizen office to release the approved card after 7 days of	None	10 minutes	<i>ICTO Personnel Information &amp; Communications Technology Office</i>



#### 4. MAKATI BLOODLINES COMMUNITY PROGRAM

Collection of blood from voluntary donors and stored in at OSMAK Blood Bank.

<b>Office or Division:</b>	Community and Patient Relation Unit (CPRU)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	PUBLIC SERVICE			
<b>Who may avail:</b>	PATIENTS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter from the hospital		Hospital where the patient is confined		
Endorsement Letter from Barangay		Barangay where the patient resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the required documents to MAC-CPRU Office for Blood Request	1.1 Review the information on the required documents submitted	None	10 minutes	<i>CPRU - Personnel Makati Action Center</i>
	1.2 If the patient still needs blood for transfusion, CPRU office personnel shall advise OSMAK Blood Bank to release the needed blood for free or be replaced later through another donor if the patient or its relative can provide, OR	None	10 minutes	<i>CPRU - Personnel Makati Action Center</i>
	1.2 CPRU shall refer the patient to OSMAK Blood Bank for clearance	None	20 minutes	<i>CPRU - Personnel Makati Action Center</i>



## 5. MOTHER AND BABY CARE PROGRAM

A visit to some lying-in hospitals and other hospitals by MAC personnel to take pictures on both mother and her newly-born baby and distribute baby kit pack from City Mayor.

<b>Office or Division:</b>	Community and Patient Relation Unit (CPRU)			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	PUBLIC SERVICE			
<b>Who may avail:</b>	MOTHER & NEWLY BORN BABIES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Yellow Card		MAC Barangay Satellite Office		
At least 2 pre-natal check ups		Barangay Health Centers and hospitals covered by Yellow Card		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. During pregnancy period - fill up the information slip provided	1. Assist the mother in completing the form	None	15 minutes	<i>Designated Nurse or Midwife</i> - Barangay Health Center
2. Attend at least 2 to 3 pre-natal check-ups	2. Provide Baby Makatizen Kit who completed the required pre-natal check-ups.	None	5 minutes	<i>Designated Nurse or Midwife</i> - Barangay Health Center
3. Upon delivery of the mother - fill up the information slip provided	3. Take picture of the Mother and Newborn Baby still admitted at OsMak, Lying-in Clinics and some Private Hospitals & Lying-ins (Ma. Lourdes Hospital, St. Clare's Medical Center & Cattleya Lying-in)	None	15 minutes	<i>CPRU Photographer</i> Makati Action Center
4. Wait when to receive the picture taken	4. Makati Riders will deliver the picture taken to the mother/client	None	7 days	<i>Makati Riders</i> Makati Action Center





## 6. OPLAN KALULUWA

An annual activity project to provide assistance in maintaining orderliness in public cemeteries within Makati during All Saints/All Souls Day. The operation is being implemented from October 31 to November 1.

<b>Office or Division:</b>	Makati Action Center Employees			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Assistance to Public Cemetery Visitors			
<b>Who may avail:</b>	Makati Residents and Visiting Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Admin Section Head will prepare list of MAC employees to render Oplan activities	None	2 days	<i>MAC Admin Head</i> Makati Action Center
	MAC employees will be deployed to his/her respective post assignment per shift	None	8 hours	<i>MAC Personnel</i> Makati Action Cente
Visiting public	Various Services & assistance to the visiting public especially to Senior Citizens, PWDs, etc.	None	8 hours	<i>MAC Personnel</i> Makati Action Cente



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	>Send feedback to makatiactioncenter@gmail.com >visit Makati Action Center Department @ 8F, Bldg 2, Makati Cityhall, J.P. Rizal >call 8870-1000
How feedbacks are processed	All feedback are acknowledge and discussed with concerned personnel
How to file a complaint	>For any concerns and complaints, make a written complaint to be endorsed by the coordinators >Anonymous complaints can be sent directly to MAC Office or sent through email or call @ tel # 8870-1000
How complaints are processed	Complaints are verified by our personnel; elevate the case to the concerned units / personnel for proper action
Contact Information of CCB, PCC, ARTA	

Office	Address	Contact Information
MAC District 1 & District II Monitoring	8F, Makati City Hall Bldg II	District I – 8870-1432 District II – 8870-1401
MAC Cake Delivery	8F, Makati City Hall Bldg II	8870-1410
MAC Home Visitation Section	8F, Makati City Hall Bldg II	8870-1410
MAC CPRU	8F, Makati City Hall Bldg II	8899-8948



**Urban Development Department**  
**Administrative Services**





## 1. Issuance of Locational Clearance

The Locational Clearance is issued to business owners who intend to open a business, who have existing business permit but intend to transfer to a new location within Makati City, existing business who wish to apply for additional line of business, change in business name, change in ownership and/or additional floor area, lot owners who intend to construct a structure in their respective properties building owners who intend to apply for an Occupancy Permit of the existing building, tenants of buildings/structures who intend to do some renovations, owners/tenants who intend to install signages on their properties and owners/tenants who intend to install cellsites or antennas.

<b>Office or Division:</b>	Urban Development Department-Zoning Administration Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	General Public	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>A. For Initial Evaluation / Temporary Business Permit Application</b></p> <p>Business applications conforming with the Zoning Ordinance except change address applications and for SBLUZ approval (IT/computer-related) may apply for an Initial Evaluation (Temporary Permit):</p> <ol style="list-style-type: none"> <li>a. Fill-up the initial evaluation form</li> <li>b. Submit to the evaluator together with the following requirements <ul style="list-style-type: none"> <li>• Proof of registration i.e. Certificate of Registration (1 photocopy whichever is applicable) <ul style="list-style-type: none"> <li>- issued by SEC for all kinds of Corporation, Partnership or One Person Corporation</li> <li>- issued by the Cooperative Development Authority for cooperatives;</li> <li>- issued by DTI for sole proprietor</li> </ul> </li> <li>• Valid Barangay Business Clearance (1 photocopy)</li> <li>• Proof of right of applicant to use location as business address, which may include any of the following (1 photocopy whichever is applicable): <ul style="list-style-type: none"> <li>- If owned, proof of ownership - TCT/OCT/CCT, DENR Certificate, Deed of Sale</li> <li>- If not owned by the applicant - Contract of Lease, Certification, Memorandum of Agreement, or written consent of property owner</li> </ul> </li> </ul> </li> </ol>	<p>UDD - Zoning Administration Division, 2/F Old Makati City Hall Building</p>



<ul style="list-style-type: none"> <li>• Authorization Letter to process a temporary permit (1 original)</li> </ul> <p>c. Claim the Initial Evaluation</p> <p>d. Proceed to the Office of the Building Official (6/F Building 1) then Business Permits Office (G/F Building 2)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Get a priority number from Receiving Section and wait for the number to be called.</p> <p>1.1 Fill up the Initial Evaluation Form and submit same together with all the requirements.</p>	<p>1. Call the priority number and give Evaluation Form to the client</p> <p>1.1 Check the completeness of application and advise applicant if it can be issued an Initial Evaluation</p>	None	5 minutes	<p><i>Zoning Officer IV</i> Urban Development Department</p>
	<p>1.2 Log the application</p>	None	2 minutes	
	<p>1.3 Prepare and release the Initial Evaluation.</p>	None	3 minutes	
	TOTAL		10 minutes	



<b>Office or Division:</b>	Urban Development Department-Zoning Administration Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	General Public	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>B. Regular Application for Business Locational Clearance not requiring site visit / inspection</b></p> <ul style="list-style-type: none"> <li>• Virtual offices / co-working spaces</li> <li>• Businesses with occupancy permit of the unit issued recently</li> <li>• Carts, kiosks, stalls inside malls or commercial buildings</li> <li>• Business with previously issued locational clearance and applying for additional line of business, change in business name and/or change in ownership</li> <li>• Mailing address at residential condominiums and villages</li> </ul> <p>All business applications falling under the above classification and wish to apply for a Locational Clearance through regular processing, submit the following requirements</p> <ul style="list-style-type: none"> <li>• Business Permit Application Form, duly accomplished, in triplicate copy</li> <li>• Proof of registration i.e. Certificate of Registration (1 photocopy whichever is applicable)</li> <li>• issued by the SEC for all kinds of corporations</li> <li>• issued by the Cooperative Development Authority for cooperatives</li> <li>• issued by DTI for sole proprietor</li> <li>• Valid Barangay Business Clearance (1 photocopy)</li> <li>• Proof of right of applicant to use location as business address, which may include any of the following (1 photocopy whichever is applicable):</li> <li>• If owned, proof of ownership – TCT/OCT/CCT, DENR Certificate, Deed of Sale</li> <li>• If not owned by the applicant – Contract of Lease, Certification, Memorandum of Agreement, or written consent of property owner</li> </ul>	<p>UDD - Zoning Administration Division 2/F Old Makati City Hall Building</p>



- Occupancy Permit (OP) including back copy (1 photocopy, whichever is applicable)
  - of the building if no renovation was done on the unit
  - of the unit, if renovated
- Notarized authorization and ID in claiming the locational clearance (1 original)

Other documents that may be required whichever is applicable:

- SPA as lessor (if applicant as lessor is not the property owner) (1 photocopy)
- Certification from Building Admin (if residential condo) / Homeowner's Association Clearance, if located inside a village, allowing to use the unit as mailing address only of the business (1 photocopy)
- Vicinity/ Location Map (sketch)
- Approved / As-built plan (for verification)
- Franchise Agreement (1 photocopy)
- Tax declaration for improvement (if applying for lessor's permit) (1 photocopy)
- Change of Use (1 photocopy)
- Previous Mayor's Permit (1 photocopy)
- Certification from the Office of the Building Official for correction at Occupancy Permit (1 photocopy)
- Certification from the barangay for correction of address (1 photocopy)
- Philippine Institute of Volcanology and Seismology (PhiVolcs) Certification (1 photocopy)
- Department of Environment and Natural Resources (DENR) Certification (1 photocopy)
- Picture of the establishment
- Original copy of the documents

UDD - Zoning Administration Division  
2/F Old Makati City Hall Building

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number from Receiving Section and wait for the number to be called.	1. Call the priority number and give Form to the client		<div style="border: 1px solid black; padding: 5px; display: inline-block;">DAY 1</div>	



<p>1.1 Fill up the application form and submit same together with all the requirements.</p> <p>1.2 Get the Receiving Copy with Pre-Evaluation Control Number and follow-up date.</p>	<p>1.1 Check the completeness of application and advise applicant if it can be received</p> <p>1.2 Log the application, inform the client of the date of follow-up</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p>	<p><i>Zoning Officer IV</i> Urban Development Department</p>
	<p>2. Evaluate / Process Locational Clearance and make recommendation.</p> <p>2.1 Prepare Order of Payment</p> <p>2.2 Approve Locational Clearance</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes upon turnover of documents from the receiver</p> <p>5 minutes</p> <p>10 minutes</p> <p style="border: 1px solid black; display: inline-block; padding: 2px;">DAY 2</p>	<p><i>Zoning Officer IV</i> Urban Development Department</p> <p><i>Department Head</i> Urban Development Department</p>
<p>3. Follow-up the status of the application on the follow-up date.</p> <p>3.1 Get a priority number at the Releasing Section and wait for your number to be called.</p> <p>3.2 Show the receiving copy and</p>	<p>3. Inform the client on the status of application.</p> <p>3.1 Call the priority number</p> <p>3.2 Check identification of applicant/ representative, get</p>	<p>None</p>	<p style="border: 1px solid black; display: inline-block; padding: 2px;">DAY 3</p> <p>5 minutes</p>	<p><i>Zoning Officer IV</i> Urban Development Department</p>





<p>get the Order of Payment from the Releasing Officer</p> <p>3.3 Pay to the Cashier</p>	<p>the receiving copy and issue Order of Payment</p> <p>3.3 Accept the payment and issue Official Receipt (OR) as per Order of Payment</p>	<p>P200 application fee + per square meter of area (see schedule of other fees as per Section 59 of City Ordinance No. 2022-A-165)</p> <p>None</p>	<p>5 minutes</p>	<p><i>OIC, Miscellaneous Taxes, Fees &amp; Charges Division</i> Finance Department</p> <p><i>Zoning Officer IV</i> Urban Development Department</p>
	<p>TOTAL:</p>		<p>3 DAYS</p>	



<b>Office or Division:</b>	Urban Development Department-Zoning Administration Division	
<b>Classification:</b>	Complex, Highly Technical	
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen	
<b>Who may avail:</b>	General Public	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>C. Regular Application for Business Locational Clearance requiring site visit / inspection and IT/computer-related businesses</b></p> <ul style="list-style-type: none"> <li>• All applications located at R2, RDZ, GCZ and INS zones</li> <li>• Businesses with no recent occupancy permit of the unit</li> <li>• Businesses with no floor area indicated at the contract of lease</li> <li>• Wellness center/spa</li> <li>• IT-related businesses</li> </ul> <p>All business applications falling under the above classifications and wish to apply for a Locational Clearance through regular processing, submit the following requirements</p> <ol style="list-style-type: none"> <li>a. Business Permit Application Form, duly accomplished, in triplicate copy</li> <li>b. Proof of registration i.e. Certificate of Registration (1 photocopy whichever is applicable) <ul style="list-style-type: none"> <li>• issued by the SEC for all kinds of corporations</li> <li>• issued by the Cooperative Development Authority for cooperatives</li> <li>• issued by DTI for sole proprietor</li> </ul> </li> <li>c. Valid Barangay Business Clearance (1 photocopy)</li> <li>d. Proof of right of applicant to use location as business address, which may include any of the following (1 photocopy whichever is applicable): <ul style="list-style-type: none"> <li>• If owned, proof of ownership – TCT/OCT/CCT, DENR Certificate, Deed of Sale</li> <li>• If not owned by the applicant – Contract of Lease, Certification, Memorandum of Agreement, or written consent of property owner</li> </ul> </li> </ol>	<p>UDD - Zoning Administration Division 2/F Old Makati City Hall Building</p>



- e. Occupancy Permit (OP) including back copy (1 photocopy, whichever is applicable)
  - of the building if no renovation was done on the unit
  - of the unit, if renovated
- f. Certification from Building Admin (if residential condo) / Homeowner's Association Clearance, if located inside a village, allowing to use the unit as mailing address only of the business (1 photocopy)
- g. Vicinity/ Location Map (sketch)
- h. Notarized authorization and ID in claiming the locational clearance (1 original)

Additional requirements for IT/computer-related business - for further evaluation of Special Body on Land Use and Zoning (SBLUZ):

- If a Corporation - Lessee, Sub-Lessee or Virtual Office
  - a. Company profile (1 original)
  - b. List of clients (1 original)
  - c. Affidavit of no client, if no clients yet (1 original, notarized)
  - d. Picture of working area (1 photocopy)
  - e. Certification from the building administrator or sub-lessor (if sub-lessee) stated that the company is not related to any gaming activity (1 original, notarized)
  - f. Certificate of occupancy of the sub-lessor or certification from building admin stated that the sub-lessor is a tenant of the building (if sub-lessee) (1 photocopy)
  - g. Affidavit of undertaking filled up by authorized representative (1 original, notarized)
  - h. Board resolution authorizing the affiant (1 original)
    - with date of meeting
    - Authorizes the one who is in the affidavit of undertaking to sign and execute all legal documents in behalf of the company

UDD - Zoning Administration Division  
2/F Old Makati City Hall Building



<ul style="list-style-type: none"><li>- Names of board members with signatures</li><li>i. Secretary's certificate (1 original, notarized)<ul style="list-style-type: none"><li>- Date of meeting</li><li>- Authorizes the one who is in the affidavit of undertaking to sign and execute all legal documents in behalf of the company</li></ul></li><li>• If a partnership - Lessee, sub-lessee, or virtual office<ul style="list-style-type: none"><li>a. Business Profile (1 original)</li><li>b. List of clients (1 original)</li><li>c. Affidavit of no client, if no clients yet (1 original, notarized)</li><li>d. Picture of working area (1 photocopy)</li><li>e. Certification from the building administrator or sub-lessor (if sub-lessee) stated that the company is not related to any gaming activity (1 original, notarized)</li><li>f. Certificate of occupancy of the sub-lessor or certification from building admin stated that the sub-lessor is a tenant of the building (if sub-lessee) (1 photocopy)</li><li>g. Affidavit of undertaking (filled up by the owners). SPA with signature of the owners should be required if representative (1 original, notarized)</li></ul></li><li>• If a sole proprietor - Lessee, sub-lessee, or virtual office<ul style="list-style-type: none"><li>a. Business profile (1 original)</li><li>b. List of clients (1 original)</li><li>c. Affidavit of no client, if no clients yet (1 original, notarized)</li><li>d. Picture of working area (1 photocopy)</li><li>e. Certification from the building administrator or sub-lessor (if sub-lessee) stated that the company is not related to any gaming activity ((1 original, notarized)</li><li>f. Certificate of occupancy of the sub-lessor or certification from building admin stated that the sub-lessor is a tenant of the building (if sub-lessee) (1 photocopy)</li></ul></li></ul>	<p>UDD - Zoning Administration Division 2/F Old Makati City Hall Building</p>
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g. Affidavit of undertaking (filled up by the owner-notarized). SPA with signature of the owner should be required if representative (1 original, notarized)

Other documents that may be required after inspection and/or evaluation, whichever is applicable:

- SPA as lessor (if the applicant is not the property owner) (1 photocopy, notarized)
- Approved / As-built plan (for verification)
- Franchise Agreement (1 photocopy)
- Tax declaration for improvement (if applying for lessor's permit) (1 photocopy)
- Addendum at the back of Occupancy permit (1 photocopy)
- Change of Use (1 photocopy)
- Previous Mayor's Permit (1 photocopy)
- Certification from the Office of the Building Official for correction at Occupancy Permit (1 photocopy)
- Certification from the barangay for correction of address (1 photocopy)
- Philippine Institute of Volcanology and Seismology (PhiVolcs) Certification (1 photocopy)
- Department of Environment and Natural Resources (DENR) Certification (1 photocopy)
- Picture of the establishment
- Original copy of the documents

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Get a priority number from Receiving Section and wait for the number to be called.</p> <p>1.1 Fill up the application form and submit same together with all the requirements.</p>	<p>1. Call the priority number and give Application Form to the client</p> <p>1.1 Check the completeness of application and advise applicant if it can be received</p>	<p>None</p> <p>None</p>	<p style="border: 1px solid black; padding: 2px; display: inline-block;">DAY 1</p> <p>5 minutes</p> <p>5 minutes</p>	<p style="text-align: center;"><i>Zoning Officer IV</i> Urban Development Department</p>



1.2 Get the Receiving Copy with Pre-Evaluation Control Number and follow-up date.	1.2 Log the application, inform the client of the date of inspection or if the application needs further evaluation by SBLUZ and the follow-up date			
2. Wait for the inspector within the day of inspection	2. Conduct inspection and prepare report	None	30 minutes to 1 hour depending on the area to be inspected (done the following working day after submission of requirements)  DAY 2	Zoning Officer IV Urban Development Department
	<p>3. After inspection and/or evaluation, the processing section will contact the applicant if other documents are deemed required</p> <p>3.1 After compliance with the additional requirements, evaluate and process Locational Clearance and make recommendation.</p> <p>3.2 Prepare Order of Payment.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes upon turnover of documents from the inspector</p> <p>10 minutes</p> <p>5 Minutes</p> <p>10 minutes</p> <p>DAY 3</p>	Zoning Officer IV Urban Development Department



	3.3 Approve Locational Clearance for issuance			
4. Follow-up the status of the application on the follow-up date.  4.1 Get a priority number at the Releasing Section and wait for your number to be called.  4.2 Show the receiving copy and get the Order of Payment from the Releasing Officer	4. Inform the client of the status of the application  4.1 Call the priority number  4.2 Check identification of applicant/ representative, get the receiving copy and issue Order of Payment	None	DAY 4  5 minutes	Zoning Officer IV Urban Development Department
4.3 Pay to the Cashier	4.3 Accept the payment and issue Official Receipt (OR) as per Order of Payment	P200 application fee + per square meter of area (see schedule of other fees as per Section 59 of City Ordinance No. 2022-A-165)	5 minutes	OIC, Miscellaneous Taxes, Fees & Charges Division Finance Department
4.4 Present OR to the Releasing Officer	4.4 Jot down the Official Receipt (OR) number, stamp the receiving copy and OR with "RELEASED" and	None	10 minutes	Zoning Officer IV Urban Development Department



	Release the Locational Clearance.			
	TOTAL:		4 DAYS	

<b>Office or Division:</b>	Urban Development Department-Zoning Administration Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>D. For Building Permit, Occupancy Permit and Signage Applications located on commercial/office buildings, residential condominiums and villages not requiring inspection/site visit</b></p> <p>a. Unified Application Form</p> <ul style="list-style-type: none"> <li>o completely filled-up &amp; notarized</li> </ul> <p>b. Architectural Plans (at least 5 sets, blueprints)</p> <ul style="list-style-type: none"> <li>o standard size 20x30 inches</li> <li>o signed &amp; sealed by an engineer or architect</li> <li>o name under the project owner</li> <li>o address of the project</li> </ul> <p>Note: Plans should have MACEA Clearance and stamp if project is within CBD area and Homeowners' Association Clearance if project is within villages</p> <p>c. Valid Barangay Clearance (1 photocopy)</p> <ul style="list-style-type: none"> <li>o name under the project owner</li> <li>o with address of the project location</li> <li>o with type of construction (As-built/renovation/new construction, occupancy, signage, cellsite)</li> </ul> <p>d. If the client is the property owner (1 photocopy, whichever is applicable)</p> <ul style="list-style-type: none"> <li>o Condominium Certificate of Title/Transfer Certificate of Title (CCT/ TCT)/ DENR Certification/ Deed of Absolute Sale/ Certificate of Award/other proof of ownership photo copy</li> </ul>	<p>One-Stop Shop for Construction Permit (OSCP) Office of the Building Official (OBO) 6/F Makati City Hall Building 1</p>





- should be under the name of the business/owner, if not under the name of the business/owner, should attach notarized consent from lot owner/unit owner
- complete pages

If not the property owner (lessee/sharing office) (1 photocopy, whichever is applicable):

- Lease Agreement/certification/annexes of contract of lease
  - under the client's name / owner
  - with address of the client / project location
  - use should be for the type of business, updated, notarized

Other documents that may be required, whichever is applicable:

- Extra-judicial settlement/ partition agreement /notarized consent/ authorization from other lot owners if several lot owners appear on TCT/CCT (1 photocopy)
- SEC Articles (for verification) (1 photocopy)
- SPA (1 photocopy)
- Approved / As-built plan /Occupancy permit (if portion only to be renovated or additional floor to existing structure)
- MACEA Clearance (1 photocopy)
- Secretary Certificate for corporation (1 photocopy)
- Homeowners' Association Clearance/consent (1 photocopy)
- Addendum at the back of Occupancy permit (1 photocopy)
- Phivolcs (Philippine Institute of Volcanology and Seismology / DENR (Department of Environment and Natural Resources) and other clearances from government regulatory agencies (1 photocopy)

One-Stop Shop for Construction Permit (OSCP)  
Office of the Building Official (OBO)  
6/F Makati City Hall Building 1



<ul style="list-style-type: none"> <li>○ AutoCadd file of the basic architectural and site development plans</li> <li>○ Total Gross Floor Area (TGFA) tabulations (1 original)</li> <li>○ Traffic Impact Analysis (TIA) done by a reputable consulting firm (2 sets, original, ring-bound) <ul style="list-style-type: none"> <li>• buildings with at least 20,000 sq.m. GFA, or buildings located on a traffic generated areas or activities which are potential traffic generators</li> <li>• under the threshold that would require a TIA as per National Center for Transportation Studies</li> </ul> </li> <li>○ Notarized authorization and ID in claiming the locational clearance</li> <li>○ Original copy of the requirements</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number from Receiving Section and wait for the number to be called.	1. Call the priority number and give Application Form to the client		DAY 1	
1.1 Fill up the application form and submit same together with all the requirements.	1.1 Check the completeness of application and advise applicant if it can be received	None	5 minutes	<i>Zoning Officer IV</i> Urban Development Department
1.2 Get the Receiving Copy with Pre-Evaluation Control Number and follow-up date.	1.2 Log the application, inform the client of the follow-up date	None	5 minutes	
	2. Evaluate and process Locational Clearance and	None	30 minutes upon turnover of documents	<i>Zoning Officer IV</i> Urban Development Department



	<p>make recommendation.</p> <p>2.1 Prepare Order of Payment.</p> <p>2.2 Approve Locational Clearance for issuance</p>	<p>None</p> <p>None</p>	<p>from the receiver</p> <p>10 minutes</p> <p>10 minutes</p> <p>DAY 2</p>	
<p>3. Follow-up the status of the application on the follow-up date.</p> <p>3.1 Get a priority number at the Releasing Section and wait for your number to be called.</p> <p>3.2 Show the receiving copy and get the Order of Payment from the Releasing Officer</p> <p>3.3 Pay to the Cashier</p>	<p>3. Inform the client on the status of application</p> <p>3.1 Call the priority number</p> <p>3.2 Check identification of applicant/ representative, get the receiving copy and issue Order of Payment</p> <p>3.3 Accept the payment and issue Official Receipt (OR) as per Order of Payment</p>	<p>None</p> <p>P200 application fee + per square meter of area (see schedule of other fees as per Section 59 of City Ordinance No. 2022-A-165)</p>	<p>DAY 3</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Zoning Officer IV Urban Development Department</p> <p>OIC, Miscellaneous Taxes, Fees &amp; Charges Division Finance Department</p>



3.4 Present OR to the Releasing Officer	3.4 Jot down the Official Receipt (OR) number, stamp the receiving copy and OR with "RELEASED" and Release the Locational Clearance.	None	10 minutes	Zoning Officer IV Urban Development Department
	TOTAL:		3 DAYS	

<b>Office or Division:</b>	Urban Development Department-Zoning Administration Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen		
<b>Who may avail:</b>	General Public		
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
	<p><b>E. For Cellsite Applications:</b></p> <p>I. Unified Application Form, duly notarized</p> <p>II. Documentary Requirements</p> <p>Property Documents, whichever is applicable</p> <p>a. Owners of registered land – a certified true copy of the Original Certificate of Title (OCT) / Transfer Certificate of Title (TCT). If OCT or TCT is not yet in the name of the applicant-owner, include deed of absolute sale or other contracts conveying similar rights, as part of submission (1 photocopy)</p> <p>b. Authorized occupants of untitled land – Tax Declaration of current Real Property Tax Receipt, Deed of Absolute Sale, or other contracts conveying similar rights (1 photocopy)</p> <p>c. Authorized occupants of registered lands (lessees or other tenants) – certified true copy of the TCT and a duly notarized copy of the Contract of Lease, or other contracts conveying similar rights (1 photocopy)</p> <p>III. Technical Documents</p>	<p>One-Stop Shop for Construction Permit (OSCP) Office of the Building Official (OBO) 6/F Makati City Hall Building 1</p>	



<p>a. If the PTTI will be built directly on the ground or will be installed on existing buildings, walls, rooftops, or other edifices</p> <p>i. Plans and Designs, General Conditions and Specifications, and other documents prepared, signed and sealed by its corresponding duly registered and licensed professionals (1 photocopy)</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a priority number from Receiving Section and wait for the number to be called.	1. Call the priority number and give Application Form to the client		DAY 1	
1.1 Fill up the application form and submit same together with all the requirements.	1.1 Check the completeness of application and advise applicant if it can be received	None	5 minutes	Zoning Officer IV Urban Development Department
1.2 Get the Receiving Copy with Pre-Evaluation Control Number and follow-up date.	1.2 Log the application, inform the client of the follow-up date	None	5 minutes	
	2. Evaluate and process Locational Clearance and make recommendation.	None	30 minutes upon turnover of documents from the receiver	
	2.1 Prepare Order of Payment.	None	10 minutes	
	2.2 Approve Locational	None	10 minutes	
			DAY 2	



	Clearance for issuance			
<p>3. Follow-up the status of the application on the follow-up date.</p> <p>3.1 Get a priority number at the Releasing Section and wait for your number to be called.</p> <p>3.2 Show the receiving copy and get the Order of Payment from the Releasing Officer</p> <p>3.3 Pay to the Cashier</p>	<p>3. Inform the client on the status of application</p> <p>3.1 Call the priority number</p> <p>3.2 Check identification of applicant/ representative, get the receiving copy and issue Order of Payment</p> <p>3.3 Accept the payment and issue Official Receipt (OR) as per Order of Payment</p>	<p>None</p> <p>P200 application fee + per square meter of area (see schedule of other fees as per Section 59 of City Ordinance No. 2022-A-165)</p> <p>None</p>	<p>DAY 3</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>Zoning Officer IV</i> Urban Development Department</p> <p><i>OIC, Miscellaneous Taxes, Fees &amp; Charges Division</i> Finance Department</p> <p><i>Zoning Officer IV</i> Urban Development Department</p>
<p>3.4 Present OR to the Releasing Officer</p>	<p>3.4 Jot down the Official Receipt (OR) number, stamp the receiving copy and OR with "RELEASED" and</p>			



	Release the Locational Clearance.			
	TOTAL:		4 DAYS	

<b>Office or Division:</b>	Urban Development Department-Zoning Administration Division				
<b>Classification:</b>	Complex, Highly Technical				
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen				
<b>Who may avail:</b>	General Public				
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
	<p>F. For Building Permit, Occupancy Permit and Signage Applications requiring inspection / site visit (As-built of residential and/or commercial buildings), medium and high-rise building applications, IT/computer-related applications and applications that require technical studies (TIA, EIA, EGGAR, etc.)</p> <p>a. Unified Application Form  a. completely filled-up &amp; notarized</p> <p>b. Architectural Plans (at least 5 sets, blueprints)  <ul style="list-style-type: none"> <li>o standard size 20x30 inches</li> <li>o signed &amp; sealed by an engineer or architect</li> <li>o name under the project owner</li> <li>o address of the project</li> </ul> <p>Note: Plans should have MACEA Clearance and stamp if project is within CBD area and Homeowners' Association Clearance if project is within villages</p> <p>c. Valid Barangay Clearance (1 photocopy)  <ul style="list-style-type: none"> <li>o name under the project owner</li> <li>o with address of the project location</li> <li>o with type of construction (As-built/renovation/new construction, occupancy, signage, cellsite)</li> </ul> <p>d. If the client is the property owner (1 photocopy, whichever is applicable)</p> </p></p>			<p>One-Stop Shop for Construction Permit (OSCP)  Office of the Building Official (OBO)  6/F Makati City Hall Building 1</p>	



- Condominium Certificate of Title/Transfer Certificate of Title (CCT/ TCT)/ DENR Certification/ Deed of Absolute Sale/ Certificate of Award/other proof of ownership photo copy
  - should be under the name of the business/ owner, if not under the name of the business/ owner, should attach notarized consent from lot owner/unit owner
  - complete pages

If not the property owner (lessee/sharing office) (1 photocopy, whichever is applicable):

- Lease Agreement/certification/ annexes of contract of lease
  - under the client's name / owner
  - with address of the client / project location
  - use should be for the type of business, updated, notarized

Other documents that may be required after inspection and/or evaluation, whichever is applicable:

- Extra-judicial settlement/ partition agreement /notarized consent/ authorization from other lot owners if several lot owners appear on TCT/CCT (1 photocopy)
- SEC Articles (for verification) (1 photocopy)
- SPA (1 photocopy)
- Approved / As-built plan /Occupancy permit (if portion only to be renovated or additional floor to existing structure)
- MACEA Clearance (1 photocopy)
- Secretary Certificate for corporation (1 photocopy)
- Homeowners' Association Clearance/consent (1 photocopy)

One-Stop Shop for Construction Permit (OSCP)  
Office of the Building Official (OBO)  
6/F Makati City Hall Building 1





- Addendum at the back of Occupancy permit (1 photocopy)
- Phivolcs (Philippine Institute of Volcanology and Seismology / DENR (Department of Environment and Natural Resources) and other clearances from government regulatory agencies (1 photocopy)
- AutoCadd file of the basic architectural and site development plans
- Total Gross Floor Area (TGFA) tabulations (1 original)
- Traffic Impact Analysis (TIA) done by a reputable consulting firm (2 sets, original, ring-bound)
  - buildings with at least 20,000 sq.m. GFA, or buildings located on a traffic generated areas or activities which are potential traffic generators
  - under the threshold that would require a TIA as per National Center for Transportation Studies
- Notarized authorization and ID in claiming the locational clearance
- Original copy of the requirements

One-Stop Shop for Construction Permit (OSCP)  
Office of the Building Official (OBO)  
6/F Makati City Hall Building 1

Additional requirements for IT/computer-related business - for further evaluation of Special Body on Land Use and Zoning (SBLUZ):

- If a Corporation - Lessee, Sub-Lessee or Virtual Office
  - a. Company profile (1 original)
  - b. List of clients (1 original)
  - c. Affidavit of no client, if no clients yet (1 original, notarized)
  - d. Picture of working area (1 photocopy)
  - e. Certification from the building administrator or sub-lessor (if sub-lessee) stated that the company is not related to any



<ul style="list-style-type: none"><li>f. gaming activity (1 original, notarized)</li><li>f. Certificate of occupancy of the sub-lessor or certification from building admin stated that the sub-lessor is a tenant of the building (if sub-lessee) (1 photocopy)</li><li>g. Affidavit of undertaking filled up by authorized representative (1 original, notarized)</li><li>h. Board resolution authorizing the affiant (1 original)<ul style="list-style-type: none"><li>- with date of meeting</li><li>- Authorizes the one who is in the affidavit of undertaking to sign and execute all legal documents in behalf of the company</li><li>- Names of board members with signatures</li></ul></li><li>i. Secretary's certificate (1 original, notarized)<ul style="list-style-type: none"><li>- Date of meeting</li><li>- Authorizes the one who is in the affidavit of undertaking to sign and execute all legal documents in behalf of the company</li></ul></li><li>• If a partnership - Lessee, sub-lessee, or virtual office<ul style="list-style-type: none"><li>a. Business Profile (1 original)</li><li>b. List of clients (1 original)</li><li>c. Affidavit of no client, if no clients yet (1 original, notarized)</li><li>d. Picture of working area (1 photocopy)</li><li>e. Certification from the building administrator or sub-lessor (if sub-lessee) stated that the company is not related to any gaming activity (1 original, notarized)</li><li>f. Certificate of occupancy of the sub-lessor or certification from building admin stated that the sub-lessor is a tenant of the building (if sub-lessee) (1 photocopy)</li></ul></li></ul>	
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<p>g. Affidavit of undertaking (filled up by the owners). SPA with signature of the owners should be required if representative (1 original, notarized)</p> <ul style="list-style-type: none"> <li>• If a sole proprietor - Lessee, sub-lessee, or virtual office           <ul style="list-style-type: none"> <li>a. Business profile (1 original)</li> <li>b. List of clients (1 original)</li> <li>c. Affidavit of no client, if no clients yet (1 original, notarized)</li> <li>d. Picture of working area (1 photocopy)</li> <li>e. Certification from the building administrator or sub-lessor (if sub-lessee) stated that the company is not related to any gaming activity ((1 original, notarized)</li> <li>f. Certificate of occupancy of the sub-lessor or certification from building admin stated that the sub-lessor is a tenant of the building (if sub-lessee) (1 photocopy)</li> <li>g. Affidavit of undertaking (filled up by the owner-notarized). SPA with signature of the owner should be required if representative (1 original, notarized)</li> </ul> </li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Get a priority number from Receiving Section and wait for the number to be called.</p> <p>1.1 Fill up the application form and submit same together with all the requirements.</p>	<p>1. Call the priority number and give Application Form to the client</p> <p>1.1 Check the completeness of application and advise applicant if it can be received</p>	<p>None</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block;">DAY 1</div> <p>5 minutes</p>	<p><i>Zoning Officer IV</i> Urban Development Department</p>



1.2 Get the Receiving Copy with Pre-Evaluation Control Number and follow-up date.	1.2 Log the application, inform the client of the date of inspection or if the application needs further evaluation by SBLUZ and the follow-up date	None	5 minutes	
2. Wait for the inspector within the day of inspection	2. Conduct inspection and prepare report	None	30 minutes to 1 hour depending on the area to be inspected (done the following working day after submission of requirements) <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 5px auto;">DAY 2</div>	<i>Zoning Officer IV</i> Urban Development Department
	3. After inspection and/or evaluation, the processing section will contact the applicant if other documents are deemed required  3.1 After compliance with the additional requirements, evaluate and process Locational Clearance and make recommendation.  3.2 Prepare Order of Payment.  3.3 Approve Locational Clearance for issuance	None  None  None  None	30 minutes upon turnover of documents from the inspector  10 minutes  6 Minutes  10 minutes <div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 5px auto;">DAY 3</div>	<i>Zoning Officer IV</i> Urban Development Department



<p>4. Follow-up the status of the application on the follow-up date.</p> <p>4.1 Get a priority number at the Releasing Section and wait for your number to be called.</p> <p>4.2 Show the receiving copy and get the Order of Payment from the Releasing Officer</p> <p>4.3 Pay to the Cashier</p> <p>4.4 Present OR to the Releasing Officer</p>	<p>4. Inform the client on the status of application</p> <p>4.1 Call the priority number</p> <p>4.2 Check identification of applicant/ representative, get the receiving copy and issue Order of Payment</p> <p>4.3 Accept the payment and issue Official Receipt (OR) as per Order of Payment</p> <p>4.4 Jot down the Official Receipt (OR) number, stamp the receiving copy and OR with "RELEASED" and Release the Locational Clearance.</p>	<p>None</p> <p>P200 application fee + per square meter of area (see schedule of other fees as per Section 59 of City Ordinance No. 2022-A-165)</p> <p>None</p>	<p style="border: 1px solid black; display: inline-block; padding: 2px;">DAY 4</p> <p>5 minutes</p> <p>5 minutes</p> <p>10 minutes</p>	<p><i>Zoning Officer IV Urban Development Department</i></p> <p><i>OIC, Miscellaneous Taxes, Fees &amp; Charges Division Finance Department</i></p> <p><i>Zoning Officer IV Urban Development Department</i></p>
	TOTAL:		4 DAYS	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send a feedback	<p>Answer the Client Satisfaction Measurement (CSM) form and drop at the designated drop box in front of the releasing area. The client, however can also send feedback through email or letter directly filing at UDD.</p> <p>Contact info: 8870-1734, 8870-1740 or <a href="mailto:udd@makati.gov.ph">udd@makati.gov.ph</a></p>
How feedback is processed	<p>Every morning, the Releasing Officer opens the drop box and records all feedbacks received.</p> <p>Feedback requiring answers are forwarded to concerned employees and they are required to answer within 3 days. The answer of the office is then relayed to complainant/clients.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 8870-1734 or 8870-1740</p>
How to file a complaint	<p>Answer the Client Satisfaction Measurement (CSM) form and drop at the designated drop box in front of the releasing area. The client, however can also file complaint through email at <a href="mailto:udd@makati.gov.ph">udd@makati.gov.ph</a> or write a letter addressed to Engr. Merlina G. Panganiban, City Urban Development Officer and have it received at the Urban Development Department's office at 4/F Old Makati City Hall Bldg.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 8870-1734 or 8870-1740</p>
How complaints are processed	<p>Complaints received through email or directly filed at UDD office are submitted to the department head for appropriate action. A Show Cause Notice is sent to the complaint establishment or Notice to Explain to concerned employee or to concerned offices who are required to submit comment/explanation within 3 days.</p> <p>The complainant will be provided with the answer/explanation until the complaint is resolved.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 8870-1734 or 8870-1740</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## 2. Review of Barangay Annual Investment Program (AIP)

The Annual Investment Program represents a one-year slice of the BDIP and provides the link between development plan and the budget.

The Makati City Ordinance 2017-013 “An Ordinance Establishing the Barangay Budget Review Committee (BBRC)”, shall have the power to review the plans and budget of the barangays. In view of this, the Urban Development Department shall function as member and secretariat to the said committee.

<b>Office or Division</b>	:	Urban Development Department-Urban Planning Division
<b>Classification</b>	:	Highly Technical
<b>Type of Transaction</b>	:	G2G – Government to Government
<b>Who may avail</b>	:	Barangay Council of Makati City
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Barangay Annual Investment Program</b> <ol style="list-style-type: none"> <li>1. Barangay Development Council Resolution approving the AIP</li> <li>2. Sangguniang Barangay Resolution adopting the AIP</li> <li>3. Approved (with stamp) Barangay Development Plan (BDP) and Barangay Development Investment Program (BDIP)</li> <li>4. Approved Barangay Council for the Protection of Children (BCPC) Plan (with stamp)</li> <li>5. Approved Barangay Anti-Drug Abuse Council (BADAC) Plan</li> <li>6. Approved Barangay Disaster Risk Reduction and Management (BDRRM) Plan (with stamp) and BDRRM Annual Investment Program (with stamp)</li> <li>7. Approved Gender and Development Plan (with stamp)</li> <li>8. Approved Barangay Peace and Order and Public Safety (BPOPS) Plan</li> <li>9. Devolution Transition Plan (DTP) (Based on the City DTP 2022-2024)</li> <li>10. Capacity Development Agenda/Requirements (CapDev)</li> <li>11. Approved Barangay Nutrition Action Plan (BNAP)</li> <li>12. Proposed Annual Investment Program (AIP)</li> <li>13. Proposed Project Profiles</li> <li>14. Soft copy of above documents</li> <li>15.</li> </ol>		Barangay Council



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Barangay AIP to Urban Development Department (UDD) for review	1.1 Check the completeness of the documents and advise the barangay if it can be received	None	1 working day	<i>Project Evaluation Officer I</i> Urban Development Department
	1.2 Return to barangay if documents are incomplete	None		<i>Administrative Assistant III</i> Urban Development Department
	1.3 Receive the Proposed Barangay AIP if compliant with the requirements	None		<i>Administrative Assistant I</i> Urban Development Department
	1.4 Endorsement to UDD barangay Coordinator and Budget Department for review	None	1 working day	<i>Project Evaluation Officer I</i> Urban Development Department  <i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	1.5 Simultaneous Review of Proposed AIP by UDD and Budget Department	None	7 working days from receipt	<i>Assistant Department Head II</i> Urban Development Department  <i>Project Evaluation Officer III</i> Urban Development Department  <i>Planning Officer II</i> Urban Development Department  <i>Planning Officer I</i>





				<p>Urban Development Department</p> <p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban Development Department</p>
	<p>1.6 Prepare review/ comments of UDD</p> <p>Note: Budget Dept. review/comments shall be based on the department's review process</p>	None	1 working day	<p><i>Assistant Department Head II</i> Urban Development Department</p> <p><i>Project Evaluation Officer III</i> Urban Development Department</p> <p><i>Planning Officer II</i> Urban Development Department</p> <p><i>Planning Officer I</i> Urban Development Department</p> <p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban</p>



				Development Department
	1.7 Budget Department review/comments shall be submitted to UDD for return to barangay	None	1 working day	Budget Department
	1.8 Budget Department review/ comments shall be returned to barangay for compliance	None	1 working day	<i>Project Evaluation Officer I</i> Urban Development Department  <i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
2. Submit the Revised Barangay AIP to UDD for review	2.1 Review the Revised AIP if already compliant with the findings/comments	None	1 working day	<i>Assistant Department Head II</i> Urban Development Department  <i>Project Evaluation Officer III</i> Urban Development Department  <i>Planning Officer II</i> Urban Development Department  <i>Planning Officer I</i> Urban Development Department  <i>Project Evaluation Officer I</i> Urban Development Department



				<i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	2.2 If not compliant, return to barangay and repeat steps 5 to 8 until substantial compliance is achieved	None		<i>Project Evaluation Officer I</i> Urban Development Department  <i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	2.3 If compliant, prepare Endorsement Letter to Sangguniang Panlungsod signed by UDD (including stamping and sealing) to be endorsed to Budget Department for signature and stamping	None	1 working day	<i>Project Evaluation Officer I</i> Urban Development Department  <i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	2.4 Signed and stamped documents from Budget Department returned to UDD	None	1 working day	Budget Department
	2.5 Documents for scanning and reproduction of 3 copies Original copy to SP 2 copies to UDD 1 copy to Barangay	None	1 working day	<i>Project Evaluation Officer I</i> Urban Development Department  <i>Administrative Assistant III</i> Urban



				Development Department  <i>Administrative Assistant I</i> Urban Development Department
	2.6 Endorsement of proposed AIP with complete attachments to Sangguniang Panlungsod for approval	None	1 working day	<i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	<b>TOTAL</b>		<b>17 days</b>	



### 3 Review of Barangay Development Plan (BDP) and Barangay Development Investment Program (BDIP)

The Barangay Development Plan (BDP) covers a period of at least 6 years which lay down the development direction of the various sectors in the barangay, while the Barangay Development Investment Program (BDIP) covers a period of 3 years, identifies program, projects or activities that are needed to carry out the development direction in the BDP as well as the approximate funding needed per year.

The Makati City Ordinance 2017-013 “An Ordinance Establishing the Barangay Budget Review Committee (BBRC)”, shall have the power to review the plans and budget of the barangays. In view of this, the Urban Development Department shall function as member and secretariat to the said committee.

<b>Office or Division</b>	:	Urban Development Department-Urban Planning Division
<b>Classification</b>	:	Highly Technical
<b>Type of Transaction</b>	:	G2G – Government to Government
<b>Who may avail</b>	:	Barangay Council of Makati City
<b>CHEKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Barangay Development Plan</b> 1. Barangay Development Council Resolution Approving the BDP 2. Sangguniang Barangay Resolution Adopting the BDP 3. Table of Contents 4. Introduction 5. Barangay Profile 6. Situational Analysis 7. Vision-Mission 8. Goals, Objectives, Targets, Strategies, Programs/Projects/Activities 9. Plan Implementation 10. Plan Monitoring and Evaluation 11. Annexes: Annex 1: 3 Year Accomplishment Report Annex 2: SWOT Analysis Annex 3: Budget Utilization by Expense Account 12. Soft copy of above documents <b>Barangay Development Investment Program</b> 1. Barangay Development Council Resolution Approving the BDIP 2. Sangguniang Barangay Resolution Adopting the BDIP 3. Table of Contents 4. Introduction 5. Summary of Estimated Program and Project Cost per Services/Project Category 6. Barangay Development Investment Program 7. Soft copy of above documents		Barangay Council



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the BDP and BDIP to Urban Development Department (UDD) for review	1.1 Check the completeness of the documents and advise the barangay if it can be received	None	1 working day	<i>Project Evaluation Officer I</i> Urban Development Department
	1.2 Return to barangay if documents are incomplete	None		<i>Administrative Assistant III</i> Urban Development Department
	1.3 Receive the BDP and BDIP if compliant with the requirements	None		<i>Administrative Assistant I</i> Urban Development Department
	1.4 Endorsement to the Barangay Budget Review Committee for review	None	1 working day	<i>Administrative Assistant I</i> Urban Development Department
	1.5 Simultaneous Review of BDP and BDIP by seven (7) Barangay Budget Review Committee (BBRC) Members	None	15 working days upon receipt	Barangay Budget Review Committee Members:  Accounting Department  Budget Department  Department of Interior and Local Government  Liga ng mga Barangay  Makati Disaster Risk Reduction and Management Office  Makati Social Welfare Department



				<p>Urban Development Department:</p> <p><i>Assistant Department Head II</i> Urban Development Department</p> <p><i>Project Evaluation Officer III</i> Urban Development Department</p> <p><i>Planning Officer II</i> Urban Development Department</p> <p><i>Planning Officer I</i> Urban Development Department</p> <p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban Development Department</p>
	1.6 Prepare consolidated review/comments of BBRC Members	None	3 working days	<p><i>Assistant Department Head II</i> Urban Development Department</p> <p><i>Project Evaluation Officer III</i> Urban Development Department</p> <p><i>Planning Officer II</i></p>



				<p>Urban Development Department</p> <p><i>Planning Officer I</i> Urban Development Department</p> <p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban Development Department</p>
	1.7 Consolidated review/ comments shall be returned to barangay for compliance	None	1 working day	<p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban Development Department</p>
	1.8 Review the Revised BDP and BDIP if already compliant with the review/ comments	None	5 working days	<p><i>Assistant Department Head II</i> Urban Development Department</p> <p><i>Project Evaluation Officer III</i> Urban Development Department</p> <p><i>Planning Officer II</i></p>





				<p>Urban Development Department</p> <p><i>Planning Officer I</i> Urban Development Department</p> <p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban Development Department</p>
	1.9 If not compliant, return to barangay and repeat step 7 until substantial compliance is achieved	None	1 working day	<p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i> Urban Development Department</p> <p><i>Administrative Assistant I</i> Urban Development Department</p>
2. Submit the Revised BDP and BDIP to UDD for review	2.1 If compliant, endorse to Budget Department for review	None	1 working day	<i>Administrative Assistant I</i> Urban Development Department
	2.2 If No Further Comments from Budget Department, prepare endorsement letter to Sangguniang Panlungsod for	None	5 working days	<p><i>Project Evaluation Officer I</i> Urban Development Department</p> <p><i>Administrative Assistant III</i></p>



	signature of BBRC Members			Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	2.3 Documents for stamping and sealing of UDD then reproduction of 3 copies Original copy to SP 2 copies to UDD 1 copy to Barangay	None	2 working days	<i>Planning Officer II</i> Urban Development Department  <i>Planning Officer I</i> Urban Development Department  <i>Project Evaluation Officer I</i> Urban Development Department  <i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	2.4 Endorsement of proposed BDP and BDIP to Sangguniang Panlungsod for approval	None	1 working day	<i>Administrative Assistant III</i> Urban Development Department  <i>Administrative Assistant I</i> Urban Development Department
	<b>TOTAL</b>		<b>36 days</b>	



#### 4. Review of Sangguniang Kabataan Annual Barangay Youth Investment Program (SK ABYIP)

The SK ABYIP contains the specific programs, project and activities with corresponding project costs including the necessary fund flows to approximate the reasonable timing in the release of funds. It is also an annual program based on the Comprehensive Barangay Youth Development Plan (CBYDP).

The Makati City Ordinance 2018-062 “An Ordinance Establishing the Sangguniang Kabataan Budget Review Committee (SK BRC)”, shall have the power to review the plans and budget of the Sangguniang Kabataan. In view of this, the Sangguniang Kabataan Federation Office of Makati shall function as secretariat to the said committee with the Urban Development Department and Budget Department as its committee members.

<b>Office or Division</b>	Sangguniang Kabataan Federation - Makati			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2G – Government to Government			
<b>Who may avail</b>	Sangguniang Kabataan of Makati City			
<b>CHEKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Annual Barangay Youth Investment Program</b> 1. Certificate of Estimated Income for the Calendar Year from Accounting Department 2. Approved Local Youth Development Plan 3. Approved SK Comprehensive Barangay Youth Development Plan (CBYDP) 4. Sangguniang Kabataan Council Resolution adopting the ABYIP 5. Project Profiles			Sangguniang Kabataan	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the SK ABYIP to SK Federation	1.1 Check the completeness of the documents and advise the SK if it can be received	None	1 day	SK Federation-Makati
	1.2 Return to SK if incomplete documents	None		
	1.3 Receive the SK ABYIP if complied to the required documents	None		



2. Provide copy to members of the Review Committee - Urban Development Department and Budget Department for review	2.1 Endorsement to Urban Development Department and Budget Department for review	None	1 day	SK Federation-Makati
3. Review of Committee Members	3.1 Review of SK ABYIP	None	3 days upon receipt	<i>Planning Officer III</i> Urban Development Department
	3.2 Endorsement to SK Federation for consolidation of findings/comments	None	1 day	<i>Planning Officer III</i> Urban Development Department  <i>Department Head</i> Urban Development Department
4. SK Federation-Makati	4.1 Consolidated findings/comments shall be returned to SK for compliance	None	1 day	
5. Submit the revised ABYIP to SK Federation - Makati	5.1 Endorsement to Urban Development Department and Budget Department for review	None	1 day	SK Federation-Makati
6. Review of Revised ABYIP by Committee Members	6.1 Check/Review the submitted SK ABYIP if all revision/completion were complied	None	3 days upon receipt	<i>Planning Officer III</i> Urban Development Department
	6.2 If compliant, issuance of Certificate of No Further Comments signed by UDD and Budget Department	None	1 day	<i>Planning Officer III</i> Urban Development Department  <i>Department Head</i> Urban Development Department
	Endorsement to Sangguniang Panlungsod for Approval	None	1 day	SK Federation-Makati
	<b>TOTAL</b>		<b>13 days</b>	



### FEEDBACK AND COMPLAINTS MECHANISM

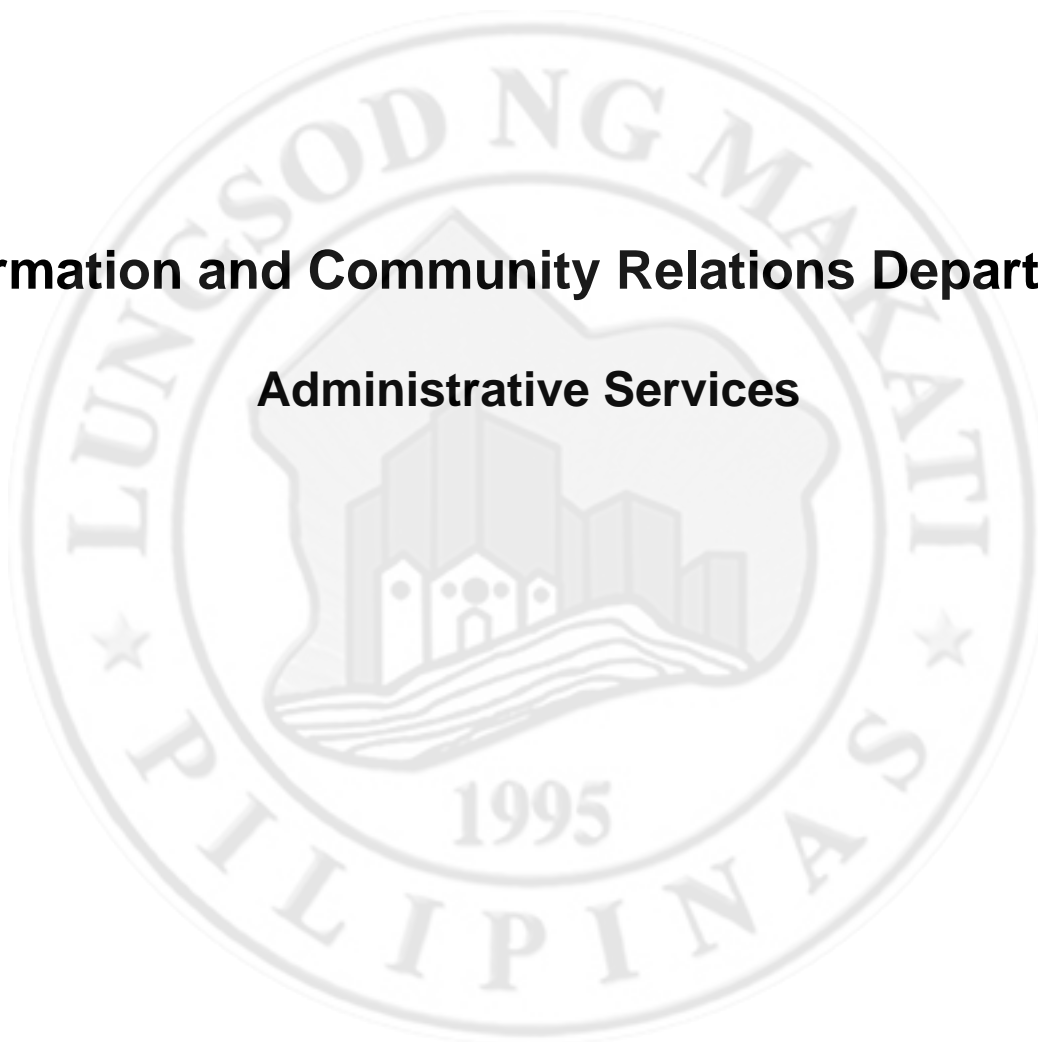
How to send feedback	<a href="http://www.facebook.com/mymakativerified">www.facebook.com/mymakativerified</a> <a href="http://www.instagram.com/mymakati">www.instagram.com/mymakati</a> <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a> <a href="mailto:skfedmakati2018@gmail.com">skfedmakati2018@gmail.com</a> <a href="mailto:udd@makati.gov.ph">udd@makati.gov.ph</a> <a href="mailto:budget.makati@gmail.com">budget.makati@gmail.com</a>
How feedbacks are processed	n/a
How to file a complaint	Email or letter thru the online accounts
How complaints are processed	n/a
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
SK Federation Makati Office	18 <sup>th</sup> Floor Makati City Hall Building I, Makati City Hall Compound, Brgy. Poblacion, Makati City	8895 5844
Urban Development Department - Urban Planning Division	5/F Old Makati City Hall Building, Makati City Hall Compound, Brgy. Poblacion, Makati City	88701758 / 88701754
Budget Department	4 <sup>th</sup> Floor Makati City Hall Building I, Makati City Hall Compound, Brgy. Poblacion, Makati City	88701332



# **Information and Community Relations Department**

## **Administrative Services**





## 1. Distribution of Information Materials Produced by ICRD

City publications and other information materials produced by the department are distributed to various supporting city offices for delivery/distribution to Makati residents and the private sector.

<b>Office or Division:</b>		Administrative Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		City Government Offices		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Distribution list for Newsletters (Makati Ngayon, My City. My Makati.)		ICRD Administrative Division		
Distribution list for posters, flyers, and brochures		ICRD Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
None	1. Upon approval of the office Department Head, the Administrative Officer notifies supporting city government offices about information materials assigned to them for distribution, which are to be picked up from ICRD with a corresponding distribution list.	N/A	One (1) to Two (2) Hours	Administrative Officer
1. The designated personnel of supporting offices will pick up the information materials and distribution list from ICRD.	2. Administrative Officer will supervise the turnover of information materials and distribution list to the representatives	Not Applicable	One (1) to Three (3) Hours	Administrative Officer; designated point person of supporting offices (Makati Action Center, frontline offices)



	of supporting offices.			
2. Supporting offices will deliver information materials to assigned areas in barangays, offices, and establishments indicated on the distribution list; as applicable, the materials will be displayed in an area where these are visible and accessible to clients of frontline offices		N/A	One (1) to Five (5) working days or until supplies last	Assigned personnel from Supporting City Government Offices
3. Supporting offices will provide ICRD with accomplished distribution list.	3. Administrative Officer will record and file the accomplished distribution lists of supporting offices for compliance with Accounting/COA rules	N/A	One (1) working day	Administrative Officer and Supporting City Government Offices





## 2. Information Dissemination during and after Emergencies and Disasters

Vital information and official city government statements and directives are duly disseminated during and in the aftermath of emergencies and man-made or natural disasters.

<b>Office or Division:</b>	Media Affairs and Public Affairs Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	General Public, Private Institutions, and Media Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Direct verbal orders or memorandum orders		Makati Disaster Risk Reduction and Management Council through DRRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Makati Disaster Risk Reduction and Management Council (MDRRMC) led by the City Mayor instructs the ICRD to draft press releases and other issuances for public information through traditional and social media.	1. On instructions of the Department Head, the Media Affair and Public Affairs Division will immediately draft necessary advisories and information materials, such as press releases, infographic materials and videos, IEC materials, then send draft outputs to the OIC, and subsequently to the media consultants and DRRMO for review.	N/A	One (1) to Three (3) hours	Department Head, Information Officer/Public Relations Officer
2. The OIC, media consultants, and DRRMC through DRRMO will send back	2. Based on comments from the Department Head, media consultants and DRRMO, ICRD	Not Applicable	One (1) to Two (2) Hours	Department Head, media consultants, DRRMC through DRRMO, Information



<p>their comments to ICRD for needed revisions</p> <p>2.1 If there are no corrections and the materials are approved, the media consultants will advise ICRD to proceed with media release and/or posting on official social media accounts of the city government</p>	<p>will revise draft outputs and submit edited materials to OIC who, after reviewing the materials, forwards them to the media consultants for final review and approval.</p>		<p>One (1) to Two (2) Hours</p>	<p>Officer/Public Relations Officer</p> <p>Media Consultants</p>
<p>None</p>	<p>3. Once approved, advisories and information materials will be disseminated by the Media and Public Affairs Division and Administrative staff through traditional and online media platforms and applications (Facebook, Makatizen App, Twitter, IG, Viber, city website, etc.; Media Organizations via Email and Fax</p>	<p>N/A</p>	<p>One (1) to Two (2) Hours</p>	<p>Information Officer/Public Relations Officer, Administrative Staff</p>



### 3. Providing Assistance to the Media

Members of the media will be assisted and supervised in the conduct of data gathering, documentation, and/or interviews with city offices, officials and personnel.

<b>Office or Division:</b>	Media Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2B – Government to Business (Media)			
<b>Who may avail:</b>	Media Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Authorized representative of the requesting media organization		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Media organization will submit letter of request or intent to the Media Affairs Division.</p> <p>1.1. Letter must indicate purpose of data gathering, documentation, or interview; target date and time; and location.</p> <p>1.2. Letter can be submitted via e-mail to <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or at the Information and Community Relations Department office at the 8th floor of Makati City Hall Bldg. II.</p>	<p>1. On instructions of the Department Head, the Media Affairs Division will coordinate with the city spokesperson or concerned city government offices and personnel for appropriate action on the request.</p>	None	One (1) to Two (2) Hours	Information Officer/Public Relations Officer
None	<p>2. City Spokesperson or concerned city government offices and personnel will notify the Media Affairs Division re</p>	None	One (1) to Two (2) Hours	City Spokesperson / Concerned City Government Office or Personnel



	comments and availability.			
2. Media representative will receive a phone call, email, or letter from the Media Affairs Division based on the comments of the concerned city government office or personnel.	3. Media Affairs Division will duly coordinate with and relay comments to the media representative.	None	One (1) working day	Information Officer/Public Relations Officer, City Spokesperson or Concerned City Government Office or Personnel
3. If requests are approved, the media organization will execute approved interview, data gathering, and/or documentation.	4. Media Affairs Division will assist and supervise the activities of the media representative during the activity.	None	Duration will depend on actual confirmed schedule	Information Officer/Public Affairs Officer, City Spokesperson or Concerned City Government Office or Personnel
4. Once activity is accomplished, the media representative may upload and disseminate the materials.	5. The Administrative Division will monitor and compute the media and PR values of the material/s published by the media organization in print, television, radio, and/or online.	None	One (1) to Three (3) Working Days, depending on the schedule of publication of materials	Administrative Division



#### 4. Preparation of Speeches, Messages, Letters and other types of Official Correspondence

Preparation of speeches of the Mayor and other key city officials delivered at local and international events/fora; video and printed messages of the Mayor and other key city officials as requested by local and international organizations; letters and other types of official correspondence for key city officials.

<b>Office or Division:</b>	Public Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Officials and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Request Form (CRF)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will submit a Communication Request Form (CRF) to the Administrative Division of ICRD indicating the requested material, its purpose, and deadline.  1.1. CRF may be submitted via e-mail at <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or at the ICRD office at the 8th floor of Makati City Hall Bldg. II.	1. Administrative Officer will receive and document the CRF and attach a routing slip, then forward it to the Department Head comments.	None	Within One (1) Hour	Administrative Officer
None	2. ICRD Department Head or Department Head will provide comments on the CRF and assign personnel to draft the	None	One (1) to Two (2) Hours	Department Head



	requested material.			
None	3. Assigned personnel will prepare requested material accordingly.	None	One (1) to Three (3) Working Days, depending on urgency  *For special speeches, such as the State of the City Address, at least two weeks lead time is needed.	Information Officer/Public Relations Officer
None	4. Assigned personnel will submit accomplished material to the head writer/supervisor for review and editing.	None	Immediately upon completion of draft material (no later than 3 days after assignment)	Information Officer/Public Relations Officer
None	5. After reviewing/editing the material, the head writer/supervisor will submit it for review of the Department Head and media consultants.	None	One (1) Working Day  *For special speeches, such as the State of the City Address, three (3) to five (5) working days may apply.	Head Writer/Supervisor
None	6. Review of submitted material will be done by the Department Head and media consultants. If	None	One (1) to Two (2) Working Days	Department Head Media Consultants



	<p>found with no errors, material will be approved and endorsed to the administrative officer for submission to the requesting office.</p> <p>6.1. If edited material needs improvement, it will be returned to the assigned personnel for revision.</p> <p>6.2 Revised output will be submitted for final review and approval.</p>		<p>Two (2) to Three (3) Hours</p>	<p>Information Officer/Public Relations Officer, Head Writer</p> <p>Department Head Media Consultants</p>
None	7. The Administrative Officer will forward approved material to the requesting office.	None	Within One (1) hour after receiving the approved material	Administrative Officer



## 5. Preparation of Infographics and Event Collaterals

Preparation of social media infographics and event collaterals such as tarpaulins for significant city events, programs and activities.

<b>Office or Division:</b>	Public Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Officials and Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Request Form (CRF)		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Client will submit a Communication Request Form (CRF) to the Administrative Division of ICRD indicating the requested material, its purpose, and deadline.</p> <p>1.1. CRF may be submitted via e-mail at <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or at the ICRD office at the 8th floor of Makati City Hall Bldg. II.</p>	<p>1. Administrative Officer will receive and document the CRF and attach a routing slip, then forward it to the Department Head for comments.</p>	None	Within One (1) Hour	Administrative Officer
None	<p>2. ICRD Department Head will provide comments on the CRF and assign personnel to draft the requested material.</p>	None	One (1) to Two (2) Hours	Department Head
None	<p>3. Assigned personnel will prepare requested material accordingly.</p>	None	One (1) to Two (2) Working Days (per material; depending on content and design)	Graphic Artists





None	4. Assigned personnel will submit accomplished material to his/her supervisor for review and editing.	None	Immediately upon completion of draft material	Graphic Artists
None	6. Supervisor will review and edit material and submit it for approval of the Department Head	None	One (1) Working Day	Supervisor
None	6. ICRD Department Head will review accomplished material. If found with no errors, material will be approved and forwarded to the requesting office.  6.1. If found with error, Department Head will return material to the assigned personnel for improvement. Revised material to be re-submitted to the head for approval.	None	One (1) to Two (2) Working Days  One (1) Working Day	Department Head  Graphic Artist
None	7. Administrative Officer will forward approved material to requesting office.	None	One (1) working day	Administrative Officer



## 6. Preparation of Press Releases

Preparation of various press releases including news articles, photo stories, traffic advisories, and media advisories for distribution to media organizations.

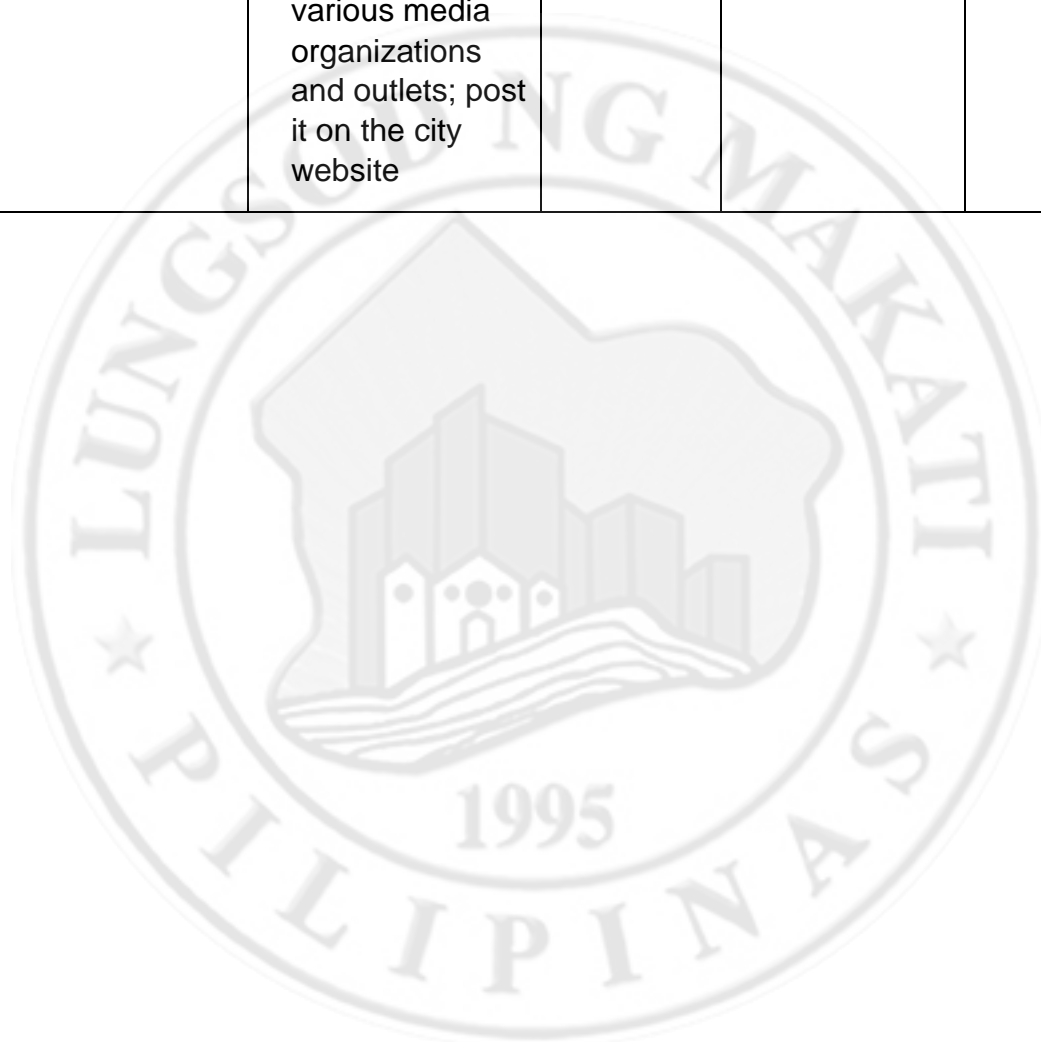
<b>Office or Division:</b>	Public Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Request Form (CRF)		Requesting Office		
Direct order from the Office of the Mayor (verbal or written)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Client will submit a Communication Request Form (CRF) to the Administrative Division of ICRD indicating the topic and essential details of the requested press release, and target date of publication.</p> <p>1.1. CRF may be submitted via e-mail at <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or at the ICRD office at the 8th floor of Makati City Hall Bldg. II.</p>	<p>1. Administrative Officer will receive and document the CRF and attach a routing slip, then forward it to the Department Head for comments.</p> <p>1.1. Direct orders from the Office the Mayor are acted on with dispatch without need for a CRF</p>	None	Within One (1) Hour	Administrative Officer
None	2. ICRD Department Head will provide comments on	None	One (1) Hour	Department Head



	the CRF and assign personnel to draft the requested press release.			
None	3. Assigned personnel will prepare requested press release accordingly.	None	One (1) Working Day or less	Information Officer/Public Relations Officer
None	4. Assigned personnel will submit accomplished press release to the head writer/ supervisor for review and editing.	None	Immediately upon completion of draft	Information Officer/Public Relations Officer
None	5. Head writer will review and edit press release for approval of the Department Head and media consultants.	None	One (1) to Two (2) Hours	Head Writer
None	6. ICRD Department Head and media consultants will review the press release and forward it to the requesting office for final clearance.  6.1 If needed, the material will be returned to the Head	None	Three (3) to Four (4) Hours	Department Head Media Consultants Head Writer



	Writer for revision.			
None	7. Administrative Officer will email and fax approved press release to various media organizations and outlets; post it on the city website	None	One (1) Working Day	Administrative Officer





## 7. Coverage and Reportage of Various City Events, Programs, and Activities

Photo and video coverage of various city events, programs and activities and publication on applicable platforms for awareness and information of Makati citizens and stakeholders.

<b>Office or Division:</b>	Media Affairs and Public Affairs Divisions			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Request Form (CRF)		Requesting office		
Direct order from the Office of the Mayor (verbal or written)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>1. Client will submit a Communication Request Form (CRF) to the Administrative Division of ICRD indicating request for coverage, its purpose, and date.</p> <p>1.1. CRF may be submitted via e-mail at <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or at the ICRD office at the 8th floor of Makati City Hall Bldg. II.</p>	<p>1. Administrative Officer will receive and document the CRF and attach a routing slip. Then, be forwarded to the Department Head for comments.</p> <p>1.1 Direct orders from the Office of the Mayor are acted on with dispatch without need for CRF</p>	None	Within One (1) Hour	Administrative Officer
None	2. ICRD Department Head will provide comments on the CRF and assign personnel to conduct coverage	None	One (1) Hour	Department Head



	of the local event and activity.			
None	3. Assigned personnel will prepare and conduct coverage of the local event and activity.	None	Depends on scheduled date of event	Information Officers/Public Relations Officers/Photographers/Videographers/Support staff
None	4. Assigned personnel will create materials with the available photos and data, for posting to the online platforms of the city.	None	One (1) to Two (2) Working Days	Information Officers/Public Affairs Officers/ Graphic Artists/Video producers, editors
None	5. Division Supervisor will review and edit the material/s for approval of the Department Head	None	One (1) to Two (2) Hours	Division Supervisor
None	6. ICRD Department Head or Officer-in-Charge will review outputs and approve these for posting on online platforms of the city.	None	One (1) to Two (2) Hours	Department Head
None	7. Social Media Team will upload approved materials onto the online platforms of the city	None	One (1) Hour	Social Media Team
	8. Press and photo releases are sent out via		Two (2) to Three Hours	Administrative Officer



	email to target media (print, broadcast media)			
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## 8. Preparation of Promotional Video Materials

Preparation and production of promotional video materials on various events, programs, and activities of the city.

<b>Office or Division:</b>	Public Affairs Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Government Officials and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication Request Form (CRF)		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will submit a Communication Request Form (CRF) to the Administrative Division of ICRD indicating the requested material, its purpose, and deadline.  1.1. CRF may be submitted via e-mail at <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or at the ICRD office at the 8th floor of Makati City Hall Bldg. II.	1. Administrative Officer will receive and document the CRF and attach a routing slip. Then, be forwarded to the Department Head or Officer-in-Charge for comments.	None	Within One (1) Hour	Administrative Officer
None	2. ICRD Department Head will provide comments to the CRF and assign personnel to draft the requested material.	None	One (1) Hour	Department Head
None	3. Assigned personnel will prepare requested material accordingly.	None	Three (3) to Six (6) Working Days	Production Team





None	4. Assigned personnel will submit accomplished material to the Supervisor for review and editing.	None	Immediately upon completion	Production Team
None	5. Division Supervisor will review and edit material for review of the Department Head.	None	One (1) to Two (2) Working Days	Division Supervisor
None	6. ICRD Department Head will forward reviewed materials to the media consultants for final review. If found with no errors, material will be approved and forwarded to the requesting office by the Administrative Officer.  6.1. If found with error, Department Head will return material to the Production Team for improvement.	None	One (1) Working Day	Department Head or Officer-in-Charge Media Consultants Administrative Officer
None	7. Administrative Officer will forward approved material to requesting office.	None	One (1) Hour	Administrative Officer



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send an email to <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a> or call us at 8870-1412/1415
How feedbacks are processed	Referral to concerned ICRD personnel for appropriate action
How to file a complaint	Email or phone call
How complaints are processed	<p>Complaints concerning the department are forwarded to the department head who instructs concerned personnel to take appropriate action and report back on action/s taken within three (3) working days or less, depending on urgency of complaint.</p> <p>Complaints concerning other city offices are endorsed to the concerned office for appropriate action.</p> <p>If warranted, ICRD assists other offices in replying to complaints.</p>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Information and Community Relations Department	8/F Makati City Hall, Building II	8870-1412 8870-1415 <a href="mailto:icrd.makati@gmail.com">icrd.makati@gmail.com</a>



**General Service Department**

**Administrative Services**





## 1. Preparation & Processing of Purchase Request

Procurement Division is responsible in the preparation & processing of Purchase Request for the procurement of supplies, materials and equipment needed by different offices of the City Government of Makati.

<b>Office or Division:</b>	General Services Department – Procurement Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Requisitioning Office			
<b>Who may avail:</b>	All Requisitioning Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request Worksheet (with complete Worksheet)		Requisitioning Office		
Justification		Requisitioning Office		
Certification on Appropriation, Funds and Obligation of Allotment CAFOA (No amount indicated)		Requisitioning Office		
Formal Quotation at least Three (3)		Three different Companies		
Detailed Cost Breakdown (If applicable)		Requisitioning Office		
Stock Position Sheet (for supplies)		Requisitioning Office		
Pre/Post Repair Inspection Report (for repair)		General Services Department - SPMD		
Proposed Distribution list (if applicable)		Requisitioning Office		
Terms of Reference (if applicable)		Requisitioning Office		
Detailed Cost Estimates (for Outsource Services)		Requisitioning Office		
Brochure (if applicable)		Vendor		
Floor Plan / Lay-out (if applicable)		Department of Engineering and Public Works (DEPW)		
Design and/or Picture with stamped approved		Requisitioning Office & Information and Community Relations Department		
Sample (if applicable)		Requisitioning Office		
Certificate of Exclusive Distributorship (for Exclusive/Direct Contracting)		Vendor		
Approved Annual Investment Plan (AIP)		Requisitioning Office		
Approved Project Procurement Management Plan (PPMP)		Requisitioning Office		
Approved Annual Procurement Plan (APP)		Requisitioning Office		
Approved Supplemental Procurement Plan (SPP) (if applicable)		Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requisitioning office submits Purchase Request Worksheet	1.0 Check the validity and completeness of the PR Worksheet/s. If complete 1.1 Receives PR Worksheet.	None	30 minutes	Processing staff



	<p>1.2 Record details in the data system.</p> <p>1.3 Forward to Canvassing Section for preparation of Purchase Request</p>			
	<p>2.0 Canvassing Section performs canvass/validation from at least three (3) sources</p> <p>2.1 prepares Purchase Request</p>	None	<p>Maximum three (3) days for office supplies and ordinary type of equipment.</p> <p>Maximum of seven (7) days for mid-end type of equipment.</p> <p>Maximum of twelve (12) days for high end &amp; complicated equipment, furniture &amp; fixtures</p>	Canvassing Staff
	<p>3.0 Procurement Head Proof read, check integrity, scrutinize and make changes (if necessary) in prepared Purchase Request</p> <p>3.1 PR for review and signature on Canvass Sheet by Procurement Head</p> <p>3.2 PR will be forwarded to requisitioning office</p>	None	30 minutes	Procurement Head



	<p>4.0 Processing Section encodes prepared Purchase Request (P.R.) in the database</p> <p>4.1 Prepared PR will be forwarded to requisitioning office</p>	None	30 minutes	Processing Staff
Requisitioning Office (Office Head signs PR)	<p>5.0 Affixes signature on the prepared P.R. to confirm the specs and price as canvassed.</p> <p>5.1 Returned PR to Procurement Division for processing</p>	None	1 day	Requisitioning office
Requisitioning Office (Returned PR for processing)	<p>6.0 Encodes sign PR</p> <p>6.1 Forward to Budget Department, for Issuance of P.R, number and budget approval</p>	None	30 minutes	Processing Staff
	<p>7.0 Receives copy of approved PR from OM-PRIMO and record in the data system</p>	None	30 minutes	Processing Staff



			<p>Processing Time Maximum of 8 days, 4 hours (for office supplies and ordinary type of equipment)</p> <p>Maximum of 12 days, 4 hours for mid-end type of equipment</p> <p>Maximum of 17 days, 4 hours for high end &amp; complicated equipment, furniture &amp; fixtures</p>	
	<b>Total</b>			



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Contact No. 8870 1761
How feedbacks are processed	For inquiries & follow up via telephone. Make sure to provide the following information: PR Reference No. PR No. Project Description Amount
How to file a complaint	For inquiries & complaint via telephone
How complaints are processed	For complaints via telephone Make sure to provide the following information: PR Reference No. PR No. Project Description Amount Procurement staff will create a report of Chronological order and will give feedback to the requisitioning office.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
General Services Department Head Office	10 <sup>th</sup> Floor, Makati City Hall Building II, J.P. Rizal St. Barangay Poblacion, Makati City	88968723
Procurement Division Processing Section	10 <sup>th</sup> Floor, Makati City Hall Building II, J.P. Rizal St. Barangay Poblacion, Makati City	88701761
Procurement Division Canvassing Section	10 <sup>th</sup> Floor, Makati City Hall Building II, J.P. Rizal St. Barangay Poblacion, Makati City	88701773





## Building Maintenance Division

<b>Office or Division:</b>	General Services Department –Building Maintenance Division (GSD-BMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Securing Approval to Post Advertisement/Announcement within the Makati City Hall Premises			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter from City Administrator Office.		City Administrator Office		
2. Document, Tarpaulin and etc, that need to be post.		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter for posting to City Administration Office.	1. The Office of the City Administrator receives the request letter.	None	3 Minutes	Receiving clerk of the City Administrator's Office.
	2. The office of the City Administrator approves the posting request and transmit approved request letter to GSD-Head Office.		1 Day	City Administrator, staff of the City Administrator's Office.
	3. GSD – Head Office will route documents to GSD-BMD Division Head		10 Minutes	Staff of Department Head
	4. GSD-BMD Division Head will forward documents to GSD- Special Building Section	None	5 Minutes	Chief, Building Maintenance Division
	5. The Section Chief of Special		20 Minutes	OIC, Special Building



	<p>Building Maintenance Section will forward to his personnel for posting.</p> <p>6. Approved documents, tarpaulin, etc., will be posted by Special Building Maintenance Section personnel.</p>		30 Minutes	<p>Maintenance Section</p> <p>Staff of Special Building Maintenance Section</p>
2. Claiming of certificate for posting will be at GSD-BMD (Special Building Maintenance Section).	1. Preparation and Releasing of posting certification will be done upon request.	None	20 Minutes	Staff of Special Building Maintenance Section



<b>Office or Division:</b>	General Services Department –Building Maintenance Division (GSD-BMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Securing and Issuance of Working Permit			
<b>Who may avail:</b>	Service Provider, Catering Services and Other Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter from City Administrator Office.		City Administrator Office		
2. Copy of Company ID and Vaccination Card.		Requestor		
3. Copy of Contract Agreement.		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to City Administration Office.	1. The office of the City Administrator receives the request letter.  2. The office of the City Administrator Recommend approval of request,  3. and transmit approved request letter to GSD-BMD (Special Building Maintenance Section).	None	3 Minutes  1 Day  10 Minutes	Receiving clerk of the City Administrator's Office.  City Administrator.  Staff of the City Administrator's Office.
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Secure and fill-up working permit form at GSD-BMD (Special Building Maintenance Section).	1. GSD-BMD (Special Building Maintenance Section) personnel should	None	5 Minutes	Staff of Special Building Maintenance Section



	<p>input all data needed and attached all the requirement (see <i>requirement checklist</i>).</p> <p>2. Accomplish Working Permit forwarded to Section Head of GSD-BMD (Special Building Maintenance Section) for approval and signature prior to issuance.</p> <p>3. then forward to Chief, Building Maintenance Division for final approval and signature prior to issuance.</p>		<p>30 Minutes</p> <p>30 Minutes</p>	<p>OIC, Special Building Maintenance Section</p> <p>Chief, Building Maintenance Division</p>
3. Applicant claim Approved Working Permit.	1. Releasing of Working Permit at GSD-BMD (Special Building Maintenance Section)	None	20 Minutes	Staff of Special Building Maintenance Section



<b>Office or Division:</b>	GSD-BMD	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	Processing of Billing Statement	
<b>Who may avail:</b>	Service Provider for Outsourced Maintenance Services	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Approved Contract and Extension Contract.		BAC Secretariat
2. Contract Requirements		To be provided by Service Provider
2.1 SSS Contribution		To be provided by Service Provider
2.2 PAG-IBIG Contribution		To be provided by Service Provider
2.3 PHIL HEALTH Contribution		To be provided by Service Provider
2.4 BIR / ITR Contribution		To be provided by Service Provider
2.5 Official Payroll		To be provided by Service Provider
2.6 Monthly Attendance / DTR Duly Certified		To be provided by Service Provider
2.7 Other Pertinent Documents		To be provided by Service Provider
3. Accomplishment Report / Service Maintenance Reports		To be provided by Service Provider
4. Pictures (Before – During – After) (if needed)		To be provided by Service Provider
5. Delivery Receipts (for used materials) (if needed)		To be provided by Service Provider
6. Canvass Sheet / Certification (if needed)		To be provided by Service Provider
7. Sales Invoice / Statement of Account		To be provided by Service Provider
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
8. Certificate of Job-Order and Working Permit (if needed)		GSD- BMD
9. Evaluation for Service Provider (PSSEP 13 form)		
9.1 End-User		End-User
9.2 BMD Special Building Maintenance Division		GSD- BMD
10. Certification of Completion		
10.1 End-User		End-User
10.2 BMD Special Building Maintenance Division		GSD- BMD
11. Endorsement to Accounting/Budget Department		GSD- BMD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Service Provider submit a copy of billing (1 Original Copy &amp; 1 Photocopy)</p>	<p>1. GSD-BMD personnel receive the copy of billing documents.</p>	<p>None</p>	<p>3 Minutes</p>	<p>Staff of the GSD-BMD (</p>
	<p>2. Checking the attached documents of service provider prior to attachment of Evaluation for Service Provider (PSSEP 13 form), Certification of Completion and Endorsement to Accounting/Budget Department.</p>	<p>None</p>	<p>30 Minutes</p>	<p>Staff and Monitoring Personnel of the GSD-BMD</p>
	<p>3. Endorse to assign Monitoring Personnel of GSD-BMD for review and signature.</p>	<p>None</p>	<p>1 Day</p>	<p>Monitoring Personnel of the GSD-BMD</p>
	<p>4. then forwarded to concerned Section Head of GSD-BMD for approval and signature.</p>		<p>30 Minutes</p>	<p>Concerned BMD-Section Head</p>
	<p>5. and forward to Chief, Building Maintenance Division and City General Services Officer for final approval and signature prior to endorsement to Accounting/Budget Department.</p>		<p>2 Days</p>	<p>Chief, Building Maintenance Division and City General Services Officer</p>
	<p>6. Forwarded again to GSD-BMD from GSD-</p>		<p>1 Hour</p>	<p>Staff of the GSD-BMD and Receiving Personnel of Accounting/Budget department.</p>



	Head Office and Endorse to Accounting Department (new contract) and Budget Department (for extension contract).			
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## Physical Resources Management Office

<b>Office or Division:</b>	General Services Department –Physical Resources Management Office (GSD-PRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Renewal of Registration of City Government Owned Vehicles			
<b>Who may avail:</b>	Authorized End-User of City Government Owned Vehicles			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of OR/CR of Vehicle		Supply and Property Management Division / PRMO		
2. Smoke Emission Test Result including Invoice		Smoke Emission Center		
3. Application Form of Registration		PRMO		
4. CTPL		PRMO		
5. Stencil of Motor and Chassis Number		LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements to GSD-PRMO	1. The GSD-PRMO staff will check the requirement (if complete) and receive it for processing	None	5 Minutes	GSD-PRMO Staff
	2. The GSD-PRMO will reimburse to the end-user the fees paid for smoke emission testing	None	10 Minutes	GSD-PRMO Staff
	3. All requirements submitted by the Client will be endorsed by GSD-PRMO to Land Transportation Office (LTO) for	None	Half Day	GSD-PRMO Staff
		None	3 days	LTO Staff
		None	1 day	GSD-PRMO Staff





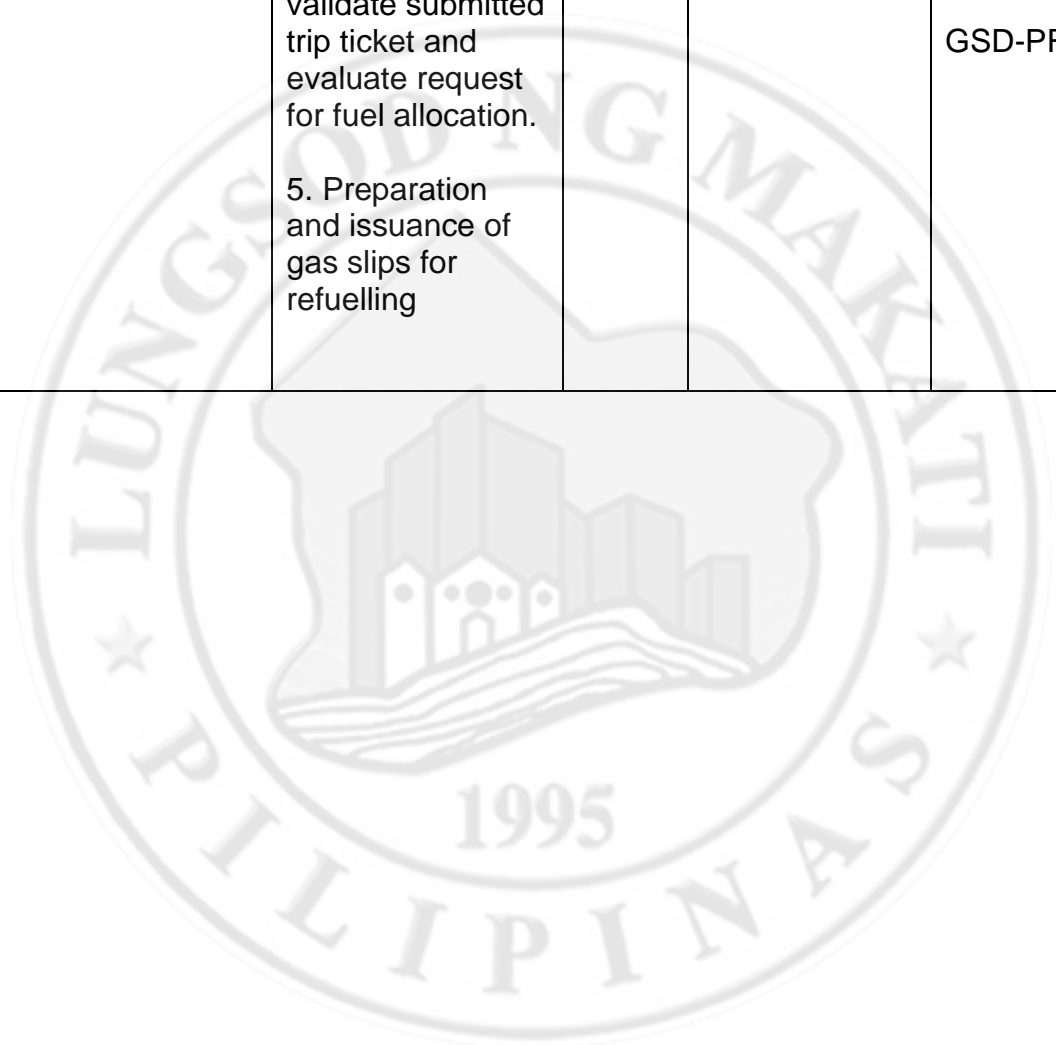
	<p>evaluation and verification.</p> <p>4. LTO will evaluation and verify requirements submitted for renewal of registration</p> <p>5. Processing of Payment for renewal of vehicle registration</p>			
2. Claiming of Certified True Copy of Official Receipt for Vehicle Registration	1. Preparation and Releasing of Certified True Copy will be done upon request.	None	15 Minutes	GSD-PRMO Staff



<b>Office or Division:</b>	General Services Department –Physical Resources Management Office (GSD-PRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Issuance of Gas Slips for Request for Fuel Allocation			
<b>Who may avail:</b>	Authorized End-User of City Government Owned Vehicles			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Trip Ticket signed by the Head of Office		To be provided by Requisitioning Office		
2. Request for Fuel Allocation for (Trips outside Makati)		To be provided by Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly approved and signed Trip Tickets to GSD-PRMO for trips within Makati	1. The GSD-PRMO staff will check and validate submitted trip ticket vs approved fuel allocation	None	5 Minutes	GSD-PRMO Staff
2. Claiming of Gas Slips for refuelling	2. Preparation and issuance of gas slips for refuelling	None	3 Minutes	GSD-PRMO Staff
1. Submit a request letter for fuel allocation to City Administration Office.	1. The Office of the City Administrator receives the request letter.	None	3 Minutes	Receiving clerk of the City Administrator's Office.
	2. The office of the City Administrator approves the posting request and transmit approved request letter to GSD-Head Office.	None	1 Day	City Administrator, staff of the City Administrator's Office.
		None	10 Minutes	Staff of Department Head
		None	15 Minutes	



2. Submit duly approved and signed Trip Tickets to GSD-PRMO	3. GSD – Head Office will route documents to GSD-PRMO Division Head	None	3 Minutes	GSD-PRMO Staff
3. Claiming of Gas Slips for refuelling	4. The GSD-PRMO staff will validate submitted trip ticket and evaluate request for fuel allocation.  5. Preparation and issuance of gas slips for refuelling			GSD-PRMO Staff





<b>Office or Division:</b>	General Services Department –Physical Resources Management Office (GSD-PRMO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Issuance of Maintenance Slips for Minor Maintenance Services (Change Oil and Tune up)			
<b>Who may avail:</b>	Authorized End-User of City Government Owned Vehicles			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vehicle Inspection Report		GSD-Motorpool Division		
2. Pre-Repair and Post- Repair Inspection Report		GSD-Motorpool Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements to GSD-PRMO Office	1. The GSD-PRMO staff will check the requirement (if complete) and receive it for processing	None	5 Minutes	GSD-PRMO Staff
2. Claiming of Slips for minor maintenance services	2. Preparation and issuance of slips for minor maintenance services	None	5 Minutes	GSD-PRMO Staff



<b>Office or Division:</b>	General Services Department –Physical Resources Management Office (GSD-PRMO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Processing of Billing Statements for Outsourced Services Contracts
<b>Who may avail:</b>	Service Provider of City Government of Makati

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Approved Contract and Extension Contract.	BAC Secretariat Office
2. Contract Requirements	To be provided by Service Provider
2.1 SSS Contribution	To be provided by Service Provider
2.2 PAG-IBIG Contribution	To be provided by Service Provider
2.3 PHIL HEALTH Contribution	To be provided by Service Provider
2.4 BIR / ITR Contribution	To be provided by Service Provider
2.5 Official Payroll	To be provided by Service Provider
2.6 Monthly Attendance / DTR Duly Certified	To be provided by Service Provider
2.7 Other Pertinent Documents	To be provided by Service Provider
3. Accomplishment Report / Service Maintenance Reports	To be provided by Service Provider
4. Pictures (Before – During – After) if needed	To be provided by Service Provider
5. Delivery Receipts (for materials/chemicals)	To be provided by Service Provider
6. Canvass Sheet / Certification (if needed)	To be provided by Service Provider
7. Sales Invoice	To be provided by Service Provider
8. Certificate of Job-Order and Working Permit (if needed)	GSD- PRMO
9. Evaluation for Service Provider (PSSEP 13 form)	
9.1 End-User	End-User
9.2 BMD Special Building Maintenance Division	GSD- PRMO
10. Certificate of Completion	
10.1 End-User	End-User
10.2 GSD- PRMO	GSD- PRMO
11. Endorsement to Accounting/Budget Department	GSD- PRMO

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Service Provider will submit the billing Statement with attachment of complete requirements based on the	1. GSD-PRMO stall will receive the copy of billing documents.	None	3 Minutes	Receiving Staff of the GSD-PRMO



checklist (1 Original Copy & 1 Photocopy)	2. GSD-PRMO Inspector will check the attached documents of service provider if the amount billed is correct and all requirements are present prior to attachment of Evaluation for Service Provider (PSSEP 13 form), Certificate of Completion and Endorsement to Accounting/Budget Department.	None	30 Minutes	Staff and Monitoring Personnel of the GSD-PRMO
	- If requirements are incomplete and amount to be billed is incorrect, the billing statement will be forwarded back to end-user or to the service provider	None	1 Day	Monitoring Personnel of the GSD-PRMO
	3. Endorse to assign Monitoring Inspector of GSD-PRMO for attachment and signature of Evaluation for Service Provider (PSSEP 13 form), Certificate of Completion and Endorsement to Accounting/Budget Department.	None	30 Minutes	Monitoring Personnel of the GSD-PRMO
	4. Billing documents will be forwarded to Section Head of GSD-PRMO for	None	15 minutes	GSD-PRMO Section Head for Outsourced Services Section
		None	2 Days	OIC, GSD-PRMO and City General Services Officer



	<p>review and initial of Certificate of Completion and Endorsement to Accounting/Budget Department.</p> <p>5. Billing Documents will be forwarded to GSD-PRMO Division Head and City General Officer for final approval and signature prior to endorsement to Accounting/Budget Department.</p> <p>6. Signed billing documents will be returned to GSD-PRMO from GSD-Head Office and GSD-PRMO will endorse the billing documents to Accounting Department (new contract) or Budget Department (for extension contract) for processing of payment</p>	None	1 Hour	Staff of the GSD-PRMO and Receiving Personnel of Accounting/Budget department.
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## Supply and Property Management Division

<b>Office or Division:</b>	General Services Department –Supply and Property Management Division (GSD-SPMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Clearance from Property Accountabilities			
<b>Who may avail:</b>	Current and Former City Government of Makati Employees (herein referred as the document owner); Representative of the document owner; Beneficiary of the Document owner			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished clearance form		Human Resource Management Office (HRDO) Window 9/F bldg. 1		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit clearance form to GSD-SPMD	1. The GSD-SPMD staff will check the clearance form (if complete) and receive it for processing	None	5 Minutes	GSD-SPMD Staff
	2. The GSD-SPMD staff will check if the document owner has existing Accountability using the Property Acknowledgement receipt (PAR) records kept by the division	None	10 Minutes	GSD-SPMD Staff
	3. The GSD-SPMD staff will forward the clearance for signature to the City General Services Officer	None	Half day	GSD-SPMD Staff



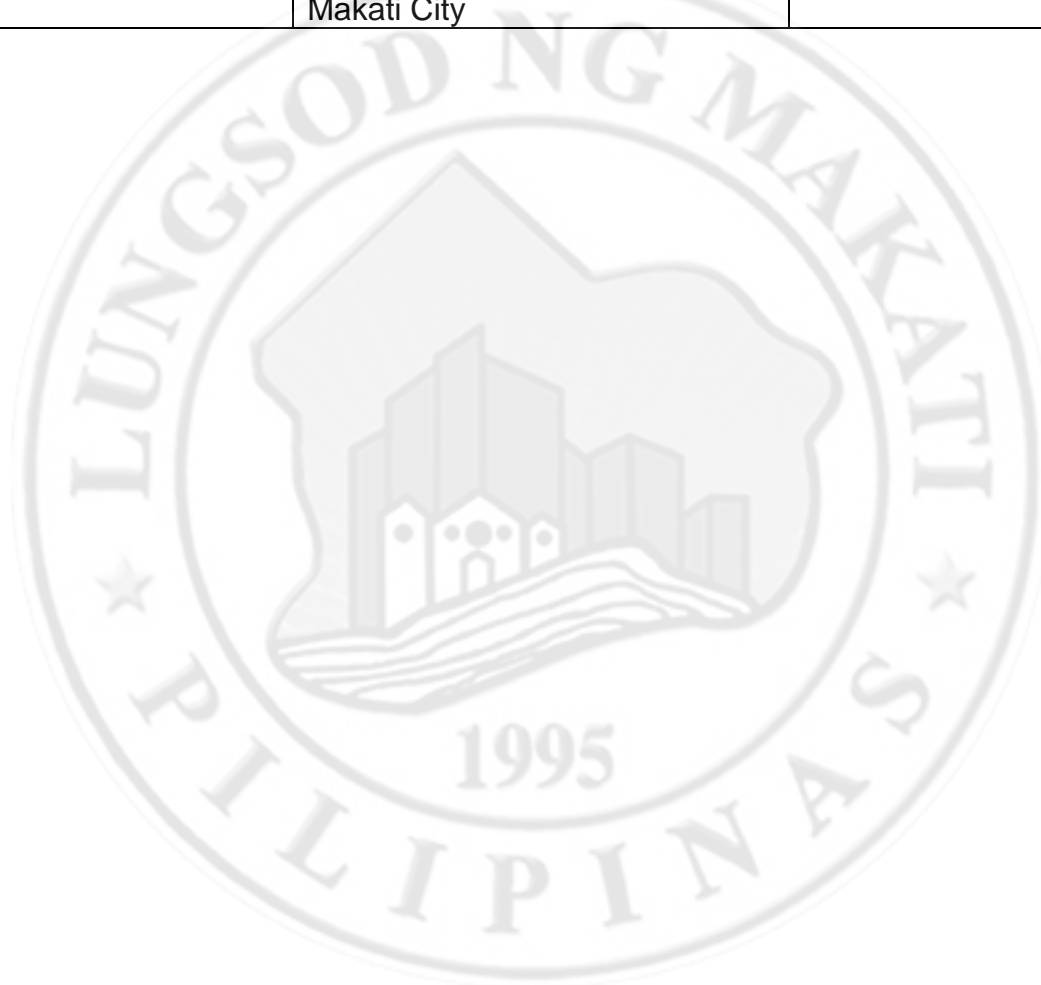


	Note: <b><i>If there is existing Property Accountability on record</i></b> the GSD-SPMD staff will advise the document owner to facilitate transfer of said accountabilities to their department and comeback once the Property Acknowledgement receipt (PAR) document is signed			
2. Claim the Clearance Form	Release Clearance form to Document Owner	None	10 minutes	GSD- SPMD Staff
<b>FEEDBACK AND COMPLAINTS MECHANISM</b>				
How to send feedback	For inquiries and follow- ups, Clients may contact the following telephone numbers- 8870-1000 loc 1746, 1764			
How feedbacks are processed	Feedbacks requiring answers are given immediate response			
How to file a complaint	Client may write a complaint letter addressed to the City General Services Officer against any of the General Services Department personnel and send it to the Office of the City General Services Officer !0/F Makati City Hall Building II JP Rizal St Población Makati City or send it thru email @ <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a> Complaints against General Services Department personnel may also be filed via telephone call. Make sure to provide the following information: Name of the person being complained Incident Evidence			
	For Inquiries and follow- ups, clients may contact the following telephone numbers- 8870-1000 loc 1764, 1764			
How Complaints are processed	The City General Services Officer reads complaint letters on a daily basis and evaluates each complaint.  Upon evaluation, the City General Services Officer shall start the investigation and forward the complaint to the General Services Department Personnel concerned for his/ her explanation.  The City General Services officer shall create a report after the investigation and shall submit to the Human Resources Development department for appropriate action.			
Contact Information of CCB, PCC, ARTTA	ARTA: 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC:			



	888 <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> CCB: 0908-881-5656 <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>
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Office	Address	Contact Information
General Services Department	10 <sup>th</sup> Floor Makati City Hall Building II JP Rizal cor F Zobel Población Makati City	8870-1000 loc 1746, 1764





<b>Office or Division:</b>	General Services Department –Supply and Property Management Division (GSD-SPMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Issuance of Office, Janitorial or Ink Supplies			
<b>Who may avail:</b>	Authorized representative End-User of the City Government of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition Issue Slip (RIS) form		To be provided by Requisitioning Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished and signed Requisition Issue Slip (RIS) form	1. The GSD-SPMD staff will check and validate if requested items are available for issuance (Note: the end-user is made aware of items that are currently unavailable)	None	10 Minutes	GSD-SPMD Staff
	2. the end user is given a schedule when to claim requested items	None	5 Minutes	GSD-SPMD Staff
2. Claim Requested Office, Janitorial or Ink Supplies	1. Prepare Office, Janitorial or Ink Supplies for issuance to end-user 2. End- user's representative signs RIS form as proof of issuance	None	1 hour	GSD- SPMD Staff



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	For inquiries and follow- ups, Clients may contact the following telephone numbers- 8870-1000 loc 1746, 1764
How feedbacks are processed	Feedbacks requiring answers are given immediate response
How to file a complaint	<p>Client may write a complaint letter addressed to the City General Services Officer against any of the General Services Department personnel and send it to the Office of the City General Services Officer !O/F Makati City Hall Building II JP Rizal St Población Makati City or send it thru email @ <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a></p> <p>Complaints against General Services Department personnel may also be filed via telephone call. Make sure to provide the following information:            Name of the person being complained            Incident            Evidence</p>
	For Inquiries and follow- ups, clients may contact the following telephone numbers- 8870-1000 loc 1764, 1764
How Complaints are processed	<p>The City General Services Officer reads complaint letters on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the City General Services Officer shall start the investigation and forward the complaint to the General Services Department Personnel concerned for his/ her explanation.</p> <p>The City General Services officer shall create a report after the investigation and shall submit to the Human Resources Development department for appropriate action.</p>
Contact Information of CCB, PCC, ARTTA	ARTA: 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC: 888 <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> CCB: 0908-881-5656 <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>

Office	Address	Contact Information
General Services Department	10 <sup>th</sup> Floor Makati City Hall Building II JP Rizal cor F Zobel Población Makati City	8870-1000 loc 1746, 1764



<b>Office or Division:</b>	General Services Department – Supply and Property Management Division (GSD- SPMD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Inspection of Delivered Goods based from awarded Purchase Orders/ Contracts			
<b>Who may avail:</b>	Suppliers with awarded Purchase Orders/ Contracts from the City Government of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Purchase Order/ Contract		BAC Secretariat		
2. Notice of Award		BAC Secretariat		
3. Notice to Proceed		BAC Secretariat		
4. Delivery Receipt/ Sales Invoice / Billing Statement		To be provided by the Supplier/ Contractor		
5. Acceptance and Inspection Report		GSD- SPMD		
6. Notice of Delivery		GSD- SPMD		
7. Inspectors Report		GSD- SPMD		
8. Property Acknowledgement Receipt (PAR) – if necessary		GSD- SPMD		
9. Requisition Issue Slip (RIS) – if necessary		GSD- SPMD		
10. Inventory Custodian Slip (ICS)- if necessary		GSD- SPMD		
11. Certificate of Purchase (COP)		GSD- SPMD		
12. Property Ledger Card		GSD- SPMD		
13. Endorsement to Accounting		GSD- SPMD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Supplier informs the GSD-SPMD five (5) days before scheduled delivery	The GSD- SPMD division head assigns it to concerned section for inspection  Note: Notice of Award Notice to Proceed Approved Purchase Order/ Contract	None	5 minutes	GSD- SPMD Staff  Provided by BAC Secretariat
2. Supplier Issues Delivery Receipt	1. Delivery Receipt is signed by end-user upon receiving delivered goods 2. GSD- SPMD Staff inspects and	None	1 day	GSD- SPMD Staff



	<p>verifies delivered items as to quantity and specifications stated on the Purchase Order/ Contract</p> <p>3. Acceptance and Inspection Report (AIR) is signed by the end- user/ Inspectors</p> <p>4. Notice of delivery is submitted to COA</p>			
3. Supplier issues Billing Statement / Sales Invoice	<p>1. End- user signs the following documents to process payment of billing</p> <ul style="list-style-type: none"> <li>• Billing Statement/ Invoice</li> <li>• Inspectors Report</li> <li>• Certificate of Purchase (COP)</li> <li>• Property Acknowledgement Report (PAR), If necessary</li> <li>• Inventory Custodian Slip (ICS), if necessary</li> <li>• Requisition Issue Slip (RIS) if necessary</li> </ul> <p>2. GSD- SPMD Staff prepares endorsement for accounting department</p>	None	1 day	GSD- SPMD Staff
	<p>1. Documents are sorted, reviewed and checked to ensure completeness</p> <p>2. Forward billing documents to accounting Department to facilitate billing</p>	None	1 day	GSD- SPMD Staff



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>		
How to send feedback	For inquiries and follow- ups, Clients may contact the following telephone numbers- 8870-1000 loc 1746, 1764	
How feedbacks are processed	Feedbacks requiring answers are given immediate response	
How to file a complaint	<p>Client may write a complaint letter addressed to the City General Services Officer against any of the General Services Department personnel and send it to the Office of the City General Services Officer !0/F Makati City Hall Building II JP Rizal St Población Makati City or send it thru email @ <a href="mailto:makati@makati.gov.ph">makati@makati.gov.ph</a></p> <p>Complaints against General Services Department personnel may also be filed via telephone call. Make sure to provide the following information:            Name of the person being complained            Incident            Evidence</p>	
	For Inquiries and follow- ups, clients may contact the following telephone numbers- 8870-1000 loc 1764, 1764	
How Complaints are processed	<p>The City General Services Officer reads complaint letters on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the City General Services Officer shall start the investigation and forward the complaint to the General Services Department Personnel concerned for his/ her explanation.</p> <p>The City General Services officer shall create a report after the investigation and shall submit to the Human Resources Development department for appropriate action.</p>	
Office	Address	Contact Information
General Services Department	10 <sup>th</sup> Floor Makati City Hall Building II JP Rizal cor F Zobel Población Makati City	8870-1000 loc 1746, 1764



**Bids and Awards Committee (BAC)  
Secretariat Office**

**Administrative Services**







## Acquisition of Philippine Bidding Documents and Request for Quotation issued by BAC Secretariat Office

Documents issued by the BAC Secretariat Office as the basis for bids, furnishing all information necessary for a prospective bidder to prepare a bid for the Goods, Infrastructure Projects and/or Consulting Services required by the City Government of Makati.

<b>Office or Division:</b>	BIDS AND AWARDS COMMITTEE (BAC) SECRETARIAT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Prospective Suppliers/Contractors/Service Providers Other Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt for PBD		Finance Department – Miscellaneous Division		
Philippine Bidding Documents (PBD)		BAC Secretariat Office – Reception		
Request for Quotation (RFQ)		BAC Secretariat Office – Reception		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.1 Acquisition of PBD				
a. Secure order of payment (administered by GSD)	Issues an OR upon payment	Based on RA 9184 fee required	Within a day; less of an hour	Finance Department – Miscellaneous Division
b. Availing PBD	To release PBD upon presentation of OR	None	Within ten (10) minutes	BAC Secretariat Office – Reception
1.2 Acquisition of RFQ	To release RFQ to interested party	None	Within ten (10) minutes	BAC Secretariat Office – Reception



### FEEDBACK AND COMPLAINTS MECHANISM

How to file a complaint/motion	Complaint/motion should be received by the BAC Secretariat Office in a letter format either sent personally, mailed or sent thru electronic mail.
How complaint/motions are processed	The BAC Secretariat Office replies to the complainant within five (5) days upon receipt of letter compliant/motion.
Contact Information of ARTA, PCC, CCB	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Bids and Awards Committee (Bac) Secretariat Office	10/F Makati City Hall Building II, F. Zobel St., Brgy. Poblacion, Makati City	8870 1360 8870 1367



## **Human Resource Development Office (HRDO)**

### **Administrative Services**





## 1. Issuance of Service Record

Service record is issued to individuals needing this document as one of the requirements for processing of terminal leave and GSIS maturity claims. The document reflects the employee's gap/continuity in service, salary rate, position held, appointment status, and hiring /separation date.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C Government to Citizen		
<b>Who may avail:</b>	Current and Former City Government of Makati Employees (hereinafter referred to as the document owner); Representative of the document owner; Beneficiary/s of the document owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>If the requestor is the document owner himself/herself:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 2	
Document owner's ID (1 original, 1 photocopy)		Government Agencies; Private Sector	
<b>If the requestor is the document owner's representative:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 2	
Representative's ID (1 original, 1 photocopy)		Government Agencies; Private Sector	
Authorization Letter (1 original)		Document Owner	
<b>If the document owner is deceased and the requestor is his/her spouse:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 2	
Document owner's Death Certificate (1 original, 1 photocopy)		Philippine Statistics Authority, Local Civil Registry	
Marriage Contract (1 original, 1 photocopy)		Philippine Statistics Authority, Local Civil Registry	
Requestor's ID (1 original, 1 photocopy)		Government Agencies; Private Sector	
<b>If the document owner is deceased and the requestor is his/her child:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 2	
Document owner's Death Certificate		Philippine Statistics Authority, Local Civil Registry	



(1 original, 1 photocopy)	
Requestor's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's ID (1 original, 1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is his/her parent:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's Death Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Document owner's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's ID (1 original, 1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is his/her sibling:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's Death Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Document owner's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's ID (1 original, 1 photocopy)	Government Agencies, Private Sector
<b>If the request is for GSIS maturity claims:</b>	
Policy Contract (1 photocopy)	GSIS
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's ID (1 original, 1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is a transferred employee from LGU Makati to National:</b>	
Oath of Office (1 photocopy)	City Government of Makati – HRDO/Records Section/Window 3
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's ID (1 original, 1 photocopy)	Government Agencies, Private Sector



<b>If the document owner is a transferred employee from other government agencies to LGU Makati:</b>				
Service Record from previous government agency (1 original)		Previous Government Agency		
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 2		
Document owner's ID (1 original, 1 photocopy)		Government Agencies, Private Sector		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished request form with complete requirements to HRDO Window 2.	1.1. Check / verify request form and requirements and issue claim stub	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office
	1.2 Update / print Service Record	None	2 Days	<i>Administrative Officer V</i> Human Resource Development Office
	1.3 Check / verify information	None	3 Days	<i>Supervising Administrative Officer</i> Human Resource Development Office
	1.4 Sign Service Record	None	1 Day	<i>City Personnel Officer</i> Human Resource Development Office
2. Present claim stub and proof of identification	2.1 Check claim stub and proof of identification	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office
	2.2 Release Service Record to client	None	1 Minute	<i>Administrative Officer V</i> Human Resource Development Office



## 2. Issuance of Employee's Certificate of Employment (COE)

Certification of Employment is issued to individuals requiring this document to show proof of their employment with the City Government of Makati.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Current and Former City Government of Makati Employees (hereinafter referred to as the document owner); Representative of the document owner; Beneficiary/s of the document owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>If the requestor is the document owner himself/herself:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 2	
Document owner's ID (1 original, 1 photocopy)		Government Agencies; Private Sector	
<b>If the requestor is the document owner himself/herself and the request is for bank transaction:</b>			
Duly accomplished request form specifying the name of the bank and the transaction, e.g. bank loans, credit card, housing (1 original)		City Government of Makati – HRDO/Window 2	
Document owner's ID (1 original, 1 photocopy)		Government Agencies; Private Sector	
<b>If the requestor is the document owner himself/herself and the request is for visa application:</b>			
Duly accomplished request form specifying which country/embassy the visa is applied for (1 original)		City Government of Makati – HRDO/Window 2	
Document owner's ID (1 original, 1 photocopy)		Government Agencies; Private Sector	
<b>If the requestor is the document owner's representative:</b>			



Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Representative's ID (1 original, 1 photocopy)	Government Agencies; Private Sector
Authorization Letter (1 original)	Document Owner
<b>If the document owner is deceased and the requestor is his/her spouse:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's Death Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Marriage Contract (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's ID (1 original, 1 photocopy)	Government Agencies; Private Sector
<b>If the document owner is deceased and the requestor is his/her child:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's Death Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's ID (1 original, 1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is his/her parent:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's Death Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Document owner's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Requestor's ID (1 original, 1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is his/her sibling:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 2
Document owner's Death Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry
Document owner's Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority, Local Civil Registry





Requestor's Birth Certificate (1 original, 1 photocopy)		Philippine Statistics Authority, Local Civil Registry		
Requestor's ID (1 original, 1 photocopy)		Government Agencies, Private Sector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form with complete requirements to HRDO Window 2.	1.1. Check / verify request form and requirements and issue claim stub	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office
	1.2 Encode/print COE	None	2 Days	<i>Administrative Officer V</i> Human Resource Development Office
	1.3 Check / verify information	None	3 Days	<i>Supervising Administrative Officer</i> Human Resource Development Office
	1.4 Sign COE	None	1 Day	<i>City Personnel Officer</i> Human Resource Development Office
2. Present Claim Stub and proof of identification	2.1 Check Claim Stub and proof of identification	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office
	2.2 Release COE to client	None	1 Minute	<i>Administrative Officer V</i> Human Resource Development Office



### 3. Issuance of Statement of Terminal Leave

Terminal leave is applied for by an official or an employee who intends to sever his connection with his employer. Accordingly, the filing of application for terminal leave requires a condition precedent, the employee's resignation, retirement or separation from the service. It must be shown first that public employment ceased by any of the said modes of severance.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Former City Government of Makati employees (hereinafter referred to as employee claimant); Representative of the employee claimant; Beneficiary/s of the employee claimant
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>If the requestor is the employee claimant himself/herself:</b>	
Duly Accomplished Leave Form (1 original)	City Government of Makati – HRDO/Window 3
Statement of Assets, Liabilities & Net Worth (SALN) (1 photocopy)	City Government of Makati – HRDO/Window 3
Notice of Salary Adjustment (1 Original)	City Government of Makati – HRDO/Window 3
Latest Appointment (1 photocopy)	City Government of Makati – HRDO/Window 3
Leave Card (1 photocopy)	City Government of Makati – HRDO/Window 3
Service Record (1 original)	City Government of Makati – HRDO/Window 2
Resignation Letter (1 photocopy)	City Government of Makati – HRDO/Window 3
Acceptance of Resignation (1 photocopy)	City Government of Makati – HRDO/Window 3
Clearance for Money and Property Accountability (1 Original)	City Government of Makati – Finance Department
Certificate of Last Salary Received (1 Original)	City Government of Makati – Accounting Department
Fiscal Clearance (1 Original)	Regional Trial Court
Affidavit of Non-Pending Case (1 Original)	City Government of Makati – Law Department
Certificate of Non-Pending Administrative Case (1 Original)	City Government of Makati – Law Department
Affidavit of Self Adjudication (1 Original)	City Government of Makati – Law Department
<b>If the requestor is a person other than the employee claimant:</b>	
Special Power of Attorney (1 original)	Employee Claimant
Duly Accomplished Leave Form (1 original)	City Government of Makati – HRDO/Window 3
Statement of Assets, Liabilities & Net Worth (SALN) (1 photocopy)	City Government of Makati – HRDO/Window 3
Notice of Salary Adjustment (1 Original)	City Government of Makati – HRDO/Window 3



Latest Appointment (1 photocopy)	City Government of Makati – HRDO/Window 3
Leave Card (1 photocopy)	City Government of Makati – HRDO/Window 3
Service Record (1 original)	City Government of Makati – HRDO/Window 2
Resignation Letter (1 photocopy)	City Government of Makati – HRDO/Window 3
Acceptance of Resignation (1 photocopy)	City Government of Makati – HRDO/Window 3
Clearance for Money and Property Accountability (1 Original)	City Government of Makati – Finance Department
Certificate of Last Salary Received (1 Original)	City Government of Makati – Accounting Department
Fiscal Clearance (1 Original)	Regional Trial Court
Affidavit of Non-Pending Case (1 Original)	City Government of Makati – Law Department
Certificate of Non-Pending Administrative Case (1 Original)	City Government of Makati – Law Department
Affidavit of Self Adjudication (1 Original)	City Government of Makati – Law Department
Employee claimant's ID (1 photocopy)	Government Agencies, Private Sector
Requestor's ID and/or Residence Certificate (1 photocopy)	Government Agencies, Private Sector
<b>If the employee claimant is deceased and the requestor is his/her legal heir:</b>	
Duly Accomplished Leave Form (1 original)	City Government of Makati – HRDO/Window 3
Statement of Assets, Liabilities & Net Worth (SALN) (1 photocopy)	City Government of Makati – HRDO/Window 3
Notice of Salary Adjustment (1 Original)	City Government of Makati – HRDO/Window 3
Latest Appointment (1 photocopy)	City Government of Makati – HRDO/Window 3
Leave Card (1 photocopy)	City Government of Makati – HRDO/Window 3
Service Record (1 original)	City Government of Makati – HRDO/Window 2
Resignation Letter (1 photocopy)	City Government of Makati – HRDO/Window 3
Acceptance of Resignation (1 photocopy)	City Government of Makati – HRDO/Window 3
Clearance for Money and Property Accountability (1 Original)	City Government of Makati – Finance Department
Certificate of Last Salary Received (1 Original)	City Government of Makati – Accounting Department
Fiscal Clearance (1 Original)	Regional Trial Court
Affidavit of Non-Pending Case (1 Original)	City Government of Makati – Law Department
Certificate of Non-Pending Administrative Case (1 Original)	City Government of Makati – Law Department
Affidavit of Self Adjudication (1 Original)	City Government of Makati – Law Department
PSA authenticated Death Certificate (1 original)	Philippine Statistics Authority, Local Civil Registry
PSA authenticated Marriage Certificate /or/ CENOMAR (1 original)	Philippine Statistics Authority
PSA authenticated Birth Certificate of legal heirs (1 original)	Philippine Statistics Authority



<b>If the employee claimant is deceased and the requestor is a representative of his/her legal heir:</b>				
Special Power of Attorney (1 original)		Legal Heir		
Duly Accomplished Leave Form (1 original)		City Government of Makati – HRDO/Window 3		
Statement of Assets, Liabilities & Net Worth (SALN) (1 photocopy)		City Government of Makati – HRDO/Window 3		
Notice of Salary Adjustment (1 Original)		City Government of Makati – HRDO/Window 3		
Latest Appointment (1 photocopy)		City Government of Makati – HRDO/Window 3		
Leave Card (1 photocopy)		City Government of Makati – HRDO/Window 3		
Service Record (1 original)		City Government of Makati – HRDO/Window 2		
Resignation Letter (1 photocopy)		City Government of Makati – HRDO/Window 3		
Acceptance of Resignation (1 photocopy)		City Government of Makati – HRDO/Window 3		
Clearance for Money and Property Accountability (1 Original)		City Government of Makati – Finance Department		
Certificate of Last Salary Received (1 Original)		City Government of Makati – Accounting Department		
Fiscal Clearance (1 Original)		Regional Trial Court		
Affidavit of Non-Pending Case (1 Original)		City Government of Makati – Law Department		
Certificate of Non-Pending Administrative Case (1 Original)		City Government of Makati – Law Department		
Affidavit of Self Adjudication (1 Original)		City Government of Makati – Law Department		
PSA authenticated Death Certificate (1 original)		Philippine Statistics Authority, Local Civil Registry		
PSA authenticated Marriage Certificate or CENOMAR (1 original)		Philippine Statistics Authority		
PSA authenticated Birth Certificate of legal heirs (1 original)		Philippine Statistics Authority		
Requestor's ID and/or Residence Certificate (1 photocopy)		Government Agencies, Private Sector		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to HRDO Window 2.	1.1. Receive requirement and check for completeness	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office
	1.2 Review/re-compute unused leave credit	None	5 Days	<i>Administrative Officer V</i> Human Resource Development Office



	1.3 Prepare Statement of Terminal Leave	None	1 Day	<i>Administrative Officer V</i> Human Resource Development Office
	1.4 Sign Statement of Terminal Leave	None	1 Day	<i>City Personnel Officer</i> Human Resource Development Office
2. Claim Statement of Terminal Leave	2. Release document to client	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office





#### 4. Photocopy of 201 Records

Photocopy of 201 Records is provided to individuals who requested a copy of specific document/s contained in their 201 files.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Current and Former City Government of Makati employees (hereinafter referred to as the document owner); Liaison Officers of the Department concerned; Administrative Officers of the Department concerned; Representative of the document owner; Beneficiary/s of the document owner		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>If the requestor is the document owner himself/herself:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 3	
Document owner's ID (1 photocopy)		Government Agencies; Private Sector	
<b>If the requestor is the liaison officer/administrative officer of the department concerned:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 3	
Requestor's ID (1 photocopy)		Government Agencies; Private Sector	
Document owner's ID with 2 specimen signature (1 photocopy)		Government Agencies; Private Sector	
<b>If the requestor is the document owner's representative:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 3	
Special Power of Attorney (1 original)		Document Owner	
Representative's ID (1 photocopy)		Government Agencies; Private Sector	
Document owner's ID with 2 specimen signature (1 photocopy)		Government Agencies; Private Sector	
<b>If the document owner is deceased and the requestor is his/her spouse:</b>			
Duly accomplished request form (1 original)		City Government of Makati – HRDO/Window 3	
Document owner's Death Certificate (1 original)		Philippine Statistics Authority, Local Civil Registry	
Marriage Contract (1 original)		Philippine Statistics Authority	
Requestor's ID (1 photocopy)		Government Agencies; Private Sector	



<b>If the document owner is deceased and the requestor is his/her child:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 3
Document owner’s Death Certificate (1 original)	Philippine Statistics Authority, Local Civil Registry
Requestor’s Birth Certificate (1 original)	Philippine Statistics Authority
Requestor’s ID (1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is his/her parent:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 3
Document owner’s Death Certificate (1 original)	Philippine Statistics Authority, Local Civil Registry
Document owner’s Birth Certificate (1 original)	Philippine Statistics Authority
Requestor’s ID (1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is his/her sibling:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/Window 3
Document owner’s Death Certificate (1 original)	Philippine Statistics Authority, Local Civil Registry
Document owner’s Birth Certificate (1 original)	Philippine Statistics Authority
Requestor’s Birth Certificate (1 original)	Philippine Statistics Authority
Requestor’s ID (1 photocopy)	Government Agencies, Private Sector
<b>If the document owner is deceased and the requestor is a representative of the beneficiary:</b>	
Duly accomplished request form (1 original)	City Government of Makati – HRDO/ Window 3
Special Power of Attorney (1 original)	Legal Beneficiary
Document owner’s Death Certificate (1 original)	Philippine Statistics Authority, Local Civil Registry
Document owner’s Birth Certificate (1 original)	Philippine Statistics Authority
Requestor’s ID (1 photocopy)	Government Agencies, Private Sector



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form with complete requirements to HRDO Window 3.	1.1. Receive / check / verify request form and requirements	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office
	1.2 Process/prepare/photocopy documents requested	None	3 Days	<i>Administrative Officer V</i> Human Resource Development Office
2. Claim photocopy of document/s requested	2 Release document to client	None	10 Minutes	<i>Administrative Officer V</i> Human Resource Development Office





## 5. Issuance of Appointments

Appointment is issued to individuals who are hired, promoted, transferred, reemployed, reappointed, reinstated, demoted, and/ or other personnel movement.

<b>Office or Division:</b>	Human Resource Development Office (HRDO)		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C Government to Citizen G2G - Government to Government		
<b>Who may avail:</b>	General Public Makati City Government Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>If the person is applicant for hiring:</b>			
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)	Civil Service Commission (CSC) Website - <a href="https://www.csc.gov.ph/">https://www.csc.gov.ph/</a>		
2. Performance rating <b>in the last rating period</b> (if applicable);	Former agency of the applicant		
3. Photocopy/proof of certificate of eligibility/rating/license and TESDA Certificate	Civil Service Commission (CSC) ; Professional Regulation Commission [PRC]; Supreme Court of the Philippines [SC]; National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); Maritime Industry Authority (MARINA); National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/Land Transportation Office (LTO)/ Philippine National Police (PNP)		
4. Photocopy of Transcript of Records.	School where the applicant last graduated		
<b>If the applicant is approved for hiring/reemployed/reinstated:</b>			
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)	Civil Service Commission (CSC) Website - <a href="https://www.csc.gov.ph/">https://www.csc.gov.ph/</a>		
2. Work Experience Sheet	Civil Service Commission (CSC) - Attachment to CS Form No. 212		
3. Authenticated Copy of Transcript of Records	School where the applicant last graduated		
4. Original Copy of NBI Clearance	National Bureau of Investigation (NBI)		
5. Declaration of Filiation Form	9/F Makati City Hall Building I, Human Resource Development Office		



6. PSA Birth Certificate	Philippine Statistics Authority or the Local Civil Registry of the municipality or city where the birth was registered or recorded
7. PSA Marriage Certificate (if applicable)	Philippine Statistics Authority or the Local Civil Registry of the municipality or city where the marriage was registered or recorded
8. Barangay Certificate	Barangay Hall where the applicant is residing
9. Medical Certificate	7/F, Makati City Hall Building I, Employees' Clinic - Makati Health Department
10. Photocopy of Tax Identification Number (TIN) ID	Any Bureau of Internal Revenue (BIR) branch
11. Photocopy of PAG-IBIG ID	Any Pag-IBIG Fund branch
12. Photocopy of PHILHEALTH ID	Any Local Health Insurance Offices or PhilHealth Express outlet
13. Photocopy/proof of certificate of eligibility/rating/license	Civil Service Commission (CSC) ; Professional Regulation Commission [PRC]; Supreme Court of the Philippines [SC]; National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); Maritime Industry Authority (MARINA); National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/Land Transportation Office (LTO)/ Philippine National Police (PNP)
<b>If the employee is for promotion:</b>	
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)	Civil Service Commission (CSC) Website - <a href="https://www.csc.gov.ph/">https://www.csc.gov.ph/</a>
2. Work Experience Sheet	Civil Service Commission (CSC) - Attachment to CS Form No. 212
3. Authenticated Copy of Transcript of Records	School where the applicant last graduated
4. Photocopy/proof of certificate of eligibility/rating/license and TESDA Certificate	Civil Service Commission (CSC) ; Professional Regulation Commission [PRC]; Supreme Court of the Philippines [SC]; National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); Maritime Industry Authority (MARINA); National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/Land Transportation Office (LTO)/ Philippine National Police (PNP)



5. Original Copy of NBI Clearance	National Bureau of Investigation (NBI)
5. Declaration of Filiation Form	9/F Makati City Hall Building I, Human Resource Development Office
6. PSA Birth Certificate	Philippine Statistics Authority or the Local Civil Registry of the municipality or city where the birth was registered or recorded
7. PSA Marriage Certificate (if applicable)	Philippine Statistics Authority or the Local Civil Registry of the municipality or city where the marriage was registered or recorded
8. Barangay Certificate	Barangay Hall where the applicant is residing
<b>If the applicant is transferred from another government agency:</b>	
1. Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017)	Civil Service Commission (CSC) Website - <a href="https://www.csc.gov.ph/">https://www.csc.gov.ph/</a>
2. Work Experience Sheet	Civil Service Commission (CSC) - Attachment to CS Form No. 212
3. Authenticated Copy of Transcript of Records	School where the applicant last graduated
4. Photocopy/proof of certificate of eligibility/rating/license and TESDA Certificate	Civil Service Commission (CSC) ; Professional Regulation Commission [PRC]; Supreme Court of the Philippines [SC]; National Police Commission (NAPOLCOM) or Career Executive Service Board (CESB); Maritime Industry Authority (MARINA); National Telecommunications Commission (NTC)/ Civil Aviation Authority of the Philippines (CAAP)/Land Transportation Office (LTO)/ Philippine National Police (PNP)
5. Original Copy of NBI Clearance	National Bureau of Investigation (NBI)
5. Declaration of Filiation Form	9/F Makati City Hall Building I, Human Resource Development Office
6. PSA Birth Certificate	Philippine Statistics Authority or the Local Civil Registry of the municipality or city where the birth was registered or recorded
7. PSA Marriage Certificate (if applicable)	Philippine Statistics Authority or the Local Civil Registry of the municipality or city where the marriage was registered or recorded



8. Barangay Certificate	Barangay Hall where the applicant is residing
9. Performance rating <b>in the last rating period</b> (if applicable);	9/F Makati City Hall Building I, Records Section of Human Resource Development Office/Administrative Division of the Applicant's Department/Office
10. Photocopy of Trainings/Seminars Certificates	Trainings/Seminars where the applicant last attended
11. Medical Certificate	7/F, Makati City Hall Building I, Employees' Clinic - Makati Health Department
12. Original Copy of Service Record	Former agency of the applicant
13. Original Copy of Authority to Transfer	Former agency of the applicant
14. Original Copy of Statement of Liabilities and Network (SALN)	Civil Service Commission (CSC) Website - <a href="https://www.csc.gov.ph/">https://www.csc.gov.ph/</a>
15. Original Copy of Certification on Income Tax Withheld on Compensation	Former agency of the applicant
16. Original Copy of Clearance from Former Office as to Money and Property Accountability	Former agency of the applicant
17. Original Copy of last Salary Received	Former agency of the applicant
18. Original Copy of Certificate of Transfer of Leave Credits (Monetization/SPL Pre., etc.)	Former agency of the applicant

**For hiring:**

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Publication and posting of vacant positions <b>(for permanent positions only)</b>	None	15 calendar days	Human Resource Development Office - Recruitment, Selection, & Placement Section
Submit duly accomplished application checklist	2.1. Receive application and check for completeness	None	15 calendar days (simultaneously with publication and posting of vacant position)	Human Resource Development Office - Recruitment, Selection, & Placement Section
	2.2. Applicants'	None	5 working days after the end of	Human Resource Development Office



	profiling - CSC Qualification Standard vs. Candidate's Qualification		publication	- Recruitment, Selection, & Placement Section
	2.3. Initial Shortlisting	None	5 working days after the profiling	Human Resource Development Office - Recruitment, Selection, & Placement Section
	2.4. Schedule for examination	None	3 working days after the preliminary evaluation	Human Resource Development Office - Recruitment, Selection, & Placement Section
Visit HRDO on the day of scheduled written examination	3. Administer the different psychological tests for employment	None	3 working days after the candidates' notification of examination schedule	Human Resource Development Office - Recruitment, Selection, & Placement Section
Visit HRDO on the day of scheduled oral examination	4. Facilitate the oral interview <b>(for permanent positions only)</b>	None	3 working days after the written examination	Human Resource Development Office - Recruitment, Selection, & Placement Section/ HRMPSB
Visit HRDO on the day of scheduled oral examination	4. Facilitate the oral interview <b>(for casual positions only)</b>	None	3 working days after the written examination	Human Resource Development Office - Recruitment, Selection, & Placement Section/ Specific Department/ Office
	5. Background investigation	None	5 working days after the oral examination	Human Resource Development Office - Recruitment, Selection, & Placement Section
	6. Final screening/ shortlisting <b>(for permanent positions only)</b>	None	3 working days from the background investigation	HRMPSB members
	6. Final screening/ shortlisting	None	3 working days from the background	Office of the Mayor



	<b>(for casual positions only)</b>		investigation	
	7. Final selection of qualified candidate/s	None	3 working days from the final screening	City Mayor
	8. Notify the applicant/s who are hired/ approved	None	3 working days after the final selection	Human Resource Development Office - Recruitment, Selection, & Placement Section
Submit duly accomplished checklist of requirements for hired applicants	9.1. Receive requirements and check for completeness	None	10 working days from the notification	Human Resource Development Office - Recruitment, Selection, & Placement Section
	9.2. Request Certificate of Availability of Funds (CAF)	None	2 working days from the completion of requirements	Human Resource Development Office - Recruitment, Selection, & Placement Section
	9.3. Issuance of Appointment, Assumption of Duty, and Oath of Office <b>(for permanent positions only)</b>	None	2 working days from the issuance of CAF	Human Resource Development Office - Recruitment, Selection, & Placement Section
	9.3. Issuance of Appointment <b>(for casual positions only)</b>	None	2 working days from the issuance of CAF	Human Resource Development Office - Recruitment, Selection, & Placement Section
	10. Submit Appointment and other needed documents and requirements to Civil Service Commission - Field Office	None	15 to 30 calendar days	Human Resource Development Office - Recruitment, Selection, & Placement Section



	for validation/ approval			
Attend the scheduled on-boarding	11. Facilitate on-boarding	None	6 months to 1 year from the issuance of appointment	Human Resource Development Office - Recruitment, Selection, & Placement Section and Training Section
<b>For other personnel movement (promotion, transfer, reemployment, etc.)</b>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Publication and posting of vacant positions <b>(for permanent positions only)</b>	None	15 calendar days	Human Resource Development Office - Recruitment, Selection, & Placement Section
Submit duly accomplished checklist of requirements	2.1. Receive application and check for completeness	None	15 calendar days (simultaneously with publication and posting of vacant position)	Human Resource Development Office - Recruitment, Selection, & Placement Section
	2.2. Applicants' profiling - CSC Qualification Standard vs. Candidate's Qualification	None	5 working days after the end of publication	Human Resource Development Office - Recruitment, Selection, & Placement Section
	2.3. Initial Shortlisting	None	5 working days after the profiling	Human Resource Development Office - Recruitment, Selection, & Placement Section
	3. Final screening/ shortlisting <b>(for permanent positions only)</b>	None	3 working days from the initial shortlisting	HRMPSB members
	3. Final screening/	None	3 working days from the	Office of the Mayor



	shorlisting <i>(for casual positions only)</i>		background investigation	
	4. Final selection of qualified candidate/s	None	3 working days from the final screening	City Mayor
	5. Notify the applicant/s who are hired/ approved	None	3 working days after the final selection	Human Resource Development Office - Recruitment, Selection, & Placement Section
Submit duly accomplished checklist of requirements for hired applicants	6.1. Receive requirements and check for completeness	None	10 working days from the notification	Human Resource Development Office - Recruitment, Selection, & Placement Section
	6.2. Request Certificate of Availability of Funds (CAF)	None	2 working days from the completion of requirements	Human Resource Development Office - Recruitment, Selection, & Placement Section
Attend scheduled PSB	7. Facilitate PSB <i>(for permanent positions only)</i>	None	1 working day	Human Resource Development Office - Recruitment, Selection, & Placement Section/ HRMPSB
	8. Issuance of Appointment, Assumption of Duty, and Oath of Office <i>(for permanent positions only)</i>	None	3 working days from the issuance of CAF	Human Resource Development Office - Recruitment, Selection, & Placement Section
	9. Submit Appointment and other needed documents and requirements to Civil Service Commission	None	15 to 30 calendar days	Human Resource Development Office - Recruitment, Selection, & Placement Section





	- Field Office for validation/ approval			
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Contact Info : 8870-1140 / 8870-1141, makatihrdo.legal1141@gmail.com
How feedbacks are processed	Feedbacks requiring answers are forwarded to respective section and responses are made within five (5) working days after receipt of the feedback
How to file a complaint	For filing administrative complaint/disciplinary case against a <b>government employee</b> , see “ <b>Annex A</b> ” below.
How complaints are processed	<p>Once a complaint has been filed, an evaluation of the records will be conducted to determine whether it falls under the jurisdiction of the Makati-HRDO and if the requirements in filing the administrative complaint based on the 2017 Rules on Administrative Cases in the Civil Service are met.</p> <p>The absence of any of the requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the same.</p> <p>Once all requirements are completed, a Show-Cause Order will be issued to the person complained of directing such person to submit a sworn affidavit, within (5) days from receipt, to show cause why no administrative disciplinary action should be taken against him/her. For filing an answer see “<b>Annex B</b>” below.</p> <p>Failure to file an Answer within five (5) days shall be considered a waiver of the right to be heard and considered as admission of the allegations stated in the complaint.</p> <p>The HRDO Administrative/Legal Section will evaluate the complaint and answer filed by the respective parties and forward records of the case to the Law Department for appropriate action together with the HRDO’s recommendation.</p>
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



**“Annex A”**

**REQUIREMENT CHECKLIST  
FOR A VALID ADMINISTRATIVE COMPLAINT**

(pursuant to the 2017 Rules on Administrative Cases in the Civil Service)

#	TYPE	DOCUMENT
Legend: <b>O</b> – Original   <b>P</b> – Photocopy   <b>CTC</b> – Certified True Copy		
2	(1) – O  (1) – P	Complaint-Affidavit which must contain the following details:  - Full name and address of the Complainant; - Full name and address of the person complained as well as his/her position and office; - Contact details of the Complainant; - Narration of the relevant and material facts which shows the acts or omissions allegedly committed;
2	(1) – O OR (1) – CTC; (1) – P	Documentary Evidence if any
2	(1) – O OR (1) – CTC; (1) – P	Affidavit of Witness/es if any
2	(1) – O (1) – P	Certification or statement of non-forum shopping

**NOTES:**

1. The complaint against an official or employee must be in writing (type/hand written) addressed to OIC of Human resource Management Office;
2. The document must be **duly notarized**;
3. The complaint shall be written in a clear, simple and concise language an in systematic manner as to apprise the person complained of, of the nature and cause of the accusation and to enable the person complained of to intelligently prepare a defense or answer/comment;
4. **Working and active contact details** (cellphone #, telephone #, e-address, etc.) shall be indicated in the complaint;

**The Absence of any of the Aforementioned requirements may cause the dismissal of the complaint without prejudice to its refilling upon compliance with the same.**



**“Annex B”**

**REQUIREMENT CHECKLIST  
FOR A VALID COUNTER-AFFIDAVIT/ANSWER**

(pursuant to the 2017 Rules on Administrative Cases in the Civil Service)

#	TYPE	DOCUMENT
Legend: <b>O</b> – Original   <b>P</b> – Photocopy   <b>CTC</b> – Certified True Copy		
2	(1) – O  (1) – P	Counter-Affidavit which must contain material facts and applicable laws, if any.
2	(1) – O OR (1) – CTC;  (1) – P	Documentary Evidence if any
2	(1) – O OR (1) – CTC;  (1) – P	Affidavit of Witness/es if any

**NOTES:**

1. The document must be **duly notarized**;
2. **Working and active contact details** (cellphone #, telephone #, e-address, etc.) shall be indicated in the complaint;
3. Failure to refusal to file an answer within the given period shall be considered as waiver to submit the same and the case shall be decided based on available records.

Office	Address	Contact Information
Human Resource Development Office (HRDO)	9 <sup>th</sup> floor, New Makati City Hall Building, J.P Rizal Street, Barangay Poblacion, Makati City 1200	8870 – 1140 8870 - 1141



## **Internal Audit Services**

### **Administrative Services**





## 1. Internal Control Systems Review

The Internal Control Systems Review (ICSR) is the conduct of management and operations audit of the City Government of Makati's functions, programs, projects, activities, outputs, and determines the degree of compliance with their mandate, policies, government regulations, established objectives, systems and procedures/processes, and contractual obligations.

<b>Office or Division:</b>	Internal Audit Services (IAS)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	<p>Primary Client: Top Management – Office of the Mayor (if Auditee is the various operating Units/Departments/Offices of the City Government of Makati; or the Office of the Vice-Mayor (if the Auditee is one of the City Sanggunian Members);</p> <p>Secondary Clients: Various operating Units/Departments/Offices, and City Sanggunian (Auditee)</p>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum from the Top Management re: directive to commence audit		Office of the Mayor or the Office of the Vice Mayor, as applicable		
2. Relevant documents/records (depending on the type of Audit – Process/Systems Audit, Personnel Audit, etc)		Auditee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Issue Memorandum to IAS	Receive directive from the City Mayor or the City Vice Mayor	None	1 Day	Administrative Officer  Internal Auditor
2.	Issue Notice to Auditee	None	1 Day (within 2wd from receipt of Directive)	Officer-in-Charge  Internal Auditor (Division Head)
3.	Conduct Opening Meeting with Auditee	None	1 Day (within 5wd days from receipt of Directive)	Officer-in-Charge  Internal Auditor (Division Head)  Administrative Officer



4.	Perform Audit Validation thru interview, walkthrough and document review	None	15 Days	Internal Auditor (Division Head)
5.	Prepare Systems Review Observation Memorandum (SROM)	None	5 Days	Officer-in-Charge  Internal Auditor IV (Division Head)
6. Receive copy of SROM	Issue SROM	None	1 Day	Internal Auditor  Administrative Aide
7. Prepare and submit Comments to SROM	Receive Copy of Auditee's Comments	None	10 Days	Administrative Officer  Internal Auditor  Administrative Aide
8. Receive Final Report/ Rejoinder	Prepare and Issue Final Report/ Rejoinder, together with Notice of Exit Conference	None	10 Days (from receipt of Rejoinder)	Officer-in-Charge  Internal Auditor (Division Head)
9.	Conduct Exit Conference	None	1 Day (within 5 working days from issuance of Notice)	Officer-in-Charge  Internal Auditor (Division Head)
<b>TOTAL:</b>		None	50 Days	



## 2. Technical Assistance

The Internal Audit Services provides technical assistance to various Departments/Offices of the City Government of Makati

<b>Office or Division:</b>	Internal Audit Services			
<b>Classification:</b>	Simple, Complex or Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices/Departments of the City Government of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter and/or marginal note from Departments/Offices		Departments/Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Technical Assistance	Receive request	None	1 Day	Administrative Officer Internal Auditor Administrative Aide
2.	Provide technical assistance as follows:	None	Depending on type of transactions:	Internal Auditor (Division Head)
	<u>Simple Transactions</u> (ex: review of disbursement vouchers; preparation of denial letters in response to job applications)	None	3 Days	Internal Auditor
	<u>Complex Transactions</u> (ex: preparation of correspondence/ letters in response to complaints, and the like which necessitates prompt counter-checking with internal policies, rules and regulations)	None	7 Days	
	<u>Highly Technical</u>	None	20 Days	



	(ex: provision of comments/ recommendation relating to policy formulation)			
5. Receive report/result of action taken	Endorse/ forward report/result of action to requesting Office/ Department	None	1 Day	Officer-in-Charge  Internal Auditor (Division Head)
<b>TOTAL:</b>		None	3, 7 or 20 Days (as the case may be)	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send an email to <a href="mailto:ias@makati.gov.ph">ias@makati.gov.ph</a> or call us at 8870-1350
How feedbacks are processed	All feedbacks are acknowledged and discussed with concerned personnel
How to file a complaint	Thru email o phone call
How complaints are processed	All complaints are to be discussed and further investigated with the concerned personnel and the Department Head. After the investigation, a report shall be submitted to the concerned Departments for appropriate action. Report and feedback will also be submitted to the complainant.
Contact information of CCB, PCC, ARTA	Contact Center ng Bayan: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-8815656 Presidential Complaint Center: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888 Anti-Red Tape Authority: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8-478-5093

Office	Address	Contact Information
Internal Audit Services	9 <sup>th</sup> Floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1114 8870-1350 8870-1312





**Liga ng mga Barangay**

**Administrative Services**





## Filing of complaints against Barangay Officials

A complaint against any elective Barangay official shall be filed before the Office of the Liga ng mga Barangay for preliminary settlement prior to endorsement to the Office of the Secretary to the Sangguniang Panlungsod.

<b>Office or Division</b>	Liga ng mga Barangay			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - for Government Service whose client is the transacting public			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Verified complaint-affidavit {no. of copies - number of named respondents plus 4 additional copies [at least two (2) originally signed complaint-affidavits]}			Legal Department, Private Lawyer	
2. If applicable, the supporting documents and evidence (no. of copies - number of named respondents plus 4 additional copies)			From the complainant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit a verified complaint-affidavit to the Liga ng mga Barangay Office	Receive the verified complaint from the complainant/s and cause recordings in the designed logbook.	None	2 minutes	Community Affairs Officer II Community Affairs Officer I
	Notify the complainant and respondent on the date and time when the hearing will be conducted	None	Within three (3) days from the filing of the complaint	President, Liga ng mga Barangay
	Conduct conciliation proceedings		Within five (5) days from the filing of the complaint	President, Liga ng mga Barangay
	If both parties will not reach an amicable settlement, the complainant will be endorsed to the Office of the Secretary to the Sanggunian for further conduct of hearing and investigation		15 minutes	President, Liga ng mga Barangay



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Client may write a letter addressed to the President of the Liga ng mga Barangay. They may send it to the Liga ng mga Barangay Office, 20<sup>th</sup> Floor, Makati City Hall Building, J. P. Rizal Avenue, Poblacion, Makati City or send it through e-mail at <a href="mailto:ligamakati@gmail.com">ligamakati@gmail.com</a></p> <p>For inquiries and follow-ups, clients may contact the following telephone nos. 8870-1120 or 8870-1121.</p>
How feedbacks are processed	<p>On a daily basis, the President, Liga ng mga Barangay reads communications.</p> <p>Feedbacks requiring answers are given immediate response.</p>
How to file a complaint	<p>Client may write a complaint letter addressed to the President of the Liga ng mga Barangay against any of the Liga ng mga Barangay personnel and send it to the Liga ng mga Barangay Office, 20<sup>th</sup> Floor, Makati City Hall Building, J. P. Rizal Avenue, Poblacion, Makati City or send it through e-mail at <a href="mailto:ligamakati@gmail.com">ligamakati@gmail.com</a></p> <p>Complaints against Liga ng mga Barangay personnel may also be filed via telephone. Make sure to provide the following information:            Name of the person being complained            Incident            Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone nos. 8870-1120 or 8870-1121.</p>
How complaints are processed	<p>The President of the Liga ng mga Barangay reads complaint letters on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the President shall start the investigation and forward the complaint to the Liga ng mga Barangay Personnel concerned for his/her explanation.</p> <p>The President shall create a report after the investigation and shall submit it to the Human Resources Development Office for appropriate action.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA:            8-478-5093  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>            8888</p> <p>CCB  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>            0908-8815656</p>



Office	Address	Contact Information
Liga ng mga Barangay	20 <sup>th</sup> Floor, Makati City Hall Building, J. P. Rizal Avenue, Poblacion, Makati City	8870-1120 8870-1121





**People's Law Enforcement Board**  
**Administrative Services**





## 1. Handling of Administrative Complaint

The PLEB has the power to hear and decide citizen's complaints formally filed with or referred to it against any uniformed member of the PNP.

<b>Office or Division:</b>		<b>PEOPLE'S LAW ENFORCEMENT BOARD</b>		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		Filing of Administrative Complaint		
<b>Who may avail:</b>		Any citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. 6 copies/set of Sworn Affidavit or Notarized Complaint Affidavit;</li> <li>2. Certificate of Non-Forum Shopping; and</li> <li>3. Affidavit of witness/es, or other supporting documents to the complaint.</li> </ol> <p>Contents of the complaint:</p> <ol style="list-style-type: none"> <li>a) Full name, address and contact information of the complainant;</li> <li>b) Full name, rank and station or assignment of the respondent/s; and</li> <li>c) A narration of the material facts which show specifically the act or omission attributable to the particular respondent/s constituting the offense allegedly committed, the place, date and time of commission of the offense.</li> </ol>		<p>Prepared by the complainant or with the assistance of counsel.</p> <p><b>If the complaint is verbally made</b>, the assigned personnel will assist the complainant in preparing his/her complaint affidavit and other supporting documents.</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign and fill in the visitor's logbook	1. Give the visitor's logbook	None	2 minutes	Administrative Assistant  Administrative Aide
2. Submit the complaint-affidavit with the required attachments	2. Receive the complaint-affidavit and review for completeness.	None	20 minutes	PLEB Secretariat/ Administrative Officer
	3. Return one copy of the complaint-	None	5 minutes	PLEB Secretariat/ Administrative Officer



	affidavit and attachments with stamp received or return all documents with advice as to the lacking requirement.			
If filing is done through electronic mail, send a copy of the required documents in pdf format at <a href="mailto:PLEB@makati.gov.ph">PLEB@makati.gov.ph</a> .	Acknowledge receipt of the complaint through email and inform the complainant if there are lacking requirements.	None	30 Minutes	PLEB Secretariat/ Administrative Officer
	4. Conduct Initial Evaluation of the complaint.  <i>* When PLEB of Makati has jurisdiction, respondent will be formally charged.</i>	None	Within 3 days	PLEB
3. Attend the Pre-Hearing Conference with or without counsel	5. Conduct the Pre-Hearing Conference	None	Within fifteen (15) days from receipt of the Answer	PLEB
4. Submit Position Paper	6. Receive the Position Paper	None	Within fifteen (15) days from termination of the Pre-Hearing Conference	PLEB Secretariat/ Administrative Officer
	7. Decision	None	Within 60 days from filing of the complaint	PLEB



## 2. Application for issuance of PLEB Clearance

Any PNP member can request PLEB Clearance for various purposes.

<b>Office or Division:</b>		<b>People's Law Enforcement Board</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Secure PLEB Clearance		
<b>Who may avail:</b>		PNP Members		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. PLEB Clearance Form I</b> (For Transfer of Assignment, Retirement, Medalya ng Mabuting Asal, Lateral Entry, and Promotion)  <b>PLEB Clearance Form II</b> (For Schooling, Provident Loan and Issuance of Firearm)		PLEB Office/Downloadable at Makati City Government Website		
<b>2.</b> Photocopy of PNP ID		Applicant to provide		
<b>3.</b> Service Record/Duty Status (For transfer of Assignment, Retirement, Medalya ng Mabuting Asal, Lateral Entry, and Promotion)		Applicant to secure from their station		
<b>For the representative:</b> 1. Authorization letter or Special Power of Attorney from the applicant 2. Government issued ID of the representative		Representative to provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up the form.  The applicant may opt to apply through email, send the scanned copy of the required documents in pdf format at <a href="mailto:PLEB@makati.gov.ph">PLEB@makati.gov.ph</a> )	1. Review the request form for completeness and acknowledge receipt of the application.  2. Check if the applicant has pending case. If the applicant has pending case, inform the applicant and provide necessary documents. Clarify also with the applicant if he wants to proceed with his application.  3. Ask the applicant how he/she wants to	None	20 minutes	Administrative Assistant  Administrative Officer





	receive his PLEB Clearance.			
2. Pay the necessary fee at Window 10, Cash Department, 3 <sup>rd</sup> Floor Makati City Hall	4. Issue the Order of Payment and advise the applicant to send the picture of the receipt at <a href="mailto:PLEB@makati.gov.ph">PLEB@makati.gov.ph</a>	100.00 for original copy  40.00 per authenticated copy	15 Minutes	Administrative Assistant
3. Return to PLEB Office if the applicant wants to receive the hard copy of PLEB Clearance.	5. Release the PLEB Clearance and record it on the clearance monitoring book.	None	Within three (3) working days from receipt of the application.	Administrative Assistant



### 3. Secure Certified True Copy of Case Documents

Any party in the administrative case may request for Certified True Copy of case documents submitted in the PLEB office.

<b>Office or Division:</b>		<b>People's Law Enforcement Board</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Secure Certified True Copy of Case Documents		
<b>Who may avail:</b>		Parties in the Administrative Case		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request from the applicant requesting a Certified True Copy of specific case document/s.		Applicant to provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit filled up request form.	1. Receive the request form, process, and advise the client on number of pages and return on the next working day.	None	1 working day	Administrative Assistant
2. Pay the necessary fee at Cash Department, 3 <sup>rd</sup> Floor Makati City Hall.	2. Issue Order of Payment.	20.00 per page	10 minutes	Administrative Assistant
3. Receive the requested Certified True Copy/ies of Case Documents and acknowledge receipt of the same by affixing the signature in the monitoring logbook.	3. Issue the requested Certified True Copy of case documents	None	15 Minutes	Administrative Assistant



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>1. Give feedback through the Smiley drop boxes located in the receiving area.</p> <p>2. The client may also send their feedback through email at <a href="mailto:PLEB@makati.gov.ph">PLEB@makati.gov.ph</a></p>
How feedbacks are processed	<p>Feedback requiring answers will be forwarded to the concerned personnel and response will be made within three (3) working days from the receipt of the feedback.</p> <p>All feedbacks will be discussed during the regular meeting of the office.</p>
How to file a complaint	<p>Complaints can be made through written letter or sent through email provided with the following information:</p> <p>Name of the personnel being complained Date of the Incident Narration of the Incident Any supporting document</p>
How complaints are processed	<p>All complaints received will undergo proper investigation. Upon receipt of the complaint, the concerned personnel will be required to explain.</p> <p>An evaluation report will be prepared and feedback will be given to the client.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
People's Law Enforcement Board	PLEB, 8 <sup>th</sup> Floor Makati City Hall, Main Building	8870-1628 or 8956420 <a href="mailto:PLEB@makati.gov.ph">PLEB@makati.gov.ph</a>



## **Makati Health Plus Program**

### **Health Services**





## 1. Issuance of MHPlus Card Yellow Card

The **MAKATI HEALTH PLUS PROGRAM** of the Makati City Government provides subsidized healthcare services at the city-run hospital, Ospital ng Makati (OsMak), Barangay Health Centers and Lying-in Clinics to qualified beneficiaries through the issuance of Makati Health Plus (MHP) Card which is popularly known as the “Yellow Card”.

<b>Office or Division:</b>	Makati Health Plus Program
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Registered voters and actual residents of the City of Makati</li> <li>2. Registered voters but non-residents of the City of Makati</li> <li>3. Makati City Government (MCG) Employees</li> <li>4. National Government Employees assigned in the City Government of Makati</li> <li>5. Retired MCG employee</li> <li>6. Relocated residents based on the database of the Makati Social Welfare Department (MSWD)</li> <li>7. Residential Care Facilities subject to the recommendation of the MSWD</li> </ol>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>SOLO CARD</b>	
Voters Certificate	COMELEC Makati
Updated Philhealth MDR	Philhealth Office
Official receipt of Payment (applicants with Self-Employed Category of Philhealth)	Philhealth Office
Certificate of Employment/ Latest Pay slip (for applicants with Private Category of Philhealth)	Employers Office
Updated Acknowledgement Receipt (Philhealth ng Masa)	Makati Social Welfare Department
Certificate of Live Birth, <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Marriage Certificate (if married), <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Barangay Certificate, <i>for new applicants</i>	Barangay of Residence
Relocation Certificate or endorsement from Makati Social Welfare Department (for relocatee applicants)	Makati Social Welfare Department



<b>FAMILY CARD</b>	
Voters Certificate	COMELEC Makati
Updated Philhealth MDR with beneficiaries	Philhealth Office
Official receipt of Payment (applicants with Self-Employed Category of Philhealth)	Philhealth Office
Certificate of Employment/ Latest Pay slip (for applicants with Private Category of Philhealth)	Employers Office
Updated Acknowledgement Receipt (Philhealth ng Masa)	Makati Social Welfare Department
Certificate of Live Birth, <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Marriage Certificate (if married), <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Birth Certificate of dependent/s	Philippine Statistic Authority or Local City Civil Registry
Barangay Certificate, <i>for new applicants</i>	Barangay of Residence
School ID of dependents	School of dependents enrolled in Makati
Relocation Certificate or endorsement from Makati Social Welfare Department (for relocatee applicants)	Makati Social Welfare Department
<b>SENIOR CITIZEN</b>	
Voters Certificate	COMELEC Makati
Philhealth ID/MDR	Philhealth Office
Certificate of Live Birth, <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Marriage Certificate (if married), <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
White Card/ Senior Citizen Card	Office of the Senior Citizen Affairs
Makatizen Card	Makatizen office
Barangay Certificate, <i>for new applicants</i>	Barangay of Residence
<b>PERMANENT</b>	
Voters Certificate	COMELEC Makati
Philhealth ID/MDR	Philhealth Office



White Card/ Senior Citizen Card	Office of the Senior Citizen Affairs
Makatizen Card	Makatizen office
Land Title Certificate and Updated Real Property Tax Receipt under the applicant's name (for Permanent Senior below 80 yrs. Old card type applicants only)	Land Registration Authority or Realty Tax Department
Service Record (for MCG Retirees)	Human Resource Development Office (HRDO)
Certificate of Live Birth, <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Marriage Certificate (if married), <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Barangay Certificate, <i>for new applicants</i>	Barangay of Residence
<b>MCG (Makati City Government)</b>	
Philhealth ID/MDR	Philhealth Office
Certificate of Employment (for MCG and NGA employees)	Human Resources Department Office
Employees ID if available (for MCG and NGA employees applicants)	Personnel Section of the Department/Office
Official receipt of Payment (Job order applicants with Self-Employed Category of Philhealth)	Philhealth Office
Certificate of Live Birth, <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Marriage Certificate (if married), <i>for new applicants</i>	Philippine Statistic Authority or Local City Civil Registry
Barangay Certificate, <i>for new applicants</i>	Barangay of Residence



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONAL RESPONSIBLE
1. Accomplish Application Form and submit all documentary requirements	Review and Assess the requirements submitted  Conduct Home Visitation  Endorse the application to MSWD	None	-	MAC Satellite Office
	Review the submitted requirements  If illegible, Encode/ Update in data base  If not illegible, return the application to MAC for completion of requirements	None	30 minutes	MHP Staff
	Preparation and Printing of Yellow Card with List of Dependent, (for family cards)  Approval of the application	None	1 Day	MHP Staff
	Endorse to MAC for distribution	None	15 Minutes	MHP Staff
Expect the delivery of the Yellow Card	Release of Yellow Card.	None	1 day	MAC Satellite Office





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Clients may send feedback thru email at <a href="mailto:mhpdepartment@gmail.com">mhpdepartment@gmail.com</a></p> <p>Contact info: 8870-1658 / 8870-1659 or post feedback to MY MAKATI Facebook page</p>
How feedbacks are processed?	Feedbacks are monitored and tackled by Head of this Office with staff and addressed accordingly and immediately.
How to file complaints?	<p>Clients may send complaints thru email at <a href="mailto:hd-mhp@makati.gov.ph">hd-mhp@makati.gov.ph</a> or post to MY MAKATI Facebook page</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following number: 8870-1658 / 8870-1659.</p>
How complaints are processed?	Complaints received are addressed immediately and accordingly with the Head of this Office.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan – 8888</p> <p>Presidential Complaint Center – 8888</p> <p>Anti-Red Tape Act – 8478-5093</p>

Office	Address	Contact Information
Makati Health Program Office	Ground Floor New Building Makati City Hall J.P Rizal St. Poblacion, Makati city	8870-1658 8870-1659



## **Ospital ng Makati**

### **Health Services**





## Ospital ng Makati – Emergency Room Operating Procedure on Consultation

<b>Office/Division:</b>	Ospital ng Makati – Emergency Room Complex							
<b>Classification:</b>	Complex							
<b>Type of Transaction:</b>	G2C – Government to Citizen							
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Makati Residents;</li> <li>- Senior Citizens;</li> <li>- Neighboring cities that require immediate/emergency care</li> </ul>							
<b>CHECKLIST OF REQUIREMENTS</b>				<b>WHERE TO SECURE</b>				
Makati Health Plus (MHP) Card				Makati Health Program Office				
Senior Citizen ID “White” Card				Office of the Senior Citizen Association				
Emergency Room Patient Information Slip (ERPI)				ER – Admitting and Information Section				
Hospital Information Management System				Emergency Room Complex				
Laboratory/Imaging Request				Emergency Room				
Discharge Clearance (1 original)				Billing and Claims Section – Billing Counter Window				
Prescription				Emergency Room Complex				
Follow-up Schedule				Emergency Room Complex				
Laboratory Results				Emergency Room Complex				
Clinical Referral Sheet				Emergency Room Complex				
Clinical Abstract				Emergency Room Complex				
THOC Form				Emergency Room Complex				
Discharge Instructions (1 original)				Emergency Room Complex				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME					PERSON RESPONSIBLE
			Level 5	Level 4	Level 3	Level 2	Level 1	
1. Discuss health concerns with Triage Officer.	1. Conduct triage assessment  2. Classify patient based on triage policy.  3. Give the Emergency Room Patient	None	5 Mins.	5 Mins	5 Mins	Immediate	Immediate	<i>ED Triage Officer/ Triage Nurse</i> Emergency Room Complex



	Information (ERPI) Slip to the patient.							
2. Sign consent for management	4. Secure consent for management.	None	2 Mins.	2 Mins.	2 Mins.	2 Mins.	2 Mins.	ED Triage Officer/ Triage Nurse Emergency Room Complex
3. Properly fill up the ERPI and proceed to the Registration counter	5. Advise patient to properly fill out ERPI slip	None	10 Mins.	10 Mins.	10 Mins.	10 Mins.	10 Mins.	ED Triage Officer/ Triage Nurse Emergency Room Complex
4. Forward accomplished ERPI to ER Admitting Clerk	6. Verify Makati Health Plus (MHP) card and PhilHealth membership status (if applicable)  7. Check patient's/customer's record in Hospital Information Management System (HIMS).  7.1. For new patient; encode data.  7.2. For old patient; update data.  7.3. For Medico	None	10 Mins.	10 Mins.	10 Mins.	10 Mins.	10 Mins.	ER Admitting Clerk



	<p>Legal case, print ER chart, attach ERPI slip and place in admitting clerk's tray</p> <p>8. Forward the ERPI Slip to the Triage Nurse for endorsement</p> <p>9. Escort the patient to appropriate area of care</p>							<p>Triage Nurse Emergency Room Complex</p>
<p>5. Discuss health concern/s with the attending ER physician.</p> <p>6. Receive medical interventions</p>	<p>10. Conduct customary ED management</p> <p>11. Request diagnostic procedures if necessary and provide appropriate medical intervention/s</p> <p>12. Document pertinent data and clinical management in HIMS.</p>	None	30 Mins.	30 Mins.	30 Mins.	30 Mins.	30 Mins.	<p>Emergency Medicine Physician Emergency Room Complex</p>



	<p>13. Refer to specialty department for further medical intervention/s if necessary.</p> <p>Note: For critical, patient shall be stabilized and/or sustain life support. The relative shall be advised to complete registration (ERPI)</p>							
7. Receive nursing intervention/s.	<p>14. Facilitate doctor's orders</p> <p>15. Perform appropriate nursing care</p> <p>16. Document nursing interventions at HIMS</p>	None	15 Mins.	15 Mins.	15 Mins.	15 Mins.	15 Mins.	Emergency Room Nurse Emergency Room Complex
<p>8. Receive initial disposition</p> <p>8.1. If referred to specialty service, discuss health concerns with specialty service physician</p>	<p>17. Receive a referral from ER department.</p> <p>18. Review results of diagnostic procedures. Request for additional tests if necessary.</p> <p>19. Provide appropriate medical</p>	None	30 Mins.	1 Hour	3 Hours	1 Hour, 30 Mins.	1 Hour, 30 Mins.	Specialty Service Physician Emergency Room Complex



8.2.If not for referral continue ER management	<p>interventi on/s.</p> <p>20. Document pertinent data and clinical managemen t</p> <p>21. Give Final disposition</p>							
<p>9.Receive final disposition</p> <p>9.1.If for admission, receive Clinical Cover-sheet from Admitting clerk and forward to ER nurse (Note: Patient shall be accompanied by the ER nurse to ward)</p> <p>9.2.If for discharge, settle the hospital bill, give the discharge clearance</p>	<p>22. Facilitate doctor's discharge orders</p> <p>23. Encode final disposition in HIMS</p> <p>24. Provide admitting orders to nurse, issue Request for Admission to patient or relative and advice to proceed to Admitting Unit.</p> <p>25. Facilitate doctor's discharge orders.</p> <p>26. Give home instruction/s</p>	<p>If with MHP and bill is &gt; Php 5,000 pay Php 500/-</p> <p>If w/o MHP Settle hospital bill</p>	30 Mins.	30 Mins.	30 Mins.	30 Mins.	30 Mins.	<p><i>Emergency Medicine Physician</i> Emergency Room Complex</p> <p><i>Specialty Service Physician</i> Emergency Room Complex</p> <p><i>Emergency Room Nurse</i> Emergency Room Complex</p> <p><i>Billing Clerk</i> Billing and Claims Section</p>



<p>to the ER nurse, and receive discharge instructions and pertinent documents:</p> <ul style="list-style-type: none"> <li>• Discharge summary</li> <li>• Signed discharge clearance</li> <li>• Prescription for take home medications</li> <li>• Follow-up appointment Slip (for Medico-Legal cases only)</li> </ul>	<p>27. Sign discharge clearance.</p> <p>28. Issue discharge summary, signed discharge clearance, prescription for take home medications , follow-up appointment Slip (for Medico-Legal cases only).</p>								
<p>9.3.If for THOC, sign waiver and settle hospital bill and receive transfer records</p>	<p>29. Facilitate doctors orders</p> <p>30. Coordinate patient transfer to hospital of choice</p> <p>31. Secure THOC waiver</p>								
<p>9.4.If for DAMA, sign a waiver and settle hospital bills</p>	<p>32. Provide the transfer records including clinical referral sheet,</p>								





<p>9.5.If Expired, settle hospital bills and receive instructions on how to claim the cadaver from the hospital's morgue</p>	<p>laboratory &amp; imaging results, signed discharge clearance</p> <p>33. Explain the implications of DAMA to the patient and/or relative</p> <p>34. Secure DAMA waiver</p> <p>35. Give abstract and/or prescription and signed discharge clearance</p> <p>36. Perform post mortem care</p> <p>37. Accomplish Death Notification Slip</p> <p>38. Accomplish Clinical Abstract and/or Death Certificate</p> <p>39. Encode final disposition in HIMS.</p>									
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	<p>Note: For expired patients, accomplish chart completely and advise customer to proceed to ER billing clerk. Transfer patient to morgue.</p>							
	TOTAL:	None	2 Hour, 12 Mins.	2 Hour, 42 Mins.	4 Hour, 42 Mins.	2 Hours, 45 Mins.	3 Hours, 7 Mins.	



## Ospital ng Makati – Telemedicine Ambulatory Care Medicine with Appointment

<b>Office or Division:</b>		Ospital ng Makati – Ambulatory Care Medicine		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>– Makati residents with Makati Health Plus Card</li> <li>– Makati residents with senior citizen beneficiaries</li> <li>–</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Makati Health Plus (MHP) Card		Makati Health Program Office		
Senior Citizen ID “White” Card		Office of the Senior Citizen Association		
Appointment Slip		Ambulatory Care Medicine Clinic		
Prescription		Ambulatory Care Medicine Clinic		
Laboratory/Imaging Request		Ambulatory Care Medicine Clinic		
Referral Sheet		Ambulatory Care Medicine Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the call of the Registration or Admitting Clerk if the MHP card status is invalid. If no call is received, MHP card is deemed valid.	1. Verify the MHP card status and personal data of the patient. Register patient in the HIMS Lite on the time of the scheduled consultation	None	30 Minutes	<i>Registration Clerk</i> Ambulatory Care Medicine Complex
2. Make sure that the mobile number provided is open and with good signal and good internet connection if the platform provided is Viber or Facebook	2. Search the patient in the HIMS Lite, verify the patient identification and call on the time of scheduled consultation	None	1 Hour	<i>Specialty Clinic Doctor</i> Ambulatory Care Medicine Complex



<p>3. Relay all medical concerns during the consultation.</p>	<p>3. Determine the medical need of the patient, the need for laboratory and imaging requests and prescription.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Specialty Clinic Doctor</i> Ambulatory Care Medicine Complex</p>
<p>4. Wait for the delivery of the laboratory and imaging requests, prescriptions, appointment slip and referral sheet</p>	<p>4. If the patient needs imaging and laboratory examinations, fill out the laboratory and imaging requests. If the patient is prescribed with medications, fill out triplicate copy of the medications needed.</p> <p>5. Fill out the ACM Medication Refill Form with the patient's data, forms and other resources for delivery.</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Specialty Clinic Doctor</i> Ambulatory Care Medicine Complex</p>
	<p>6. Print copies of ACM Refill of Medications (2 copies if without imaging, 3 copies if with imaging)</p> <p>6.1. Submit to Radiology Department the imaging requests for delivery</p> <p>6.2. Submit to Planet the laboratory</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Clinic Coordinator</i> Ambulatory Care Medicine Complex</p>



	requests and prescriptions of medications for delivery			
	7. Dispense the medications based on the prescription given	None	30 Minutes	<i>Planet Pharmacy Assistant Planet Drugstore</i>
	8. Deliver the medications, laboratory and imaging requests the following working day.	None	3 Days	<i>Makati Riders</i>
5. If there is an available e-appointment slot for the day in the specialty clinic where the patient is triaged, wait for the call of the Specialty Clinic to proceed with the consultation	9. If the patient is for referral to other specialty clinic, referral will be coordinated by specialty clinic doctor on duty.	None	1 Hour	<i>Specialty Clinic Doctor Ambulatory Care Medicine Complex</i>
	TOTAL:	None	3 Days, 4 Hours, 50 Minutes	





the Triage Officer for further medical interview	and needs immediate consult to the Emergency Room.			
3. If there is no available e-appointment slot for the day in the specialty clinic where the patient is triaged, wait for the SMS coming from the Triage Officer informing his/her of the appointment of consultation	3. Send an SMS informing the patient of his/her schedule of consultation via his/her preferred platform. Include in the SMS specific health instructions and ensure that the patient understands these instructions.	None	30 Minutes	<i>Triage Officer</i> Ambulatory Care Medicine Complex
4. Proceed with the consultation (if with same-day appointment) or receive an SMS with the schedule of appointment of consultation and health instructions (if appointment is on a different day). Confirm the schedule by replying to the SMS.	4. Encode the details of initial interview, assessment and date and time of scheduled consultation in the HIMS Lite. Save the disposition and discharge the patient.	None	30 Minutes	<i>Triage Officer</i> Ambulatory Care Medicine Complex
5. If there is an available e-appointment slot for the day in the specialty clinic where the patient is triaged, wait for the call of the Specialty Clinic to proceed with the consultation	5. Call the patient in the preferred platform provided and proceed with the consultation.	None	1 Hour	<i>Specialty Clinic</i> <i>Doctor</i> Ambulatory Care Medicine Complex
	<b>TOTAL:</b>	None	3 Hours	



## Ospital ng Makati – Ambulatory Care Medicine Face to Face Consultation

<b>Office or Division:</b>	Ospital ng Makati – Ambulatory Care Medicine			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>– Makati residents with Makati Health Plus Card</li> <li>– Makati residents with senior citizen beneficiaries</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Makati Health Plus (MHP) Card		Makati Health Program Office		
Senior Citizen ID “White” Card		Office of the Senior Citizen Association		
Appointment Slip		Ambulatory Care Medicine Clinic		
Prescription		Ambulatory Care Medicine Clinic		
Laboratory/Imaging Request		Ambulatory Care Medicine Clinic		
Referral Sheet		Ambulatory Care Medicine Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceeds to Patient Experience Management Section (PEMS) officer at the hospital entrance with appointment slip or text message indicating the date and time of face-to-face consultation schedule at the ACM specialty clinic	1. Verifies appointment slip or text message indicating schedule of face-to-face consultation through a masterlist.	None	30 Minutes	<i>PEMS Officer</i> Patient Experience Management Section
2. Proceeds to the Registration clerk with verified appointment slip or text message.	2. Verifies appointment slip or text message with e-appointment or clinic buffer slots for consultation. Registers patient to HIMS.	None	30 Minutes	<i>Registration Clerk</i> Ambulatory Care Medicine Complex





3. Patient waits for queued number to flash on screen at the ACM waiting area before proceeding to the ACM specialty clinic	3. Assists patient in securing a queuing number from kiosk, and instructs patient to sit at the designated ACM waiting area	None	30 Minutes	<i>PEMS Officer</i> Patient Experience Management Section
4. Once the queuing number is flashed on the monitor, patient proceeds to ACM specialty clinic	4. Verifies patient's name, takes initial vital signs, and records accordingly.	None	30 Minutes	<i>Clinic Coordinator</i> Ambulatory Care Medicine Complex
5. Relay all medical concerns during the consultation	5. Determines the medical need of the patient, the need for laboratory and imaging requests and prescriptions, and accomplishes the forms.	None	1 Hour	<i>Specialty Clinic Doctor</i> Ambulatory Care Medicine Complex
6. Patient to proceed to another ACM specialty clinic if deemed for referral to another specialty	6. If patient is for referral to other specialty clinic, referral will be coordinated by specialty clinic doctor on duty.	None	30 Minutes	<i>Specialty Clinic Doctor</i> Ambulatory Care Medicine Complex
7. Patient presents stamped queue number stub to security guard prior to exit from hospital building.	7. Stamps "Cleared" on the issued queue stub once done with all medical consultation	None	30 Minutes	<i>Clinic Coordinators</i> Ambulatory Care Medicine Complex  <i>Security Personnel</i>
	TOTAL:	None	4 Hours	



## Ospital ng Makati – Laboratory Examination

<b>Office or Division:</b>	<b>OSPITAL NG MAKATI – LABORATORY SECTION</b>			
<b>Classification</b>	<b>Complex</b>			
<b>Type of Transaction</b>	<b>Government to Client</b>			
<b>Who May Avail</b>	<ul style="list-style-type: none"> <li>- Makati residents with Makati Health Plus Card</li> <li>- Makati residents with senior citizen beneficiaries</li> </ul>			
<b>Checklist of Requirements</b>	<b>WHERE TO SECURE</b>			
Makati Health Plus Card	Makati Health Program Office			
Laboratory Request	Ambulatory Care Medicine Clinic/MHD Health Centers			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Official Request Form	<ol style="list-style-type: none"> <li>1. Check the Official Request Form for completeness of data;</li> <li>2. Advise client/relative to provide information on the backside of the request form.</li> <li>3. Check for availability of tests requested               <ol style="list-style-type: none"> <li>3.1. For routine tests, proceed to step (2) if preparation requirements are met.</li> <li>3.2. For special tests, instruct the client to come back on the next day of the scheduled test.</li> </ol> </li> <li>4. Verify patient compliance with test preparation (e.g.</li> </ol>	None	5 Minutes	<i>MedTech on Duty</i> Laboratory Reception



	<p>fasting) requirements;</p> <p>4.1. If test preparation requirements are met, proceed to step (2)</p> <p>4.2. If not prepared for tests, instruct proper preparation.</p>			
2. Proceed to the Billing Section	<p>5. The billing clerk verifies the MHP+ card for the category.</p> <p>5.1. If no fees are to be charged, stamp 'no payment'.</p> <p>5.2. If for payment, advise to proceed to Cashier.</p> <p>Note: For MHP card holder with above 5,000.00 payment, 500.00 shall be paid by the customer.</p>	None	10 Minutes	<i>Billing Clerk Billing and Claims Section</i>
3. Present stamped Official Request Form (or OR for fees paid)	<p>6. Admit the client into HMS;</p> <p>7. Encode requests into LIS;</p>	None	10 Minutes	<i>MedTech on Duty; Phlebotomist Laboratory Reception</i>
4. Collect and submit the specimen.	8. Collect and/or receive specimen/s from the client.	None	10 minutes	<i>Laboratory Reception MedTech on Duty; Phlebotomist</i>
5. Receive instruction on the release of the official report	<p>10. Instruct a client on the date and manner of release of the official report</p> <p>10.1. If for follow-up at the Local Health Center, the official report may be</p>	None	5 Minutes	<i>Laboratory Reception MedTech on Duty; Phlebotomist</i>



	<p>claimed at the lab releasing area on the next working day with MHP card.</p> <p>10.2. If for follow-up at OsMak ACM, the attending physician may view the official report in the HIMS.</p>			
	TOTAL:	None	40 Minutes	



## Ospital ng Makati – Radiologic Examination

<b>Office or Division:</b>	<b>OSPITAL NG MAKATI – RADIOLOGY DEPARTMENT</b>			
<b>Classification</b>	<b>Complex</b>			
<b>Type of Transaction</b>	<b>Government to Client</b>			
<b>Who May Avail</b>	Makati resident with Makati Health Plus Card and Makati resident with senior citizen beneficiaries			
<b>Checklist of Requirements</b>	<b>WHERE TO SECURE</b>			
Makati Health Plus Card	Makati Health Program Office			
Imaging Request	Ambulatory Care Medicine Clinic/Makati Health Department			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Official Request Form	1. Receive Radiology request.  2. Validate request - Name, Age, Sex, Date and Hospital - Type of radiology examination. - History and Impression. - Signature  3. Check the type of procedure - For routine X-Ray examination, proceed to step (2). - Schedule the patient with ultrasound, CT Scan, MRI, Mammography and Fluoroscopy procedure. - For scheduled patient proceed to step (2)  4. Verify patient compliance with examination	None	5 Minutes	<i>Rad.Tech.-on-Duty (RTOD)</i> Radiology Reception



	<p>preparation (e.g. fasting) requirement;</p> <p>4.1. If the preparation requirements are met, proceed to step (2)</p>			
2. Proceed to Billing Section	<p>5. Verify MHP card for category.</p> <p>5.1. If no fees to be charged, stamp 'no payment'</p> <p>5.2. If for payment, advise to proceed to Cashier.</p> <p>Note: For MHP card holder with above 5,000.00 payment, 500.00 shall be paid by the customer.</p>	None	5 Minutes	<i>Billing Clerk</i> Billing and Claims Section
3. Present stamped Official Request Form (or OR for fees paid)	<p>6. Search customer's record in HIMS</p> <p>6.1. If customer's record is found, update data.</p> <p>6.2. If customer's record is not found, admit client into HIMS; Charge customer in HIMS except for paying ACM customer; Record customer's data in the receiving logbook</p>	None	5 Minutes	<i>Rad.Tech.-on-Duty (RTOD)</i> Radiology Reception
4. Explanation of procedure	<p>7. Explain the procedure. Ask the customer to sign consent for contrast study.</p>	None	5 Minutes	<i>Rad.Tech.-on-Duty (RTOD)</i> Radiology Reception



5. Submission of Radiology request	8. Forward Radiology request to Radiologic Technologist assigned to exposure.  9. Advice customer to proceed to the waiting area until called for the examination.	None	15 Minutes	<i>Rad.Tech.-on-Duty (RTOD) Radiology Reception</i>
6. Radiologic Examination	10. Perform Radiologic examination/s as requested	None	30 Minutes	<i>Radiology RTOD</i>
	<b>TOTAL:</b>	None	1 Hour, 5 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<ul style="list-style-type: none"> <li>Customer Satisfaction Survey Form</li> <li>Customer Complaint Form</li> <li>Suggestion Box</li> </ul> or PEMS Office 882-6316 local 255
How feedbacks are processed?	The feedback/suggestion forms are being collected everyday at 3:00pm, the Patient Experience Management Officer will check for the completeness of the form. The customer will be reached via call/text to inform that the Customer Feedback/Suggestion Form is acknowledged and will be processed.
How to file complaints?	Complaints can be made through the following through Makati City Government website, Hospital Director's Office, and Customer Complaint Form, making sure the following information are being provided: <ol style="list-style-type: none"> <li>Date and time of complaint</li> <li>Customer's Data</li> <li>Contact number</li> <li>Details of complaint</li> </ol>
How complaints are processed?	Complaints requiring answers are forwarded to the Department/s, Section/s, Employee/s, within two (2) working days from the receipt of the complaint.  Responses and corrective action coming from Department/s, Section/s, Employee/s, should be submitted within five (5) working days after the receipt of the feedback.  A meeting with the concerned Department/s, Section/s, Employee/s, Legal Section and Human Resource Management Section shall be conducted.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



Office	Address	Contact Information
Ospital ng Makati - Patient Experience Management Section	6 <sup>th</sup> Floor Main Building, Ospital ng Makati, Sampaguita cor. Gumamela Sts. Brgy. Pembo	8882-6316 local 1624
Ospital ng Makati – Ambulatory Care Medicine	2 <sup>nd</sup> Floor ACM Complex, Ospital ng Makati, Sampaguita cor. Gumamela Sts. Brgy. Pembo	8882-6316 local 2207 to 2206
Ospital ng Makati – Department of Radiology	Ground floor Building B, Ospital ng Makati, Sampaguita cor. Gumamela Sts. Brgy. Pembo	8882-6316 local 2108 and 2104
Ospital ng Makati – Laboratory Section	Basement Main Building, Ospital ng Makati, Sampaguita cor. Gumamela Sts. Brgy. Pembo, 1218 Makati City	8882-6316 local 1113
Ospital ng Makati – Emergency Room	Ospital ng Makati, Sampaguita cor. Gumamela Sts. Brgy. Pembo	8882-6316 local 1124 and 1174





## **Makati Health Department**

### **Health Services**





## 1. Ambulance Services

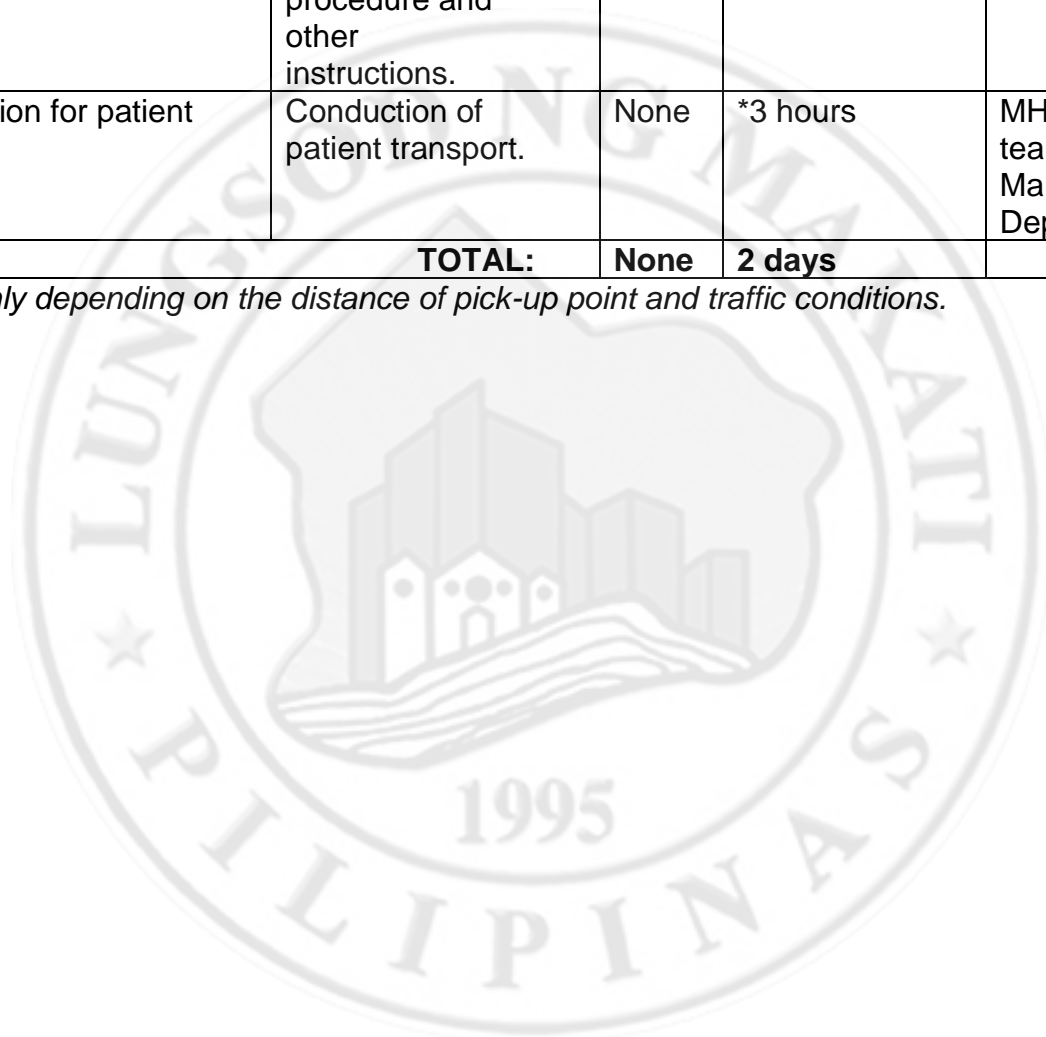
This is a public medical service from Makati Health Department that will cater to Makatizens needing non-Emergency medical transportation from home to medical facility and vice-versa as per availability of ambulance team and approved by the authorized personnel in charge.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Makati residents in need of non-Emergency medical transportation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (at least 3 days prior)		Makati Health Department		
2. Valid Yellowcard holder (1 photocopy)		MHP Office		
3. Medical record/certificate (1 photocopy)		Attending Physician or receiving/sending health facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the City Health Officer with attached photocopy of valid Yellowcard ID and medical record/certificate/abstract.	MHD Admin receiving desk personnel will receive the request letter and provide receiving copy to the requesting party. Forward the request letter to the CHO office for proper disposition.	None	10 minutes	MHD Admin personnel MHD Office
	CHO will route the letter to HEMS Division.	None	3 hours	CHO, Admin personnel MHD Office
	HEMS Division carries out instructions from CHO, review, and evaluation of submitted documents, checking of	None	1 day	Deputy HEMS Division HEMS Office



	ambulance availability and scheduling of conduction. Coordinate with the patient/relatives of the conduction procedure and other instructions.			
2. Preparation for patient conduction	Conduction of patient transport.	None	*3 hours	MHD Ambulance team Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>2 days</b>	

\* Estimate only depending on the distance of pick-up point and traffic conditions.





## 2. Chest X-ray Services (City Hall X-ray Room)

The X-ray Section of the Makati Health Department offers chest x-ray procedures to various clients and patients. Using upgraded, high-end diagnostic equipment, digital radiography, and with computerization of patient data and radiologic interpretations, we provide reliable and accurate results necessary for diagnosis and management of diseases.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All eligible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. X-ray request from Physician		MHD - X-ray Office, Health Centers, University Clinics		
2. Official Receipt		Finance Department-Miscellaneous Division, Business Tax Division		
3. Makati Health Plus Card (Yellow Card) ID		Makati Health Program Office		
4. Makati Health Plus Card (Yellow Card) List of Dependents		Makati Health Program Office		
5. Authorization letter (for the release of the official result to the representative of the client)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. For City government employees, present the X-ray request form signed by the Makati Health Department Physician.	Accept and validate the X-ray request form.  Give order of payment and instruct the patient to proceed to Miscellaneous Division's cashier.  Accept and validate the X-ray request form.  Give order of payment and instruct the	City government employees: *Php 50.00	20 minutes	Radiologic Technologist Makati Health Department



<p>For patients from UMAK patient, present the X-ray request form signed by the university physician.</p>	<p>patient to proceed to Miscellaneous Division's cashier.</p> <p>Accept and validate the X-ray request form and MHP card (Yellowcard) and list of dependents if applicable.</p> <p>Accept and validate the X-ray request form.</p> <p>Give order of payment and instruct the patient to proceed to the Business Tax Division's cashier</p>	<p>For UMAK students: Php 150.00</p> <p>For UMAK professors and other personnel: Php 50.00</p>	<p>20 minutes</p>	<p>Radiologic Technologist Makati Health Department</p>
<p>For patients from different barangay/village health centers, present the X-ray request form signed by the physician with attached Makati Health Plus Card (Yellowcard) and list of dependents if applicable.</p>	<p>None</p>	<p>None</p>	<p>20 minutes</p>	<p>Radiologic Technologist Makati Health Department</p>
<p>For walk-in clients, present the X-ray request form signed by the physician and a valid ID.</p>		<p>Walk-in Patients: **Php150.00</p>	<p>20 minutes</p>	<p>Radiologic Technologist Makati Health Department</p>



<p>2.1. For patient with Yellowcard, proceed to Xray room. 2.2. For government employees, UMAK students, UMAK professors and personnel and walk-in clients, present the official receipt of payment.</p>	<p>Instruction for the procedure given.  Check the receipt, instruct the client to proceed to Xray room with proper instructions.</p>	<p>None  None</p>	<p>20 minutes  20 minutes</p>	<p>Radiologic Technologist Makati Health Department  Radiologic Technologist Makati Health Department</p>
<p>2. Release of official results.</p>	<p>Give instructions for the release of results.</p>	<p>None</p>	<p>20 minutes</p>	<p>Radiologist Makati Health Department</p>
<p><b>TOTAL:</b></p>		<p><b>MHP Yellowcard holder: None</b>  <b>Government employees: Php 50.00</b>  <b>Other clients: Php 150.00</b></p>	<p><b>1 hour</b></p>	

\*Based on City ordinance no. 2004-A-025

\*\*Based on City ordinance no. 2019-A-102



### 3. Virtual Queuing Management System for Makati Health Centers

The Program is directly responsible for regulating patient appointments in all health centers in Makati and all its health programs.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All eligible clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Queuing Application		Play Store (Android) / App Store (Apple)/ Health Center if with no smart mobile phone		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Download the Qmobile application.	Not applicable	None	5 minutes	Not applicable
2. Open the queuing application, choose (services or consult), choose a health center with slots, choose (appropriate date) and timeslot, and fill up the required data fields.	Monitor the queue for any anomalies. Contact queued constituents when the health center physician or dentist is not available and facilitate rescheduling of the consultation when needed.	None	5 minutes	Health Center Personnel Makati Health Department
3. Wait for the SMS message from the queuing system to go to the chosen health center. Wait for the ticket number to be called	*Call the ticket numbers when needed. Change the status (done, cancelled, and no show) of each ticket when needed.	None	*30 minutes	Health Center Personnel Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	

*\*May vary depending on the number of patients*



#### 4. Communicable Disease Control

The Communicable Disease Control Program aims to prevent incidence and raise awareness of communicable diseases in the community, control of disease progression and management of diseases.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple - Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Makati residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Makati residents				
2. Yellow Card and Philhealth		Makati Health Plus, MSWD-PhilHealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p><b>AVAILMENT OF TB TREATMENT AND SERVICES</b>  <i>TB treatment and care aimed at customizing health services to be more patient-centric across the TB care continuum in health facilities.</i></p> <p><b>A. CASE FINDING</b>  <i>a.1. Symptom-based screening:</i>  <i>i. Registration on Qmobile App for Consultation</i>  <i>a. 2. Screening by chest x-ray:</i>  <i>i. Requisition of Chest X-ray request form</i></p>	<p>Medical Consultation (F2F/Online) as scheduled</p> <p>Issuance of Request form for Chest X-ray to be done at the following:</p> <ul style="list-style-type: none"> <li>• MHD- Radiology</li> <li>• Ospital ng Makati</li> </ul> <p>*Other Private Diagnostic Clinic (for non YC holder)</p>	<p>None</p> <p>None</p> <p>None</p> <p>payment directly to private facility</p>	<p>10 mins</p> <p>2 days</p> <p>2 days</p> <p>1 days</p>	<p>Health Center Physician Makati Health Department</p> <p>Health Center Physician Makati Health Department</p>





<p><i>a. 3 Screening by Tubercullin Skin Testing (TST)</i></p> <p><i>i. Request for Tubercullin Skin Test</i></p>	Provision of Tubercullin Skin Test	None	3 days	
	Receiving and transport of sputum specimen to Rapid TB Diagnostic Laboratory (RTDL)	None	2 days	Physician Nurse/Midwife Makati Health Department
<p><i>a.4 Diagnosing through bacteriologic confirmation</i></p> <p><i>Collection and Submission of sputum specimen</i></p>	Receive and Perform Rapid Molecular Diagnostic Test	None	2 days	Nurse/Midwife Makati Health Department Makati Rider MAC Office
	<p><b>B. CASE HOLDING</b></p> <p><i>Submission of Chest X-ray, Rapid Molecular Diagnostic and other laboratory results</i></p> <p>I. Initiation of TB Treatment and provision of other services</p> <ul style="list-style-type: none"> <li>- Drug Susceptible TB (6-12 months)</li> <li>- Drug Resistant TB (9-20 months)</li> <li>- TB Preventive Treatment ( 3-6 months)</li> <li>a. Health and Drug Education</li> <li>b. b. HIV Counseling and Screening</li> <li>c. Risk Assessment</li> <li>d. DM Screening</li> <li>e. Contact Investigation</li> </ul>	None	30 minutes	RTDL Medical Technologist/ Xpert Technician Makati Health Department
	II. Continu	None	15 minutes	Physician



<p>Submission of monthly sputum specimen as scheduled</p>	<p>ation of treatment a. Daily Observe Treatment/Video Observe Treatment</p>			<p>Nurse/Midwife Makati Health Department</p>
	<p>Receiving, smearing, and transport of sputum specimen to TB Microscopy Laboratory (TML)</p>	<p>None</p>	<p>2 days</p>	<p>Nurse/Midwife Makati Health Department</p>
<p>For DRTB: Submission of Baseline and Monthly laboratories</p>	<p>Staining of sputum for smear microscopy</p>	<p>None</p>	<p>3 days</p>	<p>Nurse/Midwife Makati Health Department Makati Rider MAC Office</p>
	<p>Receiving and transport of sputum specimen to TB Culture/DST Center</p>	<p>None</p>	<p>2 days</p>	<p>Medical Technologists Makati Health Department</p>
	<p>Microbiological Tests</p> <ul style="list-style-type: none"> <li>• Smear Microscopy</li> <li>• TB Culture (TBC)</li> <li>• Drug Susceptibility Testing (DST)</li> <li>• First- and Second-Line Line Probe Assay (LPA)</li> </ul>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 days</p> <p>8 weeks</p> <p>12 weeks</p> <p>2 weeks</p>	<p>Nurse/Midwife Makati Health Department Makati Rider MAC Office</p> <p>TB Culture and DST Culture Center (National TB Reference Lab/ TDF) Medical Technologist</p>
	<p>Diagnostic Tests</p> <ul style="list-style-type: none"> <li>• Visual Acuity and</li> </ul>			



	Color Vision	None	5 minutes	Physician/Nurse Makati Health Department
	• Brief Peripheral Neuropathy Screening (BPNS)	None	5 minutes	Physician/Nurse Makati Health Department
	• Mental Health Screening			
	• Audiometry			
	• Chest X-ray (CXR)	None	10 minutes	Physician/Nurse Makati Health Department
	• Electrocardiogram (ECG)	None	15 minutes	Physician/Nurse Makati Health Department
	<b>Chemistry/Hematology/Immunological Tests</b>	None	1 day	*Partner private laboratory
	• Alanine and Aspartate Transaminase (ALT/AST)	None	1 day	*Partner private laboratory
	• Complete Blood Count (CBC)	None	1 day	*Partner private laboratory
	• Urea Nitrogen, Creatinine, Fasting Blood Sugar (FBS), Potassium (K)	None	1 day	*Partner private laboratory
	• Thyroid Stimulating Hormone (TSH)			
	• Pregnancy Test			
		None	1 day	*Partner private laboratory



		None	1 day	*Partner private laboratory
* Partner Private Laboratory: provided by private partners (i.e., Global Fund)				
	<b>Total</b>	<b>None</b>	<ul style="list-style-type: none"> <li>• Case holding: 12 days and 10 minutes</li> <li>• Case finding: 22 weeks, 19 days, 1 hour and 20 minutes</li> </ul>	
<p><b>2.Rabies Prevention &amp; Control Program:</b> Monitoring of animal bite victims &amp; referral to the City Health Dept. for vaccination to prevent death due to rabies, promotion of advocacy of responsible pet ownership in the community.</p>	<p>Note: Schedule of vaccination: Day 0, Day 3, Day 7, Day 30. Day 0, 3, 7 doses are free of charge for clients with Yellow Card.</p>			
<p>a. Submission of referral form from Health Center, Hospital, other ABTC/ABC and Private Clinic and Presentation of yellow card</p> <ul style="list-style-type: none"> <li>● Interview of Patient/Guardian regarding bite exposure</li> <li>● Assessment of Patient, Categorization of Treatment</li> <li>● Logging of patient data in registry book</li> <li>● Administration</li> </ul>	<p>Received referral form from patients and checked the status of yellow card including list of dependents for minor patients.</p> <p>Patient interviewed and assessed for bite category, logged in registry book for NARIS encoding.</p> <p>Anti rabies vaccine given and issued</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>15 minutes</p> <p>10 minutes</p>	<p>ABTC nurse / 7th floor Makati City Hall, bldg. 1. Makati Health Department Palanan PCF/</p> <p>Data encoder ABTC nurse / 7th floor Makati City Hall, bldg. 1. Makati Health Department</p> <p>ABTC nurse / 7th floor Makati City Hall, bldg. 1.</p>



<p>of vaccine (Day0, Day3 and Day7 free) and issuing of vaccination schedule card for follow up including health teaching.</p> <p>b. For follow up patients - Submission of Treatment schedule card</p> <ul style="list-style-type: none"> <li>● Logging of patient data in registry book</li> <li>● Administration of vaccine</li> </ul>	<p>card for follow up schedule and given health teaching.</p> <p>Injection of scheduled 2nd and 3rd dose of vaccine. 4th dose (if needed)</p>	<p>None</p>	<p>30 mins</p>	<p>Makati Health Department</p> <p>ABTC nurse / 7th floor Makati City Hall, bldg. 1. Makati Health Department</p>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour</b>	
<p><b>3.Leprosy Control Program:</b></p> <p>Active case-finding of persons with leprosy and place all cases on multiple drug therapy (MDT) for 6-12 months Paucibacillary drug 6-12 months Paucibacillary drug therapy (PDT) for 6 months. Referrals are accepted with positive slit smear test.</p>	<p>Register diagnosed cases at the Leprosy registry.</p>	<p>None Free Medicine</p>	<p>1 hour</p>	<p>MHD Physician Makati Health Department</p>
	<b>TOTAL:</b>	<b>None</b>	<b>1 hour</b>	



## 5. Dental Services

Comprehensive Dental Health Program: The oral health services of the city are an essential part of the overall health and well-being program of Makati City which aims to promote preventive, curative and rehabilitative care for the citizenry. A dental clinic is accessible in Barangay health centers, employee's clinic and public schools which provides free and quality oral health care delivery services. In addition to providing optimal oral health among Makatizens, our Dentists and Dental Aides are also focused on prioritizing disease prevention, promotion, and surveillance of oral health.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Makati residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. YellowCard		Makati Health Plus		
2. Philhealth		MSWD-PhilHealth, PhilHealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Open the queuing application, choose dental services, choose a health center with slots, choose preferred date and timeslot, and fill up the required data fields	Monitor the queue for any anomalies. Contact queued constituents when the health center physician or dentist is not available and facilitate rescheduling of the consultation when needed.	None	5 minutes	Health Center Staff Makati Health Department
Wait for the SMS message from the queuing system to go to the chosen health center. Wait for the	Call the ticket numbers when needed. Change the status (done, cancelled, and no show) of	None	30 minutes	Health Center Staff Makati Health Department



ticket number to be called	each ticket when needed.			
- Admission of patient - Proceed to dental treatment		None	3 minutes	Patient
Dental services offered at the health center: - Oral Examination		None	5 minutes	Dentist in health centers and schools Makati Health Department
Dental Immunization Program (Fluoride Varnish Application)		None	10 minutes	Dentist in health centers and schools Makati Health Department
(For children 6 months to 5years) and School Children Application of fluoride varnish on newly erupted teeth/baby teeth to prevent tooth decay		None	10 minutes	Dentist in health centers and schools Makati Health Department
Preventive Dental Care		None	60 minutes	Dentist in health centers and schools, Makati Health Department
- Oral Prophylaxis		None	60 minutes	Dentist in health centers and schools, Makati Health Department
- Pits & Fissure Sealant		None	15 minutes	Dentist in health centers and schools, Makati Health Department
Curative Treatment		None	30 minutes	Dentist in health centers and schools, Makati Health Department
- Temporary filling		None	30 minutes	Dentist in health centers and schools, Makati Health Department
- Permanent filling		None		Dentist in health centers and schools, Makati Health Department
- Gum treatment		None		Dentist in health centers and schools, Makati Health Department



- Tooth Extraction		None		Dentist in health centers and schools, Makati Health Department
- Dental Consultation		None	10 minutes	Dentist in health centers and schools, Makati Health Department
Dental X-ray (Periapical)		None	5 minutes	Dentist in health centers and schools, Makati Health Department c/o City Hall dental x-ray
Dental Health Education		None	5 minutes	Makati Health Department
				Dentist in health centers and schools, Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>3 hours</b>	





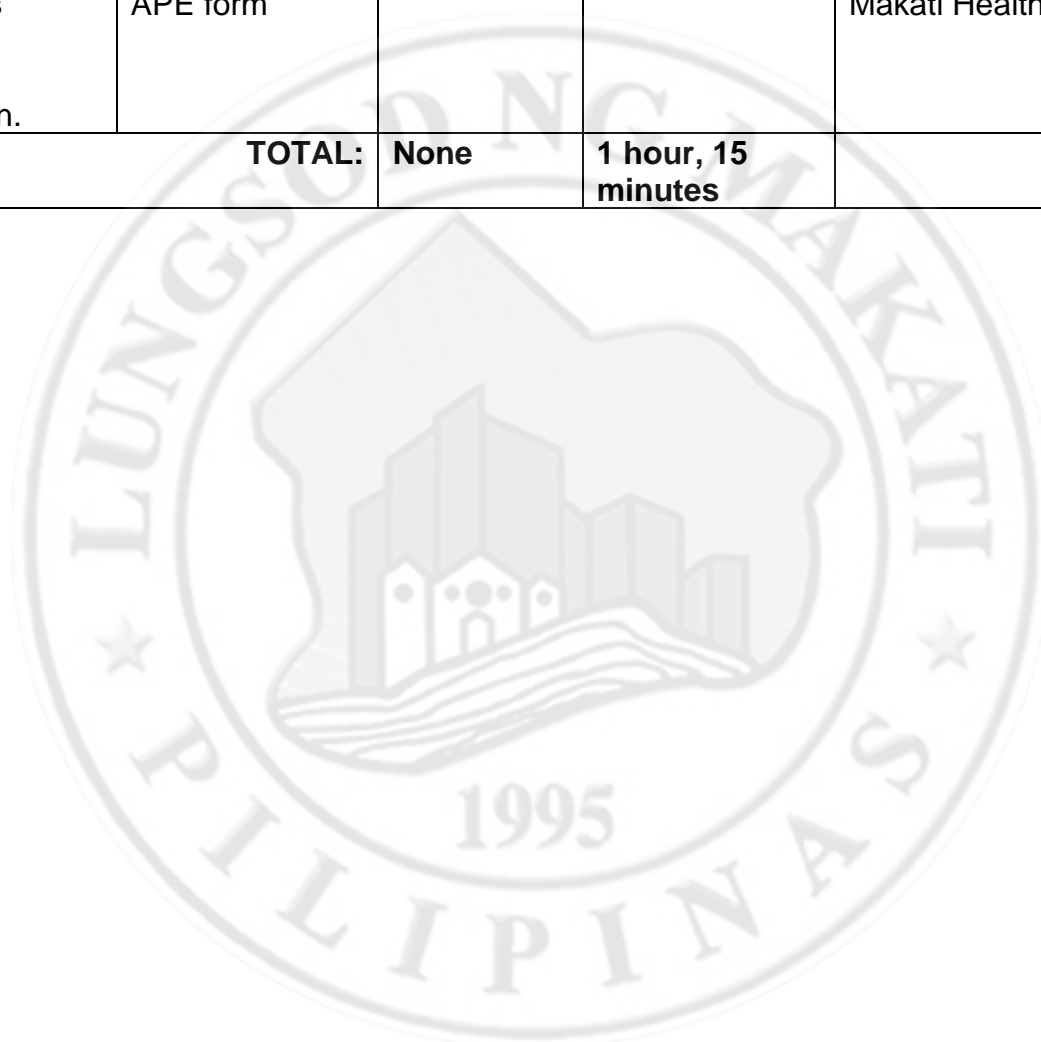
## 6. Annual Physical Examination of all Makati City Government Employees (Conducted at the Employees' Clinic)

Service Information: Employee's Clinic conducts mandatory annual physical examination to all MCG employees. (Subject to HR approval, APE will be scheduled per department)

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Makati City Government Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CBC result		MHD-Laboratory		
2. Urinalysis examination result		MHD-Laboratory		
3. Fecalalysis examination result		MHD-Laboratory		
4. Chest X-ray result		MHD- X-ray		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get laboratory request and blank APE form at employees' clinic.	1. Give laboratory request and blank APE forms to client.	None	10 minutes	Nurse/Midwives Makati Health Department
2. Proceed to payment at the Cashier of Miscellaneous Division. 3rd Floor Building 1.				
3. Bring receipt of payment then proceed to Laboratory Clinic and X-ray for examination.	Review all laboratory test done. Validate Nutrition and dental examinations done.	None	15 minutes	Physician/Nurse Makati Health Department
4. Proceed to Nutrition Section for nutritional status	Sign the APE form	None	10 minutes	Nutritionist Makati Health Department



assessment				
5. Proceed to Dental Clinic for dental examination	Sign the APE form	None	10 minutes	Dentist Makati Health Department
6. Proceed to employee's clinic for physical examination.	Sign the APE form	None	30 minutes	Physician Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 15 minutes</b>	





## 7. Medical Examination of new MCG and Non-MCG Employee Applicants

Service Information: Employee's clinic provides preemployment medical and physical examination to all new MCG and Non-MCG applicants.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	New Makati City Government (MCG) and Non-MCG Employee applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CBC result		MHD- Laboratory		
2. Urinalysis examination result		MHD- Laboratory		
3. Fecalalysis examination result		MHD- Laboratory		
4. Drug Test examination result		MHD- Laboratory		
5. Chest X-ray result		MHD- Laboratory		
6. Neuro Psychological Test Result		Psychological Testing Center (DOH Accredited Facility)		
8. Neuro Psychiatric Exam		Psychiatric Testing Center (DOH Accredited Facility) (Additional test for MAPSA/PSD positions involved in maintenance of peace and order/ protection of life and property).		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get laboratory request and blank APE form at employees' clinic.	1. Give laboratory request and blank APE forms to client.	None	10 minutes	Nurse/Midwives Employee's clinic Makati Health Department
2. Proceed to payment at the Cashier of Miscellaneous Division. 3rd Floor Building 1.				
3. Bring receipt of payment then proceed to Laboratory	Review all laboratory test done. Validate Neuropsychol	None	15 minutes	Physician/Nurse Employee's clinic Makati Health Department



Clinic and X-ray for examination.	ogical/Psychiatric results, Nutrition and dental examinations done.			
4. Proceed to Nutrition Section for nutritional status assessment	Sign the APE form	None	10 minutes	Nutritionist Employee's clinic Makati Health Department
5. Proceed to Dental Clinic for dental examination	Sign the APE form	None	10 minutes	Dentist Employee's clinic Makati Health Department
Proceed to employee's clinic for physical examination	Sign the APE form	None	30 minutes	Physician Employee's clinic Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 15 minutes</b>	



## 8. Employees Clinic Outpatient Consultations

Service Information Out-patient Medical Consultation of all MCG Employees, Judiciary Employees, PNP-DILG Employees, PSA and other national agency employees under the jurisdiction of Makati City.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	New Makati City Government (MCG) and Non-MCG Employee applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to employee's clinic- admitting section	1. General data and Vital Signs taken	None	5 minutes	Nurses assigned at Admitting section Employee's clinic Makati Health Department
2. Proceed to employee's clinic Physician	2. Medical History taken, consult, diagnosis, health teachings, laboratory, and prescription given.	None	45 minutes	Physician Employee's clinic Makati Health Department
	3. Referral to Hospital or Specialist if necessary	None	10 minutes	Physician Employee's clinic Makati Health Department
	4. Recording of Files	None	10 minutes	Encoder Employee's clinic Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>1 hour, 10 minutes</b>	



## 9. Food, Non-Food and Public Places Sanitation

Strict monitoring, inspection, and evaluation of all establishments for safety of public health.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B – Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	All food and non-food establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sanitary Permit (original copy)		MHD-Environmental Health & Sanitation Office		
2. Certificate of Water Potability		MHD-Environmental Health & Sanitation Office		
2.1. Monthly Microbiological Water Analysis		MHD-Water Laboratory, Accredited water laboratories		
2.2. Monthly Microbiological Ice Analysis (applicable only for food establishments)		MHD-Water Laboratory, Accredited water laboratories		
3. Pest Control Contract Service Report		Accredited pest control service provider		
4. Online Health Certificate		Makati Health Clearance Certificate System ( <a href="https://makati.healthcert.ph">https://makati.healthcert.ph</a> )		
For other applicable requirements (refer to CO 2019-A-102 Chapter II):				
1. Desludging Certificate		Accredited Desludgers/ Siphoning Service Provider		
2. Hazardous Waste and Solid Waste Service Report / Contract		Accredited Waste Haulers		
3. Training Certificates / Licenses of Personnel		Accredited Training Providers and License Provider		
4. Affidavit of Undertaking / Certification		Law Department or Notary Service Provider or Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The owner/manager request for inspection or waits for the scheduled routine inspection of their establishment	Issuance of Mission Order  Conduct inspection, assessment and evaluation and validation of food and non-food establishments and prepare citation tickets if	None  For Initial Inspection: None  Re-inspection: PHP 2,000	5 days  Routine: 2 hours Complaint: 4 hours	City Health Officer Makati Health Department  Sanitation Inspectors Makati Health Department



2. Reinspection shall be requested after all the cited violation/s has been complied	establishment is non-compliant.	None	2 days	Sanitation Inspectors Makati Health Department
	Submit narrative reports, sanitary orders, and endorsements for compliance of the establishments.	None	5 days	City Health Officer Makati Health Department
	Issuance of Mission Order	Re-inspection: PHP 2,000	2 hours	Sanitation Inspectors Makati Health Department
	Conduct inspection, assessment and evaluation and validation of food and non-food establishments.	Certificate of Compliance: None	5 days	City Health Officer Makati Health Department
	Submit narrative reports, Certificate of Compliance, and/or Clearance Certificate for compliant of the establishments.	Clearance Certificate: PHP 5,000		
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>• Php 2,000.00 (Re-inspection)</li> <li>• Php 5,000.00 (Clearance Certificate)</li> </ul>	<b>18 days</b>	



## 10.HTS (HIV Testing Services)

HIV testing services are provided to vulnerable, most at risk clients: Establishment based entertainers, men having sex with men, Transgender and Gender Diverse Individuals, Youth 15y/o and above, Pregnant women, and TB patients who are willing to know their status.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Anyone who wants to know their HIV status			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. HTS Form		Social Hygiene Clinic (7th floor, Makati City Hall Bldg. I)		
2. Consent form		Social Hygiene Clinic (7th floor, Makati City Hall Bldg. I)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE AID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to Social Hygiene Clinic, 7th Floor Makati Health Department, Makati City Hall Bldg. 1 Monday – Friday 8:00 am – 5:00 pm				
Pay for HIV Screening	Official receipt will be given	Php 500	10 minutes	Cashier's Office (1st Floor, Makati City Hall, Building 2)
Fill up HTS form and sign consent	Conduct pre counseling in the counseling room	None	30 minutes	SHC Staff Makati Health Department
For blood collection proceed to laboratory area	Verification of forms and performs extraction of blood	None	10 minutes	HIV proficient Medical Technologist Makati Health Department
Wait for screening result in the waiting area	Examination procedure (HIV Antibody Screening Test, Kits provided by DOH)	None	30 minutes	HIV proficient Medical Technologist Makati Health Department





Proceed in the counseling room for the HIV screening result and post counseling	A. Non-Reactive result  Conducts post counseling for the release of result,	None	30 minutes	Medical Technologist will release result to the SHC staff/ HIV Counselor that handled the pre counseling  Result signed by HIV proficient Medical Technologist
	B. Reactive Result  Conducts post counseling and advised result verbally.	None	1 hour	SHC Staff / HIV Counselor Makati Health Department
	Blood Specimen sent to SACCL or Rapid HIV Diagnostic Algorithm (rHIVda) facility for Confirmatory Test	None	22 days	Medical Technologist/ SHC Staff Makati Health Department
Client returns on a specified date (as provided by SHC staff)	Confirmatory Test Result	None	30 minutes	SHC Staff Makati Health Department
<b>TOTAL:</b>		<b>Php 500.00</b>	<b>23 days</b>	



## 11. Availing of Milk Bank Services at Human Milk Bank of Makati Health Department

All Neonate and infants with the following condition: preterm, term sick baby, malabsorption problems, feeding intolerance, immunologic deficiencies, congenital anomalies and post operative surgical condition will benefit from the human milk.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All lactating mothers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Not Applicable		Not Applicable		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure all the requirements and submit to the staff of the Human Milk Bank - Medical/Clinical Abstract - Prescription from attending physician with signature and license number - Cooler with ice and 2 small towels	<ul style="list-style-type: none"> <li>• Interview the parents or guardian of the recipient. Make sure that clinical abstract, prescription of pasteurized human breast milk with complete name, signature and license number of the doctor is clear and cooler with dry ice and small towel are brought into the milk bank. Explain thoroughly the waiver that the parents or guardian will be signing.</li> <li>• Upon entering the storage room, make sure that staff wear the appropriate clothing, then get the pasteurized human breast milk in the pasteurized milk freezer and placed it in the cooler with dry ice.</li> </ul>	1. Human Milk: Php 2.00/ml processing fee	15 minutes	Nurse/ Midwife MHD Milk Bank



<p>2. Wait for the human milk bank staff to process the request. 3. Upon receiving the human milk, place it in an airtight cooler with Ice 4. Pay the corresponding fee.</p>	<ul style="list-style-type: none"> <li>Record the bottle number and let the parents or guardian see the ameda/red cap bottle is in good condition and pasteurized milk is in its frozen state.</li> <li>Give the receipt and waiver to the parents or guardian of the recipient.</li> </ul> <p>Dispense frozen pasteurized human milk</p>	<p>None</p> <p>None</p> <p>Php 2.00/ml processing fee</p>	<p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Nurse/ Midwife MHD Milk Bank</p> <p>Nurse/ Midwife MHD Milk Bank</p> <p>Nurse/ Midwife MHD Milk Bank</p>
<b>TOTAL:</b>	<b>Php 2.00/ml of pasteurized milk</b>	<b>30 minutes</b>		



## 12. Insect and Vermin Control

The community with coordination between Makati Health Department and Barangay Officials are organized and guided in the elimination, prevention, and control of breeding places of crawling and flying insects and other vectors of diseases.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All Makati residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Paddle and tin can for ovi-larvi planting		Environmental Health and Sanitation Supply		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request letter/call from the client	Verification of request Environmental assessment/proposal of intervention	None	3 days	Sanitary Inspector Makati Health Department
2. Approval for the planned intervention.	Scheduling of intervention Recommendations and monitoring	None	7 days	Sanitary Inspector Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>10 days</b>	



### 13. Laboratory Services

Laboratory analyses provide an evidence-based evaluation of patient's disease/s. This increases the accuracy of a physician's diagnosis by correlation with clinical manifestations.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	All individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Laboratory Request		Any physician		
2. Yellow Card (If available)		Makati Health Program		
3. Official Receipt (If no yellow card)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE AID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
A. FOR PATIENTS SEEN AT MAKATI CITY BARANGAY HEALTH CENTERS	A. FOR PATIENTS SEEN AT MAKATI CITY BARANGAY HEALTH CENTERS	* Yellow card holders are free of all charges * Fees paid are only for non-yellow card holders	A. FOR PATIENTS SEEN AT MAKATI CITY BARANGAY HEALTH CENTERS	A. FOR PATIENTS SEEN AT MAKATI CITY BARANGAY HEALTH CENTERS
1. Present laboratory request at the laboratory counter, 7th Floor, Makati City Hall New Bldg. 1.	1. Validate laboratory request.	HEMATOLOGY	5 minutes	Laboratory Aide MHD Laboratory
2. Present Makati Health Program (MHP) Card/ Yellow Card OR For non-yellow card holders: Secure an order of payment from laboratory reception.	2. Validate MHP card OR for non-yellow card holders: Give an order of payment to the patient.	• Complete Blood Count = PHP 100.00 • Platelet Count = PHP 150.00 • Blood Typing = PHP 80.00 • Clotting Time/ Bleeding Time = PHP 50.00 • Hemoglobin/ Hematocrit = PHP 50.00 • ESR = PHP 50.00	5 minutes	Laboratory Aide MHD Laboratory
3. For non-yellow card holders: If with order of payment, proceed to the Cashier at the Ground Floor, New Makati City Hall Bldg. 2 and pay the	3. For non-yellow card holders: Cashier gives the official	CLINICAL MICROSCOPY	30 minutes	Laboratory Aide MHD Laboratory



<p>corresponding fees (skip to Step 4 if with MHP/Yellow Card).</p> <p>4. Register at the encoding window.</p> <p>5. For stool, urine, and blood specimens: Submit properly labeled urinalysis and/or stool analysis specimen/s to the laboratory counter together with the accomplished form (Urinalysis = Monday to Friday, 7:00 AM to 9:00 AM only; Stool Analysis = 7:00 AM to 10:00 AM only)</p> <p>For whole blood, plasma or serum specimens: Get a queuing number and wait for your number to be called for blood extraction (Monday to Friday, 7:00 AM to 9:30 AM)</p> <p>6. Get claim stub with schedule for the release of laboratory results (Take note of instructions on claim stub)</p>	<p>receipt of payment to the patient</p>	<ul style="list-style-type: none"> <li>• Routine Urinalysis = PHP 50.00</li> <li>• Pregnancy Test = PHP 200.00</li> <li>• Parasitology (Direct Fecal Smear) = PHP 50.00</li> <li>• Occult Blood = PHP 50.00</li> </ul> <p>CLINICAL CHEMISTRY</p> <ul style="list-style-type: none"> <li>• Fasting Blood Sugar (FBS) = PHP 150.00</li> <li>• Uric Acid (UA) = PHP 150.00</li> <li>• Creatinine = PHP 150.00</li> <li>• Blood Urea Nitrogen (BUN) = PHP 150.00</li> <li>• Cholesterol = PHP 150.00</li> <li>• Triglyceride = PHP 200.00</li> <li>• HDL-C = PHP 150.00</li> <li>• HbA1c = PHP 500.00</li> </ul>	<p>10 minutes</p> <p>For stool and urine specimens: 15 minutes</p> <p>For whole blood, plasma or serum specimens: 1 hour</p> <p>5 minutes</p>	<p>Encoder MHD Laboratory</p> <p>Medical technologist MHD Laboratory</p> <p>Laboratory Aide MHD Laboratory</p>
<p><b>B. FOR STAT REQUESTS (CBC/ PLATELET, URINE and DENGUE TEST)</b></p> <p>1. Follow client steps 1 to 6 of “For patients seen at Makati City barangay health centers”. Take note of step 5 of which queuing for the patient is given priority. Blood</p>	<p><b>B. FOR STAT REQUESTS (CBC/ PLATELET, URINE and DENGUE TEST)</b></p> <p>1. Please see Agency Actions 1 to 6 of “For patients seen at Makati City barangay health centers”</p>	<p><b>BACTERIOLOGY</b></p> <ul style="list-style-type: none"> <li>•Vaginal/ Urethral Smear (Gram Staining) = PHP 50.00</li> <li>• GC Culture &amp; Sensitivity Test = PHP 400.00</li> <li>• GC Culture = PHP 200.00</li> <li>• Cytology (Pap Smear) = PHP 150.00</li> </ul>	<p><b>B. FOR STAT REQUESTS (CBC/ PLATELET, URINE and DENGUE TEST)</b></p> <p>1. Please see Processing time follow 1 to 6 of “For patients seen at Makati City barangay health centers”</p>	<p><b>B. FOR STAT REQUESTS (CBC/ PLATELET, URINE and DENGUE TEST)</b></p> <p>1. Please see Responsible Persons 1 to 6</p>



collection and urine submission may be done at any time during working hours		• Acid Fast Bacilli (AFB) = None	(step 5 blood collection shortened to 30 mins)	
<p><b>C. FOR OPD OSMAK PATIENTS</b></p> <p>1. Present OSMAK lab request then present yellow card. (Non- yellow card holders: specimens will not be</p> <p>2. Follow step 5 of “For patients seen at Makati City barangay health centers.”</p> <p>3. Get claim stub for results (For patients who wish to claim results from the MHD laboratory, otherwise skip to step 4)</p> <p>4. Follow up results at Ospital ng Makati or by request results can be taken from the MHD Main laboratory.</p> <p>NOTE: How to collect ideal specimen:</p> <p>Urine – early morning urine, mid-stream and directly placed in a sterilized, clear bottle and submit within 2 hours.</p> <p>Stool – pea size, freshly collected in a sterilized wide mouth screw cap bottle.</p>	<p><b>C. FOR OPD OSMAK PATIENTS</b></p> <p>1. Validate OSMAK lab request and yellow card</p> <p>2. Collect specimens then send to Ospital ng Makati for processing.</p> <p>3. Give claim stub (for patients who wish to claim their results from the MHD Main Laboratory)</p> <p>4. Release results</p>	<p><b>SEROLOGY</b></p> <ul style="list-style-type: none"> <li>• Hepatitis B surface antigen = PHP 300.00</li> <li>• VDRL/RPR = PHP 100.00</li> <li>• HIV/AIDS Screening Test = 500.00</li> <li>• Dengue NS1 Antigen Test = None</li> <li>• Dengue Duo Rapid Test = None</li> <li>• TPPA/ TPHA = PHP 200.00</li> </ul> <p><b>OTHERS</b></p> <ul style="list-style-type: none"> <li>• Viral Load Count = None</li> <li>• CD4 Count = None</li> <li>• XPERT MTB Rif Assay = None</li> </ul>	<p><b>C. FOR OPD OSMAK PATIENTS</b></p> <p>5 mins</p> <p>For stool and urine specimens: 15 minutes</p> <p>For whole blood, plasma, or serum specimens: 1 hour</p> <p>5 mins</p> <p>5 mins.</p> <p>Total time from patient arrival to collection of claim stub:</p> <p>For non-yellow card holders with urine or fecal specimens only: 1 hour</p> <p>For non-yellow card holders for blood collection</p>	<p><b>D. FOR OPD OSMAK PATIENTS</b></p> <p>Lab Aide</p> <p>Medical technologist (specimen collection) / Driver (For specimen delivery to OSMAK)</p> <p>Lab Aide</p> <p>Lab Aide</p>

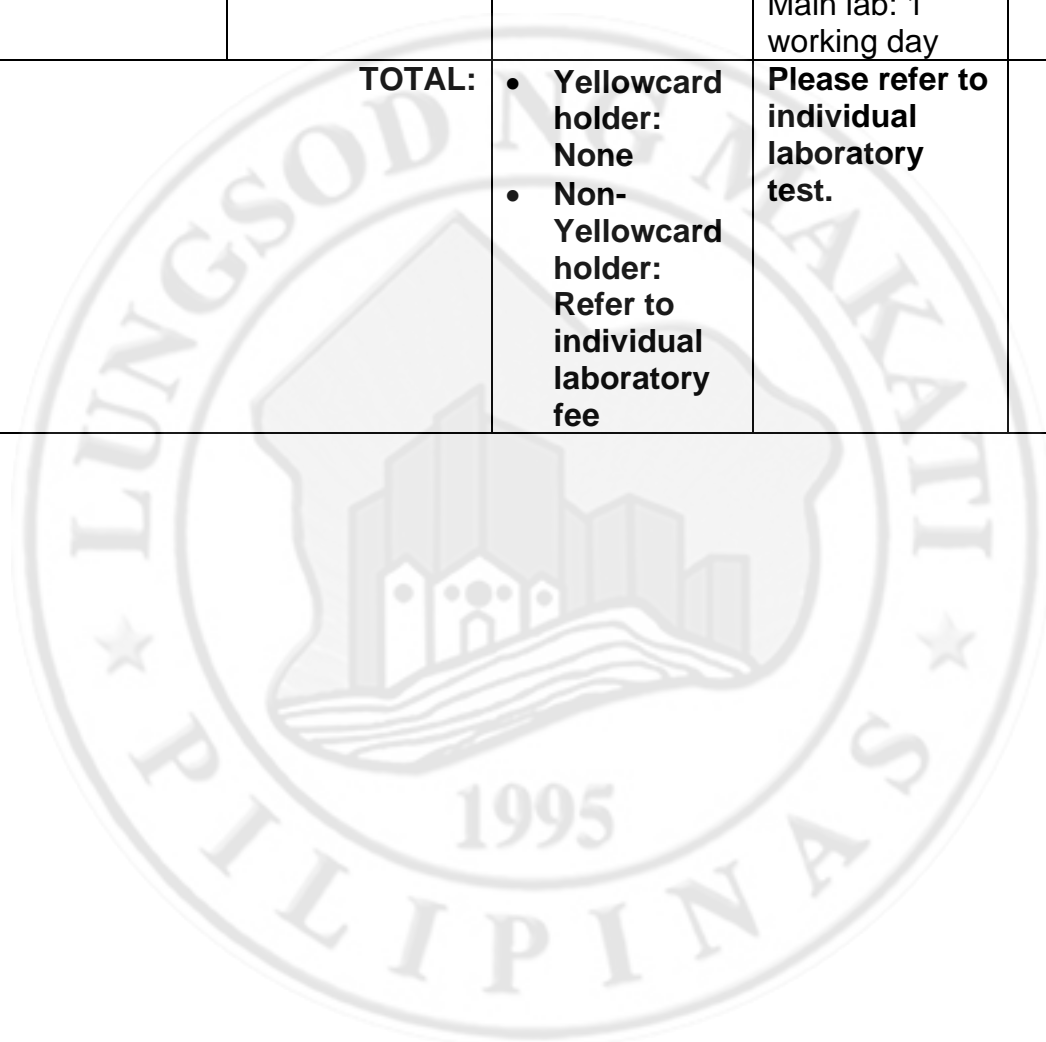


<p>Blood collection requiring fasting:          FBS- 8 to 10 hours fasting          Lipid Profile – 10-12 hours fasting.          FBS and lipid profile: 10 hours          Others - No fasting required.</p>		<p>only: 1 hour 45 minutes</p> <p>For yellow card holders with urine or fecal specimens only: 35 min.</p> <p>For yellow card holders for blood collection only: 1 hour 20 minutes</p> <p>Total time from collection of claim stub to collection of results (For non OSMAK patients only):</p> <p>STAT: 2 hours</p> <p>Non-STAT: 1 day if without chemistry or bacteriology, 2 days if with chemistry without bacteriology, 3 days if with bacteriology</p> <p>Total time for OPD OSMAK patients from collection of claim stub to collection of results from MHD main lab:</p> <p>Release of results from OSMAK: time lapse dependent on OSMAK</p>	
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			processing of specimens and release of results.  Delivery of results from OSMAK to Main lab: 1 working day	
		<b>TOTAL:</b>	<ul style="list-style-type: none"> <li>• <b>Yellowcard holder: None</b></li> <li>• <b>Non-Yellowcard holder: Refer to individual laboratory fee</b></li> </ul>	<b>Please refer to individual laboratory test.</b>





## 14. Maternal and Child Care

Provision of routine immunization program for infants 0 to 12 months old, monitoring of children under 5 years of age, management of Acute Respiratory Illnesses and Diarrheal Diseases.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Infants, 0-12 months and under 5 children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home-based Mother Record		All Health Center Facilities		
2. Baby Book and Growth Monitoring Chart				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>Immunization: Infants, 0-12 months old of population are vaccinated against the eleven (11) immunizable diseases (BCG, Penta HIB, OPV, IPV, Measles, MMR, HEPB Vaccine). Dates of vaccination are written down on the infant's immunization booklet.</p> <p>Under Five Clinic: Growth and development of each child, 0-5 years old, is monitored using the Growth Monitoring Chart (GMC) which the mother brings home.</p>	<ul style="list-style-type: none"> <li>The Nurse will administer post consultation and drug dispensing.</li> <li>End of transaction</li> </ul>	None	10 minutes	Physician/ Midwife/ Nurse Makati Health Department
		None	10 minutes	Physician/ Midwife/ Nurse Makati Health Department



<p>Control Acute Respiratory Infections (CARI): Prevention and control of respiratory infections which may lead to pneumonia and cause death among children who are zero (0) to five (5) years old.</p>		None	10 minutes	Physician/ Midwife/ Nurse Makati Health Department
<p>Control of Diarrheal Diseases: Provision of oral rehydration solutions (ORS) to children who are zero (0) to five (5) years old (Other age groups included) who have acute loose bowel movement.</p>		None	10 minutes	Physician/ Midwife/ Nurse Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>40 minutes</b>	



## 15. Maternal and Child Care

Early check-up starting on the first trimester and conducted regularly thereafter for pregnant women going to the Health Centers. This is scheduled every Tuesdays and Thursdays. Delivery if client is without complications is done at the lying-in clinics and attended by skilled birth attendant. Essential Intrapartum and newborn care is provided after delivery. Other services provided to the newborn includes Expanded newborn screening and newborn hearing screening.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All pregnant and post-partum women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Home-based Mother Record		All Health Center Facilities		
2. Yellow Card		Makati Health Plus		
3. Philhealth		Philhealth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prenatal check-up for New Patients:  Register with the barangay health worker or midwife for data profiling and issuance of queue number and Family number. If with family number already, present their designated patient family file number to the barangay health worker or midwife for retrieval of the record file.	Staff accomplishes the Home-based mother record and maternal client record or ITR (Individual Treatment Record): Following info are recorded: History taking, pregnancy test (If pregnancy is not established) Weighing, Vital signs, Blood pressure checking, pulse rate, temperature, Birth plan if pregnancy is established.	None	30 minutes	Physician/Midwife Makati Health Department
Client proceeds to waiting area.	Staff provides health education	None	20 minutes	Midwife/Nurse Makati Health Department



<p>Client proceeds to the examination room.</p>	<p>while clients are still in the waiting room.</p> <p>The following are taken: Abdominal exam, Internal exam, Gram stain specimen collection, Visual acetic acid inspection.</p> <p>Tetanus diphtheria toxoid 1st dose, Prescribed prenatal vitamins.</p> <p>Provide request for the following laboratory tests: CBC, Blood typing, Urina Analysis, Hepatitis B screening, Syphilis screening, Diabetes screening, HIV screening, and Ultrasound</p>	<p>None</p>	<p>15 minutes</p>	<p>Midwife/Nurse Makati Health Department</p>
<p>Proceed to Dental Clinic Proceed to planet drug to collect prenatal supplements.</p>	<p>Basic oral check-up</p>	<p>None</p>	<p>5 minutes</p>	<p>Physician Makati Health Department</p>
<p>For old/follow-up patients: Present their designated patient family number to the barangay health worker for retrieval of record file.</p>	<p>Prescribed supplements provided.</p>	<p>None</p>	<p>10 minutes</p>	<p>Dentist Makati Health Department</p>
<p>Present results of diagnostic test requested.</p>		<p>None</p>	<p>10 minutes</p>	<p>Pharmacist Outsourced Pharmacy</p>
		<p>None</p>	<p>15 minutes</p>	<p>Midwife/Nurse Makati Health Department</p>
		<p>None</p>	<p>15 minutes</p>	<p>Midwife/Nurse</p>



<p>Proceeds to Outsourced Pharmacy for prescribed medicines and</p>	<p>Staff accomplishes the Home-based mother record and maternal client record or ITR (Individual Treatment Record) Weighing, Vital signs, Blood pressure checking, pulse rate, temperature.</p> <ul style="list-style-type: none"> <li>• Provision of Tetanus- Diphtheria Toxoid (Td1 up to Td2 plus)</li> </ul> <p>Records results in ITR &amp; HBMR</p> <p>Physical examination: Abdomen (fundic height and fetal heart tone, check for edema, records findings in ITR &amp; HBMR</p> <p>Refer to Physician.</p> <ol style="list-style-type: none"> <li>1. Evaluates and verifies findings and diagnostic test results.</li> <li>2. Provides appropriate management based on findings.</li> <li>3. Prescribe medicines Iron folate, multivitamins, and calcium</li> </ol> <p>Provision of Tetanus-Diphtheria Toxoid (TD1 up to Td2 plus)</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 Minutes</p> <p>5 minutes</p>	<p>Makati Health Department</p> <p>Midwife/Nurse Makati Health Department</p> <p>Physician Makati Health Department</p> <p>Nurse/Midwife Makati Health Department</p>
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<p>prenatal supplements.</p> <p>Natal Care: Proceed to lying in clinics with HBMR or prenatal book and all diagnostic test results.</p>	<p>Evaluates prenatal records and results of diagnostic tests.</p>	<p>None</p>	<p>10 minutes</p>	<p>Nurse/Midwife Makati Health Department</p>
<p>Signs consent for admission and management</p>	<p>Medical/OB history taken and recorded in admitting log Vital signs taken; physical examination done.</p>	<p>None</p>	<p>10 minutes</p>	<p>Nurse/Midwife Makati Health Department</p>
<p>Post-Partum</p>	<p>Patient admitted; progress of labor and fetal status monitored.</p> <p>If No complications or abnormalities noted – patient delivers. If complications are noted – patient referred to tertiary level hospital.</p>	<p>None</p>	<p>10 minutes</p>	<p>Physician/Nurse/Midwife/Team Makati Health Department</p>
	<p>Newborn baby provides essential newborn care: Immediate skin to skin for 90 mins, BCG, Hepatitis B vaccinations; Eye prophylaxis, Vitamin K Mother provided post-partum care: Perineal care; Vitamin A 200,000 Prescribed pain killers, antibiotics and Iron folate</p>	<p>None (for Yellowcard holder and PhilHealth)</p>		<p>Physician/Nurse/Midwife/Team Makati Health Department</p>



<p>Companion proceeds to outsourced pharmacy for prescribed meds.</p>	<p>Provides post-partum monitoring, and ensures medicines prescribed are taken.</p> <p>Counselling and provision of commodities</p>	<p>None for Yellowcard holder. For non-Yellowcard holder, prescription given.</p>	<p>90 minutes</p>	<p>Nurse/Midwife Makati Health Department</p>
<p>Family Planning:</p>				
<p>Newborn Screening:</p>	<p>Done 24 hours after birth.</p>	<p>None for Yellowcard/PhilHealth holders.</p>	<p>10 minutes</p>	<p>Nurse/Midwife Makati Health Department</p>
	<p>Filter card is filled up properly prior to heel prick; blood sample collected on filter cards.</p> <p>Filter cards are collected by an engaged courier and delivered to NBS Laboratory for processing.</p>		<p>Patient stays 2 days post-partum depending on her condition.</p> <p>15 minutes (Results are released after 3 days if with abnormal findings and immediate recall of newborn required for confirmatory testing.)</p>	
<p>Newborn Hearing:</p>	<p>Done after 24 hours after delivery before patient is discharged or may be done on follow-up visits (up to 30 days post-partum) depending on the</p>	<p>None If available in the clinic &amp; with Philhealth.  if not available in the clinic and for out born,</p>	<p>30 minutes Results are released immediately after the procedure</p>	





<p>Discharge: Patient accomplishes birth information form and signs Patient reviews birth certificate for correctness and signs, provides documentation needed for registration of birth.</p>	<p>outcome of the initial attempts.</p> <p>Staff accomplishes birth certificate.</p> <p>For non-married parents: required affidavits and notarized documents are requested before staff can file BC Physical examination to check for bleeding, uterine contraction, status of episiotomy/repared laceration Discharge instructions provided.</p>	<p>referred to other hearing test facility.</p> <p>Charges are set by Civil Registry Office</p>	<p>15 minutes</p> <p>Depend on how soon parents can provide required documents.</p>	
<p>Post Natal: Present their designated patient family file number to the barangay health worker or midwife or retrieval of record file. Provides HBMR and discharge summary from birthing facility</p>	<p>Pulls out file, accomplished Individual patient record, checks vital signs, checks for excessive bleeding, anemia.</p> <p>Validates admission findings, prescribes Iron folate.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p>Nurse/Midwife Makati Health Department</p> <p>Physician Makati Health Department</p> <p>Nurse/Midwife Makati Health Department</p>
	<p>Administer post consultation instructions: How medications should be taken, follow up schedule or any</p>			



<p>Proceed to Outsource pharmacy for drug dispensing.</p> <p><b>Well Baby Check-up</b></p> <p>Present their designated patient family file number to the barangay health worker or midwife for retrieval of record file.</p> <p>Provides HBMR and Discharge summary from Birthing facility</p>	<p>ancillary procedures needed.</p>	None	10 minutes	Nurse/Midwife Makati Health Department
	<p>Counsel on breast feeding and family planning and provide commodities.</p>	None	10 minutes	Pharmacist Outsourced Pharmacy
	<p>Pulls out file/envelope Records date of birth, birth weight, feeding, vaccines given at birth.</p>	None	15 minutes	Nurse/Midwife Makati Health Department
	<p>Immunization based on schedule/physical examination (weighing, growth and developmental assessment using growth chart or mother baby book</p>	None	10 minutes	Nurse/Midwife Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>3 days</b>	



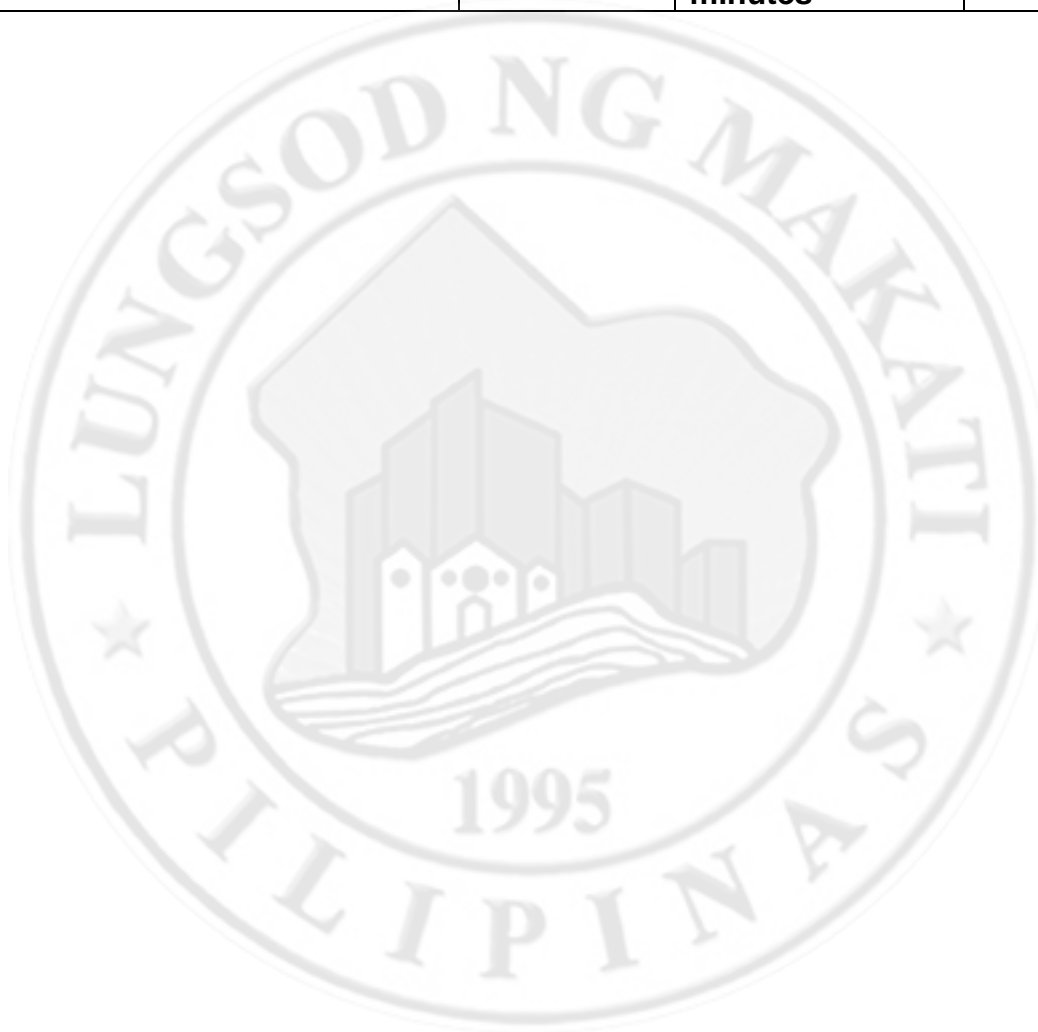
## 16. Maternal and Child Care

Provision of Reproductive Health Services as provided by R.A. 10354 for Women of Reproductive age and responsible parenthood for couples.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All women of reproductive age (15-49 years old)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. With scheduled for FP Counselling and Premarital Counselling from MSWD		MSWD-Family Planning (4th Floor Makati City Hall Bldg. I)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Reproductive Health/Family Planning: <ul style="list-style-type: none"> <li>FP Counselling and provision of Family Planning commodities to all women of reproductive age (15 years old to 49 years old) available at all health centers.</li> </ul>	<ul style="list-style-type: none"> <li>After patients are referred to FP services, information about all modern FP methods is provided to the patient/couple before the patients/couple makes a choice. as to what method to use.</li> </ul>	None	30 minutes	Nurse/Midwife/ Population Program Worker Makati Health Department
<ul style="list-style-type: none"> <li>Premarital Counselling</li> </ul>	<ul style="list-style-type: none"> <li>The couple attends the PMC conducted by MSWD.</li> <li>The couple then proceeds to Family Planning Counselling Room located at the 7th Floor of the Makati City Hall Bldg. 1.</li> </ul>	None	2 hours	Population Worker Makati Health Department



	<ul style="list-style-type: none"><li>• Pre-Marriage Counselling Certificate will be released right after the counselling session.</li></ul>			
<b>TOTAL:</b>		<b>None</b>	<b>2 hours, 30 minutes</b>	





## 17. Non-Communicable Disease Control

The Non-Communicable Disease Control Program aims to prevent incidence and raise awareness of non-communicable diseases in the community, control of disease progression and management of diseases which may lead to long-term health consequences.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Makati residents (21 years old and above)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Yellow Card		Makati Health Plus		
2. Risk Assessment Form		Health Center Facilities		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<p>Assess Makati residents using Philippine Package of Essential Non-Communicable Disease (PhilPEN Protocol) for risk for non-communicable disease in ages 20 and above.</p> <p>The Package of Essential Non-Communicable Disease:</p> <p>a. Medical Services</p> <p>i. Consultation</p> <p>ii. Nutritional Assessment</p> <p>iii. Diet Prescription</p> <p>iv. Blood Pressure Monitoring</p>	<p>1. Risk assessment thru PhilPEN protocol</p> <ul style="list-style-type: none"> <li>• Fill out PhilPEN form</li> <li>• Measure height, weight, hip, and waist</li> <li>• Take vital signs</li> <li>• Take Random Blood Sugar, Random cholesterol</li> <li>• Compute for BMI, Hip-Waist Ratio</li> <li>• Assess for risk based on outcome</li> <li>• Refer to physician on duty for further evaluation and management</li> </ul>	None	20 minutes	Physician Nurse/Midwife Nutritionist Makati Health Department



<p>b. Laboratory Diagnostic Services</p> <ul style="list-style-type: none"> <li>i. Fasting Blood Sugar</li> <li>ii. Cholesterol Test</li> <li>iii. Urine Albumin Test</li> </ul> <p>c. Drug Subsidy Program</p> <ul style="list-style-type: none"> <li>i. 15 Days of free maintenance drugs will be given to clients with Yellow Card.</li> <li>ii. For 70 y/o, will receive full dose and will be delivered at home.</li> <li>iii. Other medications will be given in full depending on the type of disease.</li> </ul>				
<p>Diabetes Prevention and Control</p>	<p>Early detection and assessment through PhilPEN Protocol. If risk is &gt;11%, referral to Physician-in-charge for further evaluation and management.</p>	<p>None</p>	<p>20 minutes</p>	<p>Physician Nurse/Midwife Makati Health Department</p>
<p>Cancer Prevention and Control Cervical Cancer Prevention and Control</p>	<p>Annual cervical inspection shall be done through Visual Inspection with Acetic Acid (VIA). If VIA is with positive finding, PAP Smear will be done and will be referred to a hospital or</p>	<p>None</p>	<p>20 minutes</p>	<p>Physician Nurse/Midwife Makati Health Department</p>



Breast Cancer Prevention and Control	<p>specialist for further evaluation and management.</p> <p>Self-breast examination is encouraged. If with finding, patient shall be referred to physician-in charge for further evaluation and management.</p>	None	15 minutes	Physician Nurse/Midwife Makati Health Department
Prostate Cancer Prevention and Control	<p>Screening shall be done to citizens aged 35 and above through Direct Rectal Examination. If with positive finding, patient shall be referred for further evaluation and management.</p>	None	15 minutes	Physician Nurse/Midwife Makati Health Department
Elderly Care - For 70 years old and above, medication will be delivered to their home provided they update their list of medicines at 7th Floor Makati Health Department, HEMS/ Elderly Section.	<p>Note: Health care services are given at the barangay health centers for senior citizens who are ambulatory (can still walk). Non-ambulatory senior citizens are visited at home on schedule by the ambulance team. Every Friday is Senior Citizen Day.</p>	None	30 minutes	Physician Nurse/Midwife Makati Health Department
<b>TOTAL:</b>		<b>None</b>	<b>2 hours</b>	



## 18. Nutrition Service

Provision of Nutrition supplies, monitoring and assessment for vulnerable individuals such as pregnant, wasted and severely stunted under 5 years old children.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All pregnant & lactating women, infants (0-11 months), child (12-59 months), adults (21 years old and above)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Early Childhood Care and Development Card		All health center facilities		
2. Home-based Mother Record		All health center facilities		
3. Yellow Card		Makati Health Plus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Maternal: Nutrition assessment and nutrition education counselling to ensure nutritional well-being.		None	10 minutes	Physician/ Midwife/Nurse/ Nutritionist Makati Health Department
Postpartum/Lactating: Nutrition Assessment, nutrition counseling and breastfeeding counseling.		None	10 minutes	Physician/ Midwife/Nurse/ Nutritionist Makati Health Department
Infants 6-11 months: weighing and length measurement: complementary feeding for mothers: growth chart for weight for length: Vitamin A 100,000 IU and micronutrient powder.		None	10 minutes	Nutritionist/BNS Makati Health Department
Child: Weighing, re-weighing of children 12-59 months old		None	10 minutes	BNS/BHA/Midwife/ Nurse/Nutritionist Makati Health Department
		None	10 minutes	





<p>Micronutrient supplements (Vit. A 200,000 IU &amp; Ferrous Sulfate syrup) supplementation; deworming of target children, when necessary, particularly before the dietary supplementation started (dry ration or center-based for malnourished children).</p>		None	10 minutes	BNS/BHA/Physician/ Nutritionist Makati Health Department
<p>Growth monitoring and promotion (Growth chart)</p>		None	10 minutes	Nutritionist/Nurse/ Midwife Makati Health Department
<p>Other age groups/adults: Nutrition assessment, therapeutic and dietary counselling to identify risk groups (pregnant women, hypertensive &amp; diabetic clients, clients with heart, renal, liver diseases &amp; other chronic diseases)</p>		None	10 minutes	Physician/Midwife/ Nurse/Nutritionist Makati Health Department
<p>Employees of City Hall: Weighing and height measurements: nutrition assessment: Nutrition counseling for NCD risk assessment.</p>		None including Flyers.	10 minutes	Nutritionist Makati Health Department
<b>TOTAL:</b>	<b>None</b>	<b>1 hour, 30 minutes</b>		



## 19. Securing Permit or Renewal for Designated Smoking Areas

Designated smoking area (DSA) refers to an area of a building or conveyance where smoking maybe allowed, which maybe in an open space or separate area with proper ventilation subject to a specific standard as provided by Executive Order 26 and City Ordinance 2002-090.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Complex to Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Private Commercial Establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application Form (original)		MHD - EHSD		
2. Letter of Intent (original)		Requesting Private Establishment		
3. Approved Architectural Floor Plan (original copy)		Office of the City Building Official		
4. Sanitary Permit for the current year (photocopy)		MHD - EHSD		
5. Occupancy Permit (photocopy)		Office of the City Building Official		
6. Locational Clearance (photocopy)		Urban Development Division		
7. Fire Safety Inspection Certificate (photocopy)		Bureau of Fire Protection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Environmental Sanitation Division (EHSD), Makati Health Department	Steps in Renewal of Pre-existing Designated Smoking Area			
	Issuance of Order of Payment	Processing Fee: Php 5,000.00 Inspection Fee: Php 1,000.00 Sticker: Php 500.00	10 minutes	Sanitation Inspector Makati Health Department
	Issuance of Mission Order	None	5 days	City Health Officer Makati Health Department
	Conduct the on-site inspection for re-evaluation and re-assessment (to check if there	None	7 days	Sanitation Inspectors Makati Health Department



	were deviations or renovations on the previously approved DSA)			
	Prepare Inspection report and certificate and wait for approval.	None	7 days	City Health Officer Makati Health Department
	Release the permit for the Designated Smoking Area (DSA)	None	2 minutes	Sanitation Inspector Makati Health Department
	Release the permit for the Designated Smoking Area (DSA)			
	Issue the Mission order.	None	7 days	City Health Officer Makati Health Department
2. Submit the required documents, including the proposed plan of the area, to the Environmental Sanitation Division (EHSD) Makati Health Dept. Makati City Hall	Conduct the preliminary on-site inspection to determine if the establishment qualifies as an applicant for a designated smoking area, and the plan submitted conforms to the specifications required by the ordinance.	None	7 days	Sanitation Inspector Makati Health Department
3. Payment of the necessary fees by the applicant	Issuance of order of payment for	Filing Fee: Php 5,000.00	10 minutes	Sanitation Inspector



5. When construction of the smoking area is completed, applicant will notify the EHSD so that a final inspection will be conducted	<p>the filing fee &amp; inspection fee</p> <p>Note: Non-refundable filing fee for failed inspection.</p> <p>If the newly constructed smoking area meets all the physical and ventilation requirements, the EHSD will submit a report and recommendation for approval of the application to the City Health Officer.</p> <p>Upon approval EHSD will issue an order of payment to the applicant and release the permit for the DSA.</p>	<p>Inspection Fee: Php 1,000.00 Processing Fee: Php 5,000.00 Sticker: Php 500.00</p> <p>None</p> <p>None</p>	<p>7 days</p> <p>2 minutes</p>	<p>Makati Health Department</p> <p>City Health Officer Makati Health Department</p> <p>Sanitation Inspector Makati Health Department</p>
	<b>TOTAL:</b>	<p><b>New: Php 11, 500</b> <b>Renewal: Php 6,500</b></p>	<p><b>New: 21 days</b> <b>Renewal: 19 days</b></p>	



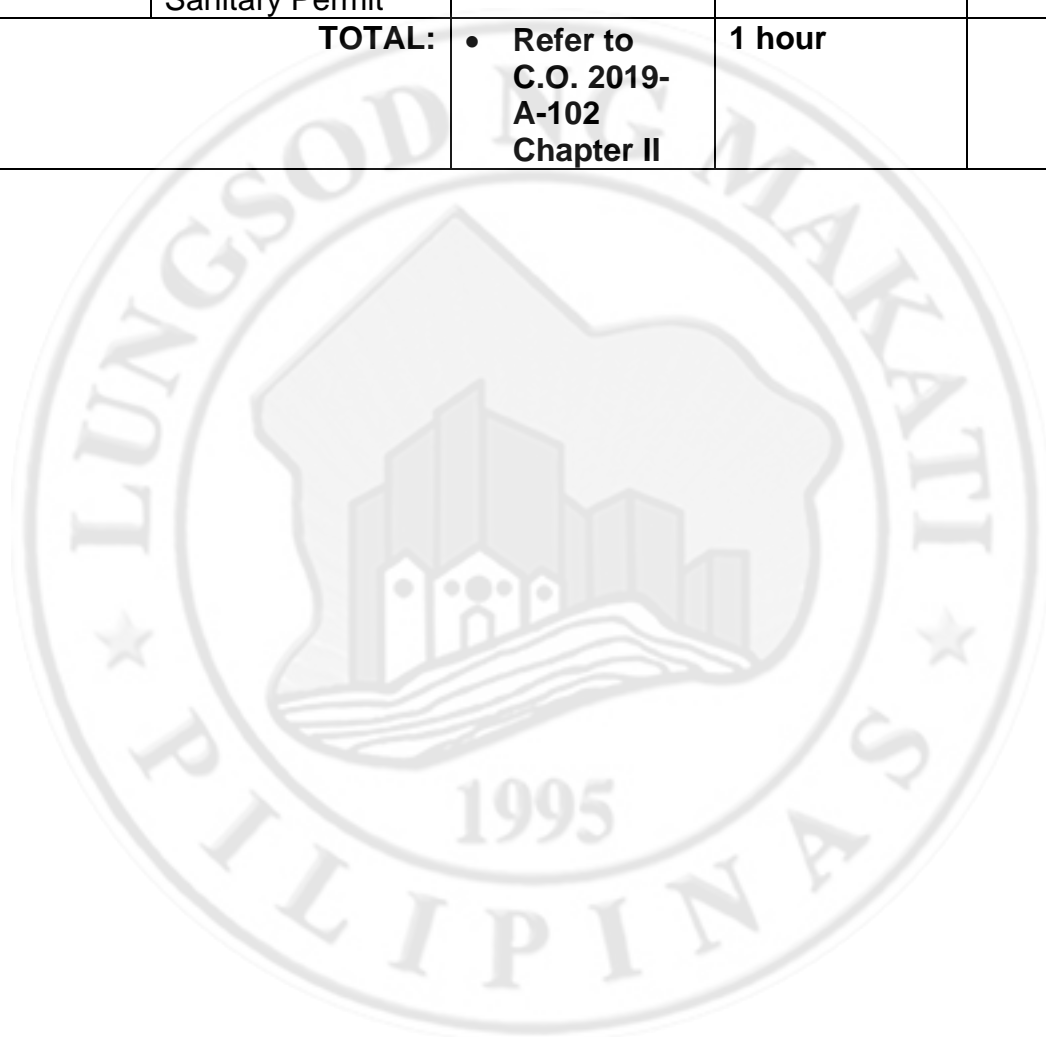
## 20. Application for a Sanitary Permit for All Commercial Establishments and Public Institutions at the Environmental Health Sanitation Division, Makati Health Department

Ensure all establishments in the city are compliant with the requirements of Sanitary Permit.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2B - Government to Business, G2G – Government to Government			
<b>Who may avail:</b>	All Commercial Establishments and Public Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Temporary Sanitary Permit (To be complied within 90 days)</b>				
1. Business Permit OR (1 photocopy)	Business Tax Division			
2. Billing Assessment (1 photocopy)	Business Permit and Licensing Office			
3. Photocopy of Previous Year's Sanitary Permit - for renewal (1 copy)	MHD - EHSD			
<b>For Complied Sanitary Permit:</b>				
1. Certificate of Water Potability*** (1 photocopy)	MHD - EHSD			
2. *Microbiological Water Analysis (refer to CO 2019-A-102, Chapter V)	Accredited Water Laboratories			
3. *Heterotrophic Plate Count (refer to CO 2019-A-102, Chapter V)	Accredited Water Laboratories			
4. *Physical-Chemical Examination (refer to CO 2019-A-102, Chapter V)	Accredited Water Laboratories			
6. Updated Pest Control Service Report / Contract (1 photocopy)	Accredited Pest Control Service Provider			
7. Online Health Certificate (1 photocopy)	Makati Health Clearance Certificate System ( <a href="https://makati.healthcert.ph">https://makati.healthcert.ph</a> )			
<b>For other applicable requirements (refer to CO 2019-A-102):</b>				
1. Desludging Certificate (1 photocopy)	Accredited Desludgers / Siphoning Service Provider			
2. Hazardous Waste and Solid Waste Service Report / Contract (1 photocopy)	Accredited Waste Haulers			
3. Training Certificates / Licenses of Personnel (1 photocopy)	Accredited Training Providers and License Provider			
3. Affidavit of Undertaking / Certification (1 photocopy)	Law Department or Notary Service Provider or Administration Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to the Environmental Health and Sanitation Office	Receiving and Assessment of all requirements.	Varies depending on the classification of business operation.	1 hour	Clerk / Encoder / Sanitation Inspectors / Sanitary Engineer



	Verification of compliance from previous years  Printing, Approval and Release of Sanitary Permit	Refer to C.O. 2019-A-102 Chapter II		/ City Health Officer Makati Health Department
<b>TOTAL:</b>		<ul style="list-style-type: none"> <li>• Refer to C.O. 2019-A-102 Chapter II</li> </ul>	<b>1 hour</b>	





## 21. Securing Online Health Certificates for Food and Non-food Personnel through Makati Health Clearance Certificate System (MHCCS) Website

A certification in writing issued by the health officer to a person employed in the establishment after passing the required physical and medical examinations.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G – Government to Government, G2B - Government to Business			
<b>Who may avail:</b>	All personnel mentioned in the Environmental Health and Sanitation Code and personnel complying their Sanitary Permit Requirements			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Scanned Chest x-ray result (6 months validity)		Uploaded via Accredited Diagnostic Facility		
2. Scanned Fecalalysis/Stool result (1 month validity) (For food handlers and entertainment personnel only)		Uploaded via Accredited Diagnostic Facility		
3. Seminar on Basic Food Safety and EHS Orientation		MHCCS ( <a href="https://makati.healthcert.ph">https://makati.healthcert.ph</a> )		
4. Official Receipt for the Health Certificate if Cash Payment		Business Tax Division / Online Payment Channel		
5. For Entertainment Personnel/Customer Care Assistant / Spa or Massage Attendant / Therapist a. Yellow / VD Card a.1. VDRL / RPR b.2. Gram Stain b. CSW / Social Hygiene Seminar		Social Hygiene Clinic uploaded via Accredited Diagnostic Facility		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to Makati Health Clearance Certification System website at <a href="https://makati.healthcert.ph">https://makati.healthcert.ph</a> . Apply for Health Certificate Online then proceed to our Accredited Diagnostic Facility for Chest X-ray Examination and Fecalalysis if handling food.	None	None	Not Applicable	Not Applicable
		None		



<p>2. Application will be reviewed and approved by Makati Health Department.</p>	<p>Check the accuracy and completeness of filled up form information submitted. Assess the medical result of the applicant and approve the application.</p>		<p>1 day except Saturday, Sunday, and Holidays</p>	<p>Sanitation Inspector / Medical Officer / City Health Officer Makati Health Department</p>
<p>3. Applicant will watch seminar then proceeds to payment. Health Certificate will be released in registered email address of application or can be viewed in the portal.</p>	<p>Validate Online or Cash Payment and release the approved Health Certificate</p>	<p>A. Food handler personnel: Php 100 + Seminar Fee of Php 50</p> <p>B. Rank and file non-food personnel: Php 80 + Seminar Fee of Php 50</p> <p>C. BPO, IT Personnel: PHP 100 + Seminar Fee of Php 50</p> <p>D. Manager, Supervisors, Executives: Php 150 + Seminar Fee of Php 50</p> <p>E. Entertainment Service Personnel, Spa/Massage Attendant/ Customer Care Assistant: Php 120 + Seminar Fee of Php 50</p>	<p>Online Payment: 1 day</p> <p>Cash Payment: 5 days</p>	<p>Sanitation Inspector / Encoder / Clerk Makati Health Department</p>
<b>TOTAL:</b>		<p><b>A. Php 150.00</b> <b>B. Php 130.00</b> <b>C. Php 150.00</b> <b>D. Php 200.00</b> <b>E. Php 170.00</b></p>	<p><b>7 days</b></p>	





## 22. Securing Health Certificate for workers in Entertainment Establishments at Makati Health Clearance Certificate System

Establishment based entertainers, waitresses, massage therapist, massage attendants, sauna bath attendant's therapist with room service in their workplace are required to secure Health Certificates before working in bars, clubs and other similar establishments under PD 856.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2B - Government to Business			
<b>Who may avail:</b>	All workers in entertainment establishments			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
(1) pc 2x2 ID picture with name				
STI, HIV/AIDS Counselling seminar		Social Hygiene Clinic (7th floor, Makati City Hall Bldg. I)		
Gram staining of vaginal or urethral fluid examination (every 2 weeks) Serologic examination (every 6 months) RPR/VDL TPPA (If necessary)		Accredited Laboratories		
EHS Orientation Seminar; and/or any other requirements that may be deemed necessary based on the existing rules and regulations		EHSD Office		
Official Receipt for Health Certificate and Mayor's Permit		Business Tax Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay for seminar	Received official receipt	Seminar Php 50.00	10 minutes	Cashier's Office (1st Floor, Makati City Hall, Building 2)
2. Present official receipt and register for the seminar at the Social Hygiene Clinic, Monday-Wednesday	Conduct STI, HIV/AIDS Seminar	None	1 hour	SHC Staff Makati Health Department
3. Get Seminar Certificate	Release of Seminar Certificate/Proof of attendance (Certificate signed by the City Health	None	5 minutes	SHC Staff Makati Health Department



<p>4. Client proceeds to examination room</p> <ul style="list-style-type: none"> <li>• Gram stain is done every 2 weeks</li> <li>• Client will bring the collected specimen and undergoes blood extraction for RPR at the Accredited Laboratory</li> <li>• RPR is done every 6 months</li> </ul>	<p>Officer or designated Medical Officer authorized by CHO)</p> <p>Specimen collection for Gram Staining and RPR request given</p>	<p>None</p>	<p>15 minutes</p>	<p>SHC Staff Makati Health Department</p>
<p>5. Client returns to SHC once with results</p>	<p>For Normal Gram Stain and RPR Findings: Release of SHC examination card</p>	<p>None</p>	<p>5 minutes</p>	<p>SHC Staff Makati Health Department</p>
	<p>For Abnormal Gram Stain Findings: SHC Card on hold Client undergoes management for diagnosed condition</p>	<p>None</p>	<p>10 minutes</p>	<p>SHC Staff Makati Health Department</p>
<p>6. Client returns to</p>	<p>Abnormal RPR Findings SHC card on hold; Request for confirmatory test TPPA and RPR with titer</p>	<p>None</p>	<p>10 minutes</p>	<p>SHC Physician Makati Health Department</p>



SHC after 14 days for test for repeat examination.  Repeat steps 4,5,6	Check for the SHC Card for repeat of specimen collection gram stain	None	5 minutes	SHC Staff Makati Health Department
	Normal Findings Release of SHC examination card	None	5 minutes	SHC Staff Makati Health Department
	Abnormal Findings SHC card on hold Repeat as above	None	5 minutes	SHC Staff Makati Health Department
<b>TOTAL:</b>		<b>Php 50.00</b>	<b>2 hours, 10 minutes</b>	



## 23. Senior Citizen Wellness Program

This is a health program pioneered by Makati that is specific for the medical needs of senior citizens of Makati age >70 y/o and bed ridden patients. This program is focused primarily on enhancing the accessibility of medical care for Makatizens.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Makati residents (70 years old and above), Makatizens who are bed ridden			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Senior Citizen Card (1 photocopy)		Office of Senior Citizen Affairs (OSCA)		
2. Yellow Card (1 photocopy)		Makati Health Plus		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE AID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will apply for enrollment in the Senior Citizen Wellness Program	1. Verification of the required documents. Once verified, patient will be enrolled in the program.	None	30 minutes	Hospice team MHD-HEMS office
	2. Medical information and vital signs will be taken by the Hospice team.	None	30 minutes	Hospice Nurse MHD-HEMS office
	Home visitation will be done for bed ridden patients.	None	1 day	Hospice team MHD-HEMS office
	3. Consultation of a Medical doctor	None	30 minutes	Physician MHD-HEMS office
	4. Issuance of prescription and laboratory request	None	30 minutes	Physician MHD-HEMS office
	5. Delivery of medicines	None	1 day	MAC Rider MAC Office
2. Follow-up check-up at least quarterly or as advised by the physician	1. Consultation of a Medical doctor	None	30 minutes	Physician MHD-HEMS office
	2. Issuance of prescription and laboratory request	None	30 minutes	Physician MHD-HEMS office
	3. Delivery of medicines	None	1 day	MAC Rider MAC Office



<b>TOTAL:</b>	<b>None</b>	<b>3 days, 3 hours</b>	
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## 24. Water Microbiological Analysis

Under A.O No. 2017-0010 The Philippine National Standards for Drinking Water of 2017, A bacteriological examination, standards, and procedures on drinking quality to protect public/consumer's health.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen and Private WRS and Establishments, G2B - Government to Business, G2G - Government to Government			
<b>Who may avail:</b>	Citizen and Private WRS , Establishments and Government institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		MHD Water Laboratory		
2. Sampling Bottle		MHD Water Laboratory		
3. Order of Payment		MHD Water Laboratory		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Water Laboratory Section, 7th Floor Bldg. 1.	Issue of Request form for water analysis, Order of payment with schedule and sampling bottle.	None	5 minutes	Medical Technologist Makati Health Department
2. Request for sampling schedule, order of payment request form and sampling bottle.				Medical Technologist Makati Health Department
3. Pay fees for water analysis at the Ground Floor, Makati City Hall Bldg. 2.	1. Parameters tested: ▪ Total coliform ▪ Fecal coliform ▪ Heterotrophic Plate Count	Php 300.00 Php 300.00	10 minutes	
4. Collection of water sample on scheduled date according to proper sampling procedure given.	2. Compliance of Water Refilling Stations to City Ordinance No.98-032	None	1 hour	Laboratory Aide Laboratory Aide/Water Sampler Makati Health Department
5. Present Official		None	5 minutes	





## 25. Drug Testing Service (Screening Laboratory)

The Makati District Health Laboratory is a Department of Health accredited drug testing center that conducts screening tests for prohibited drugs located at 8/F Makati City Hall Bldg. II, MADAC Division. The laboratory offers a testing program to walk-in clients, city employees, and random drug testing to different agencies in cooperation with Makati Anti-Drug Abuse Council (MADAC).

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen, G2G-Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		Business Tax Division, Miscellaneous Division		
2. Valid Identification Card		Driver's License, Firearms License, GSIS, Integrated Bar of the Phils, NBI Clearance, OFW ID, OWWA ID, Passport, Police Clearance, Postal ID, PRC ID, School ID, Seaman's Book, Senior Citizen's ID, Solo Parent ID, SSS, TIN, Voter's ID, Company ID,		
3. Request/Referral form		Company, Makati Health Department Employees Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present referral/request form and Requests order of payment & pays necessary fees.  Note:  For request of Random Drug Testing please proceed to Makati Anti-Drugs Abuse Council (MADAC) PETID-Division for procedures and schedule.	Check referral form and Issue order of payment.  a. Walk in client-payment at Business Tax Division, Ground floor, Makati City Hall Bldg. II  b. City Employee – payment at Miscellaneous Division, 3rd Floor, Makati City Hall Bldg. I	Php 350.00  Php 250.00	10 minutes	Laboratory Assistant Makati Health Department
2. Present Official Receipt, Valid Identification, and sign the Client Logbook.	Receive and validate Official Receipt & Valid Identification then issue	None	10 minutes	Laboratory Assistant Makati Health Department



3. Fill out and Submit Custody and Control Form.	Custody and Control Form  Receive and check for completeness of the Custody and Control Form (CCF) and provide specimen bottle.	None	10 minutes	Laboratory Assistant Makati Health Department
4. Collect, submit urine specimens and Encoding of Custody and Control Form in the computer system.	Assists the client in urine sample collection, check the integrity of specimen and encoding of client information in the database.	None	20 minutes	Authorized Specimen Collector
5. Releasing of Drug Test Result	Drug Examination of submitted urine specimen.  Issue Drug Test Result  Walk-in Clients and City employees drug test results are released within the day.	None	20 minutes  1 day	Certified Drug Analyst  Laboratory Assistant Makati Health Department
<b>TOTAL:</b>		<b>Php 600.00</b>	<b>1 day, 2 hours</b>	





## 26. Death Certification Review

A death Certificate is either a legal document issued by a medical practitioner which states when a person died or a document issued by a government civil registration office that declares the date, location, and cause of a person's death, as entered in an official register of deaths.

<b>Office or Division:</b>	Makati Health Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Makati residents and Funeral Parlor Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fully accomplished Death Certificate (3 original copies, 1 photocopy back-to-back)		Hospital or Funeral Parlor		
2. Cremation Certificate		Funeral Service or Crematorium		
3. PRC License (if not affiliated Medical Officer of OSMAK, MMC and Medical Officer on Duty at Makati Health Department) – 1 photocopy with 3 specimen signatures		Signatory Medical Officer or Funeral Service		
4. Deceased less than 1 year old – 1 photocopy of certification of the embalmer		Funeral Parlor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
I. Makatizens Death Certification				
1. Submit required documents to window 1, 7th Floor, Makati Health Department, Makati City Hall Bldg. 1	Received required documents and checked for completeness of data.	None	3 minutes	Admin Records Section Staff – MHD Main Office
Monday – Friday 8:00 am – 5:00 pm				
2. Start processing the death certificate	Code with ICD-10, then prepare transfer or cremation permit.	None	5 minutes	Admin Records Section Staff – MHD Main Office
	Review and signature of the Medical Officer in Charge	None	30 minutes	Medical Officer – MHD Main Office
	Release the documents and	None	3 minutes	Admin Records Section Staff – MHD Main Office



<p>3. Receiving the documents</p>	<p>issue an order of payment.</p>			
<p>II. Death from Other LGUs</p>	<p>A. For Cremation</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin Records Section Staff – MHD Main Office</p>
<p>1. Submit required documents to window 1, 7th Floor, Makati Health Department, Makati City Hall Bldg. 1</p>	<p>Received required documents and checked for completeness of data.</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Records Section Staff – MHD Main Office</p>
<p>Monday – Friday 8:00 am – 5:00 pm</p>	<p>Code with ICD-10, then prepare transfer or cremation permit.</p>	<p>None</p>	<p>30 minutes</p>	<p>Medical Officer – MHD Main Office</p>
<p>2. Start processing the death certificate</p>	<p>Review and signature of the Medical Officer in Charge</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin Records Section Staff – MHD Main Office</p>
	<p>Release the documents and issue an order of payment.</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin Records Section Staff – MHD Main Office</p>
	<p>B. For Entrance/Burial</p>	<p>None</p>	<p>5 minutes</p>	<p>Admin Records Section Staff – MHD Main Office</p>
	<p>Received required documents and checked for completeness of data.</p>	<p>None</p>	<p>30 minutes</p>	<p>Medical Officer – MHD Main Office</p>
	<p>Code with ICD-10, then prepare transfer or cremation permit.</p>	<p>None</p>	<p>30 minutes</p>	<p>Medical Officer – MHD Main Office</p>
	<p>Review and signature of the Medical Officer in Charge</p>	<p>None</p>	<p>30 minutes</p>	<p>Medical Officer – MHD Main Office</p>



<p>3. Receiving the documents</p> <p>III. City Registered Death Certificates for transfer to other LGUs</p> <p>1. Submit required documents to window 1, 7th Floor, Makati Health Department, Makati City Hall Bldg. 1</p> <p>Monday – Friday 8:00 am – 5:00 pm</p> <p>2. Start processing the death certificate</p> <p>3. Receiving the documents</p>	<p>Release the documents and issue an order of payment.</p> <p>Received required documents and check for completeness of data.</p> <p>Code with ICD-10, then prepare transfer or cremation permit.</p> <p>Review and signature of the Medical Officer in Charge</p> <p>Release the documents and issue an order of payment</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>3 minutes</p> <p>5 minutes</p> <p>30 minutes</p> <p>3 minutes</p>	<p>Admin Records Section Staff – MHD Main Office</p> <p>Admin Records Section Staff – MHD Main Office</p> <p>Admin Records Section Staff – MHD Main Office</p> <p>Medical Officer – MHD Main Office</p> <p>Admin Records Section Staff – MHD Main Office</p>
<b>TOTAL:</b>		<b>None</b>	<b>2 hours, 3 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send feedbacks to <a href="mailto:mhd_main@yahoo.com">mhd_main@yahoo.com</a> ; visit Makati Health Department at 7 <sup>th</sup> flr Makati City Hall Bldg. 1 JP Rizal St., Brgy. Poblacion, Makati City call 8870- 1605 or 1607
How feedbacks are processed	All feedbacks are acknowledged and discussed with concerned personnel
How to file a complaint	Complaints can be made through letter sent to the department or through email provided, making sure that the following information are being provided:  Name of person/establishment being complained Incident Evidence For inquiries and follow-ups, client may contact the following phone number: 8870-1605/1607
How complaints are processed	The complaints are evaluated based on the submitted incident and evidence supporting the claim. Upon evaluation of the complaint, an investigation will be made and a report will then be prepared and feedback will be given to the client.  For inquiries and follow-ups, client may contact the following phone number: 8870-1605/1607
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



Office	Address	Contact Information
Makati Health Department (Main Office)	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1605 8870-1607
Admin. Section	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1603
Employees Clinic	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1612
Family Planning	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8871-1631
Laboratory Section	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1614
Water Laboratory	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1608
Social Hygiene Clinic	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1615
Animal Bite (Rabies) Section	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1606
Nutrition Section	7 <sup>th</sup> floor, Makati City Hall Building 1, J.P. Rizal St., Poblacion, Makati City	8870-1616
Environmental Health & Sanitation Division (EHSD)	Ground floor, Makati City Hall Building 2, J.P. Rizal St., Poblacion, Makati City	8870-1609
X-Ray	Ground floor, Old Makati City Hall Building, J.P. Rizal, St., Poblacion, Makati City	8870-1732
Cold Room	3 <sup>rd</sup> floor, Old Makati City Hall Building, J.P. Rizal St., Poblacion, Makati City	8870-1602



<b>District 1</b>		
Bangkal Health Center	Rodriguez St.	8888-53-82
Bangkal Lying-In Clinic	Rodriguez St.	8888-83-82
Carmona Health Center	3002 H. Santos St.	8883-60-12
Kasilawan Health Center	Pascua St.	8897-64-94
La Paz Health Center	Archimeded St.	8890-89-52
Olympia Health Center	Fortuna St.	8899-12-12
Palanan Health Center	Casino St.	8832-79-35
Palanan 27/7	Casino St.	8832-79-35
Pio PC	Santuico St.	8400-73-83
Pio RHU	Apolinario cor. Arguilles St.	8553-95-31
San Antonio Health Center	Mayapis St.	8897-26-26
San Isidro Health Center	2607 Guatemala St.	8887-63-05
Singkamas Health Center	3816 F. Nazario St.	8895-34-72
Sta. Cruz Health Center	Yague St.	8895-16-97
Tejeros Health Center	H. Santos St.	8880-08-51
<b>District 2</b>		
Cembo Health Center	Banaba St.	8659-61-52
South Cembo Health Center	Gen. del Pilar St.	8728-18-31
Comembo Health Center	Anahaw St.	8883-12-40
Guadalupe Nuevo Health Center	Nuestra Sra. De Guadalupe St.	8897-43-22
Guadalupe Nuevo Lying-In Clinic	Nuestra Sra. De Guadalupe St.	8897-43-22
Guadalupe Viejo Health Center	Camia cor. Gumamela St.	
Pembo Health Center	Santan St.	8758-13-98
Pinagkaisahan Health Center	Danlig cor. Tolentino St.	8881-81-28
Pitogo Health Center	Cebu St.	8831-33-75
Poblacion Health Center	A. Mabini St.	8899-50-14
East Rembo Health Center	23 <sup>rd</sup> Ave.	8296-41-95
East Rembo Lying-In Clinic	23 <sup>rd</sup> Ave.	8296-41-95
West Rembo Health Center	JP Rizal St.	8752-55-07
Rizal Health Center	Amarillo St.	8729-19-92
Valenzuela Health Center	Baler St.	8899-53-31



**Veterinary Services Department**

**Health Services**





## 1. Meat Inspection (Abattoir Inspection)

Meat inspection is performed by deputized meat inspectors who have undergone and passed the training from the National Meat Inspection Services (NMIS) in accredited slaughterhouses in the city. All stages of animal slaughter are inspected to ensure that only wholesome meat is produced in the slaughterhouses in Makati.

<b>Office or Division:</b>	Meat Safety and Regulatory Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Slaughterhouse operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Shipping Permit		Bureau of Animal Industry		
Veterinary Health Certificate		Farm Veterinarian / LGU Veterinarian		
Negative Result for African Swine Fever		Bureau Animal Industry		
Valid Meat Transport Vehicle Accreditation		National Meat Inspection Service		
Butcher's License		Veterinary Services Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Shipping Permit and Veterinary Health Certificate of live animals for slaughter	Inspect the validity of documents	None	1 minute	Deputized Meat Inspectors
Present live animals for Ante-Mortem Examination	Perform Ante-Mortem Examination	None	3 minutes/head	Deputized Meat Inspectors
Present slaughtered animals for Post-Mortem Examination	Perform Post-Mortem examination	None	5 minutes/head	Deputized Meat Inspectors
Present slaughtered animals for marking	Mark as "passed" slaughtered animals	None	1 minute/head	Deputized Meat Inspectors
	Issue Meat Inspection Certificate	Hogs – Php20.00/head Poultry – Php5.00/head  (75% goes to the LGU; 25% goes to NMIS)	15 seconds/permit	Deputized Meat Inspectors





## 2. Meat Inspection (Post Abattoir)

Inspection of establishments where meat is being received, packed, stored, prepared, cooked, catered, and/or sold for human consumption to monitor the quality of meat in our meat markets.

<b>Office or Division:</b>	Meat Safety and Regulatory Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Meat processing plants, cold storage warehouses, Wet markets, Flea/Satellite markets (talipapa), Metrostores, Meat shops/stalls, “lechon” houses and stands, Supermarkets and grocery stores, Restaurants, canteens and eateries, Catering services, Hotels and other institutional buyers, Meat/Aquatic Product Storage, Other channels where meat and meat products are prepared, handled, processed, packed, stored and distributed			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Inspection Certificate (MIC)		Veterinary Services Department National Meat Inspection Service		
Certificate of Meat Inspection (COMI)		National Meat Inspection Service		
Meat Handler’s License		Veterinary Services Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present MIC or COMI of meat	Inspect validity of documents	None	2 minutes	Veterinarians Meat Inspectors
Present Meat Handler’s License	Inspect validity of documents			Veterinarians Meat Inspectors
	Inspect the facility, and quality and handling of meat	None	15 minutes	Veterinarians Meat Inspectors



### 3. Free Mass Anti-Rabies Vaccination and Registration for Dogs and Cats

The Veterinary Services Department is mandated to control and eliminate rabies in Makati. The mass anti-rabies vaccination and registration for dogs and cats in all barangays in the city are conducted annually. This can be done house-to-house or vaccination stations can be set up in different areas in the barangay.

<b>Office or Division:</b>	Animal Health, Welfare and Registry Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners from Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration / Vaccination Cards for pets (if available)		Veterinary Services Department / Private Veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepare pet vaccination record if available;	Update the pet vaccination card or prepare a new record; enter data in master list	None	5 minutes	VSD Staff
Present and restrain pet to be vaccinated	Assess health status of pet; Vaccinate pet and give post-vaccination instructions	None	5 minutes	Veterinarian Trained vaccinators of VSD
	Release signed pet vaccination card		1 minute	VSD staff



#### 4. Walk-in Pet Registration and Vaccination

VSD operates a veterinary clinic in Districts I and II. Pet owners may visit these clinics for their pets' registration and anti-rabies vaccination.

<b>Office or Division:</b>	Animal Health, Welfare and Registry Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pet Vaccination Card – for registered pets		Dist. 1 Residents – MVSD Office, Morong St. Poblacion Dist. 2 Residents – MVSD Office, Cadena De Amor St. Pembo		
Accomplished pet registration form – for non-registered pets		Dist. 1 Residents – MVSD Office, Morong St. Poblacion Dist. 2 Residents – MVSD Office, Cadena De Amor St. Pembo		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present pet vaccination card if available; fill up registration form if pet is not yet registered	Update vaccination card; prepare vaccination card for unregistered pets	None	10 minutes	VSD staff
Present and restrain pet to be vaccinated	Assess health status of pet; Vaccinate pet and give post-vaccination instructions	None	5 minutes	Veterinarians Trained vaccinators of VSD
	Release signed pet vaccination card	None	1 minute	VSD staff



## 5. Microchip Implantation

As provided in Republic Act 9482, the Anti-Rabies Act of 2007, City Ordinance 2017-127, or the Makati City Animal Regulation and Control Code, all dogs and cats should be registered in the city. Microchip implantation is the system of registration of dogs and cats in Makati.

<b>Office or Division:</b>	Animal Health, Welfare, and Registry Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners from Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration / Vaccination Cards of pets		Veterinary Services Department / Private Veterinarian		
Proof of Makati City residency		Government agencies that issue identification cards bearing the cardholder's address		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present registration/vaccination card for registered pets; or completely filled out registration form for non-registered pets	Update the pet vaccination card or prepare a new record; prepare the pet passport; enter data in the master list	None	5 minutes	VSD staff
Present and restrain the pet	Assess the health status of the pet; Implant the pet microchip and give post-implantation instructions	None	5 minutes	Veterinarian
	Release signed pet passport and vaccination card	None	1 minute	VSD staff



## 6. Retrieval of Impounded Dogs

One of the pillars of rabies elimination is to control the stray animal population in the city through impounding. As provided in existing laws and ordinances, pet owners have three (3) days to retrieve their pets at the Makati City Pound after paying the imposed penalties.

<b>Office or Division:</b>	Urban Animal Management and Public Health Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration and Vaccination Card of Impounded Dog		Makati City Pound, Malugay St. cor Ayala Ave. Extn.; Private veterinarian who vaccinated their pets against rabies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Identify impounded dog	Assist pet owner inside the impounding area		2 minutes	Pound Keeper
Proceed to VSD office in Morong St. and present pet registration/vaccination card if available; if not, fill up registration form	Update registration/vaccination card for registered pets; prepare registration/vaccination card for unregistered pets	None	5 minutes	VSD staff
	Issue an Order of Payment	None	1 minute	VSD staff
Payment of penalties		If the dog is: Registered with updated anti-rabies vaccination: PHP500.00  Registered but no or lapsed vaccination: PHP1,500.00  Vaccinated but not registered: PHP1,500.00  Not registered and no or lapsed	5 minutes	Cashier, Cash Division (3 <sup>rd</sup> Floor, Makati City Hall Main Building)



		vaccination: PHP2,500.00  Additional fee for a lost card: PHP50.00		
Give a photocopy of the official receipt and the registration/vaccination card	Record and file the document		1 minute	VSD staff
	Release the dog to the owner; if the vaccination status is updated, the dog will be implanted with a microchip; if the dog has no or lapsed vaccination, it will be inoculated with an anti-rabies vaccine	None	5 minutes	Veterinarian Pound Keeper
	Release the registration/vaccination card	None	1 minute	VSD staff



## 7. Pet Adoption

Impounded dogs or cats that were not redeemed by their owners can be candidates for pet adoption. The adoption period is 3 – 7 days after the prescribed period for animal redemption.

<b>Office or Division:</b>	Urban Animal Management and Public Health Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Good moral certificate from Barangay		Barangay where pet owner resides		
Proof of financial capacity		BIR; Bank; place of work of pet owner		
Picture of area where adopted pet will be kept				
Two government issued ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present requirements	Verify documents presented	None	5 minutes	VSD staff
	Interview applicant; Approve the application for pet adoption	None	10 minutes	City Veterinarian
Proceed to the impounding area to select a pet to be adopted	Assist pet owners in the impounding area	None	10 minutes	Pound Keeper VSD staff
Submit the notarized adoption form	Issue an Order of Payment	None	5 minutes	VSD staff
Payment of fees (provide a photocopy of the OR to MVSD for filing)		PHP500.00	10 minutes	Cashier, Cash Division (3 <sup>rd</sup> Floor Makati City Hall Main Building)
	Inoculate adopted pet with anti-rabies vaccine	None	2 minutes	Veterinarian Trained vaccinator of VSD
	Take picture of pet owner and adopted pet	None	1 minute	VSD staff
	Release adopted pet and registration/vaccination card	None	1 minute	VSD staff



## 8. Spay and Castration of Dogs and Cats

Another pillar of rabies elimination is the control of the pet population. Spay and castration are very effective tools for controlling the pet population in a community.

<b>Office or Division:</b>	Animal Health, Welfare and Registry Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Updated anti-rabies vaccination (vaccine given at least 2 weeks prior to the schedule of surgery); vaccination/registration card		Dist. 1 Residents – MVSD Office, 1407-H Morong St. Poblacion; (02) 8889-7949 Dist. 2 Residents – MVSD Office, Cadena De Amor St. Pembo; (02) 8834-1166		
Pet must be at least 8 months old				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Pet owners may visit or call the district office	Get pertinent information about the pet from the owner	None	5 minutes	VSD staff
	Once a schedule has been assigned, the veterinary personnel will contact the pet owner several days before the surgery to give pre-operative instructions	None	5 minutes	VSD staff
Bring the pet (in a collapsible cage) to the district office on the date and time of surgery; fill out the surgery consent form	Inspect/verify information in the registration/vaccination card	None	2 minutes	VSD staff
	Pre-operative medication and actual surgery	None	30 minutes – male pets 1 ½ hours – female pets	Veterinarians
	Release prescription and instruct owner on post-operative care and medication	None	5 minutes	Veterinarians
	Release the neutered pet, registration/vaccination card and Certificate of Neutering	None	1 minute	VSD staff





## 9. Pet Consultation

To prevent the spread of zoonotic and communicable diseases in pets, VSD offers free pet consultations every Monday.

<b>Office or Division:</b>	Animal Health, Welfare and Registry Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pet registration/vaccination card		Dist. 1 Residents – MVSD Office, 1407-H Morong St. Poblacion; (02) 8889-7949 Dist. 2 Residents – MVSD Office, Cadena De Amor St. Pembo; (02) 8834-1166		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present registration/vaccination card for registered pets; or completely filled out registration form for non-registered pets	Record pet details; if unregistered, prepare a registration card	None	5 minutes	VSD staff
	History taking; Evaluation of pet's health status/ check pet's condition; Administer medication and prepare prescription if needed	None	45 minutes	Veterinarians
	Release of registration card, take-home medicines if available, and prescription	None	3 minutes	VSD staff



## 10. Pet Deworming

Pet deworming is given to dogs and cats to treat and control worm infestation in pets that may also infect humans.

<b>Office or Division:</b>	Animal Health, Welfare, and Registry Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pet registration/vaccination card		Dist. 1 Residents – MVSD Office, 1407-H Morong St. Poblacion; (02) 8889-7949 Dist. 2 Residents – MVSD Office, Cadena De Amor St. Pembo; (02) 8834-1166		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present registration/vaccination card for registered pets; or completely filled out registration form for non-registered pets	Record pet details; if unregistered, prepare a registration card; Weigh pet	None	5 minutes	VSD staff
	Evaluate the health condition of the pet; check age; compute dose of dewormer; administer	None	5 minutes	Veterinarian
Payment of fees		First dose – Free Succeeding doses – PHP30.00	5 minutes	Cashier, Cash Division (3 <sup>rd</sup> Floor Makati City Hall Main Building



## 11. Surrender / Turn-over of Pet

The Makati City Pound accepts turn-over/surrender of pets. The request is subject to evaluation and approval by the City Veterinarian.

<b>Office or Division:</b>	Urban Animal Management and Public Health Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of request from the pet owner with the consent of family members		Personal letter of pet owner		
Endorsement letter from the Barangay		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit documents to the City Pound or thru email	Evaluate documents; Interview pet owner	None	10 minutes	Veterinarian VSD staff
	Approval of request for surrender Schedule the date and time of pick-up	None	30 minutes	City Veterinarian
Payment of fees		Php500.00		Cashier, Cash Division (3 <sup>rd</sup> Floor Makati City Hall Main Building
	Pick-up surrendered pet		Within 24 hours of approval	Impounding Team



## 12. Veterinary Health Certificate

A Veterinary Health Certificate issued by the LGU is a requirement of the Bureau of Animal Industry (BAI) prior to the issuance of a travel permit for live animals. This certificate is valid only for three (3) days.

<b>Office or Division:</b>	Animal Health, Welfare, and Registry Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Registration / Vaccination Card for pet		Veterinary Services Department / Private Veterinarian		
Veterinary Health Certificate (if vaccinated by a private veterinarian)		Private veterinarian		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present documentary requirements	Evaluate documents. Interview pet owner.	None	5 minutes	Veterinarian VSD staff
	Issue Veterinary Health Certificate	None	5 minutes	Veterinarian



### 13. Meat Handler's and Butcher's License

Refers to the licensing of meat and food handlers, practicing their profession within the city to be issued by the Veterinary Services Department. The meat handler's license is renewable yearly and expires at the end of the calendar year.

<b>Office or Division:</b>	Meat Safety and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Meat Handlers and Butchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of valid Health Certificate		Makati Health Department		
Official Receipt for Meat Handler's Fee (PHP 200.00)		Cashier (Miscellaneous Division, 3 <sup>rd</sup> floor Makati City Hall Main Building)		
1X1 ID picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to MVSD office at Morong St. Poblacion and present requirements	Record details of applicants and OR number; prepare Meat Handler's License / Butcher's License	None	5 minutes	Meat Inspectors
Affix picture, signature, and laminate license	Release requirements presented by the applicant	None	5 minutes	Meat Inspectors



## 14. Veterinary Inspection Certificate

All meat markets/channels are required to secure a Veterinary Inspection Certificate from the VSD before applying for and/or renewing their business license in accordance with Administrative Order 20 series of 2010.

<b>Office or Division:</b>	Meat Safety and Regulatory Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Slaughterhouses, poultry dressing plants, meat processing plants, cold storage warehouses, Wet markets, Flea/Satellite markets (talipapa), Metrostores, Meat shops/stalls, “lechon” houses and stands, Supermarkets and grocery stores, Restaurants, canteens and eateries, Catering services, Hotels and other institutional buyers, Meat/Aquatic Product Storage, Other channels where meat and meat products are slaughtered, prepared, handled, processed, packed, stored and distributed			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of valid Business Permit with paid Meat Inspection Fee (Large scale business e.g. restaurants – PHP500.00; Small scale business e.g. metrostore – PHP300.00) Updated re-inspection fee payment		Cashier (Licensing Division, Ground floor, Makati City Hall Building II)		
Photocopy of Meat Handler’s or Butcher’s License of qualified employees		Makati Veterinary Department – 1407-H Morong St. Poblacion		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present requirements	Verify and record details; issue Veterinary Inspection Certificate (subject to inspection)	Large scale business – P500.00 Small-scale business – Php300.00 Payment must be included in the application for a business permit	5 minutes	Meat Inspectors



## 15. Re-Inspection Fee/Entry Fee

All meat of livestock and poultry from animals slaughtered outside Makati City whether from a domestic or foreign source, meat, fisheries products, and other livestock or poultry products that are brought into the City for trading, processing, consumption, or disposal shall pass through the Makati City Veterinary Services Department for inspection and shall be required to pay an entry fee.

<b>Office or Division:</b>	Meat Safety and Regulation Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Meat processing plants, cold storage warehouses, Wet markets, Flea/Satellite markets (talipapa), Meat shops/stalls, “lechon” houses and stands, Supermarkets and grocery stores, Meat/Aquatic Product Storage, Other channels where meat and meat products are prepared, handled, processed, packed, stored, and distributed			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Permit		BPLO		
2. Meat Inspection Certificate (MIC)		Veterinary Services Department National Meat Inspection Service		
3. Certificate of Meat Inspection (COMI)		National Meat Inspection Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present documentary requirements	Check/verify documents presented	None	2 minutes	Veterinarian Meat Inspectors
	Inspect the quality of meat			Veterinarian Meat Inspectors
	Compute re-inspection fee based on presented documents that meat was slaughtered outside of the city	Chicken - Php3.00/kg Pork – Php150.00/head Beef – Php5.00/kg	15 minutes	Veterinarian Meat Inspectors
	Prepare Order of Payment			Veterinarian Meat Inspectors
Pay the necessary fees and provide a photocopy of the official receipt to VSD				Cashier, Cash Division (3 <sup>rd</sup> Floor Makati City Hall Main Building



## 16. Veterinary Clearance

All animal-holding facilities and establishments where meat and meat products are slaughtered, prepared, handled, processed, packed, stored, and distributed are required to secure a Veterinary Clearance from the Veterinary Services Department before applying for or renewing their business permits.

<b>Office or Division:</b>	Meat Safety and Regulation Division Animal Health, Welfare, and Registry Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	Slaughterhouses, poultry dressing plants, meat processing plants, cold storage plants, Wet markets, Flea/Satellite markets (talipapa), Metrostores, Meat shops/stalls, “lechon” houses and stands, Supermarkets and grocery stores, Restaurants, canteens and eateries, Catering services, Hotels and other institutional buyers, Meat/Aquatic Product Storage, Other channels where meat and meat products are slaughtered, prepared, handled, processed, packed, stored, and distributed Veterinary hospitals and clinics, Pet shops and pet trading, and other animal-holding facilities Wildlife Holding Facility

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For slaughterhouses:</b>	
1. Business Permit	BPLO
2. Sanitary Permit	Sanitation Division, Makati Health Dept.
3. License to Operate	National Meat Inspection Service
4. Discharge Permit	DENR
5. Animal Welfare Accreditation	Bureau of Animal Industry
6. Updated slaughter fee payment	Veterinary Services Department
<b>For Meat Establishments:</b>	
1. Business Permit	BPLO
2. Meat Handler’s License	Veterinary Services Department
2. Veterinary Inspection Certificate	Veterinary Services Department
3. Meat Inspection Certificate (MIC)	Veterinary Services Department National Meat Inspection Service
4. Certificate of Meat Inspection (COMI)	National Meat Inspection Service
5. FDA Certificate of Product Registration for meat products	Food and Drug Administration
5. Updated re-inspection fee payment	Veterinary Services Department
<b>For Animal Holding Facilities:</b>	
1. Business Permit	BPLO
2. Animal Welfare Certificate of Registration	Bureau of Animal Industry
3. Declaration of the number of vaccinated pets against rabies in the facility	
<b>For Wildlife Holding Facility:</b>	





1. Certificate of Wildlife Registration (CWR)		Department of Environment and Natural Resources (DENR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present documentary requirements	Check/verify documents presented	None	5 minutes	Veterinarian Meat Inspectors VSD staff
	Unannounced spot inspection of the facility	None	20 minutes	Veterinarian VSD staff
	Approval of Veterinary Clearance	None	5 minutes	City Veterinarian
Claim Veterinary Clearance	Release Veterinary Clearance			Veterinarian Meat inspectors VSD staff



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Send feedback to <a href="mailto:makativeterinaryoffice@gmail.com">makativeterinaryoffice@gmail.com</a> ; Visit Veterinary Services Department at 1407-H Morong St. Barangay Poblacion; Call 8889-7949
How feedback is processed	All feedback is compiled, analyzed, and used as a basis for improvement of services.
How to file a complaint	For animal-related complaints, make a written complaint to be endorsed by the barangay; anonymous complaints can be sent directly to Veterinary Services Department's office or sent through email at <a href="mailto:makativeterinaryoffice@gmail.com">makativeterinaryoffice@gmail.com</a> or they may call 8889-7949.
How complaints are processed	Complaints are verified by our personnel; notice of violations are issued to erring pet owners or meat establishments and given 3 days to comply; confiscate pets for 3-time violators; confiscated banned meat products and/or 'hot meat' are reported to the barangay for records purposes; confiscated products are thermally destroyed to prevent its re-entry into the market; elevate the case to BPLO or MHD or National Meat Inspection Service (NMIS) for proper action on erring meat establishments
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB:0908-881-6565 (SMS)

Office	Address	Contact Information
Makati Veterinary Services Department – District I office	1407-H Morong St. Barangay Poblacion	8889-7949
Makati Veterinary Services Department District II office	Cadena de Amor St. Pembo	8834-1166



**Makati Social Welfare Department**  
**Social Welfare Services**





## Social Emergency Section

### 1. Financial Assistance for Victims of Fire and Earthquake Incidents

<b>Office or Division</b>	Makati Social Welfare Department – Social Emergency Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	1. Internally Displaced Population (victims of man-made and natural disasters/calamities) 2. Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disaster Family Access Card (DAFAC)		MSWD		
One (1) government issued valid Ids		Client		
Barangay Certificate as resident and IDP		Barangay of Residence		
Bureau of Fire Protection (BFP) Report, for fire victims		Bureau of Fire Protection (BFP-Makati)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the evacuation center/barangay hall	Conduct intake interview	None	15 minutes	MSWD-SES
	Issuance of temporary DAFAC Form		10 minutes	
Use of temporary shelter/evacuation	Provision of temporary shelter/evacuation (for IDPs with 5 families and above)	None	5 days	MSWD, MHD, Barangay, Veterinary Service Office,
Claiming of relief assistance	Provision of food and non-food items	None	20 mins	MSWD-SES
Assist the staff during the on-site validation	On-site validation/Ocular Inspection	None	10 minutes	MSWD, BFP and Barangay Personnel
Proceed to the help-desk in the evacuation area/barangay hall	Revalidation of information of the IDPs	None	15 minutes	MSWD-SES
	Issuance of Final DAFAC for qualified IDPs			
Submit documentary requirements	Review of submitted documentary requirements  If eligible, recommend the client for financial assistance	None	20 minutes	MSWD-SES



	If not eligible, inform the client and provide food assistance			
	Finalization of master list of IDPs  Endorsement to Crisis Intervention Unit (CIU) of the qualified IDPs including the requirements	None	1 day	MSWD-SES
Wait for the call/visit of MSWD personnel	Conduct further interview  Preparation of Social Case Study Report	None	1 day	MSWD -CIU
	Processing of financial assistance	None	1 day	MSWD-CIU, LFMS, Head of Office,
Wait for the financial assistance	Release of financial assistance	None	15 minutes	MSWD-CIU
Leaving the Evacuation Center	Issuance of release forms to IDPs occupying the center.	None	4 hours	Client and MSWD-SES



## 2. Financial Assistance for Victims of Flood Incidents

<b>Office or Division</b>	Makati Social Welfare Department – Social Emergency Section			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	1. Internally Displaced Population (victims of man-made and natural disasters/calamities) 2. Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Disaster Family Access Card (DAFAC)			MSWD	
One (1) government issued valid Ids			Client	
Barangay Certificate as resident and IDP			Barangay of Residence	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the evacuation center/barangay hall	Conduct intake interview	None	15 minutes	MSWD-SES
	Issuance of temporary DAFAC Form		10 minutes	
Claiming of relief assistance	Provision of food assistance	None	20 mins	MSWD-SES MSWD-CIU



## Social Welfare Services

### 1. Issuance of Social Case Study Report

<b>Office or Division</b>	Makati Social Welfare Department – Crisis Intervention Unit	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	<ol style="list-style-type: none"> <li>1. Individuals in Crisis Situation</li> <li>2. Makati Resident</li> </ol>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>MEDICAL AND FINANCIAL ASSISTANCE</b>		
<ol style="list-style-type: none"> <li>1. Updated Medical Certificate or Clinical Abstract with Physician's full name, signature and license number (Valid within 3 months)</li> <li>2. Statement of Account or Latest Billing (if admitted) or Promissory Note (if discharged) with name and signature of billing clerk Quotation of medicines/laboratory request/procedure/treatment protocol, therapy, device with Physician's full name, signature and license number (Valid within 3 months)</li> <li>3. Barangay Certification</li> <li>4. Comelec Certification</li> <li>5. Photocopy of Valid ID of the client</li> <li>6. Photocopy of Valid ID of the claimant</li> </ol>	<ol style="list-style-type: none"> <li>1. Hospital/Barangay Health Center/Clinic</li> <li>2. Hospital/Barangay Health Center/Clinic</li> <li>3. Barangay Hall</li> <li>4. Comelec</li> <li>5. Client</li> <li>6. Client/Claimant</li> </ol>	
<b>HOSPITAL'S MEDICAL SOCIAL SERVICE ASSISTANCE</b>		
<ol style="list-style-type: none"> <li>1. Photocopy of Updated Medical Certificate or Clinical Abstract with Physician's full name, signature and license number (Valid within 3 months)</li> <li>2. Affidavit of Economic Status</li> <li>3. Photocopy of List of Requirements or Request letter from the Hospital's Medical Social Service Department</li> <li>4. Barangay Indigency</li> <li>5. Comelec Certification</li> <li>6. Photocopy of Valid ID of the client</li> <li>7. Photocopy of Valid ID of the claimant</li> </ol>	<ol style="list-style-type: none"> <li>1. Hospital/Barangay Health Center/Clinic</li> <li>2. Makati City Hall/Notary Public</li> <li>3. Hospital's Medical Social Service Department</li> <li>4. Barangay Hall</li> <li>5. Comelec</li> <li>6. Client</li> <li>7. Client/Claimant</li> </ol>	
<b>BURIAL ASSISTANCE</b>		
<ol style="list-style-type: none"> <li>1. Photocopy of Death Certificate</li> <li>2. Photocopy of Funeral Contract with breakdown of expenses with full name and signature of authorized staff or Original Promissory Note (those with remaining balance)</li> <li>3. Barangay Certification</li> <li>4. Photocopy of Valid ID of the deceased</li> <li>5. Photocopy of Valid ID of the claimant</li> </ol>	<ol style="list-style-type: none"> <li>1. City Civil Registry Office</li> <li>2. Funeral Service</li> <li>3. Barangay Hall</li> <li>4. Claimant</li> <li>5. Claimant</li> </ol>	



<b>REFERRAL FOR FINANCIAL AID / SCHOLARSHIP BY OTHER AGENCY</b>				
1. Request Letter for Social Case Study Report 2. Proof of school registration/enrollment or school ID of the child/dependent 3. Barangay Indigency 4. Photocopy of Valid ID of the client		1. Requesting School/University/Government or Non-Government Organizations 2. School 3. Barangay Hall 4. Client		
<b>REFERRAL FOR TRANSPORTATION ASSISTANCE BY DSWD</b>				
1. Barangay Indigency 2. Photocopy of Valid ID 3. Photocopy of Document as proof of traveling outside Makati		1. Barangay Hall 2. Client 3. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the documentary requirements to Crisis Intervention Unit	Screening/checking of documentary requirements	None	10 minutes	Helpdesk - CIU
	Conduct Intake Interview	None	20 mins	Case Worker
	Preparation and Approval of Social Case Study Report	None	1 Day	Case Worker
Claiming of Social Case Study Report	Release / Issuance of Social Case Study Report	None	5 minutes	Helpdesk





## 2. Provision of Burial Assistance

<b>Office or Division</b>	Makati Social Welfare Department – Crisis Intervention Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Makati Resident			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>BURIAL ASSISTANCE</b>				
1. Photocopy of Death Certificate 2. Official Receipt or Certified True Copy of Funeral Receipt 3. Barangay Indigency 5. Photocopy of Valid ID of the client with Makati Address 6. Photocopy of Valid ID of the claimant (Nearest Kin)		1. Local Civil Registry/ PSA 2. Funeral service provider  3. Barangay Hall 4. Claimant 5. Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit all necessary requirements to CIU	Screening/checking of documentary requirements	None	10 minutes	Helpdesk - CIU
	Conduct Intake interview	None	30 Mins	Case Worker
	Process documents for approval and preparation of case summary.	None	3 Days	Case Worker
Claiming of burial assistance	Releasing of burial assistance	None	5 minutes	Helpdesk - CIU



### 3. Facilitation of Paupers Burial

<b>Office or Division</b>	Makati Social Welfare Department – Crisis Intervention Unit			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Individuals in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Letter 2. Registered Death Certificate 3. Police Blotter 4. Roving Report 5. Barangay Indigency or Certificate of Non-Residency 6. Valid ID of the client (if any)		1. Referring Party 2. Local Civil Registry 3. Police Station 4. Barangay Hall 5. Barangay Hall 6. Referring Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit all documentary requirements	Screening/checking of documentary requirements	None	10 minutes	Helpdesk - CIU
	Conduct Intake interview Preparation of case study	None	30 Mins	Social/Case Worker
	Facilitate requirements for internment			Helpdesk Social/Case Worker
	Coordination with the funeral service provider and Cemetery's admin	None	10 days	Staff-In Charge Dept. Head
	Facilitate entombment of the client	None		



#### 4. Assistance for Balik-Probinsya

<b>Office or Division</b>	Makati Social Welfare Department – Crisis Intervention Unit			
<b>Classification</b>	Highly Technical			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Indigent Makati Residents whom have decided to return to their hometown/province for good. Makati Voter			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Marriage Contract or Affidavit of Co-Habitation (if not married) 2. Certificate of Live Birth or Baptismal Certificate of siblings/children 3. Barangay Indigency 4. Community Tax Certificate (CEDULA) 5. Comelec Certification 6. Latest Family Picture 7. Valid ID		1. PSA/ Any notary public  2. PSA  3. Barangay Hall 4. Barangay Hall/Makati City Hall 5. Comelec 6. Client 7. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit all documentary requirements to CIU	Conduct Intake interview  Validation through conduct of home visitation <ul style="list-style-type: none"> <li>- If qualified-client must comply needed requirements</li> <li>- Disqualified-cancel the request.</li> </ul>	None	15 mins	Social/Case Worker
	Assessment, Preparation of social case study report Process other documents and Approval of application  Coordination with the receiving LGU	None	7 Days	Social Worker
	Accompany the client to port/terminal/ airport	None	1 hour	Social Worker



## 5. Provision of Food Assistance

<b>Office or Division</b>	Makati Social Welfare Department – Crisis Intervention Unit			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C – Government to Citizen			
<b>Who may avail</b>	Individual in Crisis Situation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Indigency 2. Photocopy of Death Certificate (for Burial assistance) 3. Photocopy of Valid ID		1. Barangay Hall 2. Local Civil Registry 3. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Screening/checking of documentary requirements	Screening/checking of documentary requirements	None	1 min	Helpdesk
	Intake interview and assessment of social worker	None	15 mins	Social/Case worker
	Preparation of Case Summary and accomplish food request form	None	20 mins	Social/Case worker Staff-In-Charge Dept Head
Claiming of food assistance	Release of food assistance	None	2 mins	Helpdesk





## 7. Issuance of Certificate of Indigency for Public Attorney's Office and other legal purposes

<b>Office or Division</b>		MSWD (Family and Men Welfare Section; Elderly Welfare Section, Persons with Disability, or Women Welfare Section)		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Citizen		
<b>Who may avail:</b>		Indigent Makatizens aged 18 and above		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Referral from referring agency</li> <li>2. Affidavit of Economic Status, if unemployed</li> <li>3. Assessment Certificate</li> <li>4. Business Certification</li> <li>5. Certificate of Employment and Compensation, if employed</li> <li>6. Certificate of Indigency from the Barangay</li> <li>7. Government Issued ID with Makati Address</li> <li>8. Other supporting documents upon validation such as utility bills (as needed)</li> </ol>		Referring agency Any Notary Public Assessor's Office Business Permit and Licensing Office (BPLO) Client company  Barangay of Residence Client  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit referral letter to Crisis Intervention Unit	Conduct preliminary interview  Endorsement of the client to concerned section (Family and Men Welfare Section; Elderly Welfare Section, Persons with Disability, or Women Welfare Section)	None	15 min	Client, social worker
Undergo intake interview of the social worker	The Social Worker will conduct in-depth interview and assess the submitted requirements	None	1 hour	Client Social Worker
Wait for the home visitation	The Social Worker will conduct home visitation and collateral interview to assess the case  If client is eligible, require the client to comply all the requirements	None	5 hours  (3 <sup>rd</sup> day upon interview)	Social Worker



	If client is not eligible, the social worker will inform the client that they are not eligible for the Certificate of Indigency based on the assessment after a profound investigation.			
Comply on all the requirements	Review the submitted document	None	10 minutes	Client Social Worker
	Social worker prepares the Social Case Study Report and Certificate of Indigency Approval of the SCSR and COI	None	2 days	Client Social Worker Head of Office
Claim the Certificate of Indigency at the MSWD	Release of the COI	None	3 minutes	Client Social Worker



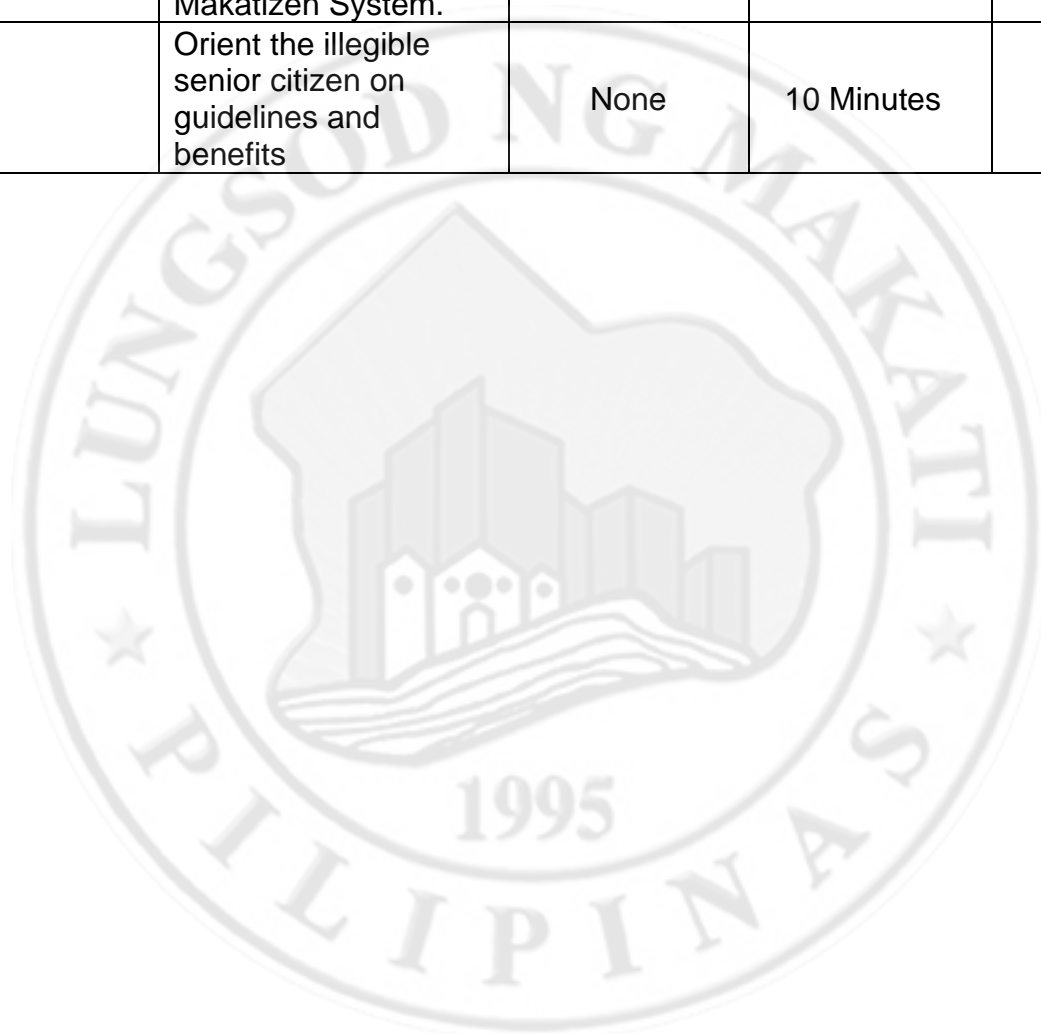
## 8. Application of Senior Citizen Benefits under Makatizen ID (formerly known as Blu Card)

<b>Office or Division:</b>	Makati Social Welfare Section - Data Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Must be 60 years old and above; Bonafide resident of Makati City for past 2 years; Active voter of Makati City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Makatizen ID or Makatizen Virtual ID		Information Communication Technology Office (ICTO)		
White Card/ Senior citizen Card (for Senior Citizen Card type of application)		Office of the Senior Citizen Affairs		
Barangay Certificate		Barangay of Residence		
Voter's Certificate		COMELEC Makati		
Certificate of Live Birth of applicant, (photocopy)		Philippine Statistic Authority		
Marriage Certificate (if married)		Philippine Statistic Authority		
Philippine Passport ID, <i>if no Certificate of Live Birth</i>		Department of Foreign Affairs, Client		
Fully verified G-cash account/number (under the name of the applicant)		Client <i>Download the G-cash Application</i>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONAL RESPONSIBLE
Accomplish Application Form and submit all documentary requirements	Review and Assess the requirements submitted  Conduct Home Visitation  Endorse the application to MSWD	None	-	MAC Satellite Office
	Validation of Senior benefit Requirements  If eligible, process the application	None	10 Minutes	<i>DMS Staff</i>





	If not eligible, return to MAC for completion of requirements			
	Secure Authority to Proceed from the Head of MSWD	None	10 Minutes	<i>DMS</i>
	Approval of Senior Citizen Benefit in the Makatizen System.	None	5 Minutes	<i>DMS</i>
	Orient the illegible senior citizen on guidelines and benefits	None	10 Minutes	<i>DMS</i>





## 9. Issuance of Solo Parent I.D.

<b>Office or Division:</b>		MSWD - Family and Men's Welfare Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		<p>Qualified Solo Parents according to Section 4 of Republic Act No. 11861 as follows, provided that he/she is living with the child/dependent:</p> <ul style="list-style-type: none"> <li>• Birth as a consequence of rape</li> <li>• Death of a spouse</li> <li>• Detention of spouse</li> <li>• Physical and/or mental incapacity of the spouse</li> <li>• Legal separation or de facto separation</li> <li>• Declaration of nullity or annulment of marriage</li> <li>• Abandonment of spouse for at least 6 months</li> <li>• Spouse of any Overseas Filipino Worker provided that he/she is away for an uninterrupted period of 12 months</li> <li>• Pregnant woman who was left with the sole responsibility to the unborn child/children</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• COMELEC Certification</li> <li>• Barangay Certificate</li> <li>• Latest Income Tax Return or Certificate of Employment with compensation (for employed applicants)</li> <li>• Affidavit of Solo Parent</li> <li>• Certificate of Live Birth of the child/dependent</li> <li>• 2 pcs. 1x1 ID picture of the applicant</li> <li>• Latest picture of the child with the applicant</li> <li>• Proof of school registration/enrollment or school ID of the child/dependent</li> <li>•</li> </ul>		<p>COMELEC Barangay Office – Secretary Employer – Human Resource</p> <p>Any Notary Public Philippine Statistics Authority Client Client</p> <p>School where the child/dependent is enrolled</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Application Form and submit all	Review and assess the requirements submitted	None		MAC Office



documentary requirements	Conduct Home Visitation  Endorse the application to MSWD			
	The social worker will assess the application form, documents submitted and home visitation report.  Disqualified applicants will be notified by the staff.	None	1 day	MSWD Receiving staff Social Worker
	The assigned staff will encode, record and print the Solo Parent ID. If the applicant is qualified, the Solo Parent ID will be printed.	None	20 mins	MSWD-FMWS Staff
	Approved Solo Parent IDs will be endorsed to the Makati Action Center for distribution.  Disqualified applications will be endorsed to MAC to be returned to the applicants.	None	10mins	Release of ID to MAC for distribution
Claim the Solo Parent ID	Release the Solo Parent ID	None	-	Releasing Staff - MAC



## 10. Application of PhilHealth ng Masa

<b>Office or Division:</b>	<b>MSWD - PhilHealth Assistance Section</b>	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Applicant who is monthly income is Php 10,000 below Actual Residence Active voter of Makati City Must be 21-59 years old on the date of application	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>New Applicant</b>		
<b>New Applicant:</b>		
1. PMRF (Philhealth Member Registration Form)		MSWD Office
2. MDR (Member Data Record / No Record Form)		PhilHealth National Office Comelec Office
3. Voter's Certification (Latest)		Barangay Hall of place of residence
4. Barangay Certification of Indigency		Personal
5. Certificate of Live Birth of Applicant (Photo Copy)		Personal
6. If Married - Marriage Contract (Photo Copy)		Personal
7. Certificate of Live Birth of Children 20 Years Old Below (Photo Copy)		
<b>Regular Renewal:</b>		
1. Acknowledgement Receipt (Latest Renew		
2. Barangay Certificate of Indigency		
3. Voter's Certification		



<p><b>Special Case:</b></p> <p><b>a. Dialysis Patient</b></p> <ol style="list-style-type: none"> <li>1. PMRF (Philhealth Member Registration Form)</li> <li>2. Updated Medical Abstract or Medical Certificate</li> <li>3. MDR (Member Data Record / No Record)</li> <li>4. Voter's Certificate</li> <li>5. Barangay Certificate of Indigency</li> <li>6. Certificate of Live Birth of Applicant (Photocopy)</li> <li>7. If Married – Marriage Contract (Photocopy)</li> </ol>	<p>MSWD Office</p> <p>Hospital</p> <p>Philhealth Office</p> <p>COMELEC Office</p> <p>Barangay Hall of Place Residence</p> <p>Personal</p> <p>Personal</p>
<p><b>b. Minor Abandon / Orphan</b></p> <ol style="list-style-type: none"> <li>1. PMRF (Philhealth Member Registration Form)</li> <li>2. COMELEC Certificate of Guardian (Updated)</li> <li>3. Certificate of Live Birth of Applicant (Photocopy)</li> <li>4. Barangay Certificate of Indigency</li> <li>5. Social Case Study</li> <li>6. School ID Latest (Photocopy)</li> <li>7. Death Certificate of Parent (Photocopy)</li> </ol>	<p>MSWD Office</p> <p>COMELEC Office</p> <p>Personal</p> <p>Barangay Hall of Place Residence</p> <p>MSWD Office</p> <p>Personal</p> <p>Personal</p>
<p><b>c. Minor Pregnant or w/ Child</b></p> <ol style="list-style-type: none"> <li>1. PMRF (Philhealth Member Registration Form)</li> <li>2. COMELEC Certificate of Guardian (Updated)</li> <li>3. Barangay Certificate of indigency</li> <li>4. Certificate of Live Birth of Applicant</li> </ol>	<p>MSWD Office</p> <p>COMELEC Office</p> <p>Barangay Hall of Place Residence</p> <p>Personal</p> <p>Personal</p>



<p>5. Certificate of Live Birth of Dependent (Photocopy)</p> <p>6. Latest Ultrasound Result – for pregnant (Photocopy)</p>	Hospital			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish Application Form and submit all documentary requirements</p>	<p>Review and Assess the requirements submitted</p> <p>Conduct Home Visitation</p> <p>Endorse the application to MSWD</p>	None	-	MAC Satellite Office
	<p>Review the submitted requirements</p> <p>If illegible, Encode in data base</p> <p>If not illegible, return the application to MAC for completion of requirements</p>	None	30 minutes	PAS
	<p>Preparation, Printing of Acknowledgement Receipt</p> <p>Approval of the Staff-in-Charge</p>	None	15 Minutes	PAS Staff
	<p>Endorse to MAC for distribution</p>	None	15 Minutes	PAS Staff RMS Staff
<p>10. Expect the delivery of Acknowledgment Receipt</p>	<p>Release of Acknowledgement Receipt</p>	None	1 day	MAC Satellite Office

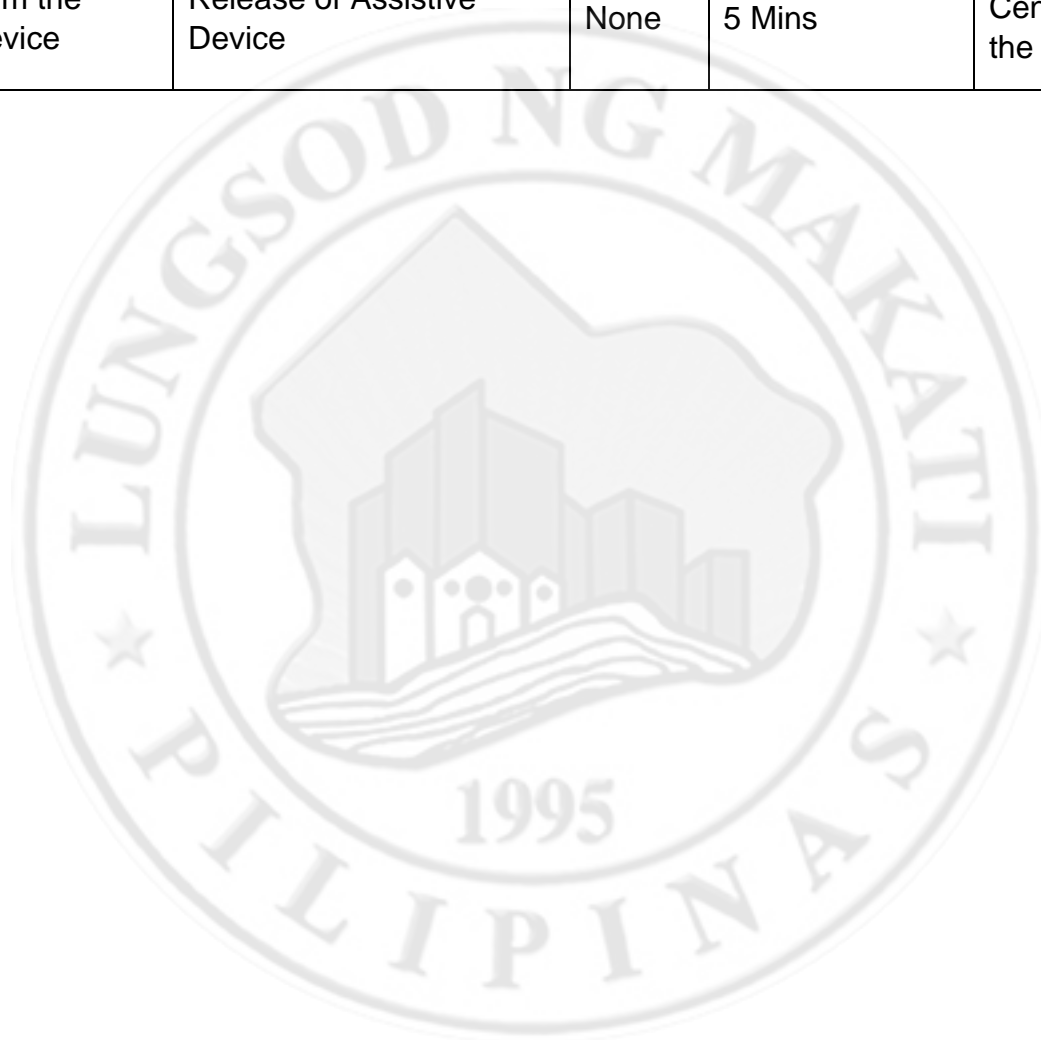


## 11. Provision of Assistive Device

<b>Office or Division:</b>	Special Needs Division-PWD Welfare Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	A person who is: <ol style="list-style-type: none"> <li>1. Actual resident of Makati City</li> <li>2. Makati registered Person with Disability</li> <li>3. Filipino Citizen</li> <li>4. Active Voter of Makati City</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter addressed to the Mayor		Applicant/Client		
Barangay Certificate of Indigency		Barangay		
Voter's Certification		COMELEC		
Photo copy of PWD ID		Applicant/Client		
Updated Medical Certificate/ Abstract		Hospital/Clinic		
Whole Body Picture		Applicant/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Documentary Requirements to CIU	Review and Assess the requirements submitted	None		Makati Action Center Staff in the Barangay
	Conduct Home Visitation			
	Endorse the application to MSWD	None	10 Mins	PWDWS Staff
	Validation of the documents			
Processing of request and endorsement of the application to the head of the department for approval	None	2 Hours	PWDWS Staff and Section-In-Charge	



	Secure approval of the Staff-in-charge, CIU and Asst. Department Head	None	15 Mins	CIU Staff
	Approval of request	None	10 Mins	Head of Office/ Department Head
Client to claim the Assistive Device	Release of Assistive Device	None	5 Mins	Makati Action Center Staff in the Barangay







## 12. Issuance of Car-Tag

<b>Office or Division:</b>	Special Needs Division-PWD Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	A person who is: <ol style="list-style-type: none"> <li>1. Actual resident of Makati City</li> <li>2. Makati registered Person with Orthopedic Disability</li> <li>3. Filipino Citizen</li> <li>4. Active Voter of Makati City</li> </ol>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Residency		Barangay		
Voter's Certification		COMELEC		
Photo copy of PWD ID		Applicant/Client		
Picture of the vehicle with the applicant		Applicant/Client		
Official Receipt and Registration Certificate (OR/CR) of the Vehicle		Applicant/Client		
Proof of Relationship or affiliation if the vehicle belongs to a relative or employer (proof of employment, marriage or birth cert.)		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Complete Documentary Requirements	Review all the documents submitted  If complete requirements, endorse to PWDWS  If incomplete requirements, return to applicant for completion of requirements	None	10 Mins	CIU Staff
Applicant shall proceed to Miscellaneous Division for the payment of the Car-Tag	Processing of the request, preparation of the Car-Tag, approval of application  If eligible, inform the client to proceed to	50.00	30 Mins	PWD Welfare Section staff



	Miscellaneous Division for payment			
	Release of Car-Tag	None	10 mins	PWD Welfare Section staff
Applicant claim the Car-Tag	Release of Car-Tag	None	10 Mins	PWD Welfare Section staff





### 13. Pre-Marriage Counselling

<b>Office or Division:</b>		MSWD-Family and Men's Welfare Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Couples who are securing marriage license as required by Presidential Decree No. 965 One of the couple must be Makati resident		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a schedule for the Pre-Marriage Counselling Seminar/Family Planning Seminar (either face-to-face session or online session) and Order of Payment	Schedule the applicant  Issue the Order of Payment	None	10 Mins	The couple  Receiving staff – MSWD
2. Payment of the Pre-Marriage Counselling Seminar/Family Planning Seminar		P100.00		The couple, Cashier of Miscellaneous Tax Division
3. The couple will attend their scheduled Pre-Marriage Counselling Seminar/Family Planning Seminar	Conduct of PMC	None	5 Hours	The couple, Pre-Marriage Counselor, Family Planning Counselor, PMC facilitator
4. Releasing of the Pre-Marriage Counselling /Family Planning Certificate	Issuance of certificate  For face-to-face sessions, at the end of the seminar.  For online sessions, the next working day (afternoon)	None	10 Mins	The couple, releasing staff



## 14. Issuance of Social Case Study Report (Child and Youth)

<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Indigent Makati Residents Needing Social Case Study Report as Supplementary Document for Benefit Claims for the Child and for Application of Travel Clearance.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate of Residency		Client (Barangay of residence)		
Letter of Request for Social Case Study Report (SCSR) from the office/ stakeholder where the benefits will be claimed and from the DSWD Travel Clearance Section for those applying for Travel Clearance.		Client (Offices i.e. GSIS, SSS, AFP, and Insurance Company)		
2. Certificate of Live Birth of the Child		Client		
Barangay Blotter Report		Client (Barangay of residence)		
Certificate of Non- Residency of the absent parent of the child		Client (Barangay of residence)		
3. Affidavit of Guardianship of the requesting individual for benefit claims		Client		
5. Letter of Consent to travel of the biological parent of the child, for those applying for travel clearance.		Client		
6. Photocopy of Passport of the child and accompanying adult, if any		Client		
5. Latest COMELEC ID/Voter's Certificate		Client (COMELEC)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MSWD and register at the client's service assistant desk.	Conduct preliminary/initial interview to extract the basic information of the client and to determine the appropriate section that will facilitate the case	None	5 minutes	Client's service assistant (MSWD employee assigned at the front desk)
2. Proceed to the social/case worker assigned, submit for	Check if the requirements: • If complete		30 minutes	Case/Social Worker



interview and present the requirements and conduct intake interview,	<p>proceed to interview</p> <ul style="list-style-type: none"> <li>• If incomplete Return provide list of requirements to the client</li> </ul>			
3. Wait for the release of Social Case Study Report	Prepares Social Case Study Report and have it signed by signatories		1-3 days	Case/Social Worker
5. Claim the Social Case Study Report.	Release the Social Case Study Report		5 minutes	Secretariat



## 15. Application for Accreditation of Foster Parents at RACCO-NCR (under Aruga at kalinga Program)

<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Interested Person/couple who wants to be accredited as foster parents to abandon children		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Barangay Clearance indicating that they are a bonifide residents and is in good moral standing in the community		Client (Barangay of residence)	
2. Police Clearance		Client	
3. Medical Certificate			
4. Documents related to civil Status: <ul style="list-style-type: none"> <li>• Marriage Contract for a married couple</li> <li>• Certificate of No Marriage (CENOMAR) for single</li> <li>• Affidavit of Cohabitation, for those common-law partners living together for 5 years or more.</li> <li>• Death Certificate of deceased spouse for widow/widower</li> </ul>		Client	
5. Certificate of Live Birth of biological children		Client	
6. Written consent of biological children of prospective foster parents, 10 years old above		Client	
7. Three (3) character references		Client	
8. Three (3) recent family picture			
9. Any proof of income (i.e. ITR, Certificate of Employment)		Client	
10. Other documents required by RACCO-NCR		Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWD and register at the client's service assistant desk.	Conduct preliminary/initial interview to extract the basic information of the client and to determine the appropriate section that will facilitate the case	None	5 minutes	Client's service assistant (MSWD employee assigned at the front desk)
2. Proceed to the social/case worker assigned, submit for interview and present the requirements	Check if the requirements: <ul style="list-style-type: none"> <li>• If complete proceed to interview</li> <li>• If incomplete provide list of requirement to the client</li> </ul>	None	30 minutes	Social Worker
3.Fill up forms (it can be take home)	Instruct the client to return the filled up forms the soonest possible time	None	depends on the client	Social Worker
4. Wait for the home visitation, submit all needed documents required and provide needed information	Conduct home visitation	None	As scheduled	Social Worker
	Prepares and submits Social Case Study Report and other needed documents at RACCO-NCR	None		Social Worker
5. Wait for the result of assessment from RACCO-NCR	If client has passed the accreditation, conduct regular monitoring	None		DSWD-NCR-Social Worker LSWDO-Social Worker



## 16. Application for Domestic Adoption

<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Prospective Adoptive Parents (PAPs)

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>A. Securing CDCLAA for Surrendered Child</b>	
1. Petition	
2. Notarized Deed of Voluntary Commitment with attached Certificate of Authority for Notarial Act (CANA)	Client  This must be requested from the CSWDO/ MSWDO/PSWDO where the biological mother resides.  A certificate of Authority for the Notarial Act (CANA) is requested from the Office of the Clerk of Court where the Notary Public who notarized the DVC is commissioned/ registered
3. Valid ID of Biological parents	Client
4. Original Certificate of Live Birth	Client
5. Oldest and recent, close-up and whole-body pictures of PAPs and Child taken within the last 6 months	Client
6. Psychological Evaluation Report (when appropriate as assessed by the social worker, for child is 5 years old and above)	Client

<b>B. Securing CDCLAA for Abandoned, Neglected and Dependent Child</b>	
Petition	Social Worker
Child Study Report	Social Worker
Police and/ or Barangay Blotter Report	Client
Barangay Certification	Client
Returned registered mail to the last known address of the parents	Client
Authenticated / SECPA Birth Record of the Child	Client
Whole body picture upon abandonment (indicate the date taken)	Client





Recent close-up and whole-body pictures of PAPs and Child taken within the last 6 months (indicate the date taken)		Client		
2pcs. 2x2 picture upon abandonment		Client		
Dental Aging		Client		
Psychological evaluation of the Child (when appropriate as assessed by the social worker, for child is 5 years old and above)		Client		
Written Consent of people involved in the adoption (The biological parents or persons exercising substitute parental authority over the child, except for the adoption of an adult; The prospective adoptee, if ten (10) years of age or over; The legitimate and adopted daughters and sons, ten (10) years of age or over, of the adopter and adoptee, if any; The illegitimate daughters and sons, ten (10) years of age or over, of the adopter, if any, if living with said adopter and the latter's spouse; and The spouse, if any, of the adoptee)		Client		
Written Certification from a Local or National radio or television station that the case was aired on three (3) different occasions		Client		
Publication in one (1) newspaper of general circulation. Must contain the details regarding the Full name of the child, if available. If not, indicate an "alias" e.g. Baby Girl or Baby Boy, Date and time when the child was found and his approximate age; Place where the child was found (indicate the exact address and the circumstances of abandonment); Complete name of person and agency to be contacted.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWD and register at the front desk.	Conduct preliminary/initial interview to extract the basic information of the client and to determine the appropriate section that will handle the case	None	5 minutes	Employee assigned at the front desk



2. Proceed to the social/case worker assigned, submit for interview and present the requirements	<p>Check if the requirements:</p> <ul style="list-style-type: none"> <li>• If complete proceed to interview</li> <li>• If incomplete provide list of requirement to the client</li> </ul>	None	30 minutes	Social Worker
3. Fill up forms (it can be "take home")	Instruct the client to return the filled up forms the soonest possible time	None		Social Worker
4. Wait for the home visitation, submit all needed documents required and provide needed information	Conduct home visitation	None		Social Worker
	Prepares and submits Social Case Study Report and other needed	None		Social Worker

	documents at RACCO-NCR			
5. Wait for the findings/comments of RACCO-NCR through LSWDO Social Worker. Comply with their requirements	<p>Wait for the comments of RACCO-NCR. Comply with their requirements. Contact or coordinate with the Prospective Adoptive Parents (PAPs)</p>	None		Social Worker



	If the Certificate of Live Birth of the minor is simulated, facilitate the collection and examination of the petition and supporting documents of the Prospective Adoptive Parents (PAPs) whether sufficient in form and in substance. If the petition is insufficient, return the same to the petitioner with a written explanation of its insufficiency.	None		Social Worker
6. Re-file the petition after complying with the findings.	If the petition is sufficient in form and in substance, forward the petition and the supporting documents to the Regional Director of RACCO-NCR	None		Social Worker
7. Wait for the result of the assessment and an invitation to attend the matching conference	Comply with the comments during the Matching Conference.	None		Social Worker
8. Wait for the issuance of Affidavit of Consent to Adoption and Pre-Adoption Placement Authority	Follow up	None		Social Worker
9. File the Petition for Domestic Administrative Adoption to NACC	Assist/advise the client	None		Social Worker
10. Attend the mandatory adoption appearance in NACC	Attend adoption court hearing once invited	None		Social Worker



## 17. Application for Foster Care

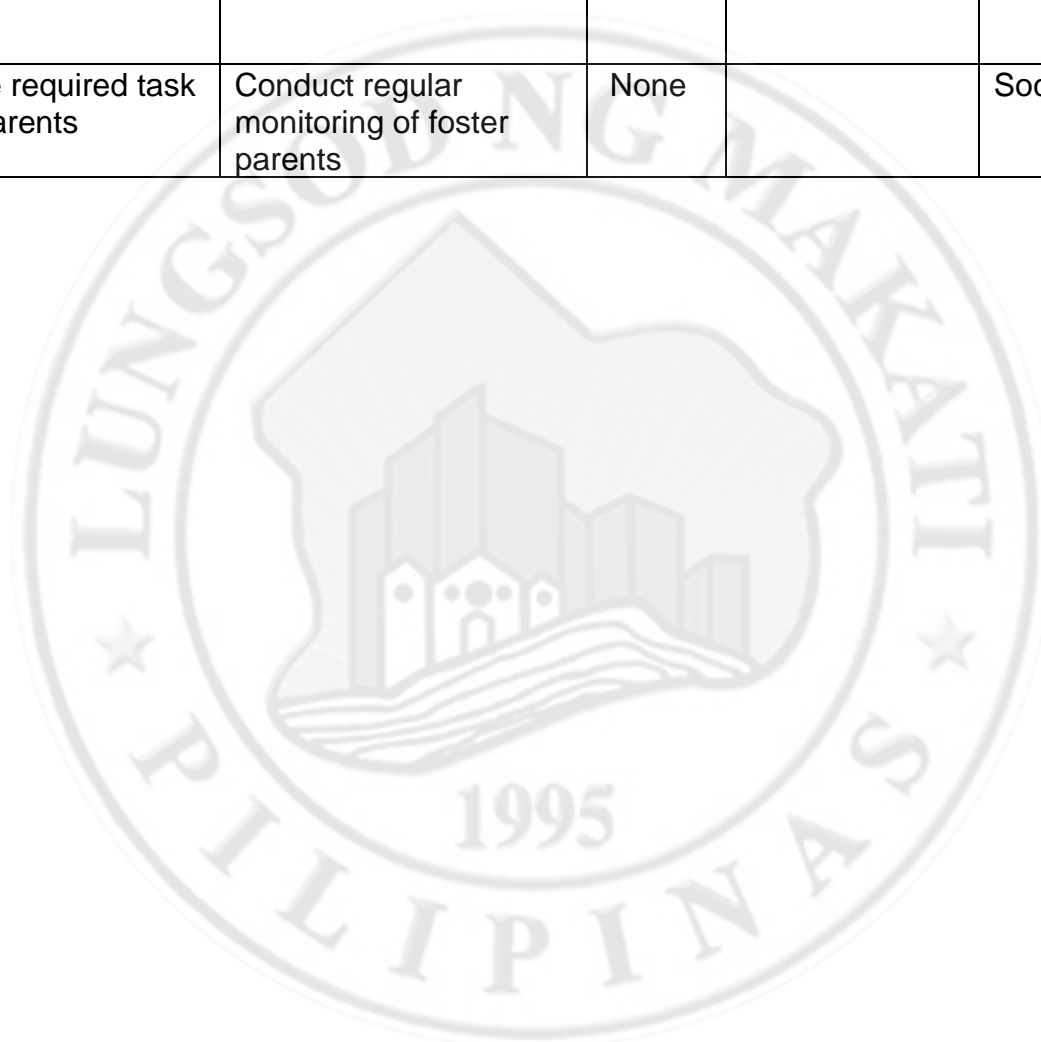
<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Prospective Foster Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Securing CDCLAA</b>				
1. Certificate of Live Birth		Client		
2. Medical Certificate		Client		
3. Marriage Certificate		Client		
4. Income Tax Return or Certificate of Employment		Client		
5. NBI or Police Clearance		Client		
6. Barangay Certificate stating that the applicant is a resident of the barangay, the length of his/her residence therein, he/she is of good moral character.		Client		
7. 3x5 inch sized Whole Body Photos of the applicant and, where applicable, his/her family		Client		
8. Certificate of Attendance at Foster Care Forum (2nd and 4th Fridays of the month)		Client		
9. Recommendation letters from three (3) Character Reference		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to MSWD and register at the front desk.	Conduct preliminary/initial interview to extract the basic information of the client and to determine the appropriate section that will handle the case	None	5 minutes	Employee assigned at the front desk
Proceed to the social/case worker assigned, submit for interview and present the requirements	Check if the requirements: • If complete proceed to interview	None	30 minutes	Social Worker



	If incomplete provide list of requirement to the client			
	<p>Check:</p> <ul style="list-style-type: none"> <li>If the foster parent has a plan to adopt the child, advise to directly proceed to the adoption process</li> <li>If the foster parent is looking for a child to foster, instruct to go to RACCO-NCR for orientation and assessment or possible referral to child-caring agency/institution</li> </ul> <p>If the child is days old to months old, immediately, conduct an assessment of the parenting capacity of the foster parents, if the foster parents is capacitated, the child will remain under their custody, if not, rescue/take the custody of the child</p>	None		
Fill up forms (it can be "take home")	Instruct the client to return the filled up forms the soonest possible time	None	10 mins	Social Worker
Submit the accomplished forms	Assess the accomplished forms	None		Social Worker
Wait for the home visitation, submit all needed documents required and provide needed information	Conduct home visitation	None	As scheduled	Social Worker
	Prepares and submits Social Case Study Report and other needed documents at RACCO-NCR	None		Social Worker



Wait for the findings/comments of DSWD-NCR through LSWDO Social Worker. Comply with their requirements	Wait for the comments of RACCO-NCR. Comply with their requirements. Contact or coordinate with the foster parents	None		Social Worker
Wait for the issuance of Foster Placement Authority and Foster License	Follow up	None		Social Worker
Perform the required task as Foster Parents	Conduct regular monitoring of foster parents	None		Social Worker





## 18. Case Management of Children in Need of Special Protection (CNSP)

<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children who are abandoned, neglected, victim of abuse and exploitation, etc.			
CHECKLIST OF REQUIREMENTS		WHO WILL SECURE		
1. Barangay Clearance		Client/Assisting Barangay		
2. Referral letter from the Barangay or from other agency		Client/Assisting Barangay/ Referring Agency		
3. Age of child, 0-17 years old		Client/Assisting Barangay		
4. Copy of Barangay Blotter (if case is already reported)		Client/Assisting Barangay		
5. Police Report/Referral (if case is already reported)		Client/Assisting Barangay		
6. Certificate of Live Birth		Client/Assisting Barangay		
7. Initial Medico-legal Report (for Sexual abuse and Physical abuse)		Client/Assisting Barangay		
8. Available legal documents (Investigation Data Form, Subpoena, Court Order), if legal case is already filed.		Client/Assisting Barangay		
9. Barangay and Police Blotter Certification with Logo (Missing and Foundling Cases) (Note: Indicate the name, age and address of finder; where the child was found, when and what time the child was found)		Client/Assisting Barangay		
10. Affidavit of Finder (For Foundling cases)		Client/Assisting Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to MSWD – CIU to accomplish intake form.	Conduct preliminary/initial interview to extract the basic information of the client and to determine the appropriate section that will handle the case. Secure relevant	None	30 minutes	CIU Social Worker



	documents for the case.			
2. Proceed to the assigned CYWS social worker for assessment of the case.	<p>Facilitate case management of the case:</p> <ul style="list-style-type: none"> <li>a. Intake interview/ counseling/ data gathering.</li> <li>b. Conduct Safety and Risk Assessment.</li> <li>c. Secure pertinent documents related to the case.</li> <li>d. Prepare Social Case Study Report.</li> <li>e. Refer to NCMH/PGH for Psychological Intervention.</li> <li>f. Assist in filing legal complaint at Makati Prosecutor's Office.</li> <li>g. Assist the client in every scheduled Preliminary Investigation and Court Hearing.</li> </ul> <p>Proper coordination to the handling Prosecutor of the case.</p>	None	30 minutes onwards	Case/Social Worker
	<ul style="list-style-type: none"> <li>h. Conduct home visit and collateral interview.</li> </ul> <p>Conduct school visit if necessary.</p>			Case/Social Worker

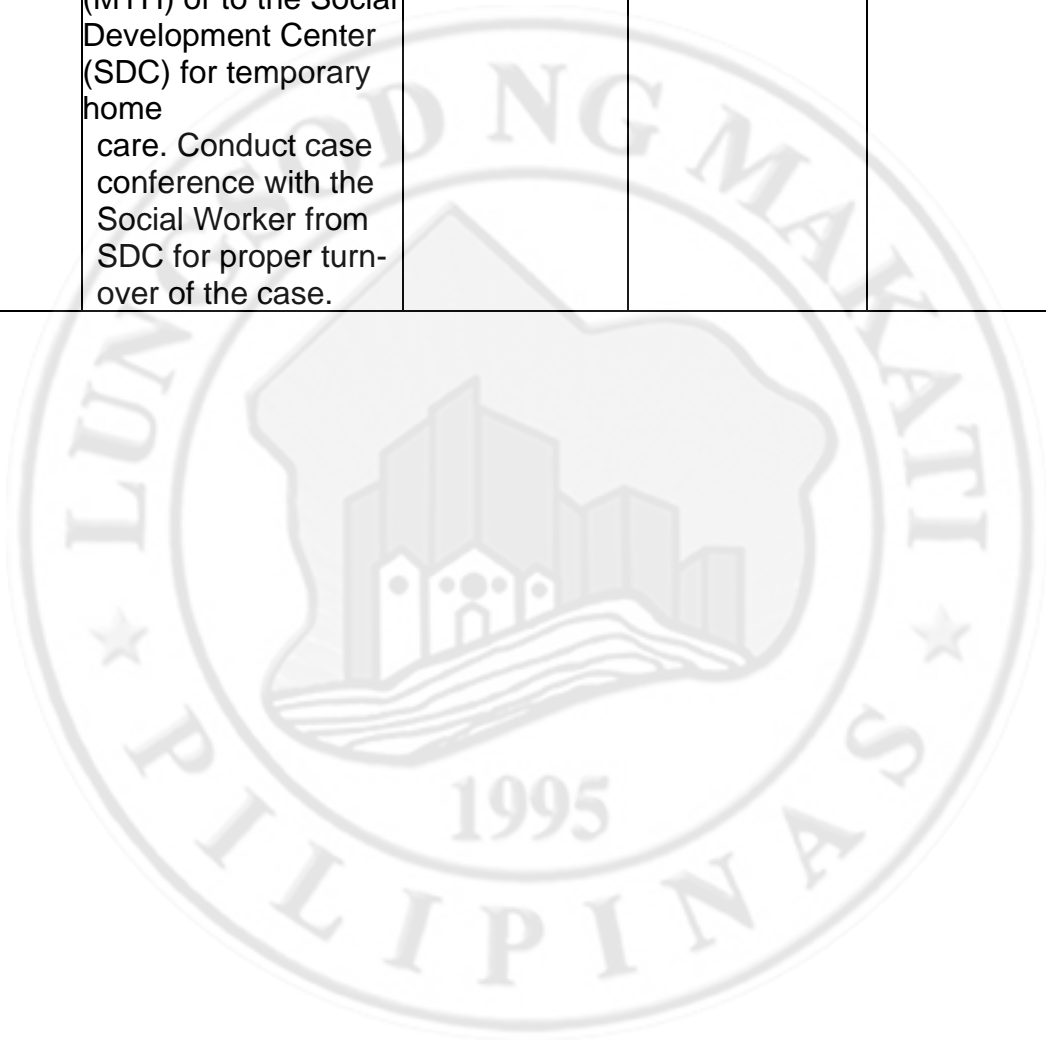




	<p>b.1. If case was assessed to be High Risk and in need to conduct rescue operation, coordinate with the VAWC Desk Officer of Barangay for assistance in conducting rescue operation. Coordinate to Makati WCPD for filing of legal case. Refer to SDC/ MYH for protective custody. Refer to NCMH/PGH for Psychological Intervention. Assist the client in attending every scheduled Preliminary Investigation and Court Hearing. Conduct case conference with the Social Workers from SDC for proper turn-over of the case.</p> <p>b.2. For cases wherein the victim is a Makati resident but the crime was committed outside the jurisdiction of Makati, refer the client to the concerned agencies such as WCPD/ Prosecutors Office for filing legal complaint. Refer client for Psychological Intervention.</p>			Case/Social Worker
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	<p>b.3 For victims of foundling, abandoned and deserted children in need of temporary shelter/ protective custody, refer to the Makati Youth Home (MYH) or to the Social Development Center (SDC) for temporary home care. Conduct case conference with the Social Worker from SDC for proper turn-over of the case.</p>			
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## 19. Case Management of Children at Risk (CAR) – Non-Makati Residents

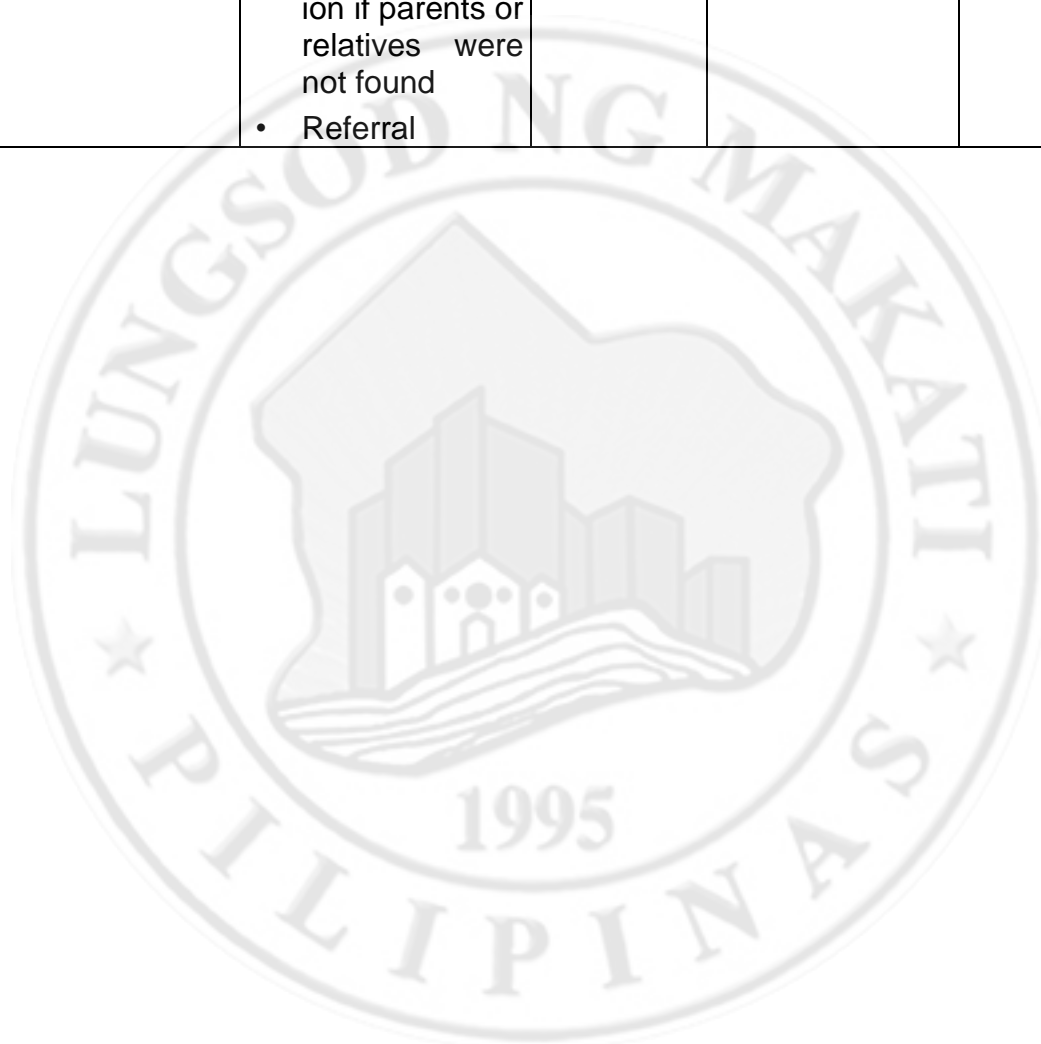
<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Children who are abandoned, neglected, in the street, etc			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral letter from Barangay		Client/Assisting Barangay		
2. Medical Certificate of the Child		Client/Assisting Barangay		
3. Certificate of Live Birth (if available)		Client/Assisting Barangay		
4. Filled-out BCPC Intake Interview Form		Client/Assisting Barangay		
5. Police/Barangay Blotter		Client/Assisting Barangay		
6. Roving report from five (5) adjacent barangays		Client/Assisting Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MSWD and register at the front desk.	Conduct preliminary/initial	None	5 minutes	Employee assigned at front
	interview to extract the basic information of the client and to determine the appropriate section that will handle the case	None		desk



<p>2. Proceed to the social worker assigned, submit for interview and present the requirements</p>	<p>Assess:</p> <ul style="list-style-type: none"> <li>• If the child can identify his/her parents /guardian and his/her residence, refer to CSWDO of his/her declared residence</li> <li>• If the child cannot identify his/her parents/guardian and his/her residence, refer to Makati Youth Home (if the child is male) or Social Development Center (if the child is female) for temporary shelter</li> </ul>		<p>30 minutes</p>	<p>Case/Social Worker</p>
	<p>Conduct Case Management</p> <ul style="list-style-type: none"> <li>• Facilitate admission at the center</li> <li>• Prepares SCSR/Case Summary Report and other documents</li> </ul>			
	<ul style="list-style-type: none"> <li>• Provide intervention program while inside the center</li> </ul>			



	<ul style="list-style-type: none"><li>• Locate child's family or relatives</li><li>• Coordinates with other agencies for possible institutionalization if parents or relatives were not found</li><li>• Referral</li></ul>		
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## 20. Case Management of Children in Conflict with the Law (CICL) CICL with Case which will Undergo Preliminary Investigation

<b>Office or Division:</b>	MSWD - Child and Youth Welfare Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Children who committed crimes			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral letter from the Office of the City Prosecutor (OCP) with attachment of complete information of the case		OCP		
2. Certificate of Live Birth (if available)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Let the case be received at the MSWD-Secretariat	Receive and log/record the case and route to MSWD-CYWS	None	5 minutes	Employee assigned at front desk
2. Wait for the Notice of Invitation coming from the handling social worker for the administration of tool for Assessment of Discernment	Send out invitation to the subject CICL and his/her parents/guardian for assessment of discernment	None	30 minutes	Case/Social Worker
3. Report to the handling social worker and submit CICL's Certificate of Live Birth (as proof of minority)	Conduct intake interview and administer the tools for assessment of discernment	None	2 hours	
4. Wait for the Notice of Appearance from OCP	Interpret the result and submit it to the requesting party through issuance of Initial	None		



	<p>Social Case Study Report focused on Assessment of Discernment</p> <ul style="list-style-type: none"> <li>• If the CICL was found out to be acted with discernment, inform the CICL to wait for the invitation from the OCP for preliminary investigation</li> <li>• If acted without discernment, recommended for intervention program</li> </ul>			
5. Wait for the resolution coming from the OCP	Follow up the case (resolution)	None		Social Worker
6. Attend court hearing	If the result of the resolution is for court filing, assist the CICL in his/her court hearing	None		
7. Comply with Diversion Program	If the prosecutor recommended Diversion Program, facilitate implementation of DP	None		
	Monitor CICL's compliance in Diversion Program	None		



	Failure of Diversion Program Proceed to trial convicted promulgation of	None	Depends in the discretion of the court	
	judgment and order of suspension of sentence-creation of rehabilitation program (Disposition Measure)	None		
	Success of Rehabilitation Program - termination and sealing of the case.	None		
	Failure of Rehabilitation Program - execution of judgment	None		





## 21. Center-Based Case Management of Male Child in Conflict with the Law (CICL) and Child-at-risk (CAR) at Makati Youth Home

<b>Office or Division</b>	Makati Social Welfare Department – Makati Youth Home	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	G2C – Government to Citizen	
<b>Who may avail</b>	<p>1. Children in Conflict with the Law (CICL)- refers to a child who is alleged as, accused of, or adjudged as, having committed an offense under Philippine laws.</p> <p>2. Children at-Risk (CAR) - refers to children who are vulnerable or at-risk of behaving in a way that can harm themselves or others, or vulnerable and at risk of being pushed and exploited to come into conflict with the law because of personal, family and social circumstances, such as, but not limited to, the following:</p> <ul style="list-style-type: none"> <li>a. being abused by any person through sexual, physical, psychological, mental, economic or any other means, and the parents or guardians refuse, are unwilling, or unable to provide protection for the child;</li> <li>b. being exploited sexually or economically;</li> <li>c. being abandoned or neglected, and after diligent search and inquiry, the parents or guardians cannot be found;</li> <li>d. coming from a dysfunctional or broken family or being without a parent or guardian;</li> <li>e. being out of school;</li> <li>f. being a street child;</li> <li>g. being a member of a gang;</li> <li>h. living in a community with a high level of criminality or drug abuse; and</li> <li>i. living in situations of armed conflict</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>FOR CICL</b>		
1. Referral Letter/Endorsement Letter		BCPC/ WCPD
2. Medical Certificate		OsMak / Palanan Primary Health Care
3. Police Report/Blotter		PNP
4. Affidavit of Arrest		PNP
5. Filled up Intake Sheet		BCPC
6. Certificate of Live Birth/Baptismal Certificate		Parents
7. Case Summary /SCSR		Handling Social Worker
<b>FOR CAR</b>		
1. Referral letter / Endorsement Letter / Admission Slip		CYWS and EAS
2. Filled-up Intake Sheet		BCPC / Handling Social Worker
3. Medical Certificate		OsMak / Palanan Primary Health Care
4. Police / Barangay Blotter Report		PNP / Barangay
5. Roving Report		Barangay
6. Certificate of non-residency (for rescued child with unknown address/parents)		five (5) adjacent Barangays
7. Certificate of Live Birth, if available		PSA/LCR



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client will be referred by Referring Agency	Collect and check the documentary requirements.	None	10 mins	Social Worker / House parent
	Conduct safety and body inspection	None	3 mins	Social Worker / House parent
	Safe keeping of personal valuables	None	5 mins	Social Worker / House parent
	Attend and provide residents' necessary interim care (food, water, etc.)	None	5 mins	Social Worker / House parent
	Taking photo of the child (half & whole body)	None	5 mins	Social Worker / House parent
	Provision of clothes and hygiene needs (toothbrush, toothpaste, bath soap, towel, face towel); supervise bathing	None	10 mins	Social Worker / House parent
	Introduction of new resident to other staff and house parents.  Orientation on programs and services, rules and regulations	None	20 Mins	Social Worker / House parent
	Conduct interview to the resident; Administer Tools on Assessment Of Discernment (for 15 and above CICL)	None	2 Hours	Social Worker
	Accompany the child in going to Isolation Room, where he will temporary stay in compliance to COVID-19 minimum health protocols and other prevailing safety measures	None	5 mins	Social Worker/ Houseparent
	Assist the client during the Inquest Proceeding	None	15 mins (online)	Social Worker
	Assigning of room/quarter and ward's tasks and responsibilities	None	3 mins	Social Worker / House parent



	Introduction of new resident to his fellow residents	None	5 mins	Social Worker / House parent
	Social Functioning Assessment / Need Assessment and Formulation of Intervention Plan	None	1 hour	MYH Case Management Team
	Implement the Intervention Plan and provision of programs and services that is part of the case management	None	6 months to 1 year	MYH Case Management Team
	Monitor, Evaluate and Re planning on the interventions to the client	None	5 mins daily/weekly, 15 mins quarterly	Social Worker
	Pre - discharge Case Conference	None	2 hours	Case Management Team, Barangay, Parent/Guardian
	Conduct of Discharge Conference	None	2 hours	Case Management Team, Barangay, Parent/Guardian
	Facilitate exit interview	None	1 hour	KMU Social Worker/psychologist
	Prepare Discharge Slip	None	5 mins	Social Worker
	Facilitate Discharge / Termination of Case	None	15 mins	Social Worker



## 22. Center-Based Case Management of Female Child in Conflict with the Law (CICL), Child-at-risk (CAR), and other Children in Need of Special Protection (CNSP) at Social Development Center

<b>Office or Division</b>	Makati Social Welfare Department – Social Development Center	
<b>Classification</b>	Highly Technical	
<b>Type of Transaction</b>	Government to Citizen	
<b>Who may avail</b>	Children in Need of Special Protection (CNSP), Children-at-Risk (CAR) and female Children in Conflict with the Law (CICL).	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Children in Need of Special Protection (CNSP)</b>		
1. Referral Letter/ Endorsement Letter/ Admission Slip		Barangay/ PNP/ Makati Social Welfare Department-CYWS
2. Filled up Intake Sheet		Barangay
3. Police/Barangay Blotter Report		Barangay/ PNP
4. Medical Certificate/ Medico Legal Certificate		Ospital ng Makati/ Palanan Primary Health Care
5. Certificate of Live Birth/ Baptismal Certificate		Parents
6. Case Summary/ Social Case Study Report		Handling Social Worker
<b>For Children-at-Risk (CAR)</b>		
1. Referral Letter/ Endorsement Letter/ Admission Slip		Barangay/ PNP/ Makati Social Welfare Department-CYWS and Social Emergency Section
2. Filled up Intake Sheet		Barangay/ PNP/ Makati Social Welfare Department-CYWS and Social Emergency Section
3. Police/Barangay Blotter Report		Barangay/ PNP
4. Roving Report (Certificate from at least four (4) adjacent Barangay		Barangay
5. Certificate of non-residency (for rescued child with unknown address/ parents		Barangay
6. Medical Certificate		Ospital ng Makati/ Palanan Primary Health Care
7. Certificate of Live Birth/ Baptismal Certificate		Parents
8. Case Summary/ Social Case Study Report		Handling Social Worker
<b>For Children in Conflict with the Law (CICL).</b>		
1. Referral Letter/ Endorsement Letter/ Admission Slip		Barangay/ PNP/ Makati Social Welfare Department-CYWS
2. Filled up Intake Sheet		Barangay/ PNP/ Makati Social Welfare Department-CYWS
3. Police/Barangay Blotter Report		Barangay/ PNP
4. Affidavit of Arrest		PNP
5. Certificate of Live Birth/ Baptismal Certificate		Parents
6. Case Summary/ Social Case Study Report		Handling Social Worker



CLIENT'S STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The client will be referred by the referring Agency.	1. Collect and check the documentary requirements.	None	10 mins	Social Worker/ House Parent
	2. Conduct safety and Body inspection.	None	3 mins	Social Worker/ House Parent
	3. Safe Keeping of personal valuables.	None	5 mins	Social Worker/ House Parent
	4. Attend and provide resident's necessary interim care (food, water, etc)	None	5 mins	Social Worker/ House Parent
	5. Taking photos of the child (half and whole body)	None	5 mins	Social Worker/ House Parent
	6. Provision of clothes and hygiene needs (toothbrush, toothpaste, bath soap, towel); supervise bathing	None	10 mins	Social Worker/ House Parent
	7. Introduction of new resident to other staff and house parents	None	20 mins	Social Worker/ House Parent
	8. Conduct interview to the resident; administer Tools on Assessment of Discernment (for 15 and above CICL)	None	2 hours	Social Worker
	9. Isolate the child	None	5 days	Social Worker/ House Parent
	10. Assist the client during the inquest proceeding (CICL).	None	15 mins	Social Worker
	11. Assigning of room/ quarter and ward's task and responsibilities	None	3 mins	Social Worker/ House Parent
	12. Introduction of new resident to their fellow residents.	None	5 mins	Social Worker/ House Parent
	13. Social Functioning Assessment and Intervention Plan	None	1 hour	Case Management Team



	14. Implement the intervention plan and provision of programs and services that is part of the case management.	None	6 months to 1 year (case to case basis)	Case Management Team
	15. Monitor, Evaluate and replanning on interventions to the client.	None	5 mins daily, weekly, 15 mins quarterly	Social Worker
	16. Conduct of Pre-Discharge Case Conference	None	2 hours	Case Management Team, Barangay, Parent/Guardian
	17. Conduct of Discharge Conference	None	2 hours	Case Management Team, Barangay, Parent/Guardian
	18. Facilitate the exit interview	None	1 hour	Knowledge Management Unit
	19. Prepare Discharge Slip	None	5 mins	Social Worker
	20. Facilitate Discharge/ Termination of Case.	None	15 mins	Social Worker



## 23. Case Management on Women in Especially Difficult Circumstance (WEDC)

### - Violence Against women and their Children VAWC (Economic Abuse)

<b>Office or Division:</b>	<b>Women Welfare Section</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	1.Makati and Non-Makati Resident, 18-59 years old 2.The abuse occurred or happened in Makati City 3.The case was referred/endorsed by other LGUs or Agencies/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Letter			Referring Agency	
2. Valid ID			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance for child support	<ul style="list-style-type: none"> <li>➤ Conduct and review of submitted documents</li> <li>➤ Refer the client to Women's Welfare Section</li> </ul>	None	15 minutes	Crisis Intervention Unit (CIU) Social Worker
2.Proceed to Women's Welfare Section	<ul style="list-style-type: none"> <li>➤ Conduct in-depth interview and gathering of collateral information</li> <li>➤ Counseling / Advise-giving</li> <li>➤ Prepare and sending of Summon/Invitation letter to the respondent for case conference</li> </ul>	None	30 Minutes	Women's Welfare Section (WWS) Social Worker
3.Attend the case conference	<ul style="list-style-type: none"> <li>➤ Facilitate the case conference.</li> </ul>	None	3 hours	Social Worker



	<p>➤ Prepare Agreement or "Kasunduan", if both parties agreed to their respective terms and conditions and refer the parties to the Law Department or any Notary Public for Notarial of Kasunduan</p> <p>Failure of the respondent to attend, re-schedule the case conference</p> <p>Failure to come up with an agreement, refer the client to Public Attorney's Office (PAO), Law Department or any law office for legal advice or legal action</p>			
	Termination of the case once agreement was made and notarized	None		Social worker
<i>For failure to come up with an agreement</i> Seek legal assistance	Refer client to Law Department/Public Attorney's Office for legal assistance/action	None	15 minutes	Social Worker
	<p>➤ Monitor the case</p> <p>➤ Termination of the case:</p> <ul style="list-style-type: none"> <li>• If the parties come up with written agreement "Kasunduan" at PAO level.</li> <li>• If the client decides not to pursue the filing of the case.</li> </ul>	None	3 months	Social Worker
		None		Social Worker





## 24. Case Management on Women in Especially Difficult Circumstance (WEDC)

### - Violence Against Women and their Children VAWC (Psychological Abuse)

<b>Office or Division:</b>	Women Welfare Section-Makati Social Welfare Department			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	1.Makati and Non-Makati Residents, 18-59 years old 2.The abuse occurred or happened in Makati City 3.The case was referred/endorsed by the other LGUs or Agencies/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Referral Letter		Referring Agency		
2.Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance for advice and filing of case	<ul style="list-style-type: none"> <li>➤ Conduct and review of submitted documents</li> <li>➤ Refer the client to Women's Welfare Section</li> </ul>	None	15 minutes	Crisis Intervention Unit (CIU) Social Worker
3. Proceed to Women Welfare Section	<ul style="list-style-type: none"> <li>➤ Conduct in-depth Interview. Provided Counseling/ Advise-giving</li> <li>➤ Coordinate the client's case to the concerned barangay for case blotter and securing for Barangay Protection Order (BPO); and Referral to Makati Women and Protection Desk (WCPD) for the client's complaint and sworn statement-taking</li> </ul>	None	3 hour	Women's Welfare Section (WWS) Social Worker Barangay, Ospital ng Makati (WCPU) Makati Women and Protection Desk (WCPD), Client



	Prepare Social Case Study Report, Intervention Plan.	None	1 day	Social Worker
	Implementation of Intervention Plan	None	6 months to 1 year	Social Worker and other discipline
	<ul style="list-style-type: none"> <li>➤ Prepare referral letter and case summary for Psychological Evaluation and Assessment</li> </ul> <p>Approval of case summary and referral letter</p>	None	1 day	Social Worker
Undergo Psychological Evaluation	<ul style="list-style-type: none"> <li>➤ Assist the client during the psychological evaluation</li> </ul>	None	1 day	WWS Social Worker Psychologist/Psychiatrist Client
Filing of the case	<ul style="list-style-type: none"> <li>➤ Assist the client in filing of the case at the Prosecutor's Administration's Office upon the completion of the pertinent documents</li> </ul>	None	3 hours	WWS Social Worker Assigned Prosecutor (Fiscal), Client
Attendance to court hearings	<ul style="list-style-type: none"> <li>➤ Assist the client in her schedule hearing at the Prosecutor's Office and at the Court</li> </ul>	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
Wait for the promulgation	<ul style="list-style-type: none"> <li>➤ Assist the client during promulgation</li> </ul>	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
	<ul style="list-style-type: none"> <li>➤ Termination of the case: <ul style="list-style-type: none"> <li>• If the client decides not to pursue in the filing of the case.</li> <li>• If the client decides to withdraw the</li> </ul> </li> </ul>	None		WWS Social Worker Prosecutor Presiding Judge Client



	case at the Prosecutor's level <ul style="list-style-type: none"> <li>The client's case had reached Decision</li> </ul>			
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## 25. Case Management on Women in Especially Difficult Circumstance (WEDC)

### - Violence Against Women and their Children VAWC (Physical and Sexual Abuse)

<b>Office or Division:</b>	<b>Women Welfare Section-Makati Social Welfare Department</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	1.Makati and Non-Makati Residents, 18-59 years old 2.The abuse occurred or happened in Makati City 3.The case was referred/endorsed by the other LGUs or Agencies/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Referral Letter		Barangay		
2.Makatizen Card or Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance for filling of case	<ul style="list-style-type: none"> <li>➤ Conduct and review of submitted documents</li> <li>➤ Refer the client to Women's Welfare Section</li> </ul>	None	15 minutes	Crisis Intervention Unit (CIU) Social Worker
Proceed to Women's Welfare Section	Conduct in-depth Interview. Provided Counseling/ Advise-giving  Coordinate the client's case to the concerned barangay for case blotter and securing for Barangay Protection Order (BPO); and	None	1 day	Women's Welfare Section (WWS) Social Worker Barangay, Women and Children Protection Unit (WCPU) - Ospital ng Makati, Makati Women and Protection Desk (WCPD), Client



	Referral to Makati Women and Protection Desk (WCPD) for the client's complaint and sworn statement-taking			
	Referral to WCPU for Medico-Legal			
	Prepare Social Case Study Report, Intervention Plan.	None	1 day	Social Worker
	Implementation of Intervention Plan	None	6 months to 1 year	Social worker
3. Filing of the case to the prosecutor	<ul style="list-style-type: none"> <li>➤ Assist the client in filing of the case at the Prosecutor's Administration's Office.</li> </ul>	None	4 hours	WWS Social Worker Assigned Prosecutor (Fiscal), Client
Attendance to court hearings	<ul style="list-style-type: none"> <li>➤ Assist the client in her schedule hearing at the Prosecutor's Office and at the Court</li> </ul>	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
Wait for the promulgation	<ul style="list-style-type: none"> <li>➤ Assist the client during promulgation</li> </ul>	None	4 hours	WWS Social Worker
	<ul style="list-style-type: none"> <li>➤ Termination of the case: <ul style="list-style-type: none"> <li>• If the case has a decision from the court</li> </ul> </li> </ul>	None		WWS Social Worker



## 26. Case Management on Women in Especially Difficult Circumstance (WEDC)

### - KASAMBAHAY

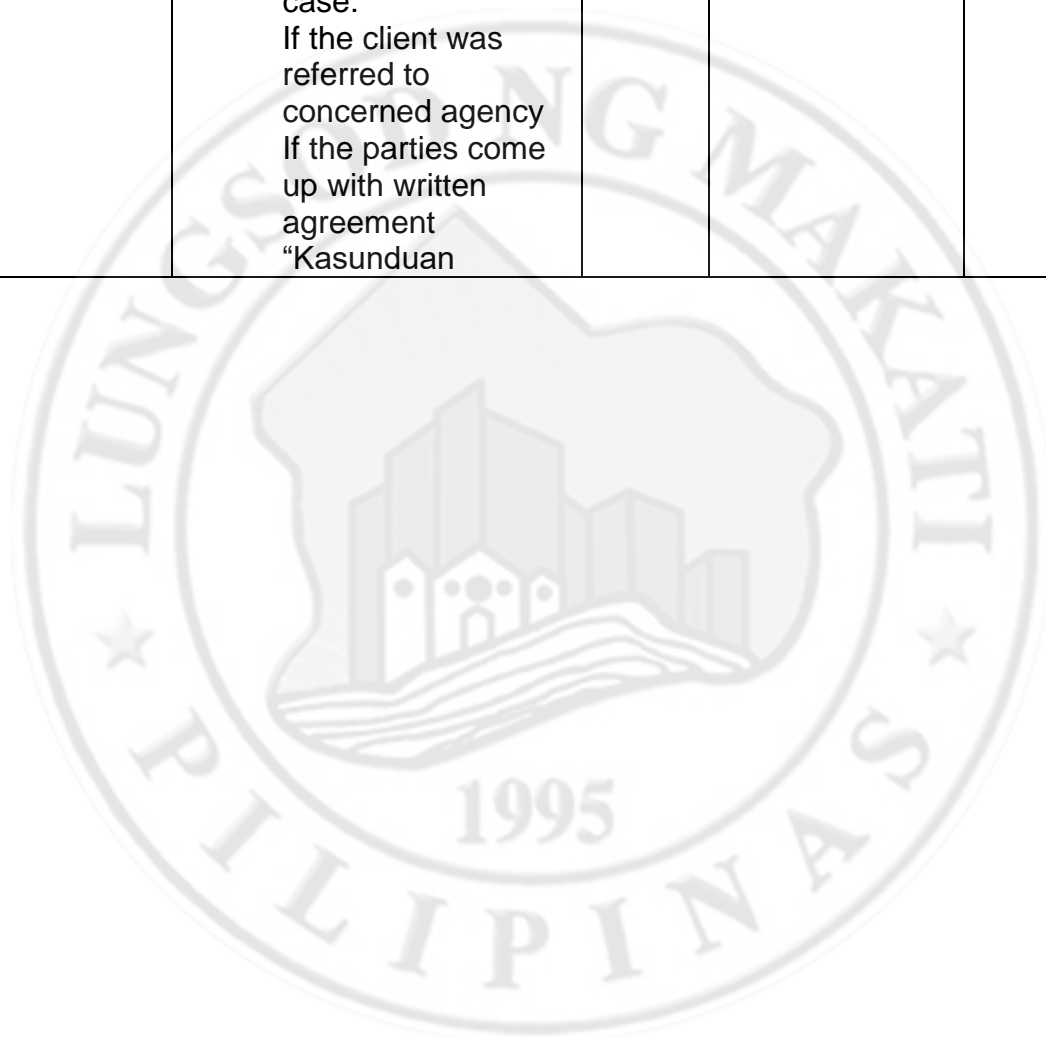
<b>Office or Division:</b>	<b>Women Welfare Section-Makati Social Welfare Department</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	1.Makati and Non-Makati Residents, 18-59 years old 2.The abuse occurred or happened in Makati City 3. The case was referred/endorsed by the other LGUs or Agencies/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral Letter		Referring party		
2. Valid ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance for advice and filing of case	<ul style="list-style-type: none"> <li>➤ Conduct and review of submitted documents</li> <li>➤ Refer the client to Women's Welfare Section</li> </ul>	None	15 minutes	Crisis Intervention Unit (CIU) Social Worker
2.Proceed to Women's Welfare Section	<ul style="list-style-type: none"> <li>➤ Conduct in-depth interview and gathering of collateral information from the barangay</li> <li>➤ Conduct Counseling / Advise-giving</li> </ul>	None	1 hour	Women's Welfare Section (WWS) Social Worker
<p><b>3. If the Kasambahay is victim of Physical and Sexual abuse:</b></p> <p>Comply to the requirements needed in filing the case</p>	<ul style="list-style-type: none"> <li>➤ Refer the client to the concerned barangay for case blotter and for securing of Barangay Protection Order (BPO);</li> <li>➤ Refer/Assist the client to Ospital ng Makati for medico legal; and</li> <li>➤ Refer the client to Makati Women and Protection Desk (WCPD) for filing of</li> </ul>	None	4 hours	WWS Social Worker, Barangay, Makati PNP, OSMAC



	Complaint and sworn statement-taking			
	Prepare Social Case Study Report, Intervention Plan.	None	1 day	Social Worker
	Implementation of Intervention Plan	None	6 months to 1 year	Social worker
Filing of the case to the prosecutor	Assist the client in filing of the case at the Prosecutor's Administration's Office.	None	4 hours	WWS Social Worker Assigned Prosecutor (Fiscal), Client
Attendance to court hearings	Assist the client in her schedule hearing at the Prosecutor's Office and at the Court	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
Wait for the promulgation	Assist the client during promulgation	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
	Termination If the case has a decision from the court n of the case	None		Social Worker
For victims of Non-payment of wages, 13 <sup>th</sup> month pay and leave credits Non-provision of Mandatory Benefits such as Social Security System (SSS), Philhealth and Pag-ibig				
3. Request for case Conference	<ul style="list-style-type: none"> <li>➤ Prepare and sending of Summon/Invitation letter to the respondent-employer for case conference</li> </ul>	None	20 Minutes	WWS Social Worker, client
	<ul style="list-style-type: none"> <li>➤ Facilitate Case Conference</li> <li>➤ Prepare Agreement or "Kasunduan" if both parties agreed to their respective terms and conditions and refer the parties to the Law Department for Notarial of "Kasunduan"</li> </ul>	None	4 hours	WWS Social Worker, client
<i>For failure to come up with an agreement</i>	<ul style="list-style-type: none"> <li>➤ Refer client to concerned agencies such as</li> </ul>	None	15 Minutes	Social Worker client



Seek Legal Advice/Assistance	Department of Labor and Employment (DOLE), Social Security System (SSS), Philhealth and Pag-ibig			
	<ul style="list-style-type: none"> <li>➤ Termination of the case: If the client was referred to concerned agency If the parties come up with written agreement "Kasunduan"</li> </ul>	None		WWS Social Worker





## 27. Case Management on Women in Especially Difficult Circumstance (WEDC)

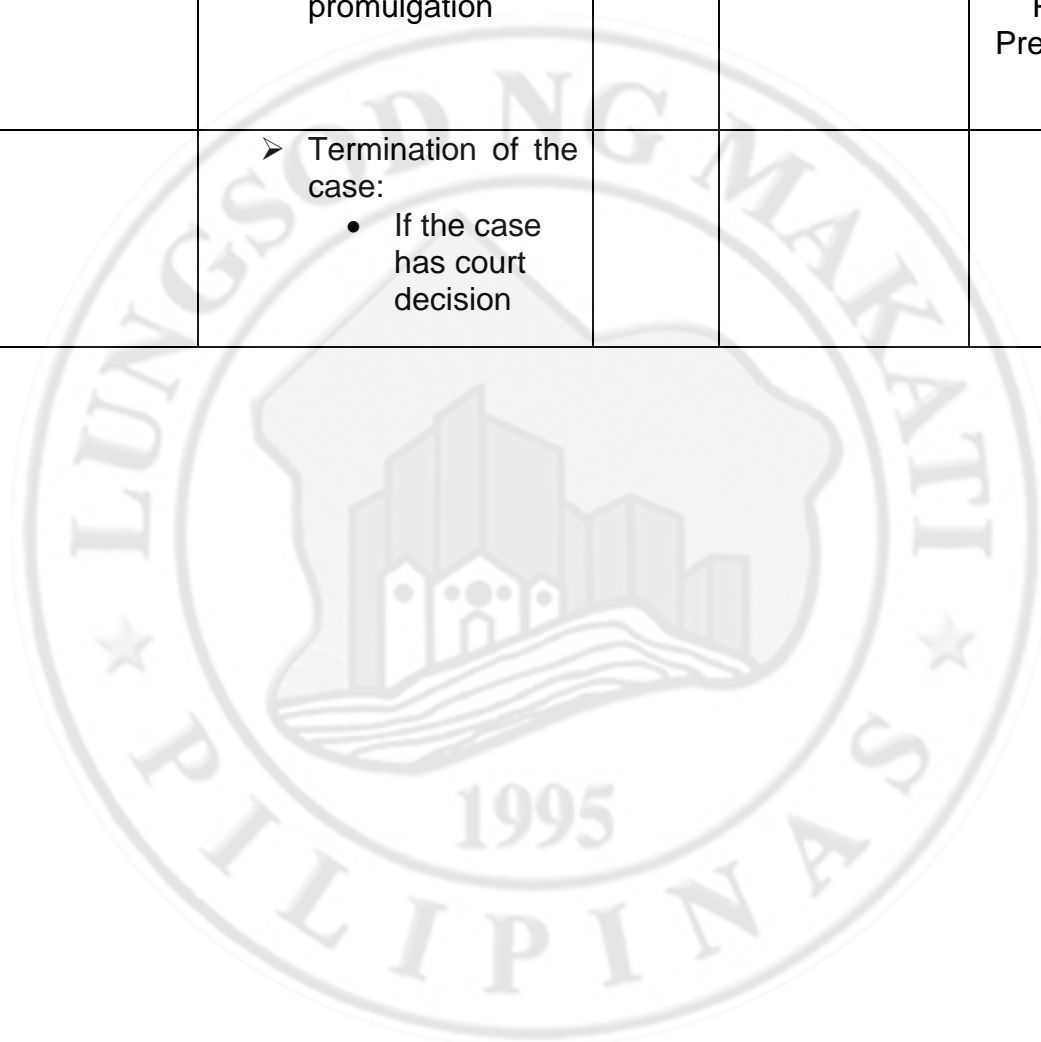
### - TRAFFICKING IN PERSON

<b>Office or Division:</b>	<b>Women's Welfare Section-Makati Social Welfare Department</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Government			
<b>Who may avail:</b>	1.Makati and Non-Makati Residents, 18-59 years old 2. The abuse occurred or happened in Makati City 3.The case was referred/endorsed by the other LGUs or Agencies/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request assistance for advice and filing of case	<ul style="list-style-type: none"> <li>➤ Conduct and review of submitted documents</li> <li>➤ Refer the client to Women's Welfare Section</li> </ul>	None	15 minutes	Crisis Intervention Unit (CIU) Social Worker
2.Proceed to Women's Welfare Section	<ul style="list-style-type: none"> <li>➤ Conduct in-depth interview and gathering of collateral information from the barangay</li> <li>➤ Conduct Counseling / Advise-giving</li> </ul>	None	1 hour	Women's Welfare Section (WWS) Social Worker, Client
	<ul style="list-style-type: none"> <li>➤ Prepare Social Case Study Report, Intervention Plan.</li> </ul>	None	1 day	Social Worker
	<ul style="list-style-type: none"> <li>➤ Implementation of Intervention Plan</li> </ul>	None	6 months to 1 year	Social Worker and other discipline
3. Filing of the case to the prosecutor	<ul style="list-style-type: none"> <li>➤ Assist the client in filing of the case at the Prosecutor's Administration's Office.</li> </ul>	None	4 hours	WWS Social Worker Assigned Prosecutor (Fiscal), Client





Attendance to court hearings	<ul style="list-style-type: none"> <li>➤ Assist the client in her schedule hearing at the Prosecutor's Office and at the Court</li> </ul>	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
Wait for the promulgation	<ul style="list-style-type: none"> <li>➤ Assist the client during promulgation</li> </ul>	None	4 hours	WWS Social Worker Prosecutor Presiding Judge Client
	<ul style="list-style-type: none"> <li>➤ Termination of the case:             <ul style="list-style-type: none"> <li>• If the case has court decision</li> </ul> </li> </ul>			





## 28. Case Management on Men in Especially Difficult Circumstance (MEDC)

### - Marital Conflict

<b>Office or Division:</b>	<b>Family and Men Welfare Section</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	1.Makati and Non-Makati Resident 2.The abuse occurred or happened in Makati City 3.The case was referred/endorsed by other LGUs or Agencies/Offices			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Referral Letter			Referring Agency	
2. Valid ID			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request assistance for child support	<ul style="list-style-type: none"> <li>➤ Conduct and review of submitted documents</li> <li>➤ Refer the client to Women's Welfare Section</li> </ul>	None	15 minutes	Crisis Intervention Unit (CIU) Social Worker
Proceed to Family and Men Welfare Section	<ul style="list-style-type: none"> <li>➤ Conduct in-depth interview and gathering of collateral information</li> <li>➤ Counseling / Advise-giving</li> <li>➤ Prepare and sending of Summon/Invitation letter to the respondent for case conference</li> </ul>	None	2 Hours	Family and Men Welfare Section (FMWS) Social Worker



Attend the case conference	<ul style="list-style-type: none"> <li>➤ Facilitate the case conference.</li> <li>➤ Prepare Agreement or "Kasunduan", if both parties agreed to their respective terms and conditions and refer the parties to the Law Department or any Notary Public for Notarial of Kasunduan</li> </ul>	None	3 hours	Social Worker
Request for another schedule if the respondent failed to attend	<p>Re-schedule the case conference until 3 invitations</p> <p>Prepare and send invitation letter</p>	None	1 hour	Social worker, Head of Office
Seek legal assistance	If Failure to come up with an agreement, refer the client to Public Attorney's Office (PAO), Law Department or any law office for legal advice or legal action	None	10 Minutes	Social Worker
	<ul style="list-style-type: none"> <li>➤ Close case:             <ul style="list-style-type: none"> <li>• If the parties come up with written agreement "Kasunduan" at MSWD level.</li> <li>• If the client decides not to pursue the filing of the case.</li> </ul> </li> </ul>	None		Social Worker



## 29. Case Management of Persons with Disability

<b>Office or Division:</b>	Special Needs Division-PWD Welfare Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C- Government to Government			
<b>Who may avail:</b>	Any Person with Disability who is below 60 years old, abused, abandoned, homeless and in especially difficult circumstances in Makati City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>A. For Walk-in clients</b> <ol style="list-style-type: none"> <li>PWD ID</li> <li>Government Issued ID with Makati Address</li> <li>Other documents related to the concerns</li> <li>Addresses of family members</li> <li>Government Issued ID in case of representatives</li> </ol>		Client Client Client Client Representative		
<b>B. For referred clients</b> <ol style="list-style-type: none"> <li>Referral/ Endorsement Letter</li> <li>Medical Certificate duly signed by a physician, if applicable</li> <li>Social Case Study Report/ Case Summary</li> <li>Roving Report from five (5) adjacent barangays</li> <li>Government Issued ID with Makati Address</li> </ol>		Referring Agency Hospital/ Health Center/ Clinic Referring Agency Referring Agency Referring Agency		
Valid ID of client's representative (if applicable)		Representative of the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Undergo intake interview of the case worker/ social worker to extract basic information and family circumstances	Conduct preliminary interview	None	15 minutes	Case Worker/ Social Worker of MSWD- CIU
	Endorse client to concerned section (PWDWS)			
	Conduct in-depth interview and assessment, counselling and advice-giving	None	4 hours	Social Worker of the concerned section
	Provide immediate needs (food, medicines,			



	clothing, temporary shelter), based on the assessment of the case,			
	Prepare referral letters for other assistance if necessary	None	30 minutes	Social Worker
	Conduct home visit and collateral interview	None	5 hours	Social Worker
	Prepares Feedback Report and Intervention Plan	None	1 day	Social Worker
Undertake necessary activities and avail services as indicated in the Intervention Plan with the social worker	Implement and monitor the activities/ plan	None	6 months	Social Worker Client
	Prepare Closing Summary for Case Termination	None	1 day	Social Worker



### 30. Case Management for Disadvantaged Older Persons for Institutionalization and Family Reunification

<b>Office or Division</b>		MSWD- Elderly Welfare Section		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C- Government to Government		
<b>Who may avail:</b>		Abused, abandoned, solo ager, neglected, homeless, emotionally distressed, and older person in especially difficult circumstances (OPEDC) in Makati City or their representative		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>C. For Walk-in clients</b> 6. OSCA White Card 7. Government Issued ID with Makati Address 8. Other documents related to the concerns 9. Addresses of family members 10. Government Issued ID in case of representatives  <b>D. For referred clients</b> 6. Referral/ Endorsement Letter 7. Medical Certificate duly signed by a physician, if applicable 8. Social Case Study Report/ Case Summary 9. Roving Report from five (5) adjacent barangays 10. Government Issued ID with Makati Address		Client Client Client Client Representative  Referring Agency Health Center/ Clinic  Referring Agency Referring Agency  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Undergo intake interview of the case worker/ social worker to extract basic information and family circumstances	Conduct preliminary interview  Endorse client to concerned section (EWS, PWDWS)	No Fee	15 minutes	Case Worker/ Social Worker of MSWD- CIU
	Conduct in-depth interview and assessment, counselling and advice-giving Provide immediate needs (food, medicines, clothing, temporary shelter), based on the assessment of the case,	No Fee	4 hours	Social Worker of the concerned section
	Prepare referral letters for other	None	30 minutes	Social Worker



	assistance if necessary			
	Conduct home visit and collateral interview	None	5 hours	Social Worker
	Prepares Feedback Report and Intervention Plan	None	1 day	Social Worker
Undertake necessary activities and avail services as indicated in the Intervention Plan with the social worker	Implement and monitor the activities/ plan	None	6 months	Social Worker Client
	Prepare Closing Summary for Case Termination	None	1 day	Social Worker



### 31. Issuance of Family Capability Assessment Report

<b>Office or Division</b>	MSWD- Elderly Welfare Section			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C- Government to Government			
<b>Who may avail:</b>	Indigent senior citizen of Makati City			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For other Local Government Units (LGUs) and residential facilities</b>				
<ol style="list-style-type: none"> <li>Referral letter from other LGU and residential facilities</li> <li>Social Case Study Report of the client</li> <li>Contact Information and address of families, if available</li> </ol>		Referring Agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	The handling social worker shall validate the names and addresses of the family members from various sections e.g. Data Management Section, Makati Health Program, and barangays	None	10-15 minutes	Social Worker
Undergo intake interview of the social worker to extract basic information and family circumstances	If residency is confirmed within Makati, conduct home visitation and collateral interview	None	1-2 hours	Social Worker
	Prepare Family Capability Assessment Report	None	5 working days after the last visit	Social Worker
	Send the Family Capability Assessment Report to the requesting institution/agency	None	2-3 minutes	Client





### 32. Burial Assistance for Deceased Blu Card Member

<b>Office or Division</b>		MSWD- Elderly Welfare Section		
<b>Classification</b>		Complex		
<b>Type of Transaction</b>		G2C- Government to Government		
<b>Who may avail:</b>		Bereaved families of deceased Elderly Blu card/ Makatizen cardholder		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Blu Card or Makatizen Card of the deceased senior citizen - Original and photocopy - If Card was lost, submit an Affidavit of Loss		Claimant		
2. Death Certificate of Card holder with Registry Number (Original for reference and 2 photocopy)		Claimant		
3. 1 Valid ID of claimant (original and 1 photocopy)		Claimant		
4. Authorization letter from the claimant should they sent a representative to claim the assistance.		Claimant		
5. Any government issued ID and 1 photocopy		Authorized Representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit all required documents to the Makati Action Center Office in the barangay where the deceased senior citizen resided	Screening and review of submitted documents	None	15 minutes	MAC Coordinator
	Endorse the documents to the MSWD Elderly Welfare Section	None	5 minutes	MAC Coordinator
	Process the burial assistance and submit transmittal	None	30 minutes	MSWD- EWS Burial Assistance Focal Person
Receive the burial assistance and sign the transmittal	Inform the claimant and release the burial assistance amounting to P3,000.00		10 minutes	MSWD- CIU Burial Assistance Focal Person
	Process the documents for liquidation and reporting		1 day	MSWD- CIU Burial Assistance Focal Person



### 33. Provision of Makati Centenarian Cash Award

<b>Office or Division</b>	MSWD- Elderly Welfare Section
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C- Government to Government
<b>Who may avail:</b>	Blu card/ Makatizen cardholder Senior citizens who reached one hundred (100) years old Provided that he/she has been an active card holder in the last five (5) years, subject to validation and reinstatement if proven bedridden.
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>A. Living Centenarian</p> <ol style="list-style-type: none"> <li>1. Original copy of Certificate of Live Birth</li> <li>2. Original copy of Marriage Certificate</li> <li>3. Blu Card/ Makatizen Card</li> <li>4. OSCA White Card</li> <li>5. Barangay Certificate stating the applicant is a resident of the barangay</li> <li>6. Picture of the Centenarian (3R or 4R) holding a broadsheet/ newspaper on the day of his/ her birthday.</li> <li>7. Biography of Centenarian</li> <li>8. Certificate of Live Birth if children/ by the centenarian</li> </ol> <p>B. Deceased Centenarian, all items in A, and</p> <ol style="list-style-type: none"> <li>1. Death Certificate of centenarian (Certified True Copy)</li> <li>2. Photocopy of Representative's ID</li> <li>3. Certificate of Live Birth or Baptismal of representative (to establish relationship of the representative to the centenarian)</li> <li>4. Special Power of Attorney (SPA) in case of sibling/ Affidavit of Self- Adjudication</li> </ol> <p>C. If filing for DSWD-NCR Centenarian Cash Award</p> <ol style="list-style-type: none"> <li>1. Photocopy of OSCA White Card</li> <li>2. Certificate of Live Birth of Centenarian</li> <li>3. Any government-issued ID, at least one of the following: <ul style="list-style-type: none"> <li>- Old or Current Passport</li> <li>- Voter's ID or Certificate</li> <li>- TIN ID</li> <li>- UMID ID (GSIS/ SSS)</li> <li>- Postal ID</li> </ul> </li> <li>4. Secondary Documents (1 or 2 of the following and must be a certified true copy)</li> </ol>	<p>Philippine Statistics Authority Philippine Statistics Authority Client Client Barangay of Residence</p> <p>Client Client Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p> <p>Claimant PSA or Church</p> <p>Notary Public/ Law Department</p> <p>Client/ Claimant PSA Client/ Claimant</p> <p>Client/ Claimant</p>



<ul style="list-style-type: none"> <li>a. Marriage Certificate from PSA or Local Civil Registrar</li> <li>b. Old School or Employment Records showing Date of Birth</li> <li>c. Baptismal and Confirmation Records of Centenarian certified by the Parish Church</li> <li>d. Certificate of Live Birth of children born by/of the centenarian</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill-up Application Form and submit all required documents to the MSWD Elderly Welfare Section	Screening and review of submitted documents	None	15 minutes	MSWD-EWS Centenarian Focal Person
	Process the Centenarian cash award  Submit the documents for DSWD-NCR Centenarian Award	None	30 minutes	MSWD- EWS Centenarian Focal Person
	Inform the client or their representative for the date of awarding	None	30 minutes	MSWD- EWS Centenarian Focal Person Client or representative
Receive the centenarian cash award and sign the voucher	Award the cheque with certificate of appreciation, bouquet of flowers, and celebration cake	None	30 minutes	MSWD EWS Staff-in-Charge, Focal Person Client and their family



### 34. After-Care Services

<b>Office or Division:</b>	After-Care Services Section (ACSU)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	<ol style="list-style-type: none"> <li>1. Minors, male and female under 18 years old released from MSWD facilities (Makati Youth Home and Social Development Center) and other child caring facilities referred to MSWD and who either of the following:               <ol style="list-style-type: none"> <li>1.1. Children at Risk (CAR)</li> <li>1.2. 1Children in Need of Special Protection (CNSP)</li> <li>1.3. Children in conflict with the Law (CICL)</li> <li>1.4. Recovered Mental Patients</li> <li>1.5. 1Persons with Disability (PWD)</li> <li>1.6. Other needy and marginalized clients</li> </ol> </li> <li>2. Adults, male and female who are 18 years old and above and were released from MSWD facilities and other caring facilities referred to MSWD and who are either of the following:               <ol style="list-style-type: none"> <li>2.1. Abused</li> <li>2.2. Abandoned</li> <li>2.3. Battered</li> <li>2.4. 2Exploited</li> <li>2.5. 2Elderly</li> <li>2.6. Individual at Risk on the street</li> <li>2.7. Persons Deprived of Liberty (PDL)</li> <li>2.8. Recovered mental patients</li> <li>2.9. Other needy marginalized clients</li> </ol> </li> <li>3. Non-Makati residents but was released to his relative/guardian in Makati City in the absence of his/her biological parents and or family</li> </ol>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Referral/Endorsement letter coming from the center/Institutions		SDC, MYH and other referring Agency/Institution		
2. Invitation letter for a pre-discharge conference		SDC, MYH and other referring Agency/Institution		
2. Social Case Study/Summary Report of the client		SDC, MYH and other referring Agency/Institution		
3. After-Care Plan		SDC, MYH and other referring Agency/Institution		
4. School Records		Child		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Endorsement/receipt of the case.	Endorsement to ACSU	None	5 minutes	Assigned staff of the OACGADH II



	Review of submitted documents	None	10 minutes	ACSU
	Coordinate with the referring party	None	10 minutes	ACSU
Conduct Pre-discharge conference	Attendance to Pre-discharge conference	None	3 hours	ACSU
	Check, assess and revise (if needed) the submitted After-Care Plan (ACP).	None	1 hour	ACSU
	Review and approval of ACP.	none	3 hours	ACSU and Head of Office
Actual endorsement of the child for After-care Services	Endorse and discuss with concerned Barangay (for clients referred by other LGU) and partner stakeholders for monitoring and other needed services	None	3 hours	ACSU OACGADH II, referring agency barangay, client and parent/guardian
	Implement the ACP	None	3-6 months or 1 year depending on the assessment of the handling social worker.	ACSU, Barangay, Client and parent/guardian
	Monitoring and Evaluation  Conduct evaluation with the partner stakeholder.  Update the ACP (based on assessment) or revise, if necessary	None	3-6 months or 1 year depending on the assessment of the handling social worker and other partner stakeholders.	ACSU; Barangay, Client and parent/guardian Referring Agency



	Prepare and submit progress and terminal report to referring agency	None	3 hours	ACSU
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Clients may send feedback thru email at <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a> / <a href="mailto:makatisocialwelfare@yahoo.com.ph">makatisocialwelfare@yahoo.com.ph</a></p> <p>Contact info: 8870-1640 or post feedback to MY MAKATI Facebook page</p>
How feedbacks are processed?	Feedbacks are monitored and tackled by Head of this Office with Staff and addressed accordingly and immediately
How to file a complaint?	<p>Clients may send complaints thru email at <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a> / <a href="mailto:makatisocialwelfare@yahoo.com.ph">makatisocialwelfare@yahoo.com.ph</a> 8870-1640 or post to MY MAKATI Facebook page.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following number: 8870-1640</p>
How complaints are processed?	Complaints received are addressed immediately and accordingly with the Head of this Office.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan – 8888 Presidential Complaints Center – 8888 Anti-Red Tape Act - 84785093</p>

Office	Address	Contact Information
Makati Social Welfare Department	5 <sup>th</sup> Floor, Building 1, Makati City Hall	<a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a> / <a href="mailto:makatisocialwelfare@yahoo.com.ph">makatisocialwelfare@yahoo.com.ph</a> 8870-1640



## PERSON WITH DISABILITY AFFAIRS OFFICE

### Social Welfare Services

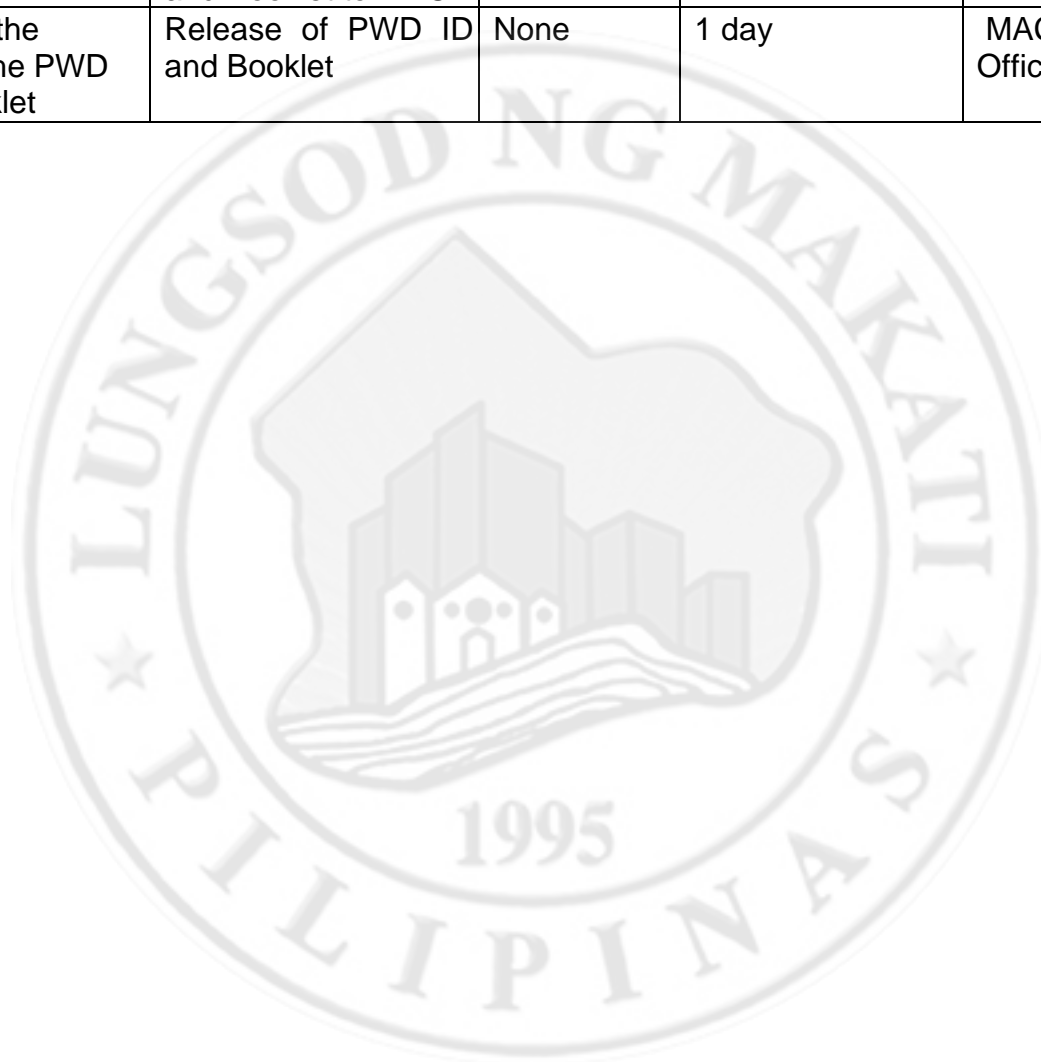
#### 1. Application for Person with Disability ID (PWD ID)

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	1. Filipino Citizen 2. Resident of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1x1 ID Picture (3pcs) 2x2 ID Picture (1pc)		Client		
Medical Certificate/Abstract		Licensed Physician		
Barangay Certificate of Residency		Barangay of Residence		
Certification of Disability Form		MAC Satellite Office		
Application Form		MAC Satellite Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Application Form and submit all documentary requirements	Review and Assess the requirements submitted	None	-	MAC Satellite Office
	Conduct Home Visitation			
	Endorse the application to MSWD			
	Review the submitted requirements If illegible, Encode in data base and Online Registration. (Phil. Registry of Persons with Disability) Preparation of PWD ID and Booklets	None	30 minutes	PDAO Staff
	If not illegible, return the application to MAC for completion of requirements			





	Preparation of PWD ID and Booklets, Printing, and Approval of Application	None	1 Day	PDAO Staff OACGAD
	Endorsement of approved PWD ID and Booklet to MAC	None	10 Mins	PDAO Staff
10. Expect the delivery of the PWD ID and Booklet	Release of PWD ID and Booklet	None	1 day	MAC Satellite Office





## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	<p>Clients may send feedback thru email at <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a>/ <a href="mailto:makatipwdsection@gmail.com">makatipwdsection@gmail.com</a></p> <p>Contact info: 8870-1638 or post feedback to MY MAKATI Facebook page</p>
How feedbacks are processed?	Feedbacks are monitored and tackled by Head of this Office with Staff and addressed accordingly and immediately
How to file a complaint?	<p>Clients may send complaints thru email at <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a>/ <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a>/ <a href="mailto:makatipwdsection@gmail.com">makatipwdsection@gmail.com</a> or post to MY MAKATI Facebook page.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following number: 8870-1638</p>
How complaints are processed?	Complaints received are addressed immediately and accordingly with the Head of this Office.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan – 8888 Presidential Complaints Center – 8888 Anti-Red Tape Act - 84785093</p>

Office	Address	Contact Information
Persons with Disability Affairs Office	Ground Floor, Building 1, Makati City Hall	8870-1638 <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a> / <a href="mailto:makatipwdsection@gmail.com">makatipwdsection@gmail.com</a>



## **Office for Senior Citizens Affairs (OSCA)**

### **Social Welfare Services**





## 1. Application for Senior Citizens National ID (White Card)

The Office of the Senior Citizens Affairs (OSCA) issued Senior Citizens Identification Card for the availment of benefits and privileges and which shall be honored nationwide.

<b>Office or Division:</b>	Office for Senior Citizens Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Sixty (60) years old and above			
	Filipino Citizen or with Dual Citizenship			
	Actual/Current Makati Resident			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Birth Certificate ( <i>Photocopy, Original copy will be presented</i> )		Philippine Statistics Authority (PSA)		
Marriage Certificate, for married ( <i>Photocopy, original will be presented</i> )		PSA		
Any government issued valid ID		Client		
Barangay Certificate		Barangay of Residence		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish Application Form and submit all documentary requirements	Review and Assess the requirements submitted	None	-	MAC Satellite Office
	Conduct Home Visitation			
	Endorse the application to MSWD			
	Review the submitted requirements	None	15 mins	OSCA Staff
	If illegible, encode the application database			



	If not illegible, return to MAC for completion of requirements			
	Preparation and printing of ID, Medicine Booklet, and Purchase Booklet	None	1 Day	OSCA Staff
	Approval of the application			
	Endorse to MAC for distribution	None	1 day	Makati Action Center
Expect the delivery of the White Card Medicine Booklet, and Purchase Booklet	Release of White Card and booklets	None	1 day	MAC Satellite Office



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Clients may send feedback thru email at <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a>/ <a href="mailto:oscamakati@gmail.com">oscamakati@gmail.com</a></p> <p>Contact info: 88701714 / 88701707 or post feedback to MY MAKATI Facebook page</p>
How feedbacks are processed?	Feedbacks are monitored and tackled by Head of this Office with Staff and addressed accordingly and immediately
How to file a complaint?	<p>Clients may send complaints thru email at <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a>/ <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a>/ <a href="mailto:oscamakati@gmail.com">oscamakati@gmail.com</a> or post to MY MAKATI Facebook page.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following number: 88701714 / 88701707</p>
How complaints are processed?	Complaints received are addressed immediately and accordingly with the Head of this Office.
Contact Information of CCB, PCC, ARTA	Contact Center ng Bayan – 8888 Presidential Complaints Center – 8888 Anti-Red Tape Act - 84785093

Office	Address	Contact Information
Office for Senior Citizens Affairs (OSCA)	Ground Floor, Building 1, Makati City Hall	8870-1714 / 88701707 <a href="mailto:MSWD@makati.gov.ph">MSWD@makati.gov.ph</a> / <a href="mailto:oscamakati@gmail.com">oscamakati@gmail.com</a>



**Day Care Program under MSWD**  
**Social Development Services**





## 1. ENROLLMENT

<b>Office or Division :</b>	Child Development and Services Section (day Care Services)			
<b>Classification :</b>	Simple			
<b>Type of transaction :</b>	G2C – Government to Citizen			
<b>Whom may avail :</b>	Children ages 3 years old to 4 years old and 11 months old Guardian must active voter of Makati City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certificate of the parent/guardian	Barangay of residence			
2. Growth Chart and Dental Book of the Child	Barangay Health Center or Private Clinic			
3. Photocopy of NSO/PSA certificate of live birth of the child	NSO/PSA / LCR			
4. Latest Comelec ID/Voters Certificate of the parent/ guardian	Comelec Office at Pio Del Pilar Building, Brgy. Poblacion, Makati City			
5. 2 pcs. 1x1 ID picture of the child	Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	Review the requirements submitted  Interview the parent/ guardian and the child.  Assess the level learning capacity of the child	None	20 minutes	Assigned Day Care Worker/Teacher Aide at respective center
	Conduct orientation with parents/guardians regarding the day care center guidelines	None	1 Hour	Day Care Worker
2. Attend classes	Conduct classes, monitoring of child's performance	None	1 Hour and 30 Mins	Day Care Worker





<b>FEEDBACKS AND COMPLAINTS MECHANISM</b>	
How to Feedbacks	<p>Write a letter addressed to the Acting City Gov't Asst. Dept. Head II, Ms. Benita C. Tanyag and send via email, or personally hand carry it to the: Pio Del Pilar Building F. Zobel St. Barangay Poblacion, Makati City <a href="mailto:makatisocialwelfare@yahoo.com.ph">makatisocialwelfare@yahoo.com.ph</a> <a href="mailto:makatisocialwelfaredepartment@gmail.com">makatisocialwelfaredepartment@gmail.com</a> Contact No: 8870-1641/ 8899-8997/8899-9037</p>
How feedbacks are processed	<p>All letters are opened immediately and proceed to the Records Section for proper compilation.</p> <p>Feedback requiring answers are forwarded to the relevant Personnel and they are required to answer within 72 Hours ( 3 Days )</p> <p>Answer shall then be forwarded/relayed to the concerned party within 72 hours ( 3 Days )</p>
How to file a complaint	<p>Complaints may be filed directly to the Focal Person. Or can be reported via telephone Please provide the following information:</p> <ul style="list-style-type: none"> <li>▪ Name of person being complained</li> <li>▪ Incident</li> <li>▪ Evidence</li> </ul> <p>For inquiries and follow-ups please contact the following telephone Numbers: 8899-8997/8899-9037</p>
How complaint are processed	<p>The Focal Person will forward complaints to the Department Head for evaluation.</p> <p>Upon evaluation, the Department Head shall be informed of the complaint. The Focal Person will submit a detailed report to the Department Head for appropriate action.</p> <p>The Focal Person will give feedback to the client.</p> <p>For inquiries and follow-ups please contact the following telephone Numbers: Child Development Services Section Office 8899-8997/8899-9037 thru: Secretariat: 8870-1642</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> / 8478-5093 PCC: 8888 CCB: 0908-881-6565(SMS)</p>



OFFICE	ADDRESS	Contact Information
Child Development Services Section	2 <sup>nd</sup> Floor Pio Del Pilar Building, F. Zobel Street, Brgy. Poblacion, Makati City	8899-8997/8899-9037





**Education Department**  
**Social Development Services**





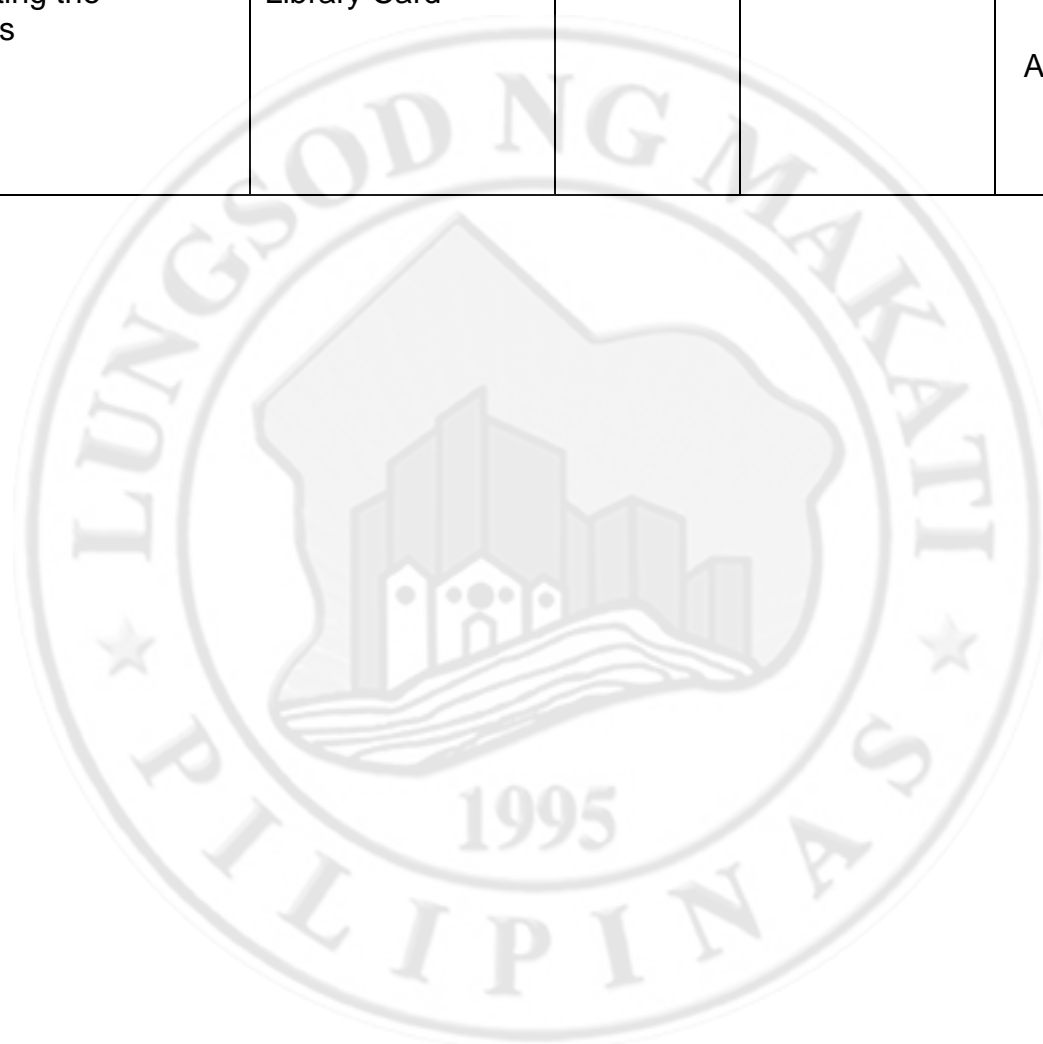
## 1. Application for the Makati City Library Card

This service is focused on the interested residents of Makati for the Makati City Library Card application.

<b>Office or Division:</b>	Education Department/City Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Voter's Certificate for Makati residents</li> <li>• 1x1 ID picture (1 pc.)</li> <li>• Guarantor: Teachers, city or barangay officials and city employees can serve as guarantor for minor applicant. For adult applicant, government officials/employees or person of good moral character can sign as guarantor.</li> </ul>		Circulation Section of the City Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>RESPONSIBLE PERSON</b>
Secure application form at the Circulation Section of the City Library.  Download the application form thru: <a href="http://bit.ly/3MHPEB4">bit.ly/3MHPEB4</a>	Issuance of library ID application form.  Creation of online link of downloadable application form	None	5 minutes	Administrative Assistant II  Administrative Aide IV  Administrative Aide IV
Fill up the form and let the guarantor sign at the designated column.	Assist the applicant in securing a library card	None	5 minutes	Administrative Assistant II  Administrative Aide IV  Administrative Aide IV
Submit to Circulation Section in-charge the duly accomplished form.		None	5 minutes	Administrative Assistant II  Administrative Aide IV  Administrative Aide IV



For online transaction, submit the completed application form through email at <a href="mailto:library@makati.gov.ph">library@makati.gov.ph</a> or <a href="mailto:makaticitylibrary@gmail.com">makaticitylibrary@gmail.com</a>		None	5 minutes	Administrative Assistant II Administrative Aide IV
Get the library card one day after submitting the requirements	Issuance of the Library Card	None	5 minutes	Administrative Assistant II Administrative Aide IV





## 2. Library Research and Information Service

Getting vital information for research work is an important component of the library's service offered to both residents and non-residents of Makati.

<b>Office or Division:</b>	Education Department/City Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati and Non-Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library ID		Circulation Section of the City Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Show valid Library ID at the Information Counter	Allow researcher / clientele to access the Online Public Access Catalog (OPAC)	None	5 minutes	Librarian I Administrative Assistant II Administrative Aide IV
Go to the unit where the research material is located	Assist researcher in locating research material	None	5 minutes	Librarian I Administrative Assistant II Administrative Aide IV
Leave library ID to the Person in charge	Receive the Library ID	None	3 minutes	Administrative Assistant II Administrative Aide IV Administrative Aide IV
After the research, return the book/s to the unit in charge or place the book at the counter	Receive returned book/s and give back client's library ID	None	5 minutes	Administrative Assistant II Administrative Aide IV Administrative Aide IV
All books are for room reading only, except for those located at the Circulation Unit.				



### 3. Library Internet Service

Aside from Online Public Access (OPAC) 4 units, there are 15 laptop computers and 9 desktop computers for the library clientele's use.

<b>Office or Division:</b>	Education Department/City Library			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati and Non-Makati Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library ID		Circulation Section of the City Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Show valid Library ID at the Information Counter	Assist researcher / clientele	None	5 minutes	Administrative Assistant II Administrative Aide IV Administrative Aide IV
Sign in the logbook designated for computer and wifi users	Provide logbook to be signed by the library user	None	3 minutes	Administrative Assistant II Administrative Aide IV Administrative Aide IV
Leave library ID to the Person in charge	Receive the Library ID	None	3 minutes	Administrative Assistant II Administrative Aide IV Administrative Aide IV
Get number corresponding to the computer unit available	Provide designated computer for the clientele's use	None	5 minutes	Administrative Assistant II Administrative Aide IV



				Administrative Aide IV
Stop using computers after desired time limit expires	Monitor time limit per computer (45 minutes to 1 hour)	None	45 minutes to 1 hour	Administrative Assistant II Administrative Aide IV Administrative Aide IV
Printing is allowed for a maximum of two (2) pages	Release printed materials	None	5 – 10 minutes	Administrative Aide IV Administrative Aide IV

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Comments, feedback, reports, and suggestions may be sent by concerned client/s to <a href="mailto:library@makati.gov.ph">library@makati.gov.ph</a> <a href="mailto:makatizen.education.programs@gmail.com">makatizen.education.programs@gmail.com</a>
How feedback are processed	All reports and feedback shall be processed by the Feedback and Complaints Mechanism Processing Committee headed by the Officer-In-Charge/City Education Programs Director
How to file a complaint	Any complaint may be filed/sent to <a href="mailto:library@makati.gov.ph">library@makati.gov.ph</a> <a href="mailto:makatizen.education.programs@gmail.com">makatizen.education.programs@gmail.com</a>
How complaints are processed	All reports and feedback shall be processed by the Feedback and Complaints Mechanism Processing Committee headed by the Officer-In-Charge/City Education Programs Director
Contact Information of CCB, PCC, ARTA	CCB Hotline: 0908-881-6565 / 1-6565 PCC Hotline: 8736-8645 / 8736-8603 ARTA Hotline: 8888

Office	Address	Contact Information
Education Department – City Library	8 <sup>th</sup> Floor, Makati City Hall	8899-9071 8870-1623 8870-1624





#### 4. Application for Makati City Revitalized Scholarship Program

This service is focused on the fresh graduates of senior high school of Makati who are interested in applying for the Makati City Revitalized Scholarship Program

<b>Office or Division:</b>	Education Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati Residents who are Fresh Graduates of Senior High School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Qualifications</p> <ul style="list-style-type: none"> <li>• A bonafide resident of Makati (at least five years before his/her application)</li> <li>• Part of the Top 10% of the graduating class of senior high school</li> <li>• Must be willing to serve Makati for at least two years</li> </ul> <p>Requirements</p> <ol style="list-style-type: none"> <li>1. Certification from the School that the applicant belongs to the upper 10% of the senior high school graduating class</li> <li>2. Certificate of Good Moral Character</li> <li>3. Certificate of Admission from any CHED-Certified/Accredited College or University</li> <li>4. Voters' Certificate of both parents and/or the applicant</li> <li>5. Proof of residency in Makati City as certified by the barangay (at least 5 years of residency)</li> <li>6. BIR ITR of parents or BIR Certificate of Exemption along with Affidavit of Non-filing of ITR</li> </ol>		<p>Senior High School of applicant</p> <p>Senior High School of Applicant Preferred college/university of the applicant</p> <p>COMELEC Makati</p> <p>Applicant's respective barangays</p> <p>Law Department – Makati City Hall, concerned BIR Office</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For qualified applicants, fill-out e-application form that will be provided	Creation of online access/database	None	1 minute	Administrative Assistant II
Submit all necessary requirements	Receive the required application requirements	None	5 minutes	Administrative Assistant II  Local DRRM Officer I



Interview	Send interview schedules to applicants	None	30 minutes	Administrative Assistant II
Approval	Send letter of approval to applicants	None	30 minutes	Administrative Assistant II
Signing of Contract	Send schedule of signing of contracts	None	30 minutes	Administrative Assistant II





## 5. Application for Pre-Kinder Teachers

This service is focused on the interested Makatizen for Pre-Kinder Teacher application under the Makatizen Pre-Kindergarten Program.

<b>Office or Division:</b>	Education Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati Residents who are interested to become a Pre-Kinder teacher			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Qualifications</p> <ul style="list-style-type: none"> <li>Licensed Professional Teacher</li> <li>Graduate of Education Degree with Early Childhood Education (ECE) specialization or with 18 units of ECE</li> <li>A resident of Makati (with Voter's Certification from Local Comelec Office)</li> <li>Must be willing to be assigned in any barangay or public school in Makati</li> </ul> <p>Requirements</p> <ol style="list-style-type: none"> <li>Written application</li> <li>CSC Form 212/PDS (Revised 2017) with the latest "2x2" ID picture and Work Experience Sheet Attachment</li> <li>Certified photocopy of PRC Certificate of Registration/License (for Board passer)</li> <li>Certified Photocopy of ratings obtained in the Licensure Examination for Teachers/Professional Board Examination for Teachers</li> <li>Certified copies of Transcript of Records</li> <li>Copies of service record, performance rating, and school clearance from previous/private school employment</li> <li>Certificate of specialized training, if any</li> <li>Certified copy of the Voter's ID</li> <li>Omnibus certification of authenticity and veracity of all documents submitted, signed by the applicants</li> </ol>		<p>Local Comelec Office</p> <p>PRC</p>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For interested applicants, fill-out e-application form that will be provided	Creation of online access/database	None	1 minute	Administrative Assistant II




	or any electronic portal			
Submit all necessary requirements	Receive the required application requirements	None	5 minutes	Administrative Assistant III  Local DRRM Officer I
Interview	Send interview schedules to applicants	None	30 minutes	Administrative Assistant III  Education Program Specialist I
Approval	Send letter of approval to applicants	None	30 minutes	Administrative Assistant III  Education Program Specialist I
Signing of Contract	Send schedule of the signing of contracts	None	30 minutes	Administrative Assistant III  Education Program Specialist I



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Comments, feedback, reports, and suggestions may be sent by concerned client/s to <a href="mailto:educ@makati.gov.ph">educ@makati.gov.ph</a> <a href="mailto:makatizen.education.programs@gmail.com">makatizen.education.programs@gmail.com</a>
How feedback are processed	All reports and feedback shall be processed by the Feedback and Complaints Mechanism Processing Committee headed by the Officer-In-Charge/City Education Programs Director
How to file a complaint	Any complaint may be filed/sent to <a href="mailto:educ@makati.gov.ph">educ@makati.gov.ph</a> <a href="mailto:makatizen.education.programs@gmail.com">makatizen.education.programs@gmail.com</a>
How complaints are processed	All reports and feedback shall be processed by the Feedback and Complaints Mechanism Processing Committee headed by the Officer-In-Charge/City Education Programs Director
Contact Information of CCB, PCC, ARTA	CCB Hotline: 0908-881-6565 / 1-6565 PCC Hotline: 8736-8645 / 8736-8603 ARTA Hotline: 8888

Office	Address	Contact Information
Education Department	8 <sup>th</sup> Floor, Makati City Hall	8895-4929 8870-1620 8870-1618



**University of Makati**  
**Social Development Services**



## Office of the University Registrar

### 1. Application for Student Records: Transcript of Records (TOR)

A document that contains student's information and records of grades. This is commonly requested for various purposes such as employment, board examination, and evaluation.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Tertiary Students and Graduates	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For non-graduates</b>		
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar (OUR) – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>	
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)	Previously Attended School	
Official Receipt (1 photocopy)	Cash Office	
Documentary Stamps	Bureau of Internal Revenue or Any Office Selling Documentary Stamps	
<b>For Graduates</b>		
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>	
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)	Previously attended school	
Official Receipt (1 photocopy)	Cash Office	
Documentary Stamps	Bureau of Internal Revenue or Any Office Selling Documentary Stamps	



Toga Clearance (1 photocopy)	Dean's office			
Alumni fee Receipt (1 photocopy)	Alumni office			
Graduation fee Receipt (1 photocopy)	Cash office			
<b>For Issuance of records to Principal (requester)</b>				
Claim stub				
Principal Requester's Valid ID Card (1 photocopy)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID			
<b>For issuance of records to a Representative</b>				
Authorization Letter (1 original)	Citizen or Client being represented			
Principal Requester's Valid ID Card (1 photocopy)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID			
Representative's Valid ID Card (1 photocopy)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID			
Claim stub				
<b>ONLINE PROCESS AS OF SEPTEMBER 2023</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access the Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a> and select "Request" for Application for School Records	None	None		Client
2. Enter "Student No." or NA and click Verify	None	None		Client
3. Select "Transcript of Records"	None	None		Client
4. Verify from email	None	None		Client





5. Open email account and check the email from UMAK CIT/CIT SUPPORT	None	None		Client
6. Click "Verify your email address"	None	None		Client
7. Successful Request Notification	Send Notification	None		OLTRAS
8. Clearance from the Accounting Office and Center for Student Formation and Discipline	<p>8.1 Check Student Records and Approve or on hold request</p> <p>8.1.1 If approved, send approved notification to the Principal Requester</p> <p>8.2 If on-hold, send notification to the Principal Requester</p>	None	2 working days	<p>Head, Accounting Office</p> <p>Head, Center for Student Formation and Discipline</p>
9. Submit approved clearance to OUR	Click Submit	None		<b>OLTRAS</b>
10. Print and File the Clearance for preparation of Transcript of Records	Pull out the file of the Principal Requester	None	1 working day	University Registrar
	<p>Preparation of TOR</p> <p>Print the draft copy of TOR and submit it to the checker</p> <p>Counter check the draft copy of TOR and affixes his/her signature after checking</p>	None	15 working days	University Registrar



	<p>Prints the final copy of the TOR and affixes the signatures of the OUR staff and counter sign on the Registrar's name and submits to the Registrar for signature.</p> <p>The University Registrar checks the final form and affixes his/her signature on the TOR form.</p> <p>Using the (OLTRAS), the staff send a claim stub that indicates the release date of TOR</p>			
11. Print and Save Claim Stub	None	None		Client
12. Return on the scheduled date based on claim stub and show valid ID	12.1 Receive the claim stub and valid ID	None	1 minute	University Registrar
	12.2 Issue payment slip		1 minute	
13. Purchase Documentary Stamps	Receive payment and issues documentary stamps	P50.00/pc	1 minute	Bureau of Internal Revenue or Any Office Selling Documentary Stamps



14. Pay at the cash office	Receive payment	P 200.00/ set without picture or P 300.00/ set with picture or Free if First time graduate (for undergraduates only)	1 minute	Cash Office Staff Cash Office
15. Return to the Office of the University Registrar and submit the purchased documentary stamp and receipt	15.1 Receives the receipt and records it in the duplicate copy.  15.2 Attaches the received documentary	None	1 minute	University Registrar
16. Sign on the receiving log book	Gives the log book to the client	None	1 minute	University Registrar
17. Receive and check the records' quality	Issue the TOR	None	1 minute	University Registrar
End of Transaction				



## 2. Application for Student Records: Form 137-A (Senior High School)

A permanent record of a High School student.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Senior High School Students;	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Principal (requester)</b>		
Letter of the student to transfer or drop from HSU (for Non-HSU graduates transferring to another school)		
Letter of the parent or guardian allowing the student to transfer or drop (for Non-HSU graduates transferring to another school)		
Request form from the School or College		Registrar of the Current School (for Copy for purposes only)
Principal Requester's Valid ID Card		Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)		Previously Attended School
<b>For Representative</b>		
Authorization Letter (1 original)		Citizen or Client being represented
Principal Requester's Valid ID Card		Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Photocopy of the Representative's Valid ID Card		Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek clearance from the Higher School ng UMak Deans' Office.	1.1. Assist the student's inquiry  1.2. Issue clearance form	None	1 minute	Dean, Higher School of UMak
2. Fill-out the Clearance form and secure clearance from various offices indicated in the clearance form	2.1. Supply and Property Management (SPMO)  2.2. Guidance Office  2.3. CSFD  2.4. HSU Dean's Office	None	2.1. % SPMO  2.2. c/o Guidance Office  2.3. c/o CSFD  2.4. c/o HSU Dean's Office	Director, Supply and Property Management (SPMO)  Coordinator - HSU Guidance Office  Director, Center for Student Formation and Discipline  Dean, Higher School of UMak
4. Submit the accomplished clearance to the OUR with the attachments needed	4.1 Staff receives the clearance and Request Form  4.2 Logs the client to the list of requests	None	1 minute	University Registrar
5. Wait for 1 working day for confirmation message (claim stub)	5.1 Pull out the document  5.2 Checks the Form 137-a or	None	1 day	University Registrar



	<p>Transcript of Record from the previous school</p> <p>5.3 Sends claim stub</p>			
6. Wait for the claiming date	<p>6.1 Prepare the Form 137-a for checking</p> <p>6.2 Checks the student and academic information</p> <p>6.3 Prints the form 137-a in duplicate copies</p> <p>6.4 Signs and seals the form 137-a</p>	None	1 day	University Registrar
7. Return to the Office of the University Registrar for claiming of document	<p>7.1 Receive the claim stub and valid ID</p> <p>7.2 Pull out the file</p>			University Registrar
8. Sign on the receiving log book	8. Give the log book to the client	None	1 minute	University Registrar
9. Receive and check the records' quality	9. Issue the SHS Form 137-A	None	1 minute	University Registrar
End of Transaction				



### 3. Application for Student Records: Form 137-A (Science Technical High School)

A permanent record of a High School student.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Science Technical High School students;	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Principal Requester's Valid ID Card (1 original)		Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Payment slip		Registrar's office
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)		Previously Attended School
Official Receipt (1 photocopy)		Cash office
<b>For Issuance of records to Principal</b>		
Principal Requester's Valid ID Card (1 original)		Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Claim stub		
<b>For issuance of records to a Representative</b>		
Authorization Letter (1 original)		Citizen or Client being represented
Principal Requester's Valid ID Card (1 photocopy)	(1	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Representative's Valid ID Card (1 photocopy)		
Claim stub		



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<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Email the request to <a href="mailto:christine.salazar@umak.edu.ph">christine.salazar@umak.edu.ph</a> with subject: THS form 137-A	1.1 Read the email 1.2 Pull out the document	None	1 day	Client
2. Wait for 1 working day for confirmation message (claim stub)	2.1 Checks the Form 137-a or Transcript of Record from the previous school 2.2 Sends claim stub 2.3 Prepare and check the Form 137-a 2.4 Prints the form 137-a in duplicate copies	None	1 day	University Registrar
4. Return to the Office of the University Registrar for claiming of document	7.1 Receive the claim stub and valid ID 7.2 Pull out the file			University Registrar
5. Sign on the receiving log book	6.1. Give the log book to the client	None	1 minute	University Registrar
6. Receive and check the records' quality	6.1 Issue the SHS Form 137-A	None	1 minute	University Registrar
End of Transaction				





#### 4. Application for Student Records: Transfer Credentials (Honorable Dismissal)

The Transfer Credential or Honorable Dismissal is a document certifying that a student has no pending accountabilities with the school and is eligible for transfer to another educational institution.

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Tertiary Students and Graduates
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Non-graduates</b>	
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)	Previously attended school
Official Receipt (1 photocopy)	Cash office
Documentary Stamps	Bureau of Internal Revenue or any office selling Documentary Stamps
<b>For Graduates</b>	
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)	Previously attended school
Official Receipt (1 photocopy)	Cash office
Documentary Stamps	Bureau of Internal Revenue or any office selling Documentary Stamps
<b>For issuance of records to Principal (requester)</b>	
Claim stub	



Principal Requester's Valid ID Card (1 original)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
<b>For issuance of records to a Representative</b>	
Authorization letter (1 original)	Citizen or Client being represented
Principal Requester's Valid ID Card (1 photocopy) Representative's Valid ID Card (1 photocopy)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Claim stub	

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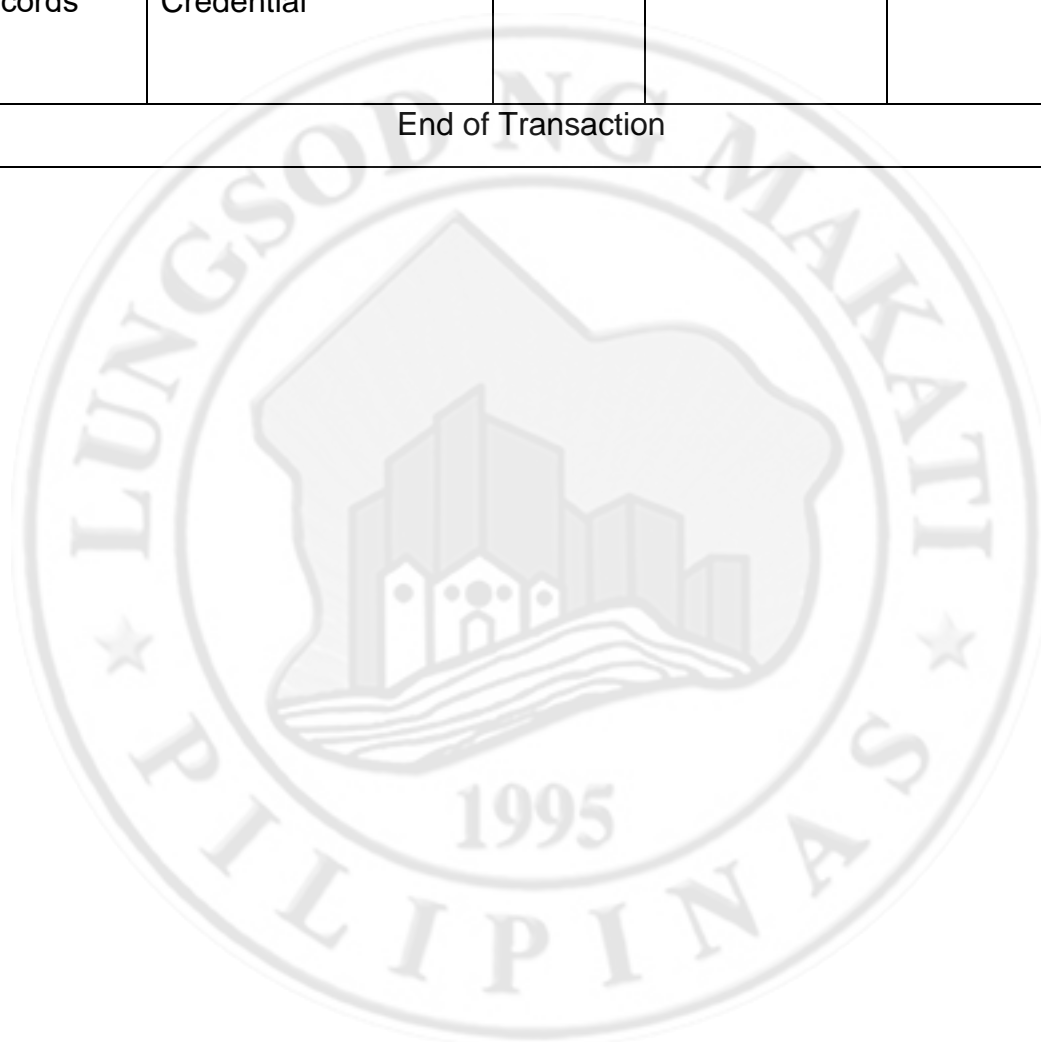
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access the Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a> and select "Request" for Application for School Records	None	None		Client
2. Enter "Student No." or NA and click Verify	None	None		Client
3. Select "Transfer Credentials"	None	None		Client
4. Verify from email	None	None		Client
5. Open email account and check the email from UMAK CIT SUPPORT	None	None		Client
6. Click "Verify your email address"	None	None		Client
7. Successful Request Notification	Send Notification	None		OLTRAS



8. Clearance from the Accounting Office and Center for Student Formation and Discipline	8.1 Check Student Records and Approve or on hold request  8.1.1 If approved, send notification to the Principal Requester  8.2 If on-hold, send notification to the Principal Requester	None	2 days	Head, Accounting Office  Head, Center for Student Formation and Discipline
9. Submit approved clearance to OUR	Click Submit	None		OLTRAS
10. Print and File the Clearance for preparation of Transfer Credentials	Pull out the file of the Principal Requester	None	1 day	University Registrar
	Preparation of Transfer Credentials  Print the Transfer Credentials (2 copies)	None	5 days	University Registrar
11. Print and save Claim Stub	None	None		Client
12. Return on the scheduled date based on claim stub and show valid ID	12.1 Receive the claim stub and valid ID  12.2 Issues payment slip	None	1 minute  3 minutes	University Registrar
13. Purchase Documentary Stamps	Receive payment and issues Documentary Stamps	P 50.00/pc	1 minute	Bureau of Internal Revenue or any Office selling Documentary Stamp
14. Pay at the cash office	Receive payment	P 30.00/set	1 minute	Head, Cash Office
15. Return to the Registrar's Office and submits the purchased	15.1 Receive the receipt and record it in the duplicate copy.	None	1 minute	University Registrar



documentary stamps and receipt	15.2 Attaches the received documentary stamps			
16. Sign on the receiving log book.	Give the log book to the client	None	1 minute	University Registrar
17. Receive and check the records' quality	Issue the Transfer Credential	None	1 minute	University Registrar
End of Transaction				





## 5. Application for Student Records: Certification

The Certification (Graduation, Enrollment, English as Medium of Instruction, General Weighted Average, Units Earned, Special Order Exemption) serves as formal attestation or confirmation of a student's record.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Tertiary Students and Graduates	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>For Non-graduates</b>		
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar (OUR) – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>	
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)	Previously attended school	
Official Receipt (1 photocopy)	Cash office	
Documentary Stamps	Bureau of Internal Revenue or any office selling Documentary Stamps	
<b>For Graduates</b>		
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>	
Form 137-A/Transcript of Records with Remarks: Copy for University of Makati (1 original)	Previously attended school	
Official Receipt (1 photocopy)	Cash office	
Documentary Stamps	Bureau of Internal Revenue or any office selling Documentary Stamps	
<b>For Issuance of records to Principal (requester)</b>		



Claim stub	
Principal Requester's Valid ID Card (1 original)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
<b>For issuance of records to a Representative</b>	
Authorization letter (1 original)	Citizen or Client being represented
Principal Requester's Valid ID Card (1 photocopy)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Representative's valid ID Card (1 photocopy)	Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Claim stub	

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<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access the Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a> and select "Request" for Application for School Records	None	None		Client
2. Enter "Student No." or NA and click Verify	None	None		Client
3. Select "Certification"	None	None		Client
4. Verify from email	None	None		Client
5. Open email account and check the email from UMAK CIT SUPPORT	None	None		Client
6. Click "Verify your email address"	None	None		Client
7. Successful Request Notification	Send Notification	None		OLTRA
8. Clearance from the Accounting Office and Center for Student	8.1 Check Student Records	None	2 days	Head, Accounting Office



Formation and Discipline	and Approve or on Hold request  8.1.1 If approved, send approved notification to the Principal Requester  8.2 If on-hold, send notification to the Principal Requester			Head, Center for Student Formation and Discipline
9. Submit approved clearance to OUR	Click Submit	None		OLTRAS
10. Print and File the Clearance for preparation of requested document	Pull out the file of the requested record	None	1 day	University Registrar
	Preparation of Certification  Print the Certification ( 2 copies)	None	5 working days	University Registrar
11. Print and save Claim Stub	None	None		Client
12. Return on the scheduled date based on claim stub and show valid ID	9.1. Receive the claim stub and valid ID  9.2 Issues payment slip	None	1 minute  1 minutes	University Registrar
13. Purchase a documentary stamp	Receive payment and issues Documentary Stamps	P 50.00/pc	1 minute	Bureau of Internal Revenue or any office selling Documentary stamp
14. Pay at the cash office	Receive payment	P 30.00/ set	1 minute	Head, Cash Office
15. Return to the Office University Registrar and submits the purchased	15.1 Receives the receipt and	None	1 minute	University Registrar



documentary stamps and receipt	records it in the duplicate copy.  15.2 Attached the received documentary stamps			
16. Sign on the receiving log book.	Give the log book to the client	None	1 minute	University Registrar
17. Receive and check the records' quality	Issue the Certification	None	1 minute	University Registrar
End of Transaction				





## 6. Application for Student Records: Certification, Authentication, Verification (CAV)

Serves as endorsement of the school to CHED, DFA, and other requesting agencies.

<b>Office or Division:</b>	Office of the University Registrar	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All Students;	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Payment Slip		Office of the University Registrar
Photocopies of any of the following: Transcript of Records (College) Form 137-A (High School) Diploma (if graduate)		Office of the University Registrar
<b>For Issuance of records to Principal</b>		
Claim stub		Office of the University Registrar
Principal Requester's Valid ID Card (1 original)		Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
<b>For issuance of records to a Representative</b>		
Special Power of Attorney (1 original) Principal Requester's Valid ID Card (1 photocopy) Representative's valid ID Card (1 photocopy)		Citizen or Client being represented  Student ID (for Officially Enrolled Students), Employee's ID, UMID, Passport, SSS, GSIS, Pag-IBIG, Postal ID
Claim stub		



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the Online Transactions and Request for Appointment System (OTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a> and select "Request" for Application for School Records	None	None		Client
1. Enter "Student No." or NA and click Verify	None	None		Client
2. Select "Certification, Authentication, and Verification"	None	None		Client
3. Verify from email	None	None		Client
4. Open email account and check the email from UMAK CIT SUPPORT	None	None		Client
5. Click "Verify your email address"	None	None		Client
6. After applying in the OLTRAS, enclosed the documents for authentication in a brown envelope and write the following details: <ul style="list-style-type: none"> <li>● Name of the student</li> <li>● Student ID Number</li> <li>● College and Program</li> <li>● Active/UMak email address</li> <li>● Cell Phone Number</li> </ul>	None	None		Client



<ul style="list-style-type: none"> <li>● Purpose of authentication: For CAV</li> </ul>					
<p>7. Submit the envelope to the Office of the University Registrar</p>	<p>7.1. Receive the envelope from the clients.</p>		<p>1-2 working days</p>	<p>Guard</p>	
<p>8. Check email for the claim stub</p>	<p>8.1. Receive the document from the client and the staff verifies the document/s</p> <p>8.2. Pulls out the 201 file of the client</p> <p>8.3. Prepares the endorsement and certification then prints it.</p> <p>8.4. Verifies the submitted documents.</p> <p>8.5. Once verified, the staff stamps the documents "CERTIFIED TRUE COPY"</p> <p>8.6. Countersigns the authentication, endorsement, and certificate and submits to the University Registrar for signature.</p> <p>8.7. The University Registrar checks the final form and affixes his/her signature on the</p>		<p>5 working days</p>	<p>University Registrar Head of Office</p>	



	endorsement, certification, and authentication.  8.8. Using the (OLTRAS), the staff sends a claim stub that indicates the release date of certification.				
9. Print and Save Claim Stub	None	None		Client	
10. Return on the scheduled date based on claim stub and show valid ID	10.1. Receive the claim stub and valid ID  10.2. Pull out the file and attach the documentary stamps and dry seal on the requested records	P 80.00/ set - CAV  P 30.00/ set – certification  P 30.00/ set – authentication  P30.00 documentary stamp	1 minute   3 minutes	University Registrar  Head of Office	
11. Sign the endorsement form and check the records' quality	11.1. Give the endorsement form to the client	None	1 minute	University Registrar  Head of Office	
12. Sign on the receiving log book	12.1. Give the log book to the client	None	1 minute	University Registrar  Head of Office	
13. Receive in a sealed envelope	13.1. Issue the CAV in a sealed envelope with signature of the University Registrar in the back flap of the envelope	None	1 minute	University Registrar  Head of Office	
End of Transaction					



## 7. Application for Student Records: Authentication of Documents

Certifies the document that originated or submitted at the Office of the University Registrar.

<b>Office or Division:</b>	Office of the University Registrar				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2C – Government to Citizen				
<b>Who may avail:</b>	All Students;				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Payment slip			Office of the University Registrar		
Official receipt			Cash office		
Photocopy of documents to be authenticated					
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. Enclose the documents for authentication in a brown envelope and write the following details: <ul style="list-style-type: none"> <li>Name of the student</li> <li>Student ID Number</li> <li>College and Program</li> <li>Active/UMak email address</li> <li>Cell Phone Number</li> <li>Purpose of authentication</li> </ul>		None		Client	
2. Submit the envelope to the Office of the University Registrar drop box/window	2.1. Receive the envelope from the client to the Staff Incharge	None		University Registrar	



<p>3. Check email for claim stub</p>	<p>3.1. Once verified, the staff stamps the documents "CERTIFIED TRUE COPY"</p> <p>3.2. Countersigns the authentication, and submits to the University Registrar for signature</p> <p>3.3. The University Registrar checks the final form and affixes his/her signature.</p>	None	3 days	University Registrar Head of Office	
<p>4. Proceed to the Office of the University Registrar and request for payment slip</p>	<p>4.1. Issue payment slip</p>	None	1 minute	University Registrar Head of Office	
<p>5. Pay at the cash office</p>	<p>5.1. Receive payment and issues receipt</p>	P 30.00/ set	1 minute	Cash Office	
<p>6. Go back at the Office of the University Registrar to show the receipt and Sign on the receiving log book</p>	<p>6.1. Give the log book to the client</p>	None	1 minute	University Registrar Head of Office	
<p>7. Receive and check the records' quality</p>	<p>7.1. Issue the authenticated document</p>	None	1 minute	University Registrar Head of Office	
End of Transaction					



## 8. Application for Student Records: Leave of Absence (LoA)

The Leave of Absence is filed by students who cannot continue their studies for a maximum period of one year. Check the University Calendar for the application period.

<b>Office or Division:</b>	Office of the University Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	All Tertiary and Graduate students
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Clearance form/Application for Student Records form (1 original)	Office of the University Registrar – Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a>
Leave of Absence form (1 original)	Office of the University Registrar - UMak website: <a href="http://www.umak.edu.ph/student">www.umak.edu.ph/student</a>
Approved letter of application of LOA (SOL students only)	Dean's Office

### ONLINE PROCESS AS OF SEPTEMBER 2023

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the Leave of Absence form from <a href="http://umak.edu.ph/student">umak.edu.ph/student</a> within the allowable period (Please check the University Calendar). Fill-out the form and submit it to dean for approval.	The Dean reviews and approves the application, then endorses it to the Office of the University Registrar, copy furnish the student	None		Client  Respective Dean of the student
2. Access the Online Transactions and Request for Appointment System (OLTRAS): <a href="http://umak.edu.ph/oltras">umak.edu.ph/oltras</a> and select "Request" for	None	None		Client



Application for School Records				
3. Enter "Student No." or NA and click Verify	None	None		Client
4. Select "Application for Leave of Absence"	None	None		Client
5. Verify from email	None	None		Client
6. Open email account and check the email from UMAK CIT SUPPORT	None	None		Client
7. Click "Verify your email address"	None	None		Client
8. Check email for claim stub and download the LOA form through the UMAK Website	<p>8.1. Review LOA form for correctness and encodes the application</p> <p>8.2. Check clearance (from step 1) and select the College Concerned for Department Head. If cleared by all offices, send a schedule using the online appointment (UMAK CIT SUPPORT email).</p>		2 working days	<p>University Registrar</p> <p>Offices Concerned for Clearance</p> <p>a. Accounting Office</p> <p>b. Cash Office</p> <p>c. Center for Alumni Affairs</p> <p>d. Library Commons</p> <p>e. Supply and Property Office</p> <p>f. Center for Student Formation and Discipline</p> <p>g. Department Head</p>
9. Print and Save Claim Stub	None	None		Client





10. Return on the scheduled date based on claim stub and show valid ID	10.1. Receive the claim stub and valid ID  10.2. Pull out the file and issues payment slip	None	1 minute  3 minutes	University Registrar
11. Pay at the cash office	11.1 Receive payment and issues receipt	P 75.00/ set	1 minute	Cash Office Staff Cash Office
12. Go back to the Office of the University Registrar and present receipt	12.1 Receives the receipt and records it in the duplicate copy.	None	1 minute	University Registrar
13. Sign on the receiving log book.	13.1 Gives the log book to the client	None	1 minute	University Registrar
14. Receive the approved LOA form	14.1 Issues the copy of LOA	None	1 minute	University Registrar
End of Transaction				



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the Office of the University Registrar.  Contact info: 883-1865 or <a href="mailto:qmdc@umak.edu.ph">qmdc@umak.edu.ph</a>
How feedbacks are processed	The Quality Management Development Office collects the feedback and makes an assessment before notifying the concerned office.
How to file a complaint	Through Formal Letter addressed to the Office of the University Registrar.
How complaints are processed	Complaints are processed through meeting the complainant and settling the concern in a fair and honest manner.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Office of the University Registrar	Mezzanine, Administrative Bldg.,	8882-0675 or <a href="mailto:registrar@umak.edu.ph">registrar@umak.edu.ph</a>
Office of the Vice President for Academic Affairs	3 <sup>rd</sup> floor, Administrative Bldg.	8882-0683 or <a href="mailto:ovpaa@umak.edu.ph">ovpaa@umak.edu.ph</a>
Quality Management Development Office	Ground floor, Administrative Bldg.	883-1865 or <a href="mailto:qmdc@umak.edu.ph">qmdc@umak.edu.ph</a>



## University Facilities Management Office

### 1. Reservation for the use of Facilities by Insiders

<b>Office or Division:</b>	University Facilities Management Office			
<b>Classification:</b>	Services			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	University Community/Insiders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Insider Client		
Application Form		UFMO Office		
Evaluation Form		UFMO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client calls/informs UFMO of the date of the activity	Client calls to know the availability of the venue	None	2 minutes	Concerned Academic College/Institute/
2. Checks the availability of the venue	Identify the number of participants  - Look for an appropriate venue  - Ask for the date of the event  - Discuss the list of requirements needed  -Pencil booking of the identified venue. If the venue is available  -Coordinate with the clients,	None	5 minutes  The duration of pencil booking is 5 working days	UFMO Reservation Coordinator



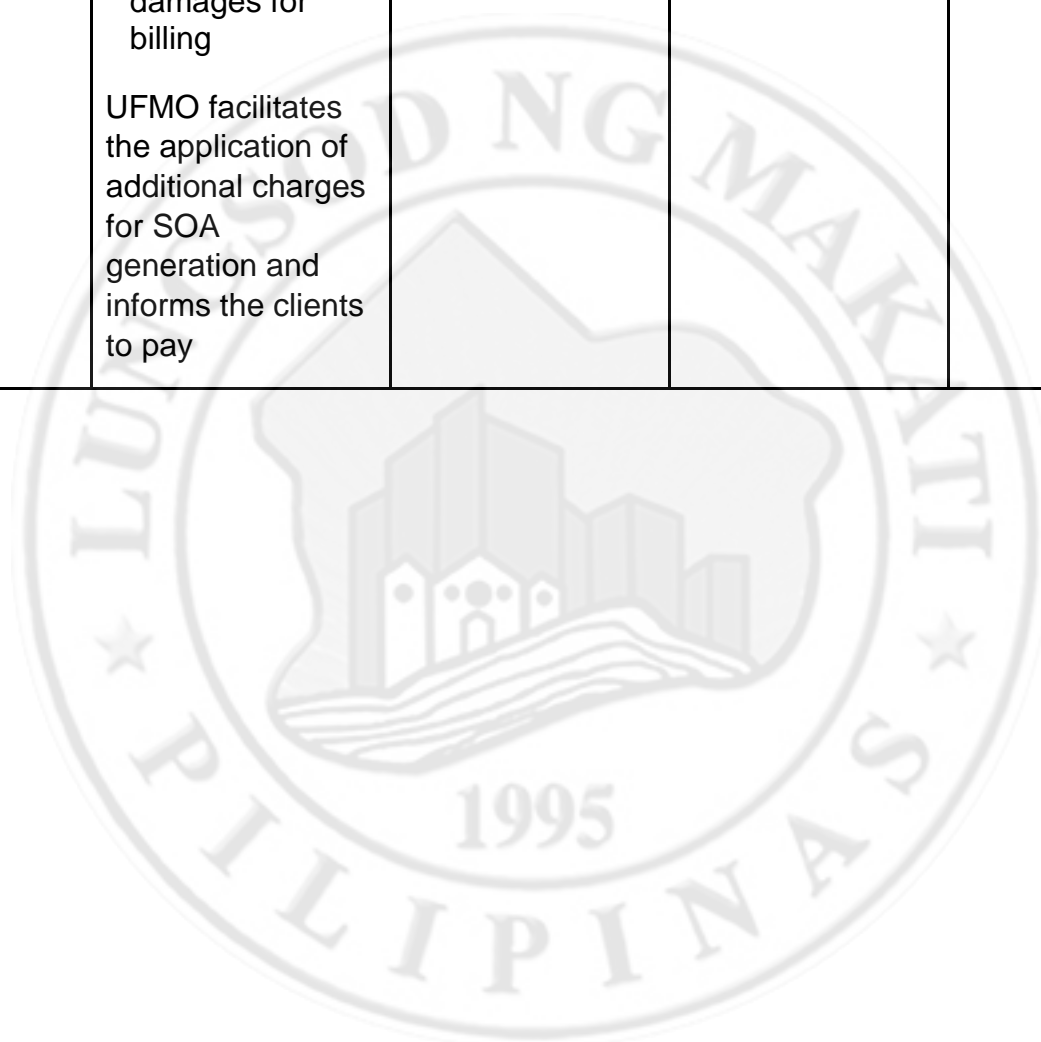
	if the venue is not available			
3. Issues Application for the Use of Facility and checklist of requirements	Received the letter of request and issued an application form & checklist	None	1 minutes	UFMO Reservations Staff/ Reservations Coordinator
4. Complies with needed requirements.	Submit application with attached requirements	None	1 Day	Requestor - Client
5. Checks and evaluate duly accomplished forms and requirements	Assessed the documents needed for the event  Assist and confer with the client if some documents did not conform to the required requirements	None	15 Minutes	UFMO Reservations Staff/Reservations Coordinator
6. Accepts the application for the use of the facility	Receives application and pertinent attachment	None	5 Minutes	UFMO – Reservation Staff
7. Review the application and attached documents	-Assessed the application if it conforms to the university and office policies	None	5 Minutes	UFMO Head



8. Endorses the application to GSO for disposition of logistics needed for the event	Assign housekeeping, rimport & other technical personnel	None	30 Minutes	UFMO Head
9. Endorses the application to the Accounting Office for a Statement of Account generation	Endorses to Accounting Office	None	1 Day	GSO Head
10. Issuance of Statement of Account for receiving of client	Process the approved application on corresponding fees	None	3 Day	Accounting Office
11. Receives a copy of the Statement of Account for review and validation prior to approval	Check SOA for corresponding fees  Return the SOA to Accounting Office if an adjustment is needed	None	5 Minutes	UFMO Reservations Staff/Reservations
12. Disseminates the Approved Statement of Account	Provide a copy of SOA to clients	None	5 Minutes	UFMO Reservations Staff/Reservations Coordinator
13. Generates the Post Audit Report	Housekeeping creates a post audit report for additional services rendered	None	1 Day	Security Office and Housekeeping Office



	<p>Guards creates a post audit report on additional utilities used and damages</p> <p>GSO evaluates damages for billing</p> <p>UFMO facilitates the application of additional charges for SOA generation and informs the clients to pay</p>			
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## 2. Reservation for the use of Facilities by Outsiders

<b>Office or Division:</b>	University Facilities Management Office			
<b>Classification:</b>	Services			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Outsider			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Insider Client		
Application Form		UFMO Office		
Evaluation Form		UFMO Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client calls/informs UFMO of the date of the activity	Client calls to know the availability of the venue	None	<b>2 minutes</b>	Outsider Client
2. Checks the availability of the venue	<p>Identify the number of participants</p> <ul style="list-style-type: none"> <li>- Look for an appropriate venue</li> <li>- Ask for the date of the event</li> <li>- Discuss the list of requirements needed</li> <li>-Pencil booking of the identified venue. If the venue is available</li> <li>-Coordinate with the clients, if the venue is not available</li> </ul>	None	<p><b>5 minutes</b></p> <p><b>The duration of pencil booking is 5 working days</b></p>	UFMO Reservation Coordinator



3. Issues Application for the Use of Facility and checklist of requirements	Received the letter of request and issued an application form & checklist	None	1 minutes	UFMO Reservations Staff/ Reservations Coordinator
4. Complies with needed requirements.	Submit application with attached requirements	None	1 Day	Requestor - Client
5. Checks and evaluate duly accomplished forms and requirements	Assessed the documents needed for the event  Assist and confer with the client if some documents did not conform to the required requirements	None	15 Minutes	UFMO Reservations Staff/Reservations Coordinator
6. Accepts the application for the use of the facility	Receives application and pertinent attachment	None	5 Minutes	UFMO – Reservation Staff
7. Review the application and attached documents	-Assessed the application if it conforms to the university and office policies	None	5 Minutes	UFMO Head
8. Endorses the application to GSO for disposition of logistics needed for the event	Assign housekeeping, rimport & other technical personnel	None	30 Minutes	UFMO Head





9. Endorses the application to the Accounting Office for a Statement of Account generation	Endorses to Accounting Office	None	1 Day	GSO Head
10. Issuance of Statement of Account for receiving of client	Process the approved application on corresponding fees	None	3 Day	Accounting Office
11. Receives a copy of the Statement of Account for review and validation prior to approval	Check SOA for corresponding fees  Return the SOA to Accounting Office if an adjustment is needed	None	5 Minutes	UFMO Reservations Staff/Reservations Coordinator
12. Disseminates the Approved Statement of Account	Provide a copy of SOA to clients	None	5 Minutes	UFMO Reservations Staff/Reservations Coordinator
13. Clients pay the rental fee	Assist client in paying the SOA  Photocopy the SOA for record (UFMO & Accounting Office)	Pay the amount in the Statement of Accounts	10 Minutes	Cashier of Cash Office
14. Generates the Post Audit Report	Housekeeping creates a post audit report for	None	1 Day	Security Office and



	<p>additional services rendered</p> <p>Guards creates a post audit report on additional utilities used and damages</p> <p>GSO evaluates damages for billing</p> <p>UFMO facilitates the application of additional charges for SOA generation and informs the clients to pay</p>			Housekeeping Office
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### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form from QMDC
How feedbacks are processed	Refer to QMDC
How to file a complaint	Refer to QMDC
How complaints are processed	Refer to QMDC
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
University Facilities Management Office	Building 1, Ground Floor University of Makati, JP Rizal Extn, Brgy West Rembo	8882-06-78



## Center for Information Technology

### 1. ID Capturing and Re-Capturing

Capturing of University ID to both employees and students of the University and re-capturing of ID if lost or damaged.

<b>Office or Division:</b>	Center for Information Technology			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Registration		Printed or sent thru Umak Email		
Proof of Payment for Replacement		Cash office		
Declaration of Loss ID or Replacement Form		Prefect of Student Discipline		
Employee Information Form		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Certificate of Registration (New Student)	1.1. Review the enrollment details.	N/A	1-2 Minutes	Administrative Assistant I
Submit the Employee Information Form from HRMO	1.1 Review the Employee Information Form from HRMO	N/A	1-2 Minutes	
2. Secure an Affidavit of Lost from CSFD (for Lost ID)	2.1 Receive the OR (official receipt for payment)	ID Replacement Fee - PHP 200	3-5 Minutes	Administrative Assistant III
Declaration of Loss ID or Replacement Form at Cash Office	Declaration of Loss ID or Replacement Form for Lost ID			



<p>3. Present the Payment at CIT Office (For Lost and ID Replacement)</p> <p>Sign the E-signature in the device</p>	<p>3.1 Data Capturing of Student Information or Employee</p> <p>3.2 Photo Capturing of Student or Employee</p> <p>3.3 E-signature capturing of Student or Employees</p>	<p>N/A</p>	<p>2 Minutes</p>	<p>Administrative Assistant III</p>
<p>4. Received the Printed ID and sign in the logbook.</p>	<p>3.4 Releasing</p>	<p>N/A</p>	<p>2 Minutes</p>	<p>Administrative Assistant III</p>



## 2. Email management

To reset the password for UMAK Gmail account of Students and Employees

<b>Office or Division:</b>	Center for Information Technology			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Students, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Email Reset Form			CIT Office	
On-call Request				
Personal Visit				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit an email request for email reset or others.	1.1 Review the request and prepare the Email Reset Form (for resetting).  1.2 The Assigned personnel will process the Request	N/A	2 Minutes	Administrative Assistant VI
1. The user will access the Email account afterwards.	2.1 Provide the user a temporary password and require him to change it after signing-in for security purposes.  2.2 Provide instructions for the user regarding the other concerns in emails and give advice related to it.	N/A	2 Minutes	Center for Information Technology



### 3. Helpdesk and Technical Support

To be able to conduct support for inquiries about online application and other concerns arises.

<b>Office or Division:</b>	Center for Information Technology			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Citizen			
<b>Who may avail:</b>	Students, Alumni, Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Email Request		Concerned offices (Registrar or HSU Deans Office)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about problems that arise and experiences about online application and technical concerns thru onsite, emails or telephone call	1.1 List all possible problems, and give a basic guide for the end-user to follow.  1.2 Analyzing the problem by means of questions and checking devices and apply the Level1 support if applicable.	N/A	2 Minutes	Administrative Aide VI  Administrative Assistant VI
1. Problem escalated from other offices, colleges or centers.  Provide request letter needed from other office	2.1 Guide the end-user or concerned citizen on how to access if the user needed access to the application, please advise if a letter from other concerned offices like University Registrar, Colleges or HSU is needed  2.2 If the user concerns were not resolved in Level 1, escalate the concerns to Level 2	N/A	5 Minutes	Administrative Aide VI  University Registrar  Colleges and Centers  Administrative Assistant VI



	which requires the help of Software section or Hardware section			
	<p>Troubleshoot the concerns of Level 2 Support:</p> <p>If Software section: Kindly apply the necessary actions based on the office instructions provided in the letter or email instructions.</p> <p>If Hardware section: Kindly apply the necessary actions and advised the user if its an major concerns if how long will be the device or the said concerns will be addressed</p>	N/A	<p>15 Minutes to 2 hours (Minor)</p> <p>3 hours to 24 hours (Major)</p>	<p>Administrative Aide VI</p> <p>Administrative Assistant VI</p> <p>Administrative Assistant III</p>



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send Feedback Form thru online at <a href="http://umak.edu.ph/feedback_form">umak.edu.ph/feedback_form</a> or submit thru our Suggestion Box
How feedbacks are processed	Every month we received a consolidated feedback report and validate the feedbacks if it's recurring or isolated.  Feedback requiring to answer within 3 days of the receipt of the feedback.
How to file a complaint	Complaint should be filed to HRMO office  Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evidence
How complaints are processed	Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.  The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaints Officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Office of the President	3 <sup>rd</sup> Floor Admin Bldg UMAK	8882-0679
Vice President for Admin and Finance	4 <sup>th</sup> Floor Admin Bldg UMAK	8883-1867
Human Resource Management Office	2 <sup>nd</sup> Floor Admin Bldg UMAK	8882-0676 <a href="mailto:hrmo@umak.edu.ph">hrmo@umak.edu.ph</a>
Center for Information Technology	2 <sup>nd</sup> Floor Admin Bldg UMAK	8883-1872 <a href="mailto:CIT@umak.edu.ph">CIT@umak.edu.ph</a>





## Center for Admission and Scholarship

### 1. College Admission

The University of Makati admits students who are duly attested of good moral character and who have met the required academic credentials. The Center for Admission and Scholarship (CAS) is responsible for the processing of the admission of incoming College Freshmen Student-applicants/Transferees/Second Coursers.

#### 1.1. With Admission Examination (Online and Onsite)

An admission examination is administered to qualified student-applicants to the academic program they intend to pursue in College.

<b>Office or Division:</b>	Center for Admission and Scholarship	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Public	
<b>Who may avail:</b>	All Qualified Student-Applicants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Admission Application Form for College	Online Link: <a href="https://umak.edu.ph/olca/registration/new">https://umak.edu.ph/olca/registration/new</a> <a href="https://umak.edu.ph/olca/registration/new/transferee">https://umak.edu.ph/olca/registration/new/transferee</a>	
Scanned copy of recent 2x2 ID picture (2 pcs) with nametag	Personal	
Scanned copy of Report Card: - <b>Grade 11 Report Card</b> (for currently Grade 12 students) - <b>Grade 12 Report Card</b> (for SHS graduates) - <b>Certificate of Grades</b> (for Alternative Learning System graduates) with remarks that the student is eligible for College admission - <b>Transcript of Records</b> (for college transferees who have completed at least 2 years of tertiary education and Second coursers)	Student-applicant's current school or last school attended	
Scanned copy of PSA Birth Certificate	Philippine Statistics Authority (PSA)	
Scanned copy of latest Makati Voter's Certificate, if the applicant is 18 years old or above <b>Note:</b> Scanned copy of latest Voter's Certificate of biological parent/sibling, if applicant is 17years old and below. Birth and/or marriage certificate of the sibling needs to be presented/attached	COMELEC	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Student-applicant registers online through <a href="https://umak.edu.ph/olca/registration/new">https://umak.edu.ph/olca/registration/new</a></p> <p><a href="https://umak.edu.ph/olca/registration/new/transferee">https://umak.edu.ph/olca/registration/new/transferee</a></p>	<p>1.1. Opens the online application system.</p>	<p>None</p>	<p>15 minutes</p>	<p>Student-applicant</p> <p>Administrative Assistant VI (Computer Operator III) Center for Information Technology (CIT)</p>
<p>2. Student-applicant verifies his/her email address through an email to be sent after the online application.</p>	<p>2.1. Emails student-applicant</p>	<p>None</p>	<p>1 minute</p>	<p>Student-applicant</p>
<p>3. Student-applicant receives another email containing the pre-filled application form, list of admission requirements, and Google link for submission of requirements.</p>	<p>3.1. Emails the following to the student-applicant:</p> <ul style="list-style-type: none"> <li>3.1.1. pre-filled application form;</li> <li>3.1.2. list of admission requirements ; and</li> <li>3.1.3. Google link for submission of requirements</li> </ul>	<p>None</p>	<p>1 minute</p>	<p>Administrative Assistant VI (Computer Operator III) CIT</p>
<p>4. Student-applicant submits his/her complete scanned requirements in the Google link.</p> <p>*Student-applicant makes sure that the requirements are clear, complete, and correct.</p>	<p>4.1. Receives and reviews the required documents.</p>	<p>None</p>	<p>30 minutes</p>	<p>Student-applicant</p> <p>Director Center for Admission and Scholarship (CAS)</p>



				Admin Officer II CAS Teacher I CAS
5. Student-applicant pays the Testing Fee at the UMak Employees Multipurpose Cooperative (UMEMPC) Office, Academic Building III, Ground Floor	5.1. Accepts payment. 5.2. Issues the Official Receipt (OR).	Testing Fee: P400.00  *Testing fee is subject to change	15 minutes	Asst. Treasurer UMEMPC  Office Staff UMEMPC
6. Student-applicant presents the official receipt to CAS and gets the examination permit.	6.1. Issues the examination permit.	None	10 minutes	Admin Officer V CAS  Admin Officer II CAS  Teacher II CAS  Admin Aide III CAS
7. Student-applicant takes the entrance test on the schedule reflected on the examination permit.	7.1. Administers the entrance test to the student-applicants.	None	3 hours	Student-Applicant  Admin Officer II CAS  Teacher II CAS  3 <sup>rd</sup> Party Examination Provider/s
8. Student-applicant waits for the announcement of the release of results online and schedule of screening of the respective Colleges/Institutes.	8.1. Posts the result online through the University website	None	Negligible	Student-Applicant  Teacher II CAS



	( <a href="https://umak.edu.ph">https://umak.edu.ph</a> ) and other social media sites (Facebook & Twitter).  8.2. Releases screening slip.			Administrative Officer II Center for Integrated Communications CIC
9. Student-applicant undergoes screening of the respective College/Institute like oral/written exams and/or other modalities and waits for the results.	9.1. Screens the student-applicants.  9.2. Releases the results through email, Google Classroom, social media sites, and other possible platforms.	None	Negligible	College/Institute Representative/s  Department Head  Assigned Faculty Members
10. Student-applicant who passed the screening receives the Notice of Admission (NOA) in his/her email address.	10.1. Prepares and emails the Notice of Admission (NOA).	None	5 minutes	Teacher II CAS  Administrative Assistant VI (Computer Operator III) CIT
11. Student-applicant prints/downloads the NOA and prepares all the required documents for enrollment/ registration.	None	None	Negligible	Student-applicant
12. Student-applicant follows the instructions reflected in the NOA that leads to enrollment.	None	None	Negligible	Student-applicant



## 1.2. Without Admission Examination (Online)

Because of situations that cannot be controlled, like the occurrence of a pandemic, admission examination may not be administered. In lieu of examination, guidelines submitted and approved by the Executive Committee of the University can be followed.

<b>Office or Division:</b>	Center for Admission and Scholarship			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Public			
<b>Who may avail:</b>	All Qualified Student-Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Admission Application Form for College		Online Link: <a href="https://umak.edu.ph/olca/registration/new">https://umak.edu.ph/olca/registration/new</a>  <a href="https://umak.edu.ph/olca/registration/new/transferee">https://umak.edu.ph/olca/registration/new/transferee</a>		
Scanned copy of recent 2x2 ID picture (2 pcs) with nametag		Personal		
Scanned copy of Report Card: - <b>Grade 11 Report Card</b> (for currently Grade 12 students) - <b>Grade 12 Report Card</b> (for SHS graduates) - <b>Certificate of Grades</b> (for Alternative Learning System graduates) with remarks that the student is eligible for College admission - <b>Copy of Grades/Transcript of Records</b> (for college transferees who have completed at least 2 years of tertiary education and 2 <sup>nd</sup> coursers)		Student-applicant's current school or last school attended		
Scanned copy of PSA Birth Certificate		Philippine Statistics Authority (PSA)		
Scanned copy of latest Makati Voter's Certificate, if the applicant is 18 years old or above  <b>Note:</b> Scanned copy of latest Voter's Certificate of biological parent/sibling, if applicant is 17years old and below. Birth and/or marriage certificate of the sibling needs to be presented/attached		COMELEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student-applicant registers online through <a href="https://umak.edu.ph/olca/registration/new">https://umak.edu.ph/olca/registration/new</a>	1.1. Opens the online application system.	None	15 minutes	Student-applicant



<a href="https://umak.edu.ph/olca/registration/new/transferee">https://umak.edu.ph/olca/registration/new/transferee</a>				Administrative Assistant VI (Computer Operator III) Center for Information Technology (CIT)
2. Student-applicant verifies his/her email address through an email to be sent after the online application.	2.1. Emails student-applicant	None	1 minute	Student-applicant
3. Student-applicant receives another email containing the pre-filled application form, list of admission requirements, and Google link for submission of requirements.	3.1. Emails the following to the student-applicant: 3.1.1. pre-filled application form; 3.1.2. list of admission requirements ; and 3.1.3. Google link for submission of requirements .	None	1 minute	Administrative Assistant VI (Computer Operator III) CIT
4. Student-applicant submits his/her complete scanned requirements in the Google link. *Student-applicant makes sure that the requirements are clear, complete, and correct.	4.1. Receives and reviews the required documents.  4.2. Screens the student-applicants' General Weighted Average (GWA) and subject-grades, based on the	None	30 minutes	Student-applicant  Director Center for Admission and Scholarship (CAS)  Admin Officer II CAS  Teacher I CAS



	approved admission guidelines.			
5. Student-applicant waits for the announcement of the release of results online.	5.1. Posts the result online through the University website ( <a href="https://umak.edu.ph">https://umak.edu.ph</a> ) and other social media sites (Facebook & Twitter).	None	Negligible	Student-Applicant  Teacher II CAS  Administrative Officer II Center for Integrated Communications CIC
6. Student-applicant waits for the schedule of the respective College/Institute's screening, like oral/written exams and/or other modalities and waits for the results.	6.1. Respective College/Institute screens their student-applicants.  6.2. Releases the results through email, Google Classroom, social media sites, and other possible platforms.	None	Negligible	College/Institute Representative/s  Department Head  Assigned Faculty Members
7. Student-applicant who passed the College/Institute's screening receives the Notice of Admission (NOA) in his/her email address.	7.1. Prepares and emails the Notice of Admission (NOA).	None	5 minutes	Teacher II CAS  Administrative Assistant VI (Computer Operator III) CIT
8. Student-applicant prints/downloads the NOA and prepares all the required documents for enrollment/registration.	None	None	Negligible	Student-applicant



9. Student-applicant follows the instructions reflected in the NOA that leads to enrollment.	None	None	Negligible	Student-applicant
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## 2. Senior High School Admission

The University of Makati admits students who are duly attested of good moral character and who have met the required academic credentials. The Center for Admission and Scholarship (CAS) is responsible for the processing of the admission of incoming Grade 11 Student-applicants.

### 2.1. With Admission Examination (Online and Onsite)

An admission examination is administered to qualified student-applicants to the track and/or strand they intend to pursue in the Senior High School.

<b>Office or Division:</b>	Center for Admission and Scholarship	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C – Government to Public	
<b>Who may avail:</b>	All Qualified Student-Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Accomplished Admission Application Form for Senior High School		Online Link: <a href="https://umak.edu.ph/olsheat/registration/new">https://umak.edu.ph/olsheat/registration/new</a>
Scanned copy of recent 2x2 ID picture (2 pcs) with nametag		Personal
Scanned copy of Report Card: - <b>Grade 9 Report Card</b> (for currently Grade 10 students) - <b>Grade 10 Report Card</b> (for Junior High School completers) - <b>Certificate of Grades</b> (for Alternative Learning System graduates) with remarks that the student is eligible for senior high school		Student-applicant's current school or last school attended
Scanned copy of PSA Birth Certificate		Philippine Statistics Authority (PSA)
Scanned copy of latest Makati Voter's Certificate, if the applicant is 18 years old or above  <b>Note:</b> Scanned copy of latest Voter's Certificate of biological parent/sibling, if applicant is 17years old and below. Birth and/or marriage certificate of the sibling needs to be presented/attached		COMELEC





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student-applicants register online through <a href="https://umak.edu.ph/olsheat/registration/new">https://umak.edu.ph/olsheat/registration/new</a>	1.1. Opens the online application system.	None	15 minutes	Student-applicant  Administrative Assistant VI (Computer Operator III) Center for Information Technology (CIT)
2. Student-applicant verifies his/her email address through an email to be sent after the online application.	2.1. Emails student-applicant	None	1 minute	Student-applicant
3. Student-applicant receives another email containing the pre-filled application form, list of admission requirements, and Google link for submission of requirements.	3.1. Emails the following to the student-applicant: 3.1.1. pre-filled application form; 3.1.2. list of admission requirements; and 3.1.3. Google link for submission of requirements.	None	1 minute	Administrative Assistant VI (Computer Operator III) CIT
4. Student-applicant submits his/her complete scanned requirements in the Google link. *Student-applicant makes sure that the requirements are clear, complete, and correct.	4.1. Receives and reviews the required documents.  4.2. Screens the student-applicants' General Weighted Average (GWA).	None	30 minutes	Student-Applicant  Director Center for Admission and Scholarship (CAS)  Admin Officer II CAS



				Teacher I CAS
5. Student-applicant pays the Testing Fee at the UMak Employees Multipurpose Cooperative (UMEMPC) Office, Academic Building III, Ground Floor	5.1. Accepts payment.  5.2. Issues the Official Receipt (OR).	Testing Fee: P400.00  *Testing fee is subject to change	15 minutes	Asst. Treasurer UMEMPC  Office Staff UMEMPC
6. Student-applicant presents the official receipt to CAS and gets the examination permit.	6.1. Issues the examination permit.	None	10 minutes	Admin Officer V CAS  Admin Officer II CAS  Teacher II CAS  Admin Aide III CAS
7. Student-applicants take the entrance test on the schedule reflected on the examination permit.	7.1. Administers the entrance test to the student-applicants.	None	3 hours	Student-Applicant  Admin Officer II CAS  Teacher II CAS  3 <sup>rd</sup> Party Examination Provider/s
8. Student-applicant waits for the announcement of the release of results online and schedule of screening (track/strand assignment) of the Higher School ng UMak (HSU).	8.1. Posts the result online through the University website ( <a href="https://umak.edu.ph">https://umak.edu.ph</a> ) and other	None	Negligible	Student-Applicant  Teacher II CAS



	social media sites (Facebook & Twitter).			Administrative Officer II Center for Integrated Communications CIC
9. Student-applicant undergoes screening of the Higher School ng UMak (HSU) and waits for the results.	9.1. Screens the student-applicants.  9.2. Releases the results through email, Google Classroom, social media sites, and other possible platforms.	None	Negligible	Higher School ng UMak (HSU) Representative/s  Department Head  Assigned Faculty Members
10. Student-applicant who passed the entrance test receives the Notice of Admission (NOA) in his/her email address.	8.1. Posts the schedule for the Issuance of Notice of Admission (NOA).  8.2. Prepares and distributes the NOA.	None	5 minutes	College Secretary Higher School ng UMak (HSU)  Administrative Assistant VI (Computer Operator III) CIT
11. Student-applicant prints/downloads the NOA and prepares all the required documents for enrollment/registration.	None	None	Negligible	Student-applicant
12. Student-applicant follows the instructions reflected in the NOA that leads to enrollment.	None	None	Negligible	Student-applicant



## 2.2. Without Admission Examination (Online)

Because of situations that cannot be controlled, like the occurrence of a pandemic, admission examination may not be administered. In lieu of examination, guidelines submitted and approved by the Executive Committee of the University can be followed.

<b>Office or Division:</b>	Center for Admission and Scholarship			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Public			
<b>Who may avail:</b>	All Qualified Student-Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Admission Application Form for Senior High School		Online Link: <a href="https://umak.edu.ph/olsheat/registration/new">https://umak.edu.ph/olsheat/registration/new</a>		
Scanned copy of recent 2x2 ID picture (2 pcs) with nametag		Personal		
Scanned copy of Report Card: - <b>Grade 9 Report Card</b> (for currently Grade 10 students) - <b>Grade 10 Report Card</b> (for Junior High School completers) - <b>Certificate of Grades</b> (for Alternative Learning System graduates) with remarks that the student is eligible for senior high school		Student-applicant's current school or last school attended		
Scanned copy of PSA Birth Certificate		Philippine Statistics Authority (PSA)		
Scanned copy of latest Makati Voter's Certificate, if the applicant is 18 years old or above  <b>Note:</b> Scanned copy of latest Voter's Certificate of biological parent/sibling, if applicant is 17years old and below. Birth and/or marriage certificate of the sibling needs to be presented/attached		COMELEC		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student-applicants register online through <a href="https://umak.edu.ph/olsheat/registration/new">https://umak.edu.ph/olsheat/registration/new</a>	1.1. Opens the online application system.	None	15 minutes	Student-applicant  Administrative Assistant VI (Computer Operator III)



				Center for Information Technology (CIT)
2. Student-applicant verifies his/her email address through an email to be sent after the online application.	2.1. Emails student-applicant	None	1 minute	Student-applicant
3. Student-applicant receives another email containing the pre-filled application form, list of admission requirements, and Google link for submission of requirements.	3.1. Emails the following to the student-applicant: 3.1.1. pre-filled application form; 3.1.2. list of admission requirements; and 3.1.3. Google link for submission of requirements.	None	1 minute	Administrative Assistant VI (Computer Operator III) CIT
4. Student-applicant submits his/her complete scanned requirements in the Google link. *Student-applicant makes sure that the requirements are clear, complete, and correct.	4.1. Receives and reviews the required documents.  4.2. Screens the student-applicants' General Weighted Average (GWA).	None	30 minutes	Student-Applicant  Director Center for Admission and Scholarship (CAS)  Admin Officer II CAS  Teacher I CAS
5. Student-applicant waits for the announcement of the release of results online and schedule of screening (track/strand assignment) of the Higher School ng UMak (HSU).	5.1. Posts the result online through the University website ( <a href="https://umak.edu.ph">https://umak.edu.ph</a> ) and other social media	None	Negligible	Student-Applicant  Teacher II CAS  Administrative Officer II



	sites (Facebook & Twitter).			Center for Integrated Communications CIC
6. Student-applicant undergoes screening of the Higher School ng UMak (HSU) and waits for the results.	6.1. Screens the student-applicants.  6.2. Releases the results through email, Google Classroom, social media sites, and other possible platforms.	None	Negligible	Higher School ng UMak (HSU) Representative/s  Department Head  Assigned Faculty Members
7. Student-applicant who passed the HSU screening receives the Notice of Admission (NOA) in his/her email address.	8.1. Posts the schedule for the Issuance of Notice of Admission (NOA)  8.2. Prepares and distributes the NOA	None	5 minutes	College Secretary Higher School ng UMak (HSU)  Administrative Assistant VI (Computer Operator III) CIT
8. Student-applicant prints/downloads the NOA and prepares all the required documents for enrollment/registration.	None	None	Negligible	Student-applicant
9. Student-applicant follows the instructions reflected in the NOA that leads to enrollment.	None	None	Negligible	Student-applicant



### 3. Student Financial Assistance Programs (Online)

The Scholarship and Student Financial Assistance Programs were conceptualized to advocate excellence in education through the granting of endowments to deserving students of Makati based on academic performance, talent, financial need and community involvement. Full (100%) and partial (50%) exemptions from payment of basic tuition/token fee are awarded to the new (first-time applicants) and continuing grantees, provided that the minimum requirements are met for the type of exemption/scholarship applied for and that the load prescribed in the curriculum are carried.

<b>Office or Division:</b>	Center for Admission and Scholarship			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Public			
<b>Who may avail:</b>	All Qualified Student-Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Tuition/Token Fee Exemption Form		Student's UMaK Online Encoding and Assessment (OLEA) account		
Residency Verification Form for the following: <ul style="list-style-type: none"> <li>• Incoming 2<sup>nd</sup> Yr. students</li> <li>• COAHS students</li> <li>• MTPLC</li> </ul>		Accounting Office		
Scanned copy of recent 2x2 ID Picture (for New Scholar Applicant)		Student-applicant		
Encoded Advising Slip (for MTPLC applicants only)		Makati Training Placement and Livelihood Consortia (MTPLC) Office		
Report of Grades		<a href="https://umak.edu.ph">https://umak.edu.ph</a>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Student-applicant clicks the apply for token/tuition fee exemption button in the OLEA account		None	5 minutes	Student-applicant
2. Student-applicant receives to his/her UMaK email account the pre-filled out scholarship application form, list of requirements, and Google link for submission of requirements.	2.1. Emails the following to the student-applicant: <ul style="list-style-type: none"> <li>2.1.1. pre-filled scholarship application form;</li> <li>2.1.2. list of requirements; and</li> <li>2.1.3. Google link for submission of requirements.</li> </ul>	None	5 minutes	Student-applicant  Administrative Assistant VI (Computer Operator III) Center for Information Technology CIT
3. Student-applicant submits his/her complete	3.1. Checks for the accuracy and	None	3 days	Student-Applicant



<p>scanned requirements to the Google link. *Student-applicant makes sure that the requirements are clear, complete, and correct.</p>	<p>completeness of the information.</p> <p>3.2. Evaluates the documents submitted.</p> <p>3.2. Tags the student's application as approved in the OLEA website.</p>			<p>Director Center for Admission and Scholarship (CAS)</p> <p>Administrative Officer V CAS</p> <p>Admin Aide III CAS</p>
<p>4. Student-applicant receives an email stating that his/her scholarship application is approved.</p>	<p>4.1. Emails student-applicant of the approved scholarship application</p>	<p>None</p>	<p>1 minute</p>	<p>Student-Applicant</p> <p>Administrative Officer V CAS</p> <p>Admin Aide III CAS</p> <p>Administrative Assistant VI (Computer Operator III) CIT</p>





## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Answer the feedback form and drop it at the designated drop box in front of the Center for Admission and Scholarship.</p> <p>Send an e-mail to <a href="mailto:tascinquiries@umak.edu.ph">tascinquiries@umak.edu.ph</a>.</p>
How feedbacks are processed	<p>Quality Management and Development Center (QMDC) collects the feedback forms, summarizes the results and sends them to the concerned office.</p> <p>The Center for Admission and Scholarship looks for suggestions/recommendations for improvement and makes some changes/improvements in the processes.</p>
How to file a complaint	<p>Write a letter addressed to Dr. John Paul G. Dagum, Director, and have it received at the Center for Admission and Scholarship or send via e-mail to <a href="mailto:tascinquiries@umak.edu.ph">tascinquiries@umak.edu.ph</a>.</p>
Client feedback mechanism	<p>The Quality Management and Development Center (QMDC) has established a satisfaction survey which is given to clients after their transactions. Once the client has accomplished the survey, he/she will drop it to the designated box located in front of the office. The results are then collated and summarized monthly, encoded to a database, and sent to the concerned office/s.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## Office of the Vice President for Student Services and Community Development

### 1. Process in Hiring Student Assistants - Onsite

Submission of requirements of the applicants to the Office of the Vice President for Student Services and Community Development (OVPSSCD)

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
COR		UMak Email		
Copy of Grades		UMak Email		
Letter of Intent		To be written by the applicant		
Resume or Curriculum Vitae		To be written by the applicant		
2 pieces of 2x2 picture		Photo shop		
Long white folder		School Supplies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants submit the needed requirements	1.1 Evaluates the submitted requirements. 1.2 Notifies the applicants who complied the requirements for an interview	None	3 Minutes	OVPSSCD
2. Interview	2.1 OVPSSCD conducts the interview to screen and determine the competencies of the applicants  2.2 OVPSSCD endorses qualified applicants to the Head of the Human Resources Management Offices for final interview	None	5 minutes per applicant	OVPSSCD  VP, OVPSSCD
3. Final Interview	3.1 HRMO Head conducts the final	None	3 minutes per applicant	HRMO



	interview to validate the endorsement			
4. Endorsement of Final List of Qualified Applicants to the Executive Committee for approval of Appointment	4.1 Executive Committee deliberates on the endorsement and takes action on the request for approval of appointment	None	5 minutes	Executive Committee Members
5. Deployment of Newly Appointed Student Assistants to Various Offices	5.1 OVPSSCD, thru the Student Assistant Adviser, endorses the Student Assistant to the Head of office for actual duty.	None	10 minutes per applicant	OVPSSCD
<b>TOTAL:</b>		None	26 minutes	

## 2. Process in Hiring Student Assistants – Online

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
COR		UMak Email		
Copy of Grades		UMak Email		
Letter of Intent		To be written by the applicant		
Resume or Curriculum Vitae		To be written by the applicant		
2 pieces of 2x2 picture		Photo shop		
Long white folder		School Supplies		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicants must fill up the Google Form and attach their requirements.	5.1 Evaluate the submitted requirements. 5.2 Notify the applicants who complied the requirements for an interview and sends the Zoom link.	None	3 Minutes	OVPSSCD
2. Interview via Zoom.	2.1 OVPSSCD conducts the interview to screen and determine the	None	5 minutes per applicant	OVPSSCD VP, OVPSSCD



	<p>competencies of the applicants</p> <p>2.2 OVPSSCD endorses qualified applicants to the Head of the Human Resources Management Offices for final interview.</p> <p>2.3 OVPSSCD sends the Zoom link to the applicants together with their schedule.</p>			
3. Final Interview via Zoom.	3.1 HRMO Head conducts the final interview to validate the endorsement	None	3 minutes per applicant	HRMO
4. Endorsement of Final List of Qualified Applicants to the Executive Committee for approval of Appointment	4.1 Executive Committee deliberates on the endorsement and takes action on the request for approval of appointment	None	5 minutes	Executive Committee Members
5. Deployment of Newly Appointed Student Assistants to Various Offices	5.1 OVPSSCD, thru the Student Assistant Adviser, endorses the Student Assistant to the Head of office for actual duty.	None	10 minutes per applicant	OVPSSCD
<b>TOTAL:</b>		None	26 minutes	



### 3. Process in accommodating the various concerns of students - Onsite

Process how to provide service to students

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Correct format of letters duly signed		To be written by the student		
Proper Decorum		Self-discipline of student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the front liner staff in the office.	1.1 Accommodate the concern of the student whether it is a letter for signature, seeking to address a concern, a budget request for activities/events, etc.	None	3 to 5 minutes depending on the degree of issues and concerns	OVPSSCD Student Assistant OVPSSCD OVPSSCD
2. Endorsement to OVPSSCD for appropriate action	2.1 OVPSSCD takes action and/or addresses the concern of the student	None	5 minutes	OVPSSCD OVPSSCD
<b>TOTAL:</b>		None	8 to 10 minutes	



#### 4. Process in accommodating the various concerns of students - Online

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Correct format of letters duly signed		To be written by the student		
Proper Decorum		Self-discipline of student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Client sends an email about their concern.	1.1 Accommodate the concern of the student whether it is a letter for signature, seeking to address a concern, a budget request for activities/events, etc.	None	3 to 5 minutes depending on the degree of issues and concerns	OVPSSCD Student Assistant  OVPSSCD  OVPSSCD
4. Endorsement to OVPSSCD for appropriate action	2.1 OVPSSCD takes action and/or addresses the concern of the student	None	5 minutes	OVPSSCD  OVPSSCD
<b>TOTAL:</b>		None	8 to 10 minutes	



## 5. Process of Financial Incentives for Topnotchers - Onsite

Submission of requirements of the topnotcher to the Office of the Vice President for Student Services and Community Development (OVPSSCD)

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Board Passing		Professional Regulation Commission		
Student I.D./Alumni I.D./Valid I.D.		Umak/ Government Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The College submits to the OVPSSCD the name of the topnotcher and the certification from the Professional Regulation Commission being topnotcher	1.1 Evaluates the submitted requirements. 1.2 OVPSSCD Staff forwards the documents to the BIAO for appropriate action	None	3 Minutes	OVPSSCD
2. Client will be informed of the status of the claim via email	2.1 Constant follow up to know the status of the incentive	None	3 to 4 Weeks	OVPSSCD City Hall Accounting
3. Awarding of financial incentive	3.1 The Vice President for Student Services and Community Development awards the financial incentive (cheque) to the topnotcher student with OVPSSCD Staff as witness	None	5 to 10 minutes	OVPSSCD
<b>TOTAL:</b>		None	3 to 4 Weeks and 8 to 13 minutes	



## 6. Process of Financial Incentives for Topnotchers – Online

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Board Passing		Professional Regulation Commission		
Student I.D./Alumni I.D./Valid I.D.		Umak/ Government Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The College submits to the OVPSSCD the name of the topnotcher and the image of certification from the Professional Regulation Commission being topnotcher	1.1 Evaluates the submitted requirements. 1.2 OVPSSCD Staff forwards the soft copy documents to the BIAO for appropriate action	None	3 Minutes	OVPSSCD
2. Client will be informed of the status of the claim via email	2.1 Constant follow up to know the status of the incentive	None	3 to 4 Weeks	OVPSSCD City Hall Accounting
3. Awarding of financial incentive	3.1 The Vice President for Student Services and Community Development awards the financial incentive (cheque) to the topnotcher student with OVPSSCD Staff as witness	None	5 to 10 minutes	OVPSSCD
<b>TOTAL:</b>		None	3 to 4 Weeks and 8 to 13 minutes	





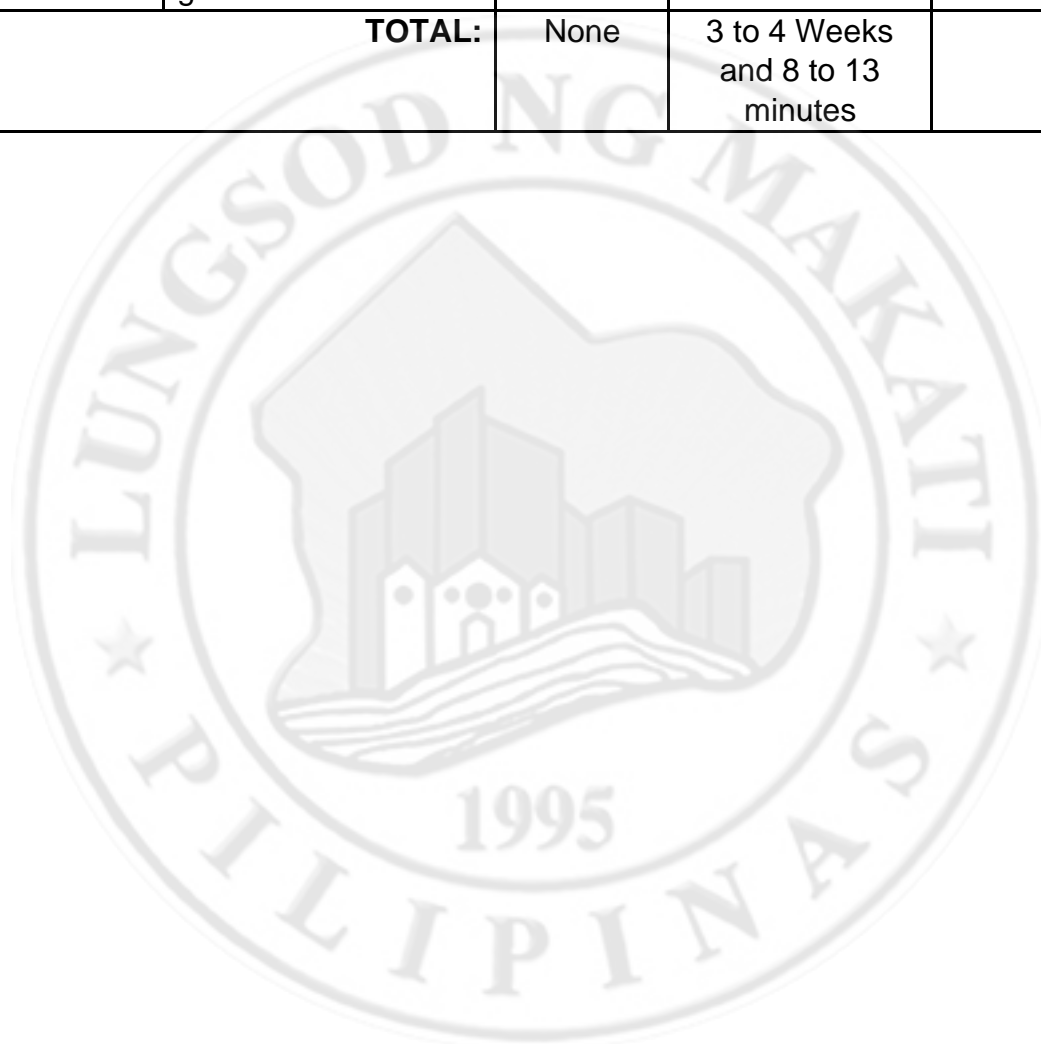
## 7. Process of Financial Assistance for Board Examination Takers for Enrollment in a Review – Onsite

Submission of requirements for the Financial Assistance for Board Examination Takers for Enrollment in a Review to the Office of the Vice President for Student Services and Community Development (OVPSSCD)

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Good moral Character		UMak CSFD		
Certification from the College		UMak College		
Copy of Diploma		UMak College		
Student or Alumni ID		UMAK CIT or CAA		
Affidavit of Undertaking		Notary Public		
Certification from Accounting Department		UMak Accounting Office		
Billing Statement		Review Center		
Memorandum of Agreement/Memorandum of Understanding/Justification Letter		UMak College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The College submits to the OVPSSCD the names of the graduates and the other requirements together with the Certification to be issued by the college that the graduates who will take the review are bona fide graduates of the University of Makati.	3.1 Evaluates the submitted requirements. 3.2 OVPSSCD Staff forwards the documents to the BIAO for appropriate action	None	5 Minutes	OVPSSCD
2. The college will be informed of the status of the claim via email	2.1 Constant follow up to know the status of the incentive	None	3 to 4 Weeks	OVPSSCD City Hall Accounting



3. Awarding of financial incentive	3.1 The Vice President for Student Services and Community Development awards the financial incentive to the graduate students	None	5 to 10 minutes	OVPSSCD
<b>TOTAL:</b>		None	3 to 4 Weeks and 8 to 13 minutes	



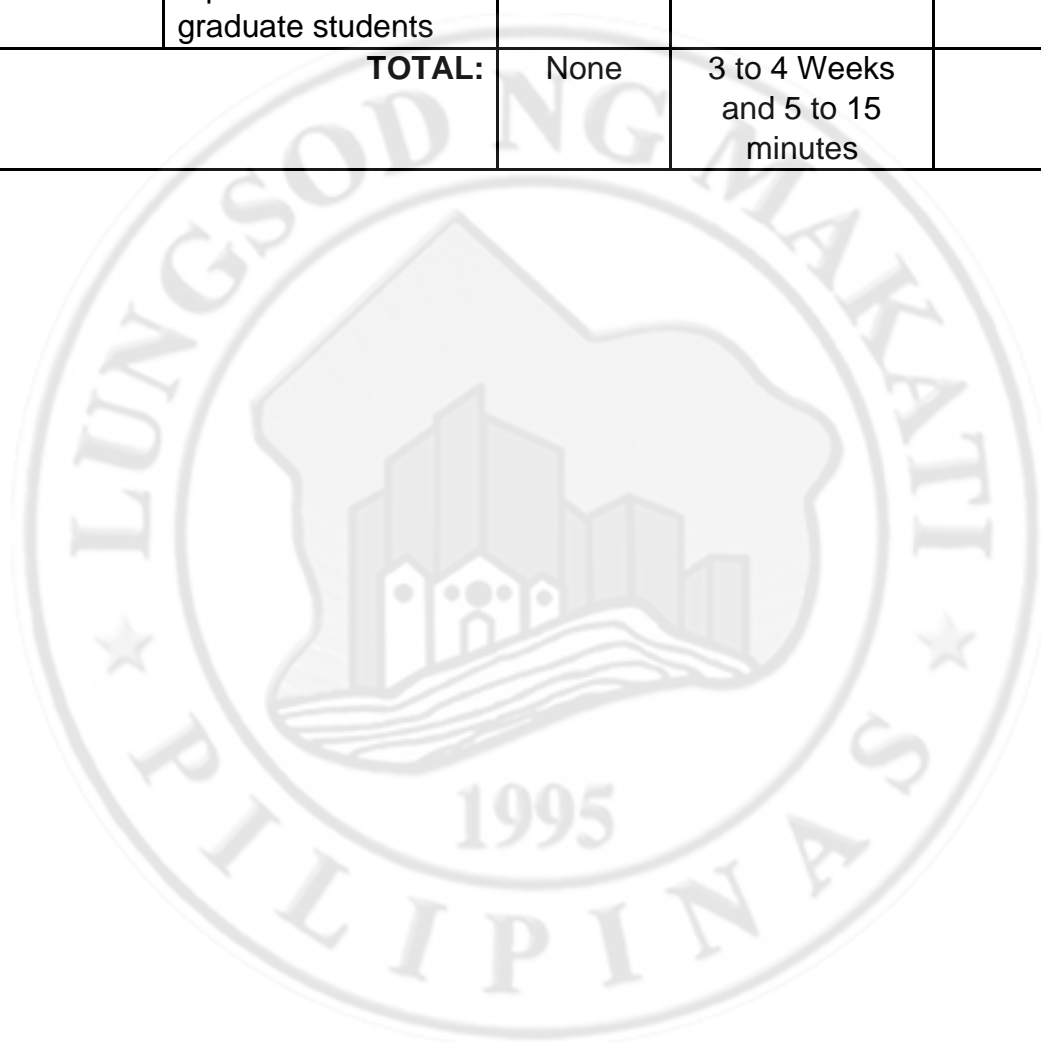


## 8. Process of Financial Assistance for Board Examination Takers for Enrollment in a Review – Online

<b>Office or Division:</b>	Office of the Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Good moral Character		UMak CSFD		
Certification from the College		UMak College		
Copy of Diploma		UMak College		
Student or Alumni ID		UMAK CIT or CAA		
Affidavit of Undertaking		Notary Public		
Certification from Accounting Department		UMak Accounting Office		
Billing Statement		Review Center		
Memorandum of Agreement/Memorandum of Understanding/Justification Letter		UMak College		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The College submits to the OVPSSCD the names of the graduates and the soft copy of the needed requirements together with the Certification to be issued by the college that the graduates who will take the review are bona fide graduates of the University of Makati.	3.3 Evaluates the submitted requirements. 3.4 OVPSSCD Staff forwards the soft copy of documents to the BIAO for appropriate action	None	5 Minutes	OVPSSCD
2. The college will be informed of the status of the claim via email	2.1 Constant follow up to know the status of the incentive	None	3 to 4 Weeks	OVPSSCD City Hall Accounting



3. Awarding of financial incentive	3.1 The Vice President for Student Services and Community Development awards the financial incentive to the college representative or graduate students	None	5 to 10 minutes	Staff (Staff of the Office)
<b>TOTAL:</b>		None	3 to 4 Weeks and 5 to 15 minutes	





## 9. Process in claiming Insurance - Onsite

Process in availing for accident insurance after an accident

<b>Office or Division:</b>	Office of Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak Students Enrolled in the Group Accident Insurance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All Bills (If Hospitalized)		Hospital where confined		
All Receipts		Diagnostic center, hospital, pharmacy, doctor's clinic		
Birth Certificate of the student		Philippine Statistics Authority		
Death Certificate of the student (If Deceased)		Philippine Statistics Authority		
Marriage Certificate of the parents.		Philippine Statistics Authority		
Filled up Claim form		Office of the Vice President for Student Services and Community Development		
Police Report (if accident)		Police Station that holds the case		
Result of X-ray and other tests (findings)		Hospital, diagnostic center		
Copy of parent's valid I.D.		Student's parent/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client inquires about the coverage of insurance in the accident that they got into.	1.1 OVPSSCD Staff accommodates the concern of the client	None	3 to 5 minutes	OVPSSCD
2. Client submits the needed requirements	2.1 OVPSSCD Staff assesses the submitted requirements and contacts the insurance provider for information  2.2 OVPSSCD Staff forwards the documents to insurance provider for appropriate action	None	5 to 10 Minutes	OVPSSCD  Insurance Provider
3. Client will be informed of the status of the claim as soon as the insurance	3.1 Constant follow up to know the status of the claim	None	2 to 4 Weeks	OVPSSCD  Insurance Provider



provider provides feedback				
4. Awarding of claim	4.1 Insurance Provider and Vice President for Student Services and Community Development award the claim (cheque) to the beneficiary with OVPSSCD Staff as witness	None	5 Minutes	OVPSSCD  Insurance Provider  VP, OVPSSCD
<b>TOTAL:</b>		None	14 Days and 13 Minutes to 28 Days and 20 Minutes	



## 10. Process in claiming Insurance - Online

<b>Office or Division:</b>	Office of Vice President for Student Services and Community Development			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	UMak Students Enrolled in the Group Accident Insurance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
All Bills (If Hospitalized)		Hospital where confined		
All Receipts		Diagnostic center, hospital, pharmacy, doctor's clinic		
Birth Certificate of the student		Philippine Statistics Authority		
Death Certificate of the student (If Deceased)		Philippine Statistics Authority		
Marriage Certificate of the parents.		Philippine Statistics Authority		
Filled up Claim form		Office of the Vice President for Student Services and Community Development		
Police Report (if accident)		Police Station that holds the case		
Result of X-ray and other tests (findings)		Hospital, diagnostic center		
Copy of parent's valid I.D		Student's parent/s		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Client fills up the Google Form and attach the needed requirements.	5.1 OVPSSCD Staff assesses the submitted requirements and contacts the insurance provider for information  5.2 OVPSSCD Staff forwards the documents to insurance provider for appropriate action	None	5 to 10 Minutes	OVPSSCD  Insurance Provider
6. Client will be informed of the status of the claim via email as soon as the insurance provider provides feedback	3.1 Constant follow up to know the status of the claim	None	2 to 4 Weeks	OVPSSCD  Insurance Provider
7. Awarding of claim	4.1 Insurance Provider and Vice President for Student Services and Community	None	5 Minutes	OVPSSCD  Insurance Provider



	Development award the claim (cheque) to the beneficiary with OVPSSCD Staff as witness			VP, OVPSSCD
<b>TOTAL:</b>		None	14 Days and 13 Minutes to 28 Days and 20 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Through the Drop box that compiles the feed box forms in front of the Student lounge of 5 <sup>th</sup> Floor, Admin Building.
How feedbacks are processed	The Quality Management Development Office collects the feedbacks and makes an assessment before notifying the concerned office.
How to file a complaint	Through Formal Letter addressed to the Dean of Office of Student Life.
How complaints are processed	Complaints are processed through meeting the complainant and settling the concern in fair and honest manner.
Contact Information of CCB, PCC, ARTA	OVPSSCD: <a href="mailto:ovpsscd@umak.edu.ph">ovpsscd@umak.edu.ph</a> PCC: 8883 1875 CCB: 0939-434-8415 (SMS)

Office	Address	Contact Information
OVPSSCD	University of Makati, 5 <sup>th</sup> floor Admin Building, J.P. Rizal Extension, West Rembo	8883-1875





## Center for Guidance and Counseling Services

### 1. Process to avail the Counseling Services (Onsite)

To facilitate behavioral change, help improve the client's ability to both establish and maintain relationships; help enhance the client's effectiveness and their ability to cope; and help promote the decision-making process that will equip the students to be responsible and competent members of society. Availment of counseling service is voluntary.

<b>Office or Division:</b>	Center for Guidance and Counseling Services			
<b>Classification:</b>	Support Group			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students of University of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>FOR FACULTY MEMBER/COLLEGE SECRETARY REFERRING A STUDENT</b></p> <p>Submit accomplished CGCS Referral Form through Google link <a href="https://forms.gle/k1Xr4zcsGVJT2iHv6">https://forms.gle/k1Xr4zcsGVJT2iHv6</a></p> <p><b>FOR STUDENTS (Counseling Schedule)</b></p> <p>Submit accomplished Online Kumustahan Form through Google link <a href="https://bit.ly/cgs-heart-whisperer-form">https://bit.ly/cgs-heart-whisperer-form</a> using UMak email account.</p>		<p>Office of the Center for Guidance Services Academic Bldg. 2 Room 209</p> <p>Office of the Center for Guidance Services Academic Bldg. 2 Rm 209</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the online accomplished form for Counseling Schedule  If walk-in students for counseling, proceed to step #2.	Contact the student and set for a counseling schedule	None	10 - 20 minutes	Guidance Counselor/Coordinator
2. The concern of the student  Should the concern/s of the student been resolved and need no further counseling, the Guidance Counselor should terminate the counseling session.	Conduct initial interview/counseling on the concern/s and accomplish the Initial Interview Form (GC Form3). Initiate appointment	None	30 - 45 minutes	Guidance Counselor/Coordinator



	schedule for follow-up session			
3. If Counseling follow-up is needed the student need to fill-up the Informed Consent Form <a href="https://forms.gle/XPWdKawQdHPJvdF46">https://forms.gle/XPWdKawQdHPJvdF46</a> and the Needs Assessment Form.	Schedule a counseling date and time; review the completeness of the form.	None	10-15 minutes	Guidance Counselor/Coordinator
4. Follow-up concern of the student  Should the concern/s of the student been resolved and need no further counseling, the Guidance Counselor should terminate the counseling session.  Should there be a need to refer the counselee to a Psychologist or other mental health advocates, the Guidance Counselor should initiate the referral.	Proceed with the counseling session. Prepare Counselor's Report  Initiate referral to the Guidance Associate Psychologist or other mental health helplines	None	30 - 45 minutes  ASAP	Guidance Counselor/Coordinator
5. Session with the Guidance Associate Psychologist	Assessment and therapy session  Prepares report/recommendation	None	Varies	Guidance Associate Psychologist
6. Student's concern/ issue was addressed and solved	Compile all the reports and keep the file in a secured place. Case closed.	NON E	ASAP	Guidance Counselor/Coordinator



## 2. Process to avail the Counseling Services (Online)

To facilitate behavioral change, help improve the client's ability to both establish and maintain relationships; help enhance the client's effectiveness and their ability to cope; and help promote the decision-making process that will equip the students to be responsible and competent members of society. Availment of counseling service is voluntary.

<b>Office or Division:</b>	Center for Guidance and Counseling Services			
<b>Classification:</b>	Support Group			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students of University of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>FOR FACULTY MEMBER/COLLEGE SECRETARY REFERRING A STUDENT</b>  Submit accomplished CGCS Referral Form through Google link <a href="https://forms.gle/k1Xr4zcsGVJT2iHv6">https://forms.gle/k1Xr4zcsGVJT2iHv6</a>		Office of the Center for Guidance Services Academic Bldg. 2 Room 209		
<b>FOR STUDENTS (Counseling Schedule)</b>  Submit accomplished Online Kumustahan Form through Google link <a href="https://bit.ly/cgs-heart-whisperer-form">https://bit.ly/cgs-heart-whisperer-form</a> using UMak email account.		Office of the Center for Guidance Services Academic Bldg. 2 Rm 209		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the accomplished form online for Counseling Schedule	Contact the student and set for an on-line counseling schedule	None	10-20 minutes	Guidance Counselor/Coordinator
2. The concern of the student  Should the concern/s of the student been resolved and need no further counseling, the Guidance Counselor should terminate the counseling session.	Conduct online initial interview/ counseling on the concern/s via Google Meet using UMak email address and accomplish the Initial Interview Form (GC Form3). Initiate appointment schedule for follow-up session	None	30 - 45 minutes	Guidance Counselor/Coordinator



3. If Counseling follow-up is needed the student need to fill-up the Informed Consent Form <a href="https://forms.gle/XPWdKawQdHPJvdF46">https://forms.gle/XPWdKawQdHPJvdF46</a> and the Needs Assessment Form.	Schedule a counseling date and time; review the completeness of the form.	None	10-15 minutes	Guidance Counselor/Coordinator
4. Follow-up concern of the student  Should the concern/s of the student been resolved and need no further counseling, the Guidance Counselor should terminate the counseling session.  Should there be a need to refer the counselee to a Psychologist or other mental health advocates, the Guidance Counselor should initiate the referral.	Proceed with the online counseling session via Google Meet. Prepare Counselor's Report  Initiate referral to the Guidance Associate Psychologist or other mental health helplines	None	30 - 45 minutes  ASAP	Guidance Counselor/Coordinator
5. Online Session with the Guidance Associate Psychologist via Google Meet	Online Assessment and therapy session via Google Meet  Prepares report/recommendation	None	Varies	Guidance Associate Psychologist
6. Student's concern/issue was addressed and solved	Compile all the reports and keep the file in a secured place. Case closed.	NON E	ASAP	Guidance Counselor/Coordinator



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Through the feedback form and drop it at the designated drop box in front of the Center for Guidance and Counseling Services.  or send an e-mail to gcc@umak.edu.ph.
How feedbacks are processed	Quality Management Development Office collects the feedback and makes an assessment before notifying the concerned office.
How to file a complaint	Write a letter addressed to Ms. Cecilia M. Deakin, RGC, Rpm, Director and have it received at the Center for Guidance and Counseling Services or send via e-mail to gcc@umak.edu.ph.
How complaints are processed	The Quality Management and Development Center (QMDC) has established a satisfaction survey which is given to clients after their transactions. Once the client has accomplished the survey, he/she will drop it to the designated box located in front of the office. The results are then collated and summarized monthly, encoded to a database, and sent to the concerned office/s.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  8478 5093  PCC: 8888  CCB: 0908-881-6565 (SMS)

<b>Office</b>	<b>Address</b>	<b>Contact Information</b>
Center for Guidance and Counseling Services	University of Makati J.P Rizal Ext., West Rembo, Academic Bldg. 2. Room 209	8888-1875



## 1. Process for the Release of Good Moral Character Certificate (Onsite) assigned to Center for Student Formation and Discipline (CSFD) since Sept 2022

To give certificate of good moral character to students who will be transferring to other schools, applying for employment, applying for scholarship, issuance of rewards, and pursuit of advanced studies.

<b>Office or Division:</b>	Center for Student Formation and Discipline (CSFD)			
<b>Classification:</b>	Support Group			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students of University of Makati			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><b>FOR HIGHER SCHOOL OF UMAK STUDENTS</b>            CURRENTLY ENROLLED STUDENTS / GRADUATE/ PREVIOUS HSU STUDENTS (FOR VARIOUS PURPOSES)            - Online Request form            - Request Letter by the Student (optional)            - Proof of Requirements (Photocopy of COR or ID, Copy of Grades F137/F138, or any academic record at UMak)</p> <p><b>FOR COLLEGE STUDENTS</b>            CURRENTLY ENROLLED STUDENTS / GRADUATE/ FORMER COLLEGE STUDENTS (FOR VARIOUS PURPOSES)            - Online Request form            - Request Letter by the Student (optional)            - Proof of Requirements (Photocopy of COR or ID, TOR or Diploma, or any academic record at UMak)</p>		<p>Office of the Center for Student Formation and Discipline (CSFD)</p> <p>Office of the Center for Student Formation and Discipline (CSFD)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a copy of request form	Issue a copy of request form	None	1 minute	Student Assistant
2. The purpose of getting a GMCC.	Conduct initial interviews on the purpose of request.	None	3 minutes	Student Assistant/ CSFD Admin Personnel



3. Fill the request form.(Issuance of form)	Fill out the necessary details provided attached with requirements	None	5 minutes	Student Assistant/ CSFD Admin Personnel
4. Complete requirements based on the purpose	Evaluate and review the completeness of the form and the required documents needed.	None	10-15 minutes	Student Assistant/ CSFD Admin Personnel
5. Submission of requirements A. If complete requirements, proceed to step 9. B. If incomplete due to discrepancy or not cleared then go back to step 4.	Accept the filled -up request form	None	2 minutes	Student Assistant/ CSFD Admin Personnel
6. Print the payment slip and present to the Cash office for payment (For walk in: receive payment slip onsite)	Payment Slip will be sent thru the requestor's email within 3 to 5 working days. (For Walk-in: it will be released onsite within 1 day)	None	2 minutes	Student Assistant/ CSFD Admin Personnel
7. Pay the fee/s at the Cash Office	Issue acknowledgment Receipt	GMC Original 30 Php CTC 15 Php	% Cash Office	Cash Office
8. Upload acknowledgment Receipt thru: <a href="http://bit.ly/Proof_of_Payment_GMC_CTC">bit.ly/Proof_of_Payment_GMC_CTC</a>	Check if uploaded properly	None	3 minutes	CSFD/ Student Client
9. Wait for the Signed Certificate.	1. Encode the certificate of Good Moral Character.	None	3-5 Working days	CSFD Director/Coordinator
11. Claim the Good Moral Certificate. A. Check the certificate for any correction. B. Sign in the log book.	Release the certificate.	None	2 minutes	CSFD Coordinator / Student Assistant



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Customer Feedback Form from QMDC
How feedbacks are processed	Refer to QMDC
How to file a complaint	N/A
How complaints are processed	N/A
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Center for Student Formation and Discipline (CSFD)	University of Makati J.P Rizal Ext., West Rembo, Admin Bldg., 5F	E-mail: <a href="mailto:csfd@umak.edu.ph">csfd@umak.edu.ph</a>





## Medical and Dental Office

### 1. Procedure for Physical Examination of Incoming First Year Students and Grade 11

To provide Medical and Dental Examination to incoming first year's students and Grade 11 as part of their enrollment process

<b>Office or Division:</b>	Medical and Dental Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Incoming First Year Students and Grade 11			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Schedule Slip</b>	Medical and Dental Office			
<b>Notice of Admission</b>	Center for Admission and Scholarship			
<b>Chest X-Ray Result, Drug Test (For non-medical students) Complete Laboratory Results (for medical, Law students)</b>	Citizen, Any Laboratory Clinic			
<b>Printed Medical and Dental Form</b>	Citizen, <a href="https://umak.edu.ph/medical_form/">https://umak.edu.ph/medical_form/</a>			
<b>(1pc) Passport Size Picture with name tag</b>	Citizen			
<b>Ball pen (BLACK OR BLUE INK ONLY)</b>	Citizen			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present admission test result, Chest X-Ray Result, Drug Test (For non-medical students), complete laboratory results (for medical, Law students) and submit printed Medical and Dental Form to the Clinic Staff.	1. Receive and check completeness of the Admission Test Result, Chest X-Ray, Drug Test Result (For non-medical students), complete laboratory results (for medical, Law students) and printed Medical and Dental Form.	None	1 minute	University Dentist  University Nurse



2. Sign in on the Patient's Logbook for enrollment at the designated area.	2. Receive and check the completeness of the Medical and Dental Form.	None	1 minute	University Dentist University Nurse
3. Client proceeds to University Dentist.	3. Conduct Dental/Oral Examination. Orient new students with Dental Health Teaching:	None	3 minutes	University Dentist
	3.1. Sign the Dental Clearance after advising the new student about his/her oral status.			
4. Client proceed to clinic nurse/ Medical Staff at the Designated area	4.1. Conduct Physical Assessment to new student by evaluating him/her physically.	None	8 minutes	University Nurse
	4.2. Conduct Height and Weight Measurement to new student			University Nurse
	4.3. Check the blood pressure of the new student.  4.4. Get the Visual Acuity of the new student.			



5. Client proceed to University Doctor	5. Conduct Health Assessment by the Medical Officer. 5.1. Sign the Medical and Dental Form and issue the Medical and Dental Certificate for Enrollment. The new student will proceed to Enrollment procedures.	None	4 minutes	University Physician
<b>TOTAL:</b>		None	17 minutes	

## 2. Medical and Dental Consultation of Employees, Students and Service Providers

<b>Office or Division:</b>	Medical and Dental Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Employees , Students and Service Providers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Medical and Dental Record</b>			Medical and Dental Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in on the Patient's Logbook for consultation at the designated area.	1. When the patient is called, proceed to the nurse to categorize if concern is Dental or Medical	None	1 minute	University Nurse
2. Client proceed to nurse for Vital Signs Taking	2.1 Vital signs screening 2.2 Data gathering of history of present illness	None	5 minutes	University Nurse
3. Client proceed to either the physician or the dentist	3.Consultation Process: <ul style="list-style-type: none"><li>● Medical assessment and</li></ul>	None	20 minutes	University Physician  University Dentist



	<p>management by Physician-on-duty</p> <ul style="list-style-type: none"> <li>• Dental Assessment and management by Dentist on duty. Schedule slip is given for any Dental Procedure (if needed)</li> </ul>			
4. Client proceed to nurse for medication	<p>4. After the consultation, patient will go to the nurse:</p> <ul style="list-style-type: none"> <li>• for starter dose of medicine (if available) and instruct the patient on how to take the medicines</li> <li>• Referral for Laboratory request (as needed)</li> <li>• Referral to Hospital (if necessary)</li> </ul>	None	4 minutes	University Nurse
	<b>TOTAL</b>	None	30 Minutes	



### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Thru Customer Feedback form from QMDC
How feedbacks are processed	QMDC collects the submitted Customer Feedback Form
How to file a complaint	c/o QMDC
How complaints are processed	c/o QMDC
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Medical and Dental Office	G/F Administration Building	8-883-18-63



## Accounting Office

### 1. Residency Verification (RVF)

Verification of Makati or Non-Makati Resident for the assessment of Token Fee and/or type of scholarship

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Resident and Non Resident of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Residency Verification Form		Accounting Office		
Latest Voter's Certificate (if student is 18 years old and above)		COMELEC		
Latest Voter's Certificate of qualified guardians (parents of siblings)		COMELEC		
The student and his/her sibling's birth certificate or marriage contract of married sister are required to verify the truthfulness of the relationship		PSA		
For HSU Students (school ID, report card / Form 137, Good Moral or Diploma)		Any MAKATI public or private high school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Accomplish residency verification form	1. 1. Issues residency verification form	None	2 Minutes	Accounting Staff
2. Submit the accomplished residency verification form	2. 2.1. Verifies authenticity and validity of required documents			
	2.2 Evaluates residency and counter signs 2.3 Releases residency verification form and advises student to present the verified RVF upon enrolment			
<b>Total</b>		<b>None</b>	<b>2 Minutes</b>	<b>Support Staff</b>



## 2. Online Residency Verification (RVF)

Verification of Makati or Non-Makati Resident for the assessment of Token Fee and/or type of scholarship

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Resident and Non Resident of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Residency Verification Form		Accounting Office		
If student is 18 years old and above: Latest Own Voter's Certificate		COMELEC		
If student is below 18 years old: Latest Voter's Certificate of qualified guardians (parents of siblings);		COMELEC		
The student and his/her older sibling's birth certificate or marriage contract of married sister are required to verify the truthfulness of the relationship; or		PSA		
For HSU Students (school ID, report card / Form 137, Good Moral or Diploma		Any MAKATI public or private high school		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the UMak website. Access the student's Online Enrollment Portal or Accounting Office Page. Then, click the link of Residency Verification Google Form.		None	1 working day from the date of application (Accommodate averagely 2 minutes per client)	Accounting Staff
2. Fill out the required information and attach the necessary documents on the google form.				
3. Submit the accomplished				
	3. 3.1. Receive the application for residency			



residency verification form	4. 3.2. Verify the completeness, authenticity and validity of documents attached and determine the student's status	None		
	3.3. Log-in on the olassess website and reassess the token fee into P1,000 (If Verified as Voter of Makati) or P3,000 (If Non-voter of Makati).			
	3.4. Send a confirmation for RVF approval through his/her Umak gmail account			
<b>Total</b>		<b>None</b>	<b>1 Working day</b>	





### 3. Online Assessment of Token Fee

Assessment of Token Fee based on Residency

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Qualified Students of University of Makati			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Password generated from Report of Grades (old student)			Online	
Password generated from Admission (new student)			Online	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit Umak Website, Link: ( <a href="https://umak.edu.ph">https://umak.edu.ph</a> ) Clicks the Enrollment button or Log-in to the online enrollment (olea website) and Enters I.D. Number and password.	<p>4.1. Log in to UMak olasses website using employee's username and password. Link: (<a href="https://umak.edu.ph/olassess">https://umak.edu.ph/olassess</a>)</p> <p>4.2. Assess the token fee based on the following rates (Automated):</p>	None	Averagely 2 minutes per client	Head, Student Accounts Unit
2. Encode subjects that can be enrolled together with the schedules. Save and confirm the final subjects encoded and schedules selected.				
3. Wait for the approval of the subjects encoded and schedules selected.				
4. Relog-in to the olea account after the college approved the subjects and schedules.				



<p>5. Check assessment details and process change of residency, promissory note or scholarship if applicable.</p>	<p>1. Bachelor Programs  a. Gross Assessment = P700 per unit  b. Net Assessment  • Makati = P1,000 per student  • Non-Makati = P3,000 per student</p>			
<p>6. Proceed to Umak scan to pay for payment if there is no pending change of residency, promissory note or scholarship application.</p>	<p>2. Certificate in Teaching Programs = P500 per unit  3. Master's Programs = P750 per unit  4. Doctorate's Programs = P1,000 per unit   4.3. Reassess the token fee based on the approval of the following application:  a. Change of Residency  b. Promissory Note  c. Scholarship</p>			
<p>7. Wait for the Certificate of Registration (COR) to be sent to UMak gmail account. Save and print COR.</p>				
<b>Total</b>			<b>2 minutes</b>	



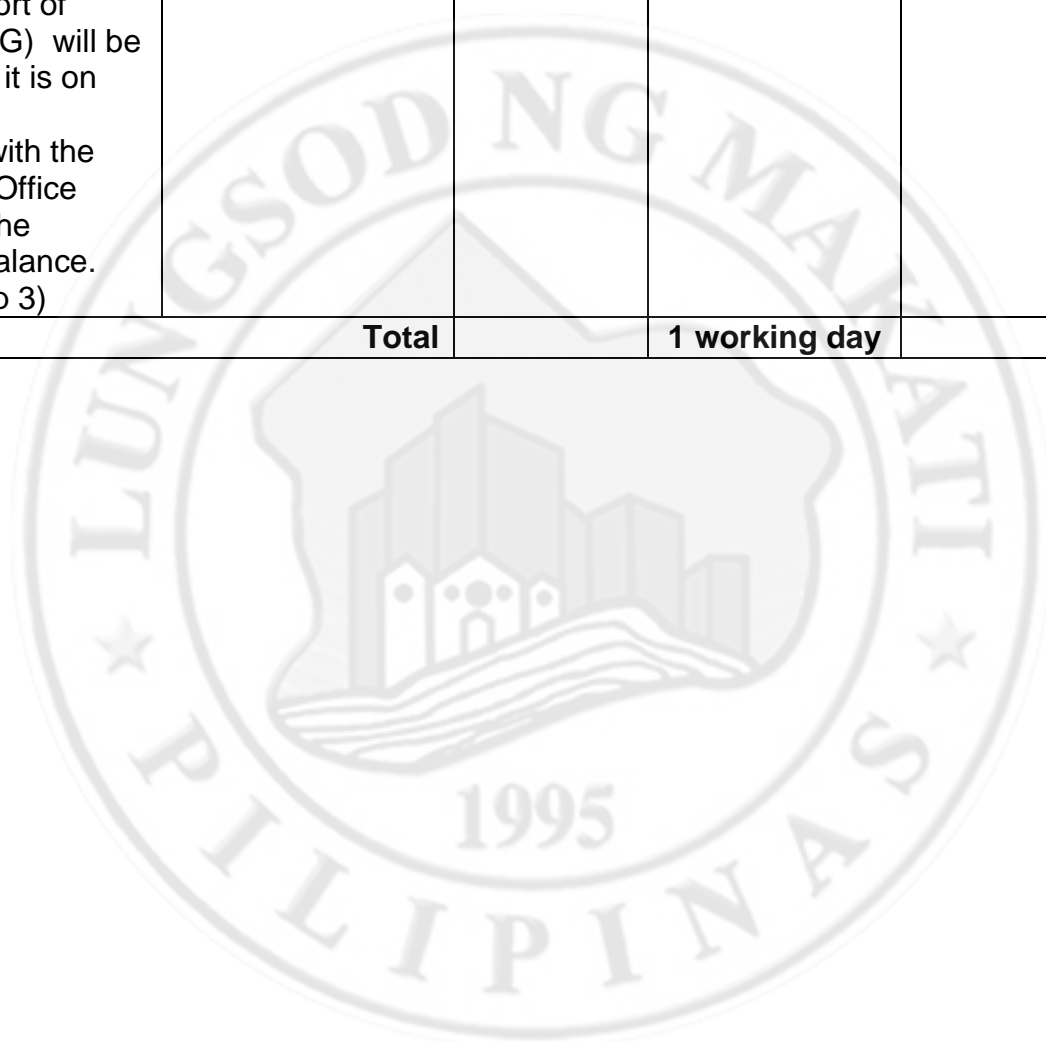
#### 4. Online Issuance of Final Permit

Issuance of Final Permit to students with no balance

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students with no balance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished faculty evaluation		Online		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. For Old Students:</b> Visit the UMak website. Access the student's Online Enrollment Portal. Then, click the link of Online Issuance of Final Permit.  For New Students: Final permit application will be automated.	None	None		Accounting  Section Head, Student Accounts Unit
<b>2.</b> Select the appropriate semester and academic year (Old Student)	None			
	3.1 Receive the student's final permit application		1 working day (averagely 2 minutes per client)	
	3.2 Verify if the student's account: If fully paid, approve the application, if with balance, hold the application			



<p><b>3.</b> Log in to the UMaK email account, and receive an email notification. If the Final Permit Application has been approved, save and print the Final Permit (the password for the Report of Grades (ROG) will be provided). If it is on hold status, coordinate with the Accounting Office and/or pay the remaining balance. (back to step 3)</p>				
	<b>Total</b>		<b>1 working day</b>	





## 5. Online Payment

Collection of Token Fee and Miscellaneous Fees through UMak Scan to Pay

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students who have no pending change of residency, Promissory Note or scholarship application and schedules are already approved			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Proof of Payment to ibayad			Gcash	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to UMak Scan-To-Pay account. Selects the right Academic Year and Semester. Enters the I.D. No. (Username) and Olea Credential (Password) Link: <a href="https://umak.edu.ph/scantopay">https://umak.edu.ph/scantopay</a>		Based on Amount Payable	After 1 working day	Head, Student Accounts Unit
2. Enter the assessed amount based on the payment scheme selected.				
3. Submit the amount payable by clicking continue button.				
4. Pay the amount payable to ibayad thru Gcash.				
5. Input the Gcash payment details (registered Gcash number used, reference number and amount paid)				



and attach the Gcash proof of payment.				
6. Confirm the payment information. If there is any correction, change the Gcash details.	6.1. Log in to UMak classes website using employee's individual username and password. Link: <a href="https://umak.edu.ph/lasses">https://umak.edu.ph/lasses</a>			
7. Secures the COR, CMAT or Final Permit through his/her Umak gmail account after payment on the scan to pay.	6.2. Generate online collection data from master data.			
	6.3. Prepare Detailed Payment Slip Transaction Report (Enrolment and Non-Related Enrolment Fees).			
	6.4. Forward the Report thru email to ibayad (for reconciliation), Cash Office and CIT (for reference).			
	6.5. Receive and review the Reconciled Report from ibayad. Instruct the Center for Information Technology to post the reconciled collection to the student's individual eledger			
	<b>Total</b>		<b>1 Working day</b>	



## Cash Office

### 1. Collection of Payment

Collection of Token and Other Miscellaneous Fees

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Printed Certificate of Registration (COR)		Online Portal- Center for Information Technology		
2. Payment Slip		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present printed COR - Students with balances from AY 2017 and prior years or Payment Slip	1.Receive and process the payment	P1,000 (Makati Residents)	1 Minute	Administrative Assistant III
		P3,000 (Non Makati Residents)		Administrative Aide III
2. Pay the required fees	2.Issue the Official Receipt to the student as proof of payment		1 Minute	Administrative Assistant III
				Administrative Aide III



## 2. Submission of Report to City Treasurer's Office

Monthly submission of collection report of token and miscellaneous fees to the City Treasurer's Office

<b>Office or Division:</b>	Cash Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	City Treasurer's Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Daily iBAYAD Report of Collection (1 original   copy) with printed proof of settlement (bank transfer)		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Return the daily approved Report of Collection and deposits	1. Consolidate the Report of Collection and Deposits	None	30 days	Administrative Officer V
2. Receive the consolidated Monthly Report of Daily Collection	2. File the consolidated Monthly Report of Daily Collection duly received by the City Treasury	None	5 days after the end of each month	Treasury Staff





## General Services Office

### 1. Preventive Maintenance

Preventive Maintenance of Facilities and/or Equipment

<b>Office or Division:</b>	GENERAL SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	University Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Preventive Maintenance Schedule		General Services Office thru Maintenance Service Provider		
Working Permit Form		General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Preventive Maintenance Schedule (PMS)	Accept and Approve PMS	None	Upon Assumption of Approve Contract/TOR submit immediately	All Contracted Service Providers
Accomplish Work Permit Form and attach relevant documents and other requirements		None	Minimum of one (1) day prior to PMS	-Contractors -Suppliers
	-Review the Work Permit	None	Less than one (1) day	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer
	-Approve the Work Permit	None	Thirty (30) minutes	Head OHSO  Head GSO, Chief Administrative Officer* *In case Head is unavailable, the following can sign on behalf with approval from the Head:



				<p>Engineer</p> <p>Supervising Administrative Officer</p>
Conduct PMS	-GSO monitors / supervises PM	None	<p>-NA</p> <p>*PM varies Daily / Weekly / Monthly / Quarterly / Semi-Annual / Annual</p>	<p>-In House Service Providers</p> <p>-Contractors</p> <p>-Suppliers</p> <p>-Any of the following GSO staff:</p> <p>Administrative Aide</p> <p>Administrative Assistant</p> <p>Engineer</p> <p>Supervising Administrative Officer</p>
Submit Service Report	-Review / validate Service Report	None	One (1) day	<p>-In House Service Providers</p> <p>-Contractors</p> <p>-Suppliers</p>
	-Conforme / note Service Report	None	One (1) day	<p>-Any of the following GSO staff:</p> <p>Engineer</p> <p>Supervising Administrative Officer</p>



## 2. Corrective Maintenance

Corrective Maintenance of Facilities and/or Equipment

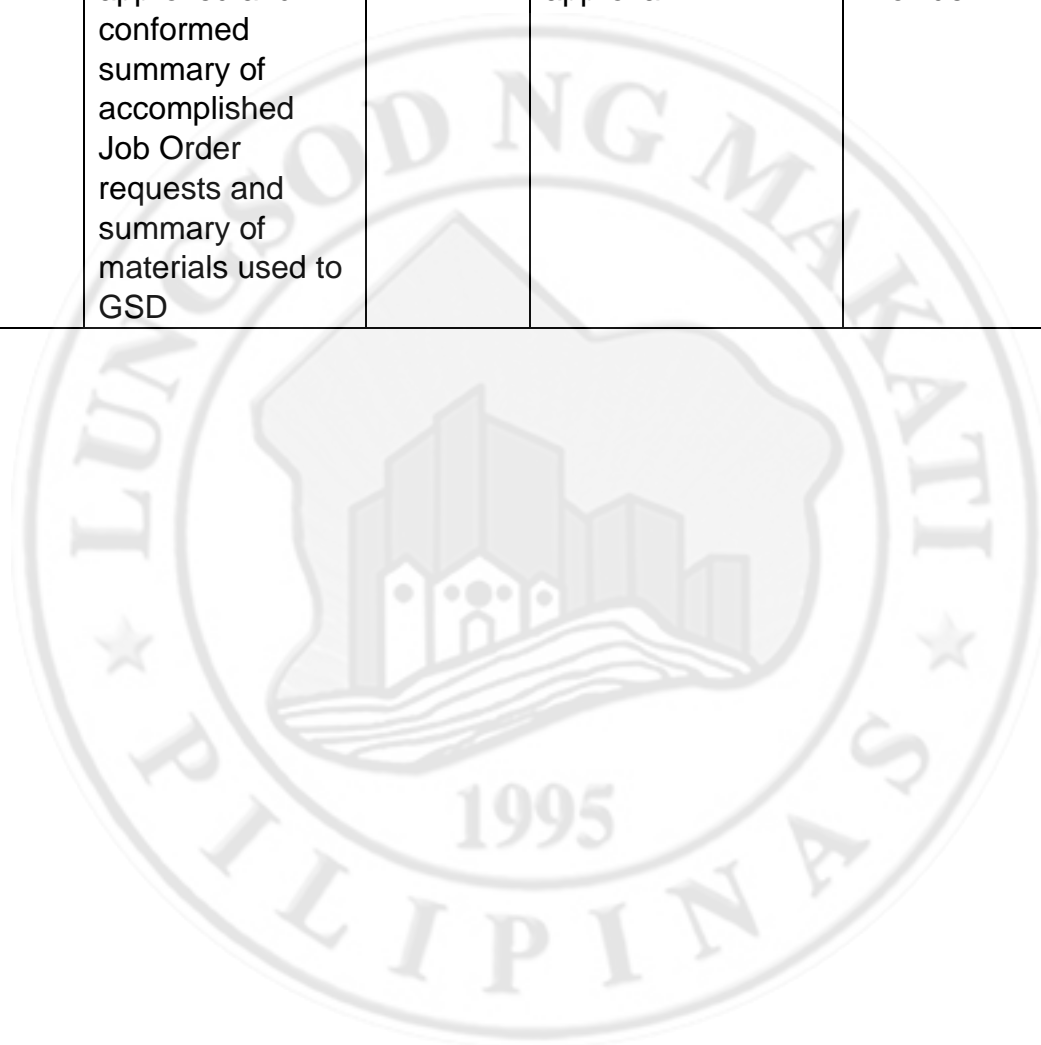
<b>Office or Division:</b>	General Services Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	University Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DULY FILLED-UP JOB ORDER FORM		General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Job Order Form		None	Less than five (5) minutes	-University Community
	-Review accomplished Job Order Form	None	Less than five (5) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer
	-Assign Job Order Number to Job Order Form	None	Less than five (5) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant
	-Inspection	None	Thirty (30) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer



	-Approve Job Order	None	Less than five (5) minutes	-Any of the following GSO staff:  Administrative Aide  Engineer  Supervising Administrative Officer
	-Forward Job Order Form to Maintenance Service Provider	None	Less than five (5) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant
	-Maintenance work	None	Will vary depending on schedule / load of Maintenance Service Provider and/or availability of materials	-Maintenance Service Provider
	-Monitor Service Provider maintenance service	None	Less than five (5) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer
	-Review and validate satisfactory completion of Job Order Request	None	Thirty (30) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer
	-Summarize accomplished maintenance requests	None	One (1) week after each month	-Maintenance Service Provider
	-Approve and conform the	None	One (1) week after submission	Head GSO, Chief Administrative Officer



	summary of accomplished Job Order requests and summary of materials used			
	-Submission of approved and conformed summary of accomplished Job Order requests and summary of materials used to GSD	None	One (1) week after approval	-Maintenance Service Provider



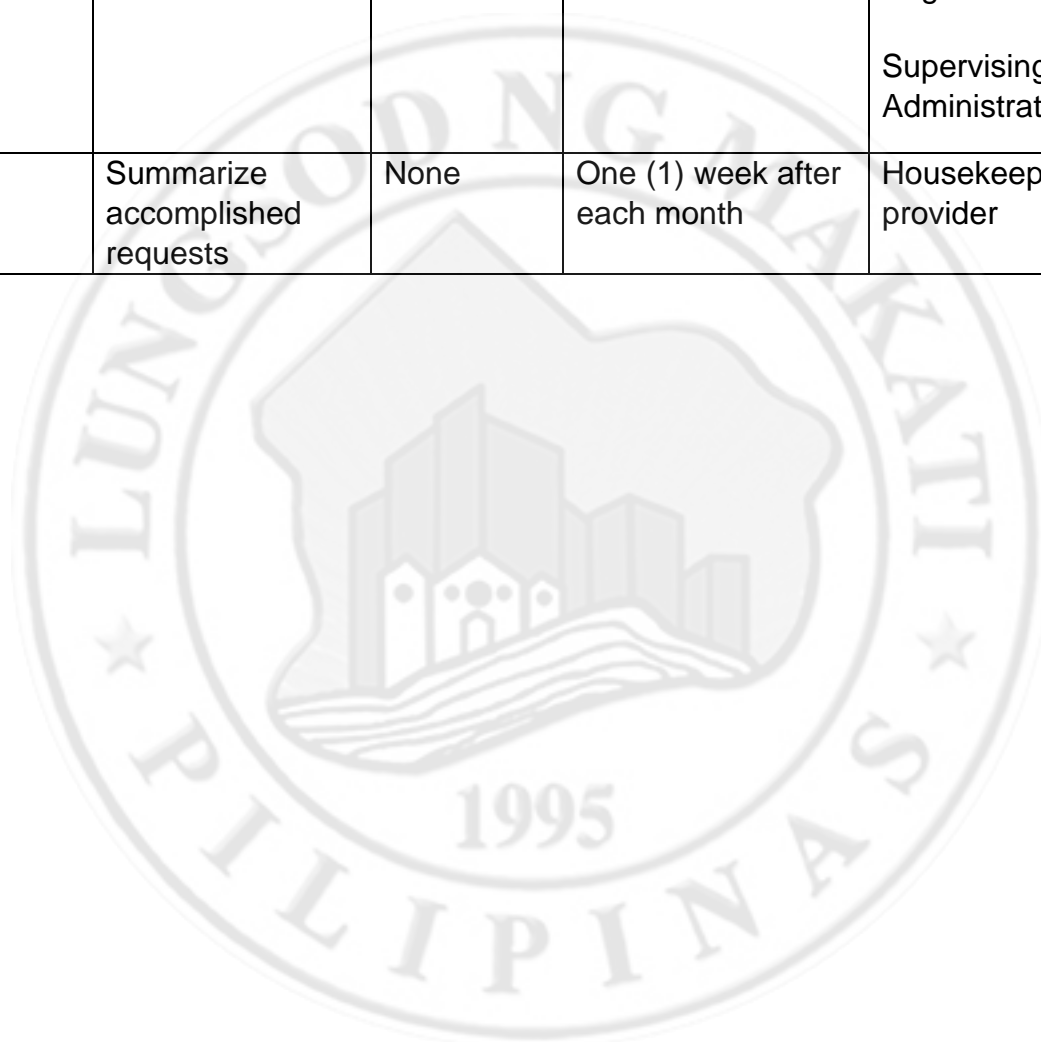


### 3. Housekeeping Requests

<b>Office or Division:</b>	GENERAL SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	University Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Housekeeping Request Form		General Services Office or thru Housekeeping Supervisor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish Housekeeping Request Form	Provide, review and approve/ disapprove Housekeeping Request Form	None	10 minutes	Requesting Party Housekeeping Supervisor -Any of the following GSO staff: Administrative Aide Engineer Supervising Administrative Officer Head GSO, Chief Administrative Officer
	Accomplish Housekeeping Request	None	Accomplished on the scheduled date and time  Will depend on complexity of request	Housekeeping service provider



	Inspection	None	Thirty (30) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer
	Summarize accomplished requests	None	One (1) week after each month	Housekeeping service provider





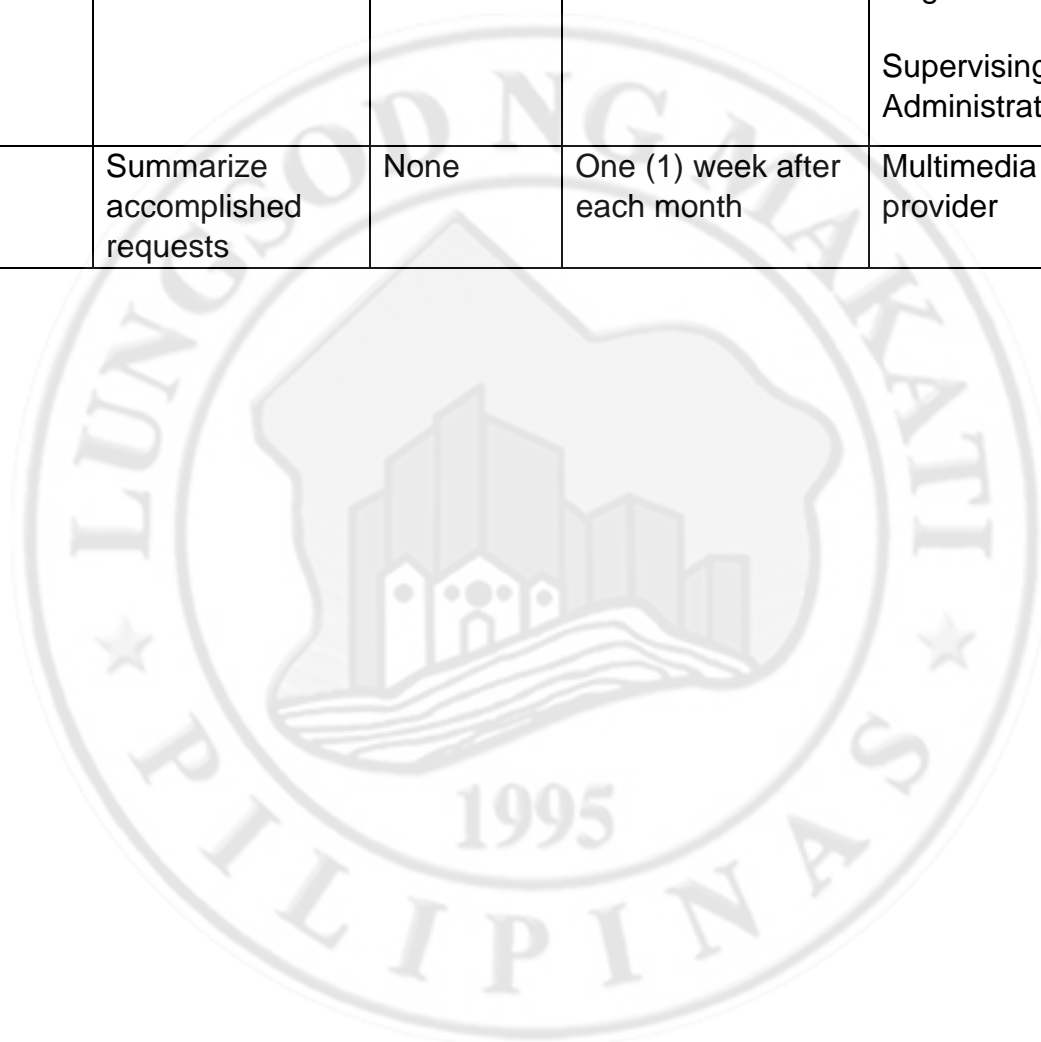
#### 4. Multimedia Requests

<b>Office or Division:</b>	GENERAL SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	University Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Respective offices / organizations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Write Letter of Request addressed to the GSO Head	Review and approve/ disapprove Request	None	10 minutes	Requesting Party Multimedia Service Provider -Any of the following GSO staff: Administrative Aide Engineer Supervising Administrative Officer Head GSO, Chief Administrative Officer
	Accomplish multimedia set up request	None	Accomplished on the scheduled date and time  Will depend on complexity of request	Multimedia service provider





	Inspection	None	Thirty (30) minutes	-Any of the following GSO staff:  Administrative Aide  Administrative Assistant  Engineer  Supervising Administrative Officer
	Summarize accomplished requests	None	One (1) week after each month	Multimedia service provider





## 5. Transportation Requests

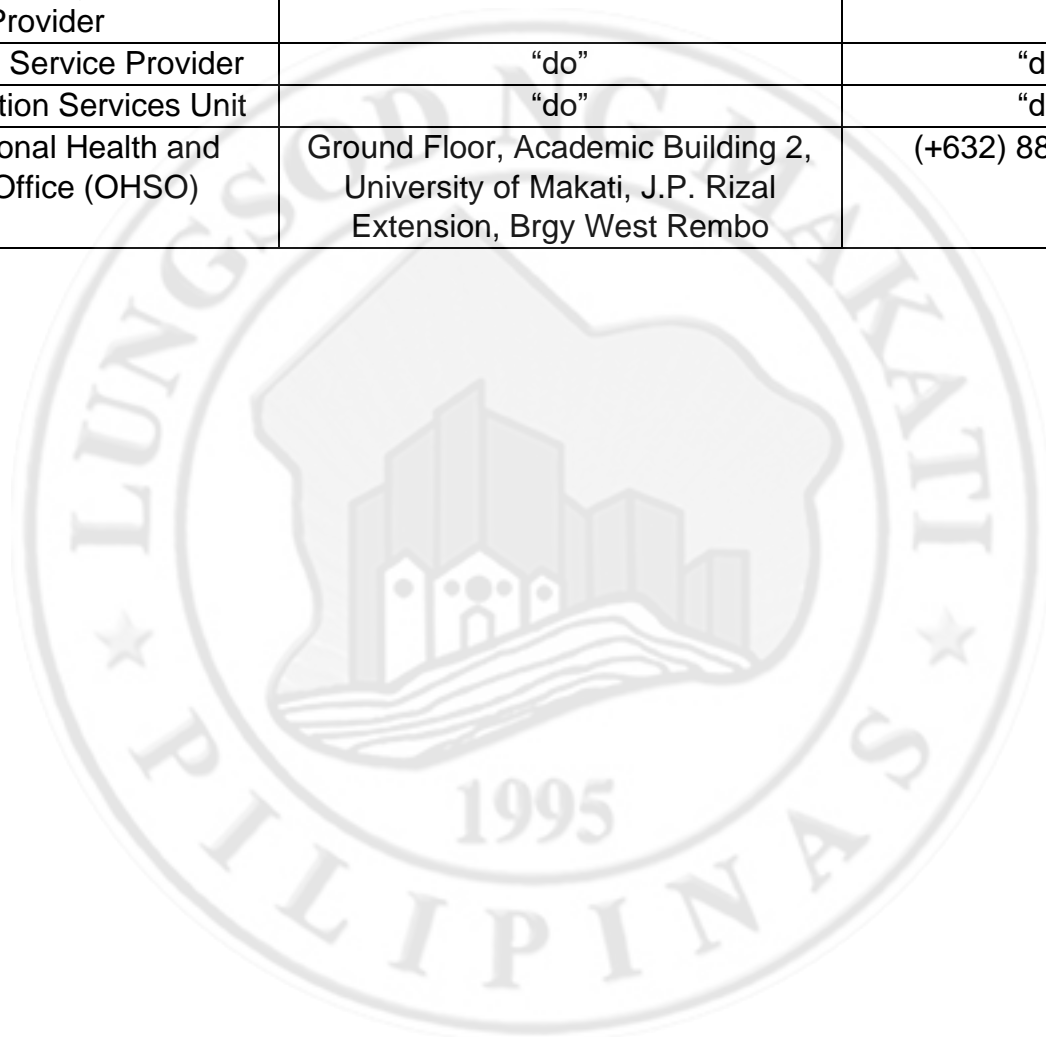
<b>Office or Division:</b>	GENERAL SERVICES OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government G2C - Government to Citizen			
<b>Who may avail:</b>	University Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		Respective offices / organizations		
Application for the Use of Service Vehicles		General Services Office		
Waiver Form		General Services Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire availability of travel date	“Pencil book” date/s of travel	None	5 minutes	Requesting Party  -Any of the following GSO staff:  Administrative Aide  Engineer
Write Letter of Request signed by College Dean/Department Head and noted by the Supervising ManCom, attach Program of Activity and List of Passengers	Review schedule of Transportation Services Unit (TSU) and approve/disapprove Request	None	2 weeks before scheduled out of town trip  3 days before trip within Metro Manila	Requesting Party  -Any of the following GSO staff:  Administrative Aide  Engineer  Head GSO, Chief Administrative Officer



Accomplish Application for the Use of Service Vehicles and Waiver Form	Review submitted documents	None	1-2 days	<p>Requesting Party</p> <p>-Any of the following GSO staff:</p> <p>Administrative Aide</p> <p>Engineer</p> <p>Head GSO, Chief Administrative Officer</p>
	Request for fuel allocation for AIP projects	None	1 week	<p>Any of the following GSO staff:</p> <p>Engineer</p> <p>Supervising Administrative Officer</p> <p>Head GSO, Chief Administrative Officer</p> <p>Assigned TSU Driver</p>
	Ferrying of Requesting Party	None	Will depend on location, traffic and weather conditions	Assigned TSU Driver
Trip Ticket Request	Issuance of Trip Ticket	None	3 minutes	<p>-Any of the following GSO staff:</p> <p>Administrative Aide</p> <p>Engineer</p>



Office	Address	Contact Information
General Services Office	Basement Floor, Administrative Building, University of Makati, J.P. Rizal Extension, Brgy West Rembo	(+632) 8881-73-91
Maintenance Service Provider	"do"	"do"
Housekeeping Service Provider	"do"	"do"
Multimedia Service Provider	"do"	"do"
Transportation Services Unit	"do"	"do"
Occupational Health and Safety Office (OHSO)	Ground Floor, Academic Building 2, University of Makati, J.P. Rizal Extension, Brgy West Rembo	(+632) 8882-05-35





## Quality Management and Development Center

### 1. Processing of Customer Feedback

The procedure and methods for obtaining and monitoring information relating to customer perception as to whether the University has met the client/customer requirements.

<b>Office or Division:</b>	Quality Management and Development Center			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	Transacting Public, Business Entity, Government Employee, or Another Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
ARTA Customer Satisfaction Measurement (CSM) Form [one (1) duly accomplished copy]			Customer Feedback Boxes in Designated Areas of the Campus	
			Quality Management and Development Center	
Online ARTA Customer Satisfaction Measurement (CSM) Form			via website <a href="http://www.umak.edu.ph/customer_feedback">www.umak.edu.ph/customer_feedback</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the duly accomplished ARTA CSM Form and other form of customer feedback, if there's any (manual or online)	1. Collects the submitted ARTA CSM Form and other form of customer feedback, if there's any from suggestion boxes and from UMak website	N/A	one (1) working day, every 1st working day of the month	QMS Staff (No Assigned Staff at this time)
	2. Encodes the customer feedback (i.e., comments, suggestions, etc.) and prepares the CC Tally and SQD Tally (per service) based on the submitted ARTA CSM Form to suggestion boxes into UMak website	N/A		QMS Staff (No Assigned Staff at this time)
	3. Consolidates the encoded customer feedback from suggestion boxes and the customer feedback submitted via UMak website	N/A		(QMS Program Head)



	4. Prepares the per office summary of unedited comments and suggestions from consolidated customer feedback	N/A	eleven (11) working days	(QMS Program Head)
	5. Prepares the Monthly Report based on CC Tally and SQD Tally: a. Citizen's Charter (CC) Report b. Service Quality Dimension (SQD) Report c. Average SQD Score per Service	N/A		(QMS Program Head)
	7. Forwards the per office summary of unedited comments and suggestions and Monthly Summary of Customer Satisfaction Measurement (CSM) Report from consolidated customer feedback to top management and to concerned offices	N/A		(QMDC Director)
	8. Requests a rejoinder or written explanation from concerned offices regarding the received negative comment/ feedback, if there is any	N/A	eleven (11) working days	Top Management
	9. Submits a rejoinder or written explanation regarding the received negative comments/ Feedback to the top management and QMDC	N/A		Concerned Office
	10. Contacts and informs the client on the rejoinder or written explanation of the concerned office regarding the feedback/ comments received, if needed (case-to-case basis)	N/A		(QMDC Director)



## 2. Handling of Customer Complaints

The procedure and methods for obtaining and monitoring information relating to customer complaint if the University has not met the client/customer requirements.

<b>Office or Division:</b>	Quality Management and Development Center			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C-Government to Citizen, G2B-Government to Business, G2G-Government to Government			
<b>Who may avail:</b>	Transacting Public, Business Entity, Government Employee, or Another Government Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any form of complaint:		The concerned office to be complained		
a. Directly to the Office Head regarding the service or process of the concerned office		Customer Feedback Boxes in Designated Areas of the Campus		
b. By formal letter of complaint addressed to the QMDC or Top Management		Quality Management and Development Center		
c. By phone call		via website		
d. By email		<a href="http://www.umak.edu.ph/customer_feedback">www.umak.edu.ph/customer_feedback</a>		
e. Thru UMak Portal				
f. Customer Feedback/				
g. Suggestion Boxes				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files a complaint anytime	1. Forwards the customer complaint(s) to QMDC (if complaint is not coursed thru QMDC)	N/A	ASAP	Office Head
	2. Forwards the customer complaint(s) to top management and to concerned offices (if complaint is filed thru QMDC)	N/A	ASAP	(QMDC Director)
	3. Requests a rejoinder or written explanation from concerned offices regarding the received complaint	N/A	ASAP	Top Management
	4. Submits a rejoinder or written explanation to the top management and QMDC regarding the received complaint	N/A	ASAP	Concerned Office



	5. Contacts and informs the client on the rejoinder or written explanation of the concerned office regarding the received complaint	N/A	ASAP	(QMS Program Head)
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Accomplish the customer feedback form and drop it at the drop boxes on designated locations within the campus or send online feedback via the UMak website <a href="http://www.umak.edu.ph/customer_feedback">www.umak.edu.ph/customer_feedback</a>
How feedbacks are processed	<p>Every 1st working day of the month, the Quality Management and Development Center collects and encodes the submitted Customer Feedback Form from suggestion boxes and from UMak website. Within the first fourteen (14) working days of the month, the QMDC prepares the per office summary of unedited comments and suggestions based on consolidated customer feedback and forwarded copies of the same to the top management and concerned office.</p> <p>Every first two (2) Weeks of the Month, the QMDC prepares the Monthly Summary of Customer Satisfaction Measurement Report from consolidated customer feedback and forwarded copies of the same to the top management and concerned office.</p> <p>The top management will request the concerned office to submit a rejoinder or written explanation on customer feedback requiring answers (i.e., negative comments, suggestions, and low satisfaction rating, etc.), ASAP. QMDC shall be furnished with a copy of the same rejoinder or written explanation.</p> <p>The QMDC will contacts and inform the client on the rejoinder or written explanation of the concerned office regarding the feedback/comments requiring answers.</p> <p>For inquiries and follow-up regarding the customer feedback/comment, client may call the QMDC telephone number 8-883-1865.</p>
How to file a complaint	<p>The client may anytime file any form of complaint thru the following:</p> <ol style="list-style-type: none"> <li>a. Directly to the Office Head regarding the service or process of the concerned office</li> <li>b. By formal letter of complaint addressed to the QMDC or Top Management</li> <li>c. By phone call</li> <li>d. By email</li> <li>e. Thru UMak Portal</li> <li>f. Customer Feedback/</li> <li>g. Suggestion Boxes</li> </ol>
How complaints are processed	<p>The head of the office who receives the complaint shall forward the copy of the said complaint to QMDC (if the complaint is filed directly to the office being complained).</p> <p>The QMDC will forward the customer complaint(s) to top management and to concerned offices (if complaint is filed thru QMDC).</p>





	<p>The top management will requests a rejoinder or written explanation from concerned offices regarding the received complaint.</p> <p>The concerned office shall submit a rejoinder or written explanation to the top management and QMDC regarding the received complaint, ASAP.</p> <p>The QMDC shall contact and inform the client on the rejoinder or written explanation of the concerned office regarding the received complaint.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Contact Information of Quality Management and Development Center and the Top Management	Ground Floor, Administration Building, University of Makati, J.P. Rizal Extension, West Rembo	QMDC 8-883-1865
		OVPFR
		OUP 8-882-0679
		OUSec 8-883-1874
		OVPAA 8-882-0681
		OVPAF 8-883-1867
		OVPSSCD



**Museum and Cultural Affairs Office**  
**Social Development Services**





## 1. Research on Makati History and Cultural Heritage

<b>Office or Division :</b>	Museum and Cultural Affairs Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	Research			
<b>Who may avail :</b>	Individual or group researchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Individual /Group</b>				
1. Proposal Letter / Request addressed to the Office of the Mayor, indicating the following: <ol style="list-style-type: none"> <li>School/Company/Organization of the requester</li> <li>Purpose of research</li> <li>Research materials needed</li> <li>Date and time of visit to the office or Museo ng Makati</li> <li>Contact Number of the requester</li> </ol> 2. Valid Identification Card of the requester				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send/ submit proposal or letter request for research to office	1.1 Received, record and endorsed the request to the head of office	N/A	3 - 5 minutes	Admin. Aide IV (Clerk II)
	1.2 Approval of request		2 hours to 1 day	Officer-In-Charge
	1.3 Scheduling of research visit		5 – 10 minutes	Planning Head
2. Visit MCAO Office or Museo ng Makati for the scheduled interview and present valid Identification Card	2.1 Prepare a designated place for the conduct of the interview	N/A	5-10 minutes	Admin Aide IV Administrative Officer
	2.2 Give actual interview on topic		30min. to 1 hour (Based on topic)	Planning Head Officer-In-Charge or any designated personnel
<b>TOTAL :</b>		N/A	1 day, 1 hour & 25 minutes	



## 2. Audience Attendance on Cultural Shows

<b>Office or Division :</b>	Museum and Cultural Affairs Office	
<b>Classification :</b>	Simple	
<b>Type of Transaction :</b>	Audience attendance in Cultural Shows/Activities	
<b>Who may avail :</b>	Open to all Makatizens and foreign/local guests or by pre-registration / invitation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Individual / Group		
<ol style="list-style-type: none"> <li>1. Event announcements through tarpaulins, posters and flyers which shall be posted in conspicuous places such as major thoroughfares and public spaces in the city and barangays</li> <li>2. Social media posting through Makati web-portal or My Makati Facebook Page</li> <li>3. Emailed invitations and/or announcements</li> <li>4. QR code or web link to online registration form</li> </ol>		

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the office for queries on watching shows and live performances through phone call, email or messaging applications	<ol style="list-style-type: none"> <li>1.1 Provide information on the show, including process/es to access and participate as audience, if applicable</li> <li>1.2 Inform client/s of the availability of seats</li> </ol>	N/A	3 - 5 minutes	Administrative Aide II Administrative Aide IV Administrative Assistant II Tourism Operations Assistant
2. Register through direct reservation with office personnel or through an online link, if necessary	2.1 Manage the reservation directly with the client through phone call, email or messaging app	N/A	1 - 3 minutes	Administrative Aide II Administrative Aide IV Administrative Assistant II



	2.2 Manage the online database of registrants to a show			<p>Tourism Operations Assistant</p> <p>Tourism Operations Officer I</p> <p>Tourism Operations Assistant</p>
3. Claim ticket/s to the show, if applicable	3.1 Manage the distribution of ticket/s to registered and qualified beneficiaries at least one (1) day prior to the show date	N/A	3 - 5 minutes	<p>Administrative Aide II</p> <p>Administrative Aide IV</p> <p>Administrative Assistant II</p> <p>Tourism Operations Assistant</p>
<p>In the venue:</p> <p>4.1 Present ticket/s to venue ushers and proceed to assigned seat/s</p> <p>4.2 If the event is not ticketed and seats are open on a first come, first served basis. register with the organizers at the entrance and proceed to seat of choice</p>	4.1 Manage the on-site registration and ushering of audience members	N/A	3 - 5 minutes	<p>Senior Tourism Operations Officer</p> <p>Administrative Assistant II</p> <p>Tourism Operations</p> <p>Assistant IRD Tour Guides</p>
	TOTAL	N/A	18 minutes	



### 3. Invitation to Participate in Cultural Competition

<b>Office or Division</b>	Museum and Cultural Affairs Office
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	Contestants of Cultural Competitions
<b>Who may avail :</b>	Barangay and School-based competition
<b>CHECKLIST OF REQUIRMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>For Individual /Group</b>	
<ol style="list-style-type: none"> <li>1. Letter of invitation from MCAO, host/organizer of the contest               <ol style="list-style-type: none"> <li>a. Entry Form</li> <li>b. Contest Mechanics and Criteria for Judging</li> <li>c. Deadline of submission</li> <li>d. Project Coordinator (name and contact numbers)</li> </ol> </li> <li>2. Delivery of communication, filing, and follow-up</li> <li>3. Submission of accomplished Entry Form with attached supporting documents to MCAO</li> <li>4. Schedule of rehearsal and contest proper</li> </ol>	

<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit official entry form together with the name of contestant/s	1.1 Receive and process entry form  1.2 Enlist the names of the Contestant/s in the official directory of participants  1.4 Screening and approval of entry form/s	N/A	1 day	Administrative Assistants  Project Coordinators  Project Coordinators: Senior Tourism Operations Officer Tourism Operations Officer I Administrative Officer II
2. Attendance during scheduled rehearsal and contest proper	1.1 Ensure that all set-up requirements of the venue are prepared	N/A	1 day	Project Coordinators: Senior Tourism Operations Officer



	and logistics are available			Tourism Operations Officer I Administrative Officer II
3. Submit documents needed for the processing of the cash prizes	3.1 Prepare all necessary documents for processing of cash prizes and incentives	N/A	3 - 5 days	Project Coordinators with the assistance of Administrative Aide IV Tourism Operations Assistant
	3.2 OIC to sign documents	N/A	10 - 30 minutes	Officer-In-Charge
	3.3 Processing of disbursement	N/A	1 - 2 months	Liaison Officer Administrative Aide II c/o Budget, Accounting, and Finance Departments
4. Updates on the status of documents/prizes	4.1 Follow up on the status of the documents, and comply is needed more actions to be undertaken	N/A	5 days - 2 months	Senior Tourism Operations Officer Administrative Officer II Admin. Aide II (Liaison Officer) Administrative Assistant II
5. Release of prizes	Inform winners to claim their prize at the Cash Division, 3rd Floor, Makati City Hall Main Bldg.	N/A	10 minutes– 1 hour	Administrative Aide II
	<b>TOTAL</b>		<b>4 months, 7 days, 1 hour, &amp; 30 minutes</b>	



#### 4. Museo ng Makati Exhibit

<b>Office or Division :</b>	Museum and Cultural Affairs Office
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	Use of Museo ng Makati for special events
<b>Who may avail :</b>	City Hall Departments/Offices and private organizations
CHECKLIST OF REQUIRMENTS	
WHERE TO SECURE	
<b>For Individual /Group</b>	
Letter of Request address to the Mayor and thru this office	
stating the purpose, date and time of use	
Valid Identification Card	
Provide maintenance/janitorial services during event	
proper and egress	

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request	1.1 Process letter	None	1 day	Admin. Officer
	1.2 Pencil book the date and time of the event			Planning Team Head
	1.3 Approval of request	None	1 day – 2 days (depend on the availability of approving officer)	Admin. Officer  Tourism Operations Assistant
				Mayor  OIC, MCAO
2. Follow up for confirmation /changes of the event date/time	2.1. Confirmation for the use of Museo and note changes, if necessary	None	1 day	Planning Team Head  Tourism Operations Assistant
3. Provide for maintenance/janitorial services	3.1 Prepare venue prior to event		1 day	Administrative Officer  Tourism Operations





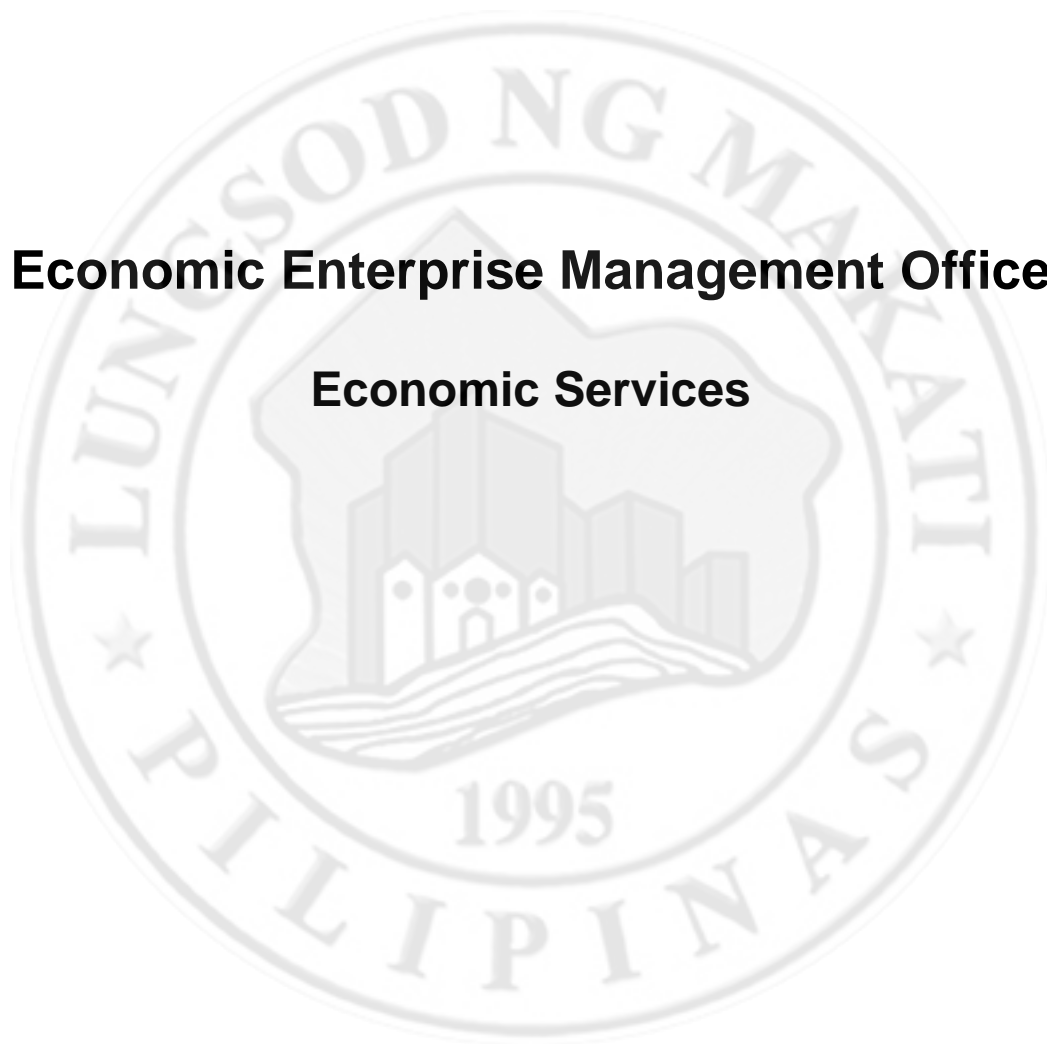
	3.2 Proper coordination with the maintenance/janitorial team		30 minutes – 1 hour	Assistant  Tourism Operations Assistant  Traffic Aide
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>		
How to send feedback	1. For general concerns, send feedback via email to <a href="mailto:mcao@makati.gov.ph">mcao@makati.gov.ph</a>	
How feedbacks are processed	1. Acknowledge receipt of feedback within 24 hours upon receipt excluding weekends 2. Feedbacks are presented to the OIC for evaluation and resolution	
How to file complaint	Write a letter to Maria Concepcion M. Yabut, OIC Museum and Cultural Affairs Office and have it received at the MCAO, 7th Flr., Makati City Hall Bldg. II, F. Zobel St., Makati City Hall Bldg. II or send via email to <a href="mailto:mcao@makati.gov.ph">mcao@makati.gov.ph</a>	
How complaints are processed	All complaints are to be further investigated and resolved within the employee level. If needed, the complaint will be escalated to the HRDO for resolution.	
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC : 8888 CCB : 0908-881-6565 (SMS)	
Office	Address	Contact Information
Museum and Cultural Affairs Office	7th Flr., Makati City Hall Bldg. II, f. Zobel St., Brgy. Poblacion, Makati City	(632)8896.2464 / 8895.8926 / 8896.0277 / 8870.1711 / 8870.1424



## **Economic Enterprise Management Office**

### **Economic Services**





## 1. Registration of New Weights and Measures Instruments

To ensure that all weighing scales use in Makati City are registered, tested, and calibrated yearly and to provide accurate weight of goods and to prevent fraudulent practices relative to weights and measure.

<b>Office or Division:</b>	Economic Enterprise Management Office – Market Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	- Every person before using instruments of weights and measures within the City of Makati.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Weights & measure instrument		Economic Enterprise Management Office		
Business Permit		Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Field Office Process</b>  1. Fill-out the registration form	1. Receive/Check the filled-out registration form  - Interview of owner/representative	<ul style="list-style-type: none"> <li>Refer to Article B. Section 4B.01</li> </ul>	3 minutes	Team I (Administrative Aide III)  Team II (Market Supervisor II)  Team III (Market Supervisor II)
2. Present and observe the inspection and testing of weights and measures instrument/s	2. Inspection and testing of weights and measures instrument		2 minutes          1 minute	Team IV (Market Inspector I)  Team V (Administrative Asst. III)



<p>Proceed to EEMO – 8<sup>th</sup> Floor, Bldg. 1, Makati City Hall and present order of payment</p>	<p><b>2a. Accurate Measurement:</b></p> <ul style="list-style-type: none"> <li>- Issue Order of Payment</li> <li>- Advise the Client to Proceed to EEMO – 8<sup>th</sup> Floor, Bldg. 1, Makati City Hall</li> </ul>		<p>2 minutes</p>	<p>(Administrative Aide III)</p>
<p>Return to EEMO – 8<sup>th</sup> Floor, Bldg. 1, Makati City Hall and present official receipt</p>	<p>Check and validate order of payment and instruct the client to proceed to the Misc., Fees and Taxes Division, 3<sup>RD</sup> Floor, Bldg. 1, Makati City Hall for payment</p> <ul style="list-style-type: none"> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul>		<p>1 minute</p>	<p>(Administrative Aide III)</p>
<p>Present the repaired/replaced weights and measures instruments for re-calibration</p>	<p><b>2b. Inaccurate Measurement:</b></p> <ul style="list-style-type: none"> <li>- Ineligible for registration</li> <li>- Advise the owner/representative for possible repair/replacement of the weights and</li> </ul>		<p>2 minutes</p>	<p>Team I (Administrative Aide III)</p> <p>Team II (Market Supervisor II)</p> <p>Team III (Market Supervisor II)</p> <p>Team IV (Market Inspector I)</p> <p>Team V (Administrative Asst. III)</p>



	measures instruments within 3 days		2 minutes	(Administrative Aide III)
	Re-test/Re-calibrate weights and measures instruments		1 minute	(Administrative Aide III)
Proceed to EEMO – 8 <sup>th</sup> Floor, Bldg. 1, Makati City Hall and present the order of payment	- Issue order of payment and advise the client to proceed to EEMO – 8 <sup>th</sup> Floor, Building 1, Makati City Hall			
Return to EEMO – 8 <sup>th</sup> Floor, Bldg. 1, Makati City Hall and present official receipt	Check and validate order of payment and instruct the client to proceed to Misc. Fees and Taxes Division, 3 <sup>rd</sup> Floor, Bldg. 1 Makati City Hall for payment		2 minutes	(Administrative Aide III)
Proceed to EEMO – 8 <sup>th</sup> Floor, Building 1 Makati City Hall and present violation notice	- Receive/Validate/Photo Copy Official Receipt and issue Sticker/s		1 minute	(Administrative Aide III)
	<b>2c. With Violation (unregistered)</b>			
	- Issue Violation Notice		9 minutes	
Return to EEMO – 8 <sup>th</sup> Floor, Bldg. 1, Makati City Hall and present official receipt	- Advise the client to proceed to EEMO – 8 <sup>th</sup> Floor, Building 1, Makati City Hall			



<p><b>Field Office Process:</b></p> <p><b>TOTAL:</b> (Accurate Measurement)</p>	<p>Check and validate notice of violation</p> <ul style="list-style-type: none"> <li>- Issue order of payment and instruct the client to proceed to Misc. Fees and Taxes Division, 3<sup>RD</sup> Floor, Bldg. 1 Makati City Hall for payment</li> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul>			
<p><b>TOTAL:</b> (Inaccurate Measurement)</p>			<p><b>8 minutes</b></p>	
<p><b>TOTAL:</b> (With Violation)</p>			<p><b>8 minutes</b></p>	
<p><b>B. Walk-in Client Process</b></p> <p>1. Fill-out the registration form</p>	<p>1. Receive/Check the filled-out registration form</p> <ul style="list-style-type: none"> <li>- Interview of owner/representative</li> </ul>	<p>None</p>	<p>3 Minutes</p>	<p>(Administrative Aide III)</p>
<p>2. Present and observe the inspection and testing of weights and measures instrument/s</p>	<p>2. Inspection and testing of weights and measures instruments</p> <p><b>2a. Accurate Measurement:</b></p> <ul style="list-style-type: none"> <li>- Issue Order of Payment</li> </ul>		<p>2 Minutes</p>	<p>(Administrative Aide III)</p>



<p>Return to EEMO – 8<sup>th</sup> Floor Makati City Hall and present official receipt</p>	<ul style="list-style-type: none"> <li>- Instruct the Client to Proceed to Misc. Fees and Taxes Division 3<sup>rd</sup> floor Bldg. 1, Makati City Hall for Payment</li> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul>		<p>1 minute</p>	<p>(Administrative Aide III)</p>
<p>Present the repaired/replaced weights and measures instruments for re-calibration</p>	<p><b>2b. Inaccurate Measurement:</b></p> <ul style="list-style-type: none"> <li>- Ineligible for registration</li> <li>- Advise the owner/representative for possible repair/replacement of weights and measures instruments within 3 days</li> </ul>		<p>2 minutes</p>	<p>(Administrative Aide III)</p>
<p>Return to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present official receipt</p>	<p>Re-test/Re-calibrate weights and measures instruments</p> <ul style="list-style-type: none"> <li>- Issue order of payment and instruct the client to proceed to the Misc., Fees and, Taxes Division, 3<sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment</li> </ul>		<p>1 minute</p>	<p>(Administrative Aide III)</p>



<p>Return to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present official receipt</p>	<ul style="list-style-type: none"> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li>   <li><b>2c. With Violation (Unregistered)</b></li> <li>Inform client of their violation and explain the provision of the ordinance</li>   <li>- Issue order of payment and instruct the client to proceed to the Misc., Fees and, Taxes Division, 3<sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment</li>   <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul>		<p>1 minute</p>	<p>(Administrative Aide III)</p>
<p><b>Walk-in Client Process</b></p> <p><b>TOTAL:</b> (Accurate Measurement)</p>			<p><b>6 minutes</b></p>	
<p><b>TOTAL:</b> (Inaccurate Measurement)</p>			<p><b>10 minutes</b></p>	
<p><b>TOTAL:</b> (With Violation)</p>			<p><b>7 minutes</b></p>	





**\*Article B. Fees for Sealing and Licensing of Weights and Measures**

**Section 4B.01 Imposition of Fees** – Every person before using instruments of weights and measures within the City of Makati shall first have them sealed and licensed annually and pay therefore to the City Treasurer the following fees:

a) For sealing linear metric measures:	Fees Per Annum
Not over one meter	Php45.00
Over one meter	Php60.00
b) For sealing metric instruments of weights with capacity of:	
15 kilograms or less .....	45.00
15 kilograms but not more than 30 kilograms....	75.00
Over 30 kgs but not more than 75 kgs.....	135.00
Over 75 kilograms .....	150.00
c) For sealing apothecary balance or other balances (scale that have a price value of Php10,000.00 or electronically operated) of precision:	
30 kilograms or less .....	270.00
Over 30 to 300 kilograms .....	450.00
Over 300 to 3,000 kilograms .....	750.00
Over 3,000 kilograms .....	900.00
d) For sealing scale or balance with complete set of weights:	
For each scale or balance with complete of weights for use therewith	
For each extra .....	15.00



## 2. Renewal of Registration of Weights and Measures Instruments

To ensure that all weighing scales being used in Makati City are renewed/registered, tested and calibrated yearly to provide accurate weight of goods and to prevent fraudulent practices relative to weights and measures.

<b>Office or Division:</b>	Economic Enterprise Management Office – Market Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	- Every person before using instruments of weights and measures within the City of Makati.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weight & measure instrument and Official Receipt last registered Business Permit		Provided by the Client  Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Field Office Process</b>  1. Fill-out the registration form	1. Receive/Check the filled-out registration form  - Interview of owner/representative	None	3 minutes	Team I (Administrative Aide III)  Team II (Market Supervisor II)  Team III (Market Supervisor II)  Team IV (Market Inspector I)  Team V (Administrative Asst. III)



<p>2. Present and observe the inspection and testing of the weights and measures instrument/s</p> <p>Proceed to the EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present order of payment</p> <p>Return to EEMO – 8<sup>th</sup> Floor, Bldg. 1, Makati City Hall and present official receipt</p>	<p>2. Inspection and testing of weights and measures instruments</p> <p><b>2a. Accurate Measurement:</b></p> <ul style="list-style-type: none"> <li>- Issue Order of Payment</li> <li>- Advise the Client to Proceed to the EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall</li> <li>- Check/Validate Order of Payment</li> <li>- Instruct Client to Proceed to the Misc. Fees and Taxes Division 3<sup>rd</sup> Floor Bldg. 1, Makati City Hall for Payment</li> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul>		<p>2 minutes</p> <p>2 minutes</p> <p>1 minute</p>	<p>(Administrative Aide III)</p> <p>(Administrative Aide III)</p>
	<p><b>2b. Inaccurate Measurement:</b></p> <ul style="list-style-type: none"> <li>- Ineligible for registration</li> <li>- Advise the owner/ representative for possible repair/ replacement of the</li> </ul>	<p>None</p>		



<p>Present the Repaired/Replaced weights and measures instruments for re-calibration</p>	<p>weights &amp; measures instruments within 3 days</p>		<p>2 minutes</p>	<p>(Administrative Aide III)</p>
	<p>Re-test/Re-calibrate the weights &amp; measures Instruments and instruct client to proceed to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall</p>		<p>2 minutes</p>	<p>(Administrative Aide III)</p>
<p>Proceed to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall</p>	<p>Check/Validate order of payment and advise the client to proceed to Misc., Fees and, Taxes Division, 3<sup>rd</sup> Floor, Bldg. 1, Makati City Hall for payment</p>		<p>1 minute</p>	<p>(Administrative Aide III)</p>
<p>Return to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present official receipt</p>	<p>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</p>		<p>2 Minutes</p>	<p>Team I (Administrative Aide III)</p> <p>Team II (Market Supervisor II)</p> <p>Team III (Market Supervisor II)</p> <p>Team IV (Market Inspector I)</p> <p>Team V (Administrative Asst. II)</p>
	<p><b>2c. with Violation:</b> Tampered/Expired</p> <p>- Issue Violation Notice</p> <p>- Advise the client to proceed to the EEMO- 8<sup>th</sup> Floor, Bldg. 1, Makati City Hall</p>		<p>2 minutes</p>	<p>(Administrative Aide III)</p>



<p>Proceed to EEMO – 8<sup>th</sup> Floor, Building 1 Makati City Hall and present the violation notice</p> <p>Return to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present official receipt</p>	<p>Check/Validate violation notice and issue order of payment</p> <p>- Instruct the client to proceed to the Misc., Fees and, Taxes Division, 3<sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment</p> <p>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</p>		<p>1 minute</p>	<p>(Administrative Aide III)</p>
<p><b>Field Office Process:</b></p> <p><b>TOTAL:</b> (Accurate Measurement)</p>			<p><b>8 minutes</b></p>	
<p><b>TOTAL:</b> (Inaccurate Measurement)</p>			<p><b>10 minutes</b></p>	
<p><b>TOTAL:</b> (With Violation)</p>			<p><b>10 minutes</b></p>	
<p><b>B. Walk-in Client Process</b></p> <p>1. Fill-out the registration form</p>	<p>1. Receive/Check the filled-out registration form</p> <p>- Interview of owner/ representative</p>		<p>3 minutes</p>	<p>(Administrative Aide III)</p>



2. Present and observe the testing of weights and measures instrument/s	2. Inspection and testing of weights and measures instruments	None	2 minutes	(Administrative Aide III)
Return to EEMO – 8 <sup>th</sup> Floor, Building 1, Makati City Hall and present official receipt	<b>2a. Accurate Measurement:</b>			
	- Issue order of payment and instruct the client to proceed to the Misc., Fees and Taxes Division, 3 <sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment		1 minute	(Administrative Aide III)
	- Receive/Validate/Photo Copy Official Receipt and issue Sticker			
	<b>2b. Inaccurate Measurement:</b>			
	- Ineligible for registration			
	- Advise the owner/ representative for possible repair/ replacement of the W & M within 3 days		2 minutes	(Administrative Aide III)
- Present the Repaired/Replaced weights & measures instruments to EEMO-8 <sup>th</sup> Floor, Building 1, Makati City Hall	- Re-test/Re-calibrate the weights & measures Instruments			
	- Issue order of payment and instruct the client to proceed to the Misc., Fees and Taxes Division, 3 <sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment		1 minute	(Administrative Aide III)



<p>Return to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present the official receipt</p>	<ul style="list-style-type: none"> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul> <p><b>2c. with Violation:</b></p> <p><b>Tampered/Defective/Expired</b></p> <ul style="list-style-type: none"> <li>- Issue order of payment with corresponding penalty and instruct the client to proceed to Misc., Fees and Taxes Division, 3<sup>rd</sup> Floor, Bldg. 1, Makati City Hall for payment</li> </ul>		<p>1 minute</p>	<p>(Administrative Aide III)</p>
<p>Return to EEMO – 8<sup>th</sup> Floor Makati City Hall and present the official receipt</p>	<ul style="list-style-type: none"> <li>- Receive/Validate/Photo Copy Official Receipt and issue Sticker</li> </ul>			
<p><b>Walk-in Client Process</b></p> <p><b>TOTAL:</b> (Accurate Measurement)</p>			<p><b>6 minutes</b></p>	
<p><b>TOTAL:</b> (Inaccurate Measurement)</p>			<p><b>8 minutes</b></p>	
<p><b>TOTAL:</b> (With Violation)</p>			<p><b>6 minutes</b></p>	



### 3. Bi-Monthly Calibration of Gasoline Dispensing Pumps

To protect the welfare of the motorists from short changing against erring operators of gasoline stations.

<b>Office or Division:</b>	Economic Enterprise Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Owner of Gasoline Stations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Gasoline dispensing pumps		All Gasoline Stations in Makati City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment from the EEMO's assigned personnel	- Issue Order of Payment - Advise the client to proceed to Misc., Fees and Taxes Division, 3 <sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment	<ul style="list-style-type: none"> <li>Refer to Article B. Section 4B.02</li> </ul>	2 minutes	(Administrative Aide III)
2. Return to EEMO – 8 <sup>th</sup> Floor, Building 1, Makati City Hall and present the official receipt	- Receive/Validate/Photo Copy Official Receipt and schedule the calibration		1 minute	(Administrative Aide III)
3. Observe the inspection, calibration and sealing of dispensing pumps	- Inspect and calibrate the dispensing pumps using a ten-liter calibrating bucket.  <b>3a. Accurate Measurement:</b>		2 minutes  3 minutes	Team I (Administrative Aide III)  Team II (Market Supervisor II)





	<ul style="list-style-type: none"> <li>- Seal the adjustment control of the pump using roto seal (with serial number and Makati City logo).</li> <li>- Issue Certificate of Registration</li> </ul> <p><b>3b. Inaccurate Measurement</b></p> <ul style="list-style-type: none"> <li>- Inform the manager /supervisor of the gasoline station for re-calibration, re-adjustment and re-sealing of dispensing pumps.</li> <li>- Advise the client to proceed to Misc., Fees and Taxes Division, 3<sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment of re-calibration fee.</li> </ul>		<p>3 minutes</p>	<p>Team III (Market Supervisor II)</p> <p>Team IV (Market Inspector I)</p> <p>Team V (Administrative Asst. III)</p>
<p>4. Return to EEMO – 8<sup>th</sup> Floor, Building 1, Makati City Hall and present the official receipt</p>	<ul style="list-style-type: none"> <li>- Receive/Validate/Photo Copy Official Receipt</li> <li>- Schedule the re-calibration of dispensing pumps.</li> <li>- Re-Calibrate dispensing pumps seal the adjustment valve of the pump with</li> </ul>		<p>1 minute</p> <p>15 minutes</p>	<p>(Administrative Aide III)</p> <p>Team I (Administrative Aide III)</p> <p>Team II (Market Supervisor II)</p>



	roto seal with serial # and Makati city hall logo  - Issue certificate of Registration			Team III (Market Supervisor II)  Team IV (Market Inspector I)  Team V (Administrative Asst. III)
	<b>TOTAL:</b> (Accurate Measurement)		<b>8 minutes</b>	
	<b>TOTAL:</b> (Inaccurate Measurement)		<b>24 minutes</b>	

**Section 4B.02 Gasoline Station Dispensing pumps** – Operators/owners of gasoline station shall have their dispensing pumps calibrated/registered in a bi-monthly basis and pay therefore to the City Treasurer the following prescribed fees:

**a) For sealing metric measures of capacity:**

Not over ten liters .....	Php	30.00
Over ten liters .....		40.00

That the City Government is hereby authorized to conduct “on the spot” calibration/inspection of all dispensing pumps.

For each and every re-testing and re-sealing of weights and measures instruments outside the office upon request of the owner or operator, an additional service charge of Fifteen Pesos (Php15.00) for each instrument shall be collected. Therefore, it is required that all gasoline stations in Makati to have all their dispensing pumps used in the performance of their business be calibrated and registered.

**Penalty for violation of this article shall be as follows:**

- First Offense - Fine of Php3,000.00
- Second Offense - Fine of Php6,000.00
- Third Offense - Fine of Php10,000.00 and closure of the said establishment



#### 4. Awarding of Contract of Lease of Market Stalls/Booths

To provide affordable rental fees of stall/booth to all interested Makati residents. This is a Three (3) Year Contract of Lease of Market Stall/Booth.

<b>Office or Division:</b>	Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Any person: 21 years of age or more, not legally incapacitated, desiring to lease the stall			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished and notarized application (3 pcs.)		EEMO-Makati City Hall		
2. Barangay Clearance		Barangay Hall		
3. Cedula		Barangay Hall		
4. Applicant's Bio-Data		Provided by the Applicant		
5. Letter of Intent (Kinds of Goods Sell)		Provided by the Applicant		
6. 1 x 1 Picture (3 pcs.)		Provided by the Applicant		
7. Long Brown Envelope		Provided by the Applicant		
8. Voter's Certificate		Comelec		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Application Form and checklist of requirements.	1. Interview of applicant, release of application form and checklist of requirements.	None	2 minutes	Poblacion Public Market (Market Supervisor II)
2. Submit duly accomplished application form and requirements.	2. Receive the accomplished application form and the attached requirements. - Issue Order of Payment for the Application Fee and advise the client to proceed to Misc. Fess & Taxes Division 3 <sup>rd</sup> Floor, Makati	₱50.00	2 minutes	Poblacion Public Market (Market Supervisor II)



	City Hall for payment.			
3. Return to EEMO Office 8 <sup>th</sup> Floor, Makati City Hall and present the Official Receipt.	<p>3. Receive, check and photocopy the Official Receipt.</p> <p>3.1 Review/evaluate application and the attached requirements.</p> <p>- If qualified, proceed to Step No. 4</p> <p>(If there is more than one (1) qualified applicant conduct drawing of lots)</p>	None	2 minutes	Head, Market Division (Market Supervisor V)
4. Attend Orientation	4. Conduct orientation on Market House Rules and Regulations and Provisions of the Contract	None	30 minutes	Head, Market Division (Market Supervisor V)
5. Secure Order of Payment for One (1) Month Advance Stall Rental Fee.	5. Issue Order of Payment and instruct the client to proceed to Misc. Fess & Taxes Division 3 <sup>rd</sup> Floor, Makati City Hall for payment	One (1) month advance	2 minutes	(Administrative Aide III)



6. Return to EEMO – Satellite office (Poblacion Public Market/Cembo Talipapa) and present the Official Receipt.	6. Receive and record payment.		1 minute	Poblacion Public Market (Market Supervisor II)
7. Signing of Contract of Lease	7. Endorsement of Contract of Lease Application Form and other requirements to the City Administrator for approval/ signing.	Notarial Fee Php50.00	10 days	OIC-Economic Enterprise Management Office
8. Receive the copy of Contract of Lease	8. Execute the Contract of Lease		1 minute	Poblacion Public Market (Market Supervisor II)  (Market Supervisor V) Market Division Head
<b>TOTAL:</b>		Php 100.00	<b>10 days and 40 minutes</b>	



## 5. Payment for Stall Rental of Poblacion Public Market and CemboTalipapa

<b>Office or Division:</b>	Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Stallholders of Poblacion Public Market and CemboTalipapa.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment for Monthly Rental		Poblacion Public Market Satellite Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure order of payment from EEMO – Satellite office (Poblacion Public Market/Cembo Talipapa)	1. Issue Order of Payment and advise the client to proceed to Misc., Taxes and, Fees Div. 3 <sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment.	None	2 minutes	Poblacion Public Market (Administrative Aide I)  Cembo Talipapa (Administrative Aide III)
2. Return to EEMO – Satellite office (Poblacion Public Market/Cembo Talipapa) and present the Official Receipt.	2. Record payment and photocopy the official receipt.	None	1 minute	Poblacion Public Market (Administrative Aide I)  Cembo Talipapa (Administrative Aide III)
<b>TOTAL:</b>		Amount of the stall rental fee	<b>3 minutes</b>	



## 6. Payment for Electric and Water Bill of Poblacion Public Market and CemboTalipapa

<b>Office or Division:</b>	Economic Enterprise Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may avail:</b>	Stallholders of Poblacion Public Market and CemboTalipapa.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment		Poblacion Public Market Satellite Office		
2. Electric/Water Reading/Billing		Poblacion Public Market Satellite Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the electric/water reading/billing.	1. Check, verify and photocopy the electric/water reading/billing.  1.1 Issue Order of Payment and instruct the client to proceed to Misc., Taxes and, Fees Div. 3 <sup>rd</sup> Floor Bldg. 1, Makati City Hall for payment.	None	2 minutes	Poblacion Public Market (Market Supervisor II)
2. Return to EEMO – Satellite office (Poblacion Public Market/Cembo Talipapa) and present the original copy of the Official Receipt (OR).	2. Record payment and photocopy the official receipt.	None	2 minutes	Poblacion Public Market (Administrative Aide I)  Cembo Talipapa (Administrative Aide III)
<b>TOTAL:</b>		Amount of the electric/water bill	<b>4 minutes</b>	



## 7. Makati Homes Housing Application and Signing of Lease Contract

To provide decent and affordable housing units to all qualified applicants (Makati City Government employees and non-Makati City Government employees).

<b>Office or Division:</b>	Economic Enterprise Management Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Makati City Government employee for Makati Homes 1 – Tejeros and Makati City Residents for Makati Homes 2 – Rizal		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Government Service Insurance System (GSIS) Policy/UMID (for government employees or Social Security System (SSS) Identification Card (for private employees)	Government Service Insurance System (GSIS) or Social Security System (SSS)		
2. Certificate of Employment (COE)	Human Resource Development Office – 9 <sup>th</sup> Floor, New Makati City Hall Bldg. 1 or Applicant's Employer or Human Resource Development Office		
3. Marriage Certificate or Affidavit of Live-in	Civil Registration Office (CRO) – 3 <sup>rd</sup> Floor, New Makati City Hall Bldg. 1 or Philippine Statistics Authority (PSA)		
4. Applicant's Birth Certificate	Civil Registration Office (CRO) – 3 <sup>rd</sup> Floor, New Makati City Hall Bldg. 1 or Philippine Statistics Authority (PSA)		
5. Income Tax Return (ITR)	Accounting Department – 4 <sup>th</sup> Floor, New Makati City Hall Bldg. 1 or Bureau of Internal Revenue (BIR)		
6. Voter's Certificate	Commission on Elections (COMELEC)		
7. Community Tax Certificate (Cedula)	Miscellaneous Taxes, Fees and Charges Division – 3 <sup>rd</sup> Floor, New Makati City Hall Bldg. 1		
8. Barangay Certificate	Applicant's Barangay Hall		
9. Applicant's Family Picture	Applicant himself/herself		
10. One (1) Month Pay slip/Proof of Income	Cash Division, 3 <sup>rd</sup> Floor New Makati City Hall, Bldg. 1/Applicant's Employer		





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and checklist of requirements	1. Interview the applicant and release application form & checklist of requirements	None	2 minutes	(Administrative Aide III)  (Housing and Homesite Regulation Officer I)
2. Submit duly accomplished application form and requirements	2. Receive and evaluate the application	None	2 minutes	(Housing and Homesite Regulation Officer I)
3. Attend Raffle	3. Draw name from the list of qualified applicants placed in tamblo	None	2 minutes	(Officer-in-Charge, EEMO)
4. Attend orientation	4. Conduct orientation on the House Rules and Regulation and provisions of the Lease Contract	None	30 minutes	(Administrative Aide III)  (Housing and Homesite Regulation Officer I)
5. Secure Order of Payment	5. Issue Order of Payment and instruct the client to proceed to Misc., Taxes and, Fees Div. 3 <sup>rd</sup> Floor Bldg.	Amount of two (2) mos. deposit and one (1) month advance	1 minute	(Administrative Aide III)  (Housing and Homesite Regulation Officer I)



	1, Makati City Hall for payment.			
6. Present/show the original copy of the Official Receipt (OR) and submit photocopy of the OR to EEMO Housing Division	6. Record payment details (Official Receipt Number, Date and Amount of Deposit) in the Lessee's Index Card and attach the photocopied OR in the lessee's folder/file.	None	1 minute	(Administrative Aide III)  (Housing and Homesite Regulation Officer I)
7. Sign the following documents: a.) Lease Contract b.) House Rules and Regulation c.) Salary Deduction Authorization (for Makati City Government employee-lessee)	7. Execute the Lease Contract and forward/endorse the same to Law Department for notary.	Notarial Fee: ₱20.00	2 minutes	(Housing and Homesite Regulation Officer I)  (Officer-in-Charge, EEMO)  Law Department
8. Secure copy of the following documents: a.) Lease Contract b.) House Rules and Regulation	8. Provide copy of the Lease Contract, House Rules and Regulation and Salary Deduction Authorization	None	1 minute	(Administrative Aide III)  (Housing and Homesite Regulation Assistant)



c.) Salary Deduction Authorization (for Makati City Government employee-lessee)				(Officer-in-Charge, EEMO)
<b>TOTAL:</b>		Amount equivalent to two (2) months rental deposit and one (1) month advance  Notarial Fee: ₱20.00	<b>41 minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Send feedback to <a href="mailto:eemo.makati.gov.ph@gmail.com">eemo.makati.gov.ph@gmail.com</a> or; Visit Economic Enterprise Management Office (EEMO) at 8th floor, Makati City Hall, J.P. Rizal St.; Call 8899-89-65 Client Satisfaction Measurement (CSM) Form available at Economic Enterprise Management Office (EEMO)
How feedback is processed	All feedback is compiled, analyzed, and used as basis for improvement of services.
How to file a complaint	Make a written complaint and send to the EEMO or send through email at <a href="mailto:eemo.makati.gov.ph@gmail.com">eemo.makati.gov.ph@gmail.com</a> or call 8899-89-65
How complaints are processed	Complaints are verified, investigated, analyzed and dealt with accordingly within 1-2 days upon receipt of the same.
Contact Information of	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC : 8888 CCB : 0908-881-6565 (SMS)

OFFICE	ADDRESS	CONTACT INFORMATION
Economic Enterprise Management Office (EEMO)	EEMO, 8 <sup>th</sup> floor Makati City Hall Bldg. 1, F. Zobel St., Brgy. Poblacion Makati City.	8899-8965



**Makati Cooperative Development Office  
(MCDO)**

**Economic Services**





## 1. Orientation/Seminars/Training, Financial Assistance, Livelihood

Promote the value of savings habit and the importance of organizing cooperatives and savers center, also to identify and address the possible risks of cooperatives in their operation, and provide technical assistance to registered and operating cooperatives.

<b>Office or Division:</b>	Makati Cooperative Development Office (MCDO)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business G2C – Government to Citizen			
<b>Who may avail:</b>	Cooperatives; Savers Centers; People's Organizations; Associations; Other Organizations; Makatizens only			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request		From requesting group/s		
<b>Client Steps</b>	<b>AGENCY ACTIONS</b>	<b>Fees to be paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
1. Client forwards request to MCDO for cooperatives and savers centers orientation/ organization/ trainings.	1. MCDO receives Letter of Request from clients	None	10 minutes	Cooperative Development Specialist I
Letter of Request should include: <ul style="list-style-type: none"> <li>Name of requesting client/ Person or Group/s</li> <li>What specific seminar/training client requests</li> <li>Place, Date and Time of Cooperative seminar/training</li> <li>Addressed to Office of the Mayor, Attention Head of Office (MCDO)</li> </ul>	Head of Office addresses the request depending on the availability of trainers based on the request	None	1 Day	Senior Cooperative Development Specialist  Office Head
	1.1 For Orientation/ Seminars/ Trainings: Before the actual conduct of seminar consultant /facilitator conducts ocular inspection of the venue and prepare list of materials and	None	Immediately after evaluation of the request	Senior Cooperative Development Specialist  Cooperative Development Specialist II  Cooperative Development Specialist I



	training equipment needed.			Administrative Aide IV Administrative Aide II
	1.2 Actual conduct of orientation/Seminar/ Training	None	4 Hours	Senior Cooperative Development Specialist  Cooperative Development Specialist II  Cooperative Development Specialist I  Office Head
2. Primary Cooperatives apply for loans assistance	2. MCDO receives Letter of Request from clients	None		Cooperative Development Specialist I
3. Letter of request of primary cooperatives applying for loan assistance	3. Orient primary cooperatives re: requirements for availing the Cooperative Livelihood Loan Assistance Program (CLLAP)	None	30 Minutes	Senior Cooperative Development Specialist
	Requirements for CLLAP: <ul style="list-style-type: none"> <li>• Certificate of Registration</li> <li>• Articles of Cooperation</li> <li>• By-Laws</li> <li>• Certificate of Compliance</li> <li>• Financial Statement (2 years)</li> <li>• Business Permit</li> <li>• Board Resolution authorizing the Chairperson to sign documents</li> </ul>	None	3 Days	Senior Cooperative Development Specialist



	<ul style="list-style-type: none"> <li>• Promissory note sign by all Board of Directors (BOD)</li> <li>• Biodata of all BOD and Officers with pictures</li> <li>• Treasurer's certification on members paid-up capital</li> <li>• Project Proposal</li> <li>• Notarized memorandum of agreement to include penalty on default payment</li> <li>• Secretary certificate</li> </ul>			
	3.1 Assigned staff evaluates submitted documents	None	3 Days	Senior Cooperative Development Specialist
	3.2 Re-evaluates documents and endorse to the committee on cooperatives	None	2 Days	Office Head
	3.3 Approval of City Resolution authorizing the City Mayor to sign the contract	None	after second and final reading	Senior Cooperative Development Specialist
	3.4 Signing of Memorandum of Agreement (MOA) and release of financial assistance, photo ops	None	Within the scheduled day	Office Head





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Seminars-Training provide evaluation form.
How feedbacks are processed	Evaluation will be processed within 5 days; results of feedbacks will serve as reference for our technical assistance to cooperatives and savers centers
How to file a complaint	Clients who want to file a complaint may coordinate with the area coordinator immediately thru text, messenger, viber, calls, e-mail and/or in writing.
How complaints are processed?	Complaints are addressed immediately through a scheduled meeting with the complainant, the area coordinator, Division Head, and the Head of Office. Also, through continuous monitoring of the implementation of solution/s by the area coordinator.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Makati Cooperative Development Office	5F New Makati City Hall Building I, Makati City	8899-90-49 / 8870-1231 / 8870-1237 / 8870-1238



**Public Employment Service Office**

**Economic Services**





## 1. EMPLOYERS ACCREDITATION

Employers availing of the various FREE services provided by the Makati-Public Employment Service Office (PESO) has to undergo registration/ accreditation. Available services for them are: posting of job vacancies, privilege to view information of interested applicants for their posted vacancies, referrals of daily walk-in or online job applicants, and participation in the Job fair events of the City Government through Makati-PESO. They can choose or opt to avail both types of Job fairs that the PESO offers. The Mega Job Fair, for more than ten (10) up to fifty (50) employers, are conducted twice a year while the In-house Job Fair, for more than one (1) and less than five (5) employers, is conducted twice a month.

<b>Office or Division:</b>	PESO - Employment Information and Promotion Division	
<b>Classification:</b>	Complex with Multi-stage Processes	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	Employers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of Intent addressed to PESO manager (1 original)	Employer	
2. Employer Registration Form (1 original)	PESO-EIPD	
3. Data Privacy Consent Form (1 original)	PESO-EIPD	
4. Business Permit (1 photocopy)	Employer from LGU where company is located	
5. BIR Certificate of Registration BIR Form 2303 (1 photocopy)	Employer, BIR	
6. Certificate of No Pending Case recently issued (1 photocopy)	DOLE Regional Office where company is located	
7. SEC Registration (1 photocopy)	Securities and Exchange Commission	
8. DOLE Registry of Establishment (1 photocopy)	DOLE Regional Office / Field Office	
9. License (whichever applies): 9.1. DOLE D.O. 174 Certificate of Registration - for Local Manpower (1 photocopy); 9.2. DMW / POEA License - for Overseas Manpower (1 photocopy); 9.3. CDA Membership – for Cooperative (1 photocopy)	DOLE Regional Office / Field Office; Department of Migrant Workers / POEA; Cooperative Development Authority	
10. Proof of Philjobnet membership / registration. (1 photocopy)	DOLE - Philjobnet.gov.ph	
11. List of Vacancies (detailed information for Makati deployment area only on PESO forms) (1 original)	PESO-EIPD/Employer	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements personally to PESO Office or through email address eipd.pesomakati@gmail.com.	1. Evaluate and assess the submitted requirements; 1.1. If the requirements are complete, proceed to Step no. 2; 1.2. If the requirements are incomplete, the Employer must comply with the submission of the lacking documents.	None	30 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office
2. Submit compliance for incomplete requirements.	2. Encode Employer information to Makati PESO Employment Information System (PEIS).	None	15 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office
3. Wait for PESO reply and invitation for Employers Orientation within three (3) days	3. Notify the Employer regarding the status of accreditation and schedule of Employers Orientation	None	3 Days	<i>Labor and Employment Officer III</i> Public Employment Service Office
4. Attend the scheduled Employers Orientation	4. Conduct Employers orientation for those who have completed their requirements	None	1 Hour	<i>Labor and Employment Officer III</i> Public Employment Service Office
5. Wait for PESO notification as to the scheduled release of the Certificate of Accreditation.	5.1. Prepare and print Certificate of Accreditation 5.2. Approval and signing of Certificate of Accreditation	None	1 Day	<i>Labor and Employment Officer III</i> <i>PESO Manager/OIC</i> Public Employment Service Office



6. Receive Certificate of Accreditation / Registration.	6.1. Release the Certificate of Accreditation through email or face to face.	None	5 Minutes	Labor and Employment Officer III Public Employment Service Office
	6.2. Compile Employer documents (hard and soft copy).	None	5 Minutes	Labor and Employment Officer III Public Employment Service Office
<b>TOTAL</b>		None	4 Days 1 Hour 55 Minutes	

## 2. JOB REFERRAL/ PLACEMENT PROGRAM

A local employment assistance program extended for our walk-in or online jobseekers, through the issuance of referral or recommendation letters to accredited private companies. The program also involves the monitoring/ tracking of referred applicants, if they had been hired. Jobseekers can avail of the service until such time that they were hired by our partner employers.

<b>Office or Division:</b>	PESO - Employment Information and Promotion Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Makati & Non-Makati Job Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Bio-data / Resume (1 original / photocopy)		Job Applicant		
2. NSRP Form (1 original)		PESO-EIPD		
3. Data Privacy Consent Form (1 original)		PESO-EIPD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. a) Fill-up NSRP and Data Privacy Consent forms and submit to PESO together with Resume personally or; b) Register online and upload Resume through a link provided at the	1. Review the completeness of entries on all submitted forms.	None	15 Minutes	Labor and Employment Officer III Public Employment Service Office



MyMakati Facebook page				
2. Wait for notice or instruction from Makati PESO	2. Encode Job Applicant's Information on the PESO Employment Information System (PEIS).	None	10 Minutes	Labor and Employment Officer III Public Employment Service Office
3. Submit new or updated requirements for subsequent referral and wait for notification.	3. Conduct job matching of applicants qualifications with the specified requirements of the solicited job vacancies and schedule for job coaching.	None	15 Minutes	Labor and Employment Officer III Public Employment Service Office
	3.1. If the job applicant qualify for the preferred job vacancy, prepare email notification as to the schedule of Job Coaching / Counseling.			
	3.2. If the job applicant is not qualified for the preferred job vacancy, conduct another job matching with other existing vacancies.			
	3.3. If the applicant is not qualified for any job vacancy, refer to other PESO programs available.			



4. Follow instructions on received notification or email and submit self for job coaching/ counseling.	4. Conduct job coaching/ counseling, prints referral/ recommendation letter for signature of Officer.	None	30 Minutes	Labor and Employment Officer III Public Employment Service Office
5. Wait for the release of referral / recommendation letter from Makati PESO.	5. Release the referral/ recommendation letter to the applicant.	None	5 Minutes	Labor and Employment Officer III Public Employment Service Office
6. Secure copy of referral/ recommendation letter, proceed to the company and submit for job interview. If the applicant is not hired, they can avail the service once again. Proceed to Step no. 3.	6. Follow-up Employer and applicant for job placement status monitoring.	None	2 Minutes	Labor and Employment Officer III Public Employment Service Office
<b>TOTAL</b>		None	1 Hour and 17 Minutes	

### 3. IN-HOUSE JOB FAIR

A regular local employment assistance being conducted in partnership with DOLE and accredited private companies undertaken by the Public Employment Service Office (PESO) twice a month within the vicinity near PESO Office, for more than one (1) up to four (4) employers.

<b>Office or Division:</b>	PESO - Employment Information and Promotion Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Makati & Non-Makati Job Applicants	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Bio-data / Resume (1 original and 1 photocopy)		Job Applicant
2. NSRP Form (1 original copy)		PESO-EIPD
3. Data Privacy Consent Form (1 original copy)		PESO-EIPD



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Makati PESO Office or My Makati App / Facebook Official page	1. Solicit job vacancies and Invite accredited active employers to participate. Assist in securing DOLE Job fair clearance and setting of Schedule.	None	12 Days	<i>Labor and Employment Officer III</i> Public Employment Service Office
2. If personal filing at Makati PESO, fall-in-line, secure and fill-up NSRP, Data Privacy Consent and Applicant Status Forms. If thru online, follow instruction on the link provided on the My Makati Facebook page.	2.1. Facilitate the registration of job applicants, collect the filled-up NSRP and Data Privacy Consent form, and conduct the job matching. 2.2 Guide applicant to potential employer/s.	None	20 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office
3. Submit Resume to the attending HR personnel.	3. Monitors the status of applications.	None	10 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office <i>Company Interviewer</i> (for the interview)
4. Wait for the feedback from employer.	4. Prepare the Post In-house Job Fair Report the day after and the Job Placement Monitoring of hired applicants after two weeks. Encodes applicant's information on PEIS.	None	14 Days	<i>Labor and Employment Officer III</i> Public Employment Service Office
<b>TOTAL</b>		None	15 Days and 30 Minutes	





#### 4. MEGA JOB FAIR

A local employment assistance activity being conducted in partnership with DOLE and accredited private companies held twice a year. Mega Job Fair are often participated by more than ten (10) employers to around fifty (50) employers.

<b>Office or Division:</b>	PESO - Employment Information and Promotion Division			
<b>Classification:</b>	Complex with Multi-stage of Processes			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Makati & Non-Makati Job Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Bio-data / Resume (1 original copy and 1 photocopy)			Job Applicant	
2. NSRP Form (1 original copy)			PESO-EIPD	
3. Applicant Status Form (1 original copy)			PESO-EIPD	
4. Data Privacy Consent Form (1 original copy)			PESO-EIPD	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit Makati PESO Office or My Makati App / Facebook Official page	1. Solicit job vacancies and invite accredited active employers / process permit/ clearance of participating companies prior to Mega Job Fair event.	None	10 Days	<i>Labor and Employment Officer III</i> Public Employment Service Office
2. If personal filing at the venue, fall-in-line, secure and fill-up NSRP, Data Privacy Consent and Applicant Status Form. If thru online, follow instruction on the link provided on the My Makati Facebook page.	2. Facilitate the on line registration and filling up of application by walk-in jobseekers.	None	15 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office
3. Enter the job fair area and search for preferred employer/s. <i>(Reminder: Ensure that Employer's Representatives accomplishes the Applicant's Status Form.)</i> Click the employer's link, if online application.	3. Guide applicants to their potential employers.	None	5 Minutes	<i>Labor and Employment Officer III</i> Public Employment Service Office



4. Submit Resume to the attending HR Personnel for interview.	4. Monitors status of hired on the spot (HOTS) Job applicants.	None	5 Minutes	<i>Employer Interviewer (for the interview) Labor and Employment Officer III Public Employment Service Office</i>
5. Submit the Applicant Status Form to assigned PESO staff at the exit.	5. Collect the Applicant Status Form at the exit.	None	1 Minute	<i>Labor and Employment Officer III Public Employment Service Office</i>
	6. Prepare post Mega Job Fair report the following day and job placement monitoring report in two weeks.	None	14 Days	<i>Labor and Employment Officer III Public Employment Service Office</i>
<b>TOTAL</b>		None	24 Days and 26 Minutes	



## 5. ISSUANCE OF NO OBJECTION CERTIFICATE (NOC)

A certificate required before all land-based and sea-based overseas licensed recruitment/manning agencies in the country can be issued with Special Recruitment Authority (SRA) by then Philippine Overseas Employment Authority (POEA) now Department of Migrant Workers (DMW). Since the newly created Department was still on its transition phase the POEA Memorandum Circular No. 2, Series of 2015 *"No Objection Certificate"* is still being implemented, it is the requirement that the recruitment/manning agency should comply before they can conduct their special recruitment activities outside of the address stated in their license or acknowledged additional offices.

<b>Office or Division:</b>	PESO - Labor Relations Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Overseas Employment Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent addressed to PESO Manager (1 original)			Employer	
2. Employer Registration Form (1 original)			PESO - LRD	
3. Data Privacy Consent Form (1 original)			PESO - LRD	
4. Business Permit (1 photocopy)			Employer/LGU (business location)	
5. BIR Certificate of Registration BIR Form 2303 (1 photocopy)			Employer, BIR	
6. DMW / POEA License - for Overseas Manpower (1 photocopy)			Department of Migrant Workers / Philippine Overseas Employment Authority;	
7. Approved Job Orders (1 photocopy)			Employer	
8. Copy of Approved DMW/ POEA Job Orders (1 photocopy)			Employer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements through email or personally to the PESO Office.	1. Evaluate and assess the submitted requirements; 1.1. If complete, proceed to process no. 2; 1.2. If incomplete, advice to complete the requirements, for online application prepare reply for the immediate submission of the necessary documents	None	10 Minutes	Senior Labor and Employment Officer Public Employment Service Office
2. Submit compliance for incomplete requirements.	2. Conduct verification from the updated DMW list of Licensed Recruitment Agencies	None	10 Minutes	Senior Labor and Employment Officer



	and Approved Job Orders.			Public Employment Service Office
3. Wait for notification as to the date of release of "NOC".	3.1. Process submitted documents and report result of verification/ review to PESO Manager/ OIC. Printing of No Objection Certificate (NOC). 3.2. Approval of PESO Manager/OIC for the NOC.	None	1 Day	Senior Labor and Employment Officer Public Employment Service Office  PESO Manager/OIC
	4. Issue Notice for the scheduled release of NOC.	None	5 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	5. Encode Employer information to Makati PESO Employment Information System (PEIS).	None	5 Minutes	
4. Receive NOC.	6. Release NOC and compile Employer's documents (hard and soft copy).	None	5 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	<b>TOTAL</b>	None	1 Day and 35 Minutes	



## 6. MAKATI INTERNSHIP PROGRAM (MIP) Formerly MAKATI-GIP

Is a temporary Youth Employment Program fully funded by the City Government of Makati and some National Government Offices within the City Hall. The said program is the localized version of the Department of Labor and Employment (DOLE) Government Internship Program (GIP) which aims to provide opportunities for young workers to serve in government agencies/entities' projects and programs at the national and local level. This is not a long engagement but it provides gainful employment for Makatizen Students and Out-of-school Youths aged eighteen (18) to thirty (30) years old, and allows them to experience serving the general public. The Makati Internship Program, MIP for short, is a program that addresses the unemployment problem in the City by helping our youth to be productive and be exposed in the field of work while studying or after graduation. The engagement covers a minimum of three (3) months to a maximum of six (6) months with 22 working days per month based on the approved project by the Local Chief Executive.

<b>Office or Division:</b>	PESO - Employment Services Division	
<b>Classification:</b>	Complex – with Multi-stage processes	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Makati Residents - Students and Out-of-School Youth (OSY)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Fully accomplished GIP Application Form (1 original copy)	PESO-ESD	
2. Passport size picture with white background (1 original copy)	GIP Applicant	
3. Valid Government Issued ID (1 photocopy)	GIP Applicant	
4. PSA issued Birth Certificate (1 photocopy)	PSA	
5. DIPLOMA / Transcript of Records (TOR) / Certificate of Graduation / Form 138 (1 photocopy)	School/ College/ University	
6. Screenshot of GCASH account - must be fully verified (1 original / photocopy)	GCASH	
7. Vaccination Card (1 photocopy)	Makati Health Department	
8. Additional Requirements for the following: <ul style="list-style-type: none"> <li>- Certificate of Indigency - for indigents (1 original)</li> <li>- PWD Identification card - for PWDs (1 photocopy)</li> <li>- For aged 31 and above</li> <li>- Certificate of No Work Experience or Intermittent Work Experience</li> <li>- Certification of Displacement or termination issued by Previous Employer</li> </ul>	Barangay  MSWD  Barangay  Previous Employer	
7. Data Privacy Consent Form (1 original)	PESO-ESD	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register through the online link provided by Makati-PESO.	1. Announce the Makati GIP application.	None	5 Days	<i>Senior Labor and Employment Officer PESO</i>
2. Submit Makati GIP requirements personally during the scheduled filing of application.	2. Review and evaluate the GIP application forms, segregate Qualified and Disqualified: 2.1. Notify Qualified applicants to come for final interview and validation. 2.2. Notify Disqualified applicants and refer for other PESO programs.	None	15 Minutes	<i>Senior Labor and Employment Officer Public Employment Service Office</i>
3. Submit Self for Final Interview and Validation	3. Assist Qualified Beneficiaries and validate drug free Makatizen on the official list.	None	2 Days	<i>Senior Labor and Employment Officer PESO Immediate Supervisor Makati Anti-Drug and Abuse Council</i>
4. Wait for Makati PESO notification.	4. Conduct beneficiary Job matching, assess beneficiaries' qualifications for deployment.	None	1 Day	<i>Senior Labor and Employment Officer PESO</i>
5. Check with the Barangay Coordinator the status of Application/ Appointment and scheduled orientation.	5. Preparation, signing and approval of the Appointment, enrollment in the Group Personal Accident Insurance, finalization of the Deployment List and the Notice to Attend Scheduled Orientation.	None	4 Days	<i>Senior Labor and Employment Officer PESO Budget/ Accounting/ Finance Department Office of the Mayor</i>
6. Attend scheduled orientation.	6. Conduct orientation and enrollment on the biometrics per area of deployment.	None	1 Day	<i>Senior Labor and Employment Officer PESO</i>



7. Report for work and perform assigned duties/tasks. Accomplishes and prepares Daily Time Record (DTR), Daily Attendance Report (DAR) and Accomplishment Report (AR) daily	7. Conduct surprise monitoring of GIP beneficiaries attendance during engagement	None	15 Days	Senior Labor and Employment Officer Public Employment Service Office Immediate Supervisor Makati Action Center
8. Submits duly signed DTR, DAR, and AR every cut off to Makati PESO.	8. Prepares and processes payroll per cut off period.	None	15 Days	Senior Labor and Employment Officer PESO
9. Wait for text and/or email notification for the schedule of salary releases.	9. Announces the scheduled GIP salary releases upon receipt of notice from the Accounting Department.	None	5 Days	Senior Labor and Employment Officer PESO Budget/ Accounting/ Finance Department Office of the Mayor
<b>TOTAL</b>		None	48 Days and 15 Minutes	



## 7. MAKATI JOBS FOR ALL (MJFA) formerly MAKATI TUPAD

A Makati's short-term income opportunity or Emergency Employment Program for vulnerable members of the community aged 18 - 64 years old, provided they are fit to work, has no comorbidities; not a 4P's Beneficiaries; and have not been a beneficiary of any programs of the City like TUPAD/GIP/SPES/LIVELIHOOD in the past six (6) or twelve (12) months. For female availlee she must not be pregnant. This fully funded program by the City Government of Makati aims to promote inclusive growth and poverty reduction for our disadvantaged/displaced workers residing in the City whose family income or livelihood were affected by any fortuitous/unfortunate events. It is temporary but gainful employment for Makatizens to serve in community works such as cleaning of public facilities within the barangay, cleaning/ de-clogging of canals and waterways, maintenance of gardens along main thoroughfares, or the likes in coordination with the Department of Environmental Services, extending assistance in the distribution of birthday cakes, cards, and other community works in coordination with MAC and MSWD. The duration of the engagement covers a minimum of ten (10) days to a maximum of thirty (30) days or depending on the nature of work to be performed as approved by the Local Chief Executive.

<b>Office or Division:</b>	PESO - Employment Services Division
<b>Classification:</b>	Complex with Multi-stage of Processing
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Disadvantaged or Displaced Workers, Unemployed Not Yet Job Matched, Livelihood Owners Affected by Fortuitous Events
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
9. Fully accomplished Makati TUPAD or MJA Application Form (1 original copy)	PESO-ESD
10. 1 x 1 size ID picture with white background (1 original copy)	Makati TUPAD/ MJA Applicant
11. Valid Government Issued ID (1 photocopy)	Makati TUPAD/ MJA Applicant
12. Screenshot of fully verified GCASH account - (1 original)	GCASH
13. Vaccination Card (1 photocopy)	Makati Health Department
14. Medical Clearance for 60 - 64 years old stating that they are "FIT TO WORK" (1 original copy)	Barangay Health Center/ or Private Clinics
15. Additional Requirements for the following: <ul style="list-style-type: none"> <li>- Certification as to Residency, Displaced/Disadvantaged Worker, unemployed,</li> <li>- Certification as to victims whose livelihood was affected by fortuitous event,</li> <li>- PWD Identification card - for PWDs (1 photocopy)</li> </ul>	Barangay  Barangay MSWD
16. Data Privacy Consent Form (1 original)	PESO-ESD





<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Register online through a link provided by Makati-PESO.	2. Announce the availability of Makati Jobs For All (MJFA) application.	None	5 Days	Senior Labor and Employment Officer PESO
5. Submit MJFA requirements personally during the scheduled filing of application.	3. Review and evaluate the MJFA forms. Segregate Qualified and Disqualified applications: 2.1. Notify Qualified applicants to come for final interview and validation. 2.2. Notify Disqualified applicants and refer for other PESO programs.	None	15 Minutes	Senior Labor and Employment Officer Public Employment Service Office
6. Submit Self for Final Interview and Validation	6. Assist Qualified Beneficiaries and validate drug free Makatizen on the official list.	None	2 Days	Senior Labor and Employment Officer PESO Immediate Supervisor Makati Anti-Drug and Abuse Council
7. Wait for Makati PESO notification.	7. Conduct Job matching, assess beneficiaries' qualifications for deployment.	None	1 Day	Senior Labor and Employment Officer Public Employment Service Office
8. Check with the Barangay Coordinator the status of Application / Appointment and scheduled orientation.	5. Preparation, signing and approval of Appointment. Finalization of Deployment List, Group Personal Accident Insurance enrollment, and the Notice to Attend scheduled orientation.	None	5 Days	Senior Labor and Employment Officer Public Employment Service Office City Budget Officer Budget Department City Mayor Office of the Mayor
6. Attend scheduled orientation.	6. Conduct orientation of the hired MJAF.	None	1 Day	Senior Labor and Employment Officer PESO



7. Report for work and perform assigned duties. Accomplishes and prepares Daily Time Record (DTR), Daily Attendance Report (DAR) and Accomplishment Report (AR) daily.	7. Conduct surprise monitoring of MJFA beneficiaries' attendance during engagement on at least 4 to 5 deployment offices per day.	None	15 Days	<i>Senior Labor and Employment Officer</i> Public Employment Service Office
8. Submits duly signed DTR, DAR, and AR every cut off to Makati PESO.	8. Receive and review DTR, DAR, and AR. Prepares and processes payroll per cut off period.	None	15 Days	<i>Administrative Officer</i> Deployment Office <i>Senior Labor and Employment Officer</i> PESO Budget/ Accounting/ Finance Department Office of the Mayor
9. Wait for text and/or email notification as to the schedule of salary releases.	17. Announce the schedule of MJFA salary releases upon receipt of notice from the Accounting Department.	None	5 Days	<i>Senior Labor and Employment Officer</i> Public Employment Service Office
<b>TOTAL</b>		None	49 Days and 15 Minutes	



## 8. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS – PRIVATE

SPES is an employment program of the Government through the Department of Labor and Employment (DOLE) for students in the secondary level during summer and/or Christmas vacation or at any time of the year for students enrolled in the tertiary, vocational or technical education. It is a family income augmentation for poor but deserving students/ Out-of-School Youths who intend to finish their Education. This Program also extends assistance to the Private Employers (within Makati). DOLE approved Pledge of Commitment is necessary prior to the hiring of beneficiaries (18 years old to below 30 years old during the time of engagement) to render a minimum of twenty (20) to a maximum of seventy eight (78) days of service. Employer shoulders the sixty percent (60%) of the Beneficiaries' salary based on the existing daily minimum wage. While, the forty percent (40%) of salary including the cost for Accident Insurance Coverage are DOLE's counterpart.

<b>Office or Division:</b>	PESO
<b>Classification:</b>	Complex with Multi-stage of Processing
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	Makati Residents - Students and Out-of-School Youth (OSY)
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<i>Required by DOLE and PESO:</i>	
1. Fully accomplished SPES Application Form with 2 pcs ID Picture Passport Size (3.5 cm x 4.5 cm, white background) (1 original)	PESO-ESD and SPES Applicant
2. Data Privacy Consent Form (1 original copy)	PESO-ESD
3. PSA Birth Certificate (1 Photocopy)	PSA
4. Proof of Income (whichever is applicable) 3.1. For wage-earning parents: 3.1.1. Copy of last Year's Income Tax Return (ITR) or Last Year BIR 2316 (Parents' combined annual income must not exceed the poverty threshold set by NEDA) (1 photocopy) or Certificate of Non-Filing of ITR. (1 photocopy) 3.2. For Non-wage-earning parents: 3.2.1. Certificate of Indigency. (1 original)	BIR, Employer  Barangay, MSWD
5. Proof of Educational Status (whichever is applicable) 4.1. For Students: Latest School Grade with Final Average Certified True Copy. (1 photocopy), Copy of the latest Certification of Matriculation/ Enrolment, Certificate of Registration by the School Registrar (1 photocopy) and 4.2. For Out-of-School Youth (OSY): Barangay Certification as OSY (1 original)	School / University  Barangay, MSWD
6. Affidavit of Support and Guardianship (1 original)	Applicant's Guardian
<i>Requested by the Employers:</i>	
7. Resume (2 copies)	SPES Applicant
8. Valid Government Issued IDs (1 photocopy)	SPES Applicant
9. Vaccination Card for COVID19 (1 photocopy)	Vaccination Sites
10. Individual Health Permit (1 original) under Step No. 4	Makati Health Department



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit Makati PESO Office or My Makati App / Facebook Official page	1. Coordinate/meet with SPES-Private employer upon receipt of approved Pledge of Commitment from DOLE and post vacancies On-line link or QR Code at areas frequently visited by people.	None	5 Days	Senior Labor and Employment Officer Public Employment Service Office
2. Apply online or face to face and wait for schedule of pre-screening.	2. Send invitation to applicants through Email to attend schedule of pre-screening via Cisco WEBEX or Face to Face. (Schedule depends on the number of vacancies per employer.)	None	10 Days	Senior Labor and Employment Officer Public Employment Service Office
3. Fill-up and submit Pre-Screening form.	3. Evaluate Applicant's pre-screening form. For compliant applicants, proceed to job matching, coaching, and refer to prospective employer. For non-compliant applicants, inform them as to the reason for disqualification and refer applicants for Job Referral/Placement Program.	None	20 Minutes	Senior Labor and Employment Officer Public Employment Service Office
4. Submit self for Employers Pre-Qualification and wait for Notice from PESO.	4. Upon receipt from Employers of the List of Qualified Applicants, PESO prepares Notice of Schedule to Submit DOLE's and Employers' Requirements. Not Qualified, go back to Step No. 3 for another set of job matching for Job Referral/Placement Program.	None	15 Minutes	Senior Labor and Employment Officer Public Employment Service Office



5. Submit to Makati PESO's and DOLE's pre-employment documents and Employers requirements.	5. Consolidates documents, encodes the information on the Makati PESO Employment Information System (PEIS) and prepare Notice of Orientation to Qualified applicants.	None	1 Day	Senior Labor and Employment Officer Public Employment Service Office
6. Attends orientation as scheduled and report for work.	6. 1. Conducts Orientation prior to/or on day one of deployment. 6.2. Undertake surprise monitoring during engagement.	None	1 Day 3 Days	Senior Labor and Employment Officer Public Employment Service Office
<b>TOTAL</b>		None	20 Days and 35 Minutes	

### **SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)**

The Department of Labor and Employment will send the approved Pledge of commitment to PESO via e-mail.

#### **PROCESS OF SPES APPLICATION**

- Wait for Approved SPES Pledge of Commitment from DOLE;
- Meeting with partner employer/s for detailed information of the request and the list of stores in Makati;
- Posting of hiring to social media and bulletin boards (online registration);
- Schedule for Pre-screening interview (via WEBEX or Face to Face);
- Pre qualified: job coaching and issuance of referral to applicant going to the employer with specific date and time;
- Not qualified for SPES: We will endorse applicant for job placement program of EIPD;
- Employer will send the list of qualified applicants to PESO;
- Once hired, PESO will schedule qualified applicants for the submission of DOLE & Employer requirements
- Not qualified to employer, we will refer to other employers;
- PESO will Orient beneficiaries and submit their DOLE requirements 5 days before the implementation date;
- PESO will monitor and interview all stores with assigned SPES Beneficiaries and their managers, not earlier than the first salary but not later than the last salary
- Issuance of ID before the salary

#### **REPUBLIC ACT 10917 SERIES OF 2016**

An employment bridging program during summer or Christmas Vacation that aims to augment the family's income of **poor but deserving students**, OSY who intend to finish their Education.

**Sixty (60) percent** of their salary (base on the minimum wage) will come from the partner private employers while the **forty (40) percent** will be provided by the Department of Labor and Employment.



## TIMELINE

PROCESSING	ACTIONS	FEES	IN CHARGE
1 day	1. Send to PESO the approved pledge of commitment	None	DOLE
1 day	2. Set meeting to discuss the total number of request per city via virtual or face to face	None	EMPLOYER & DOLE
1-3 days	3. Postings of vacancies in Social Media of City Government of Makati (online registration)	None	PESO & ICRD
Maximum of 10 days (depends on the number of request of employer)	4. Invite applicants for the schedule of Pre-Screening interview (via Cisco WEBEX or Face to Face) 4.1 Pre-Qualified: Job Match, Coach and Refer to employer 4.2 Not Qualified (with DOLE reqs): Refer applicants to Job Placement Program (Job Referral)	None	PESO & applicant
1-3 days	5. Employer will send the qualified applicants via e-mail  5.1 Qualified: PESO will create Messenger GC and invite applicants to submit the DOLE & Employer requirements on a specific date (including Health permit)  5.2 Not Qualified: PESO will contact again applicants to be endorsed to other Employers  5.3 Otherwise, Refer to Job Placement Program	None	Employer
5-15 days	6. Applicants will process Health Application (online)	(depends on the accredited laboratory clinic of MHD)	Applicant, MHD, Sanitary Permit
1 day	6. Consolidate SPES Requirements, supervised the signing of forms.	-	PESO and Employer



1 day	7. Orient successful beneficiary	None	PESO, EMPLOYER & DOLE
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#### DOLE REQUIREMENTS

- Fully accomplished SPES Form 2 with passport size ID Picture
- Birth Certificate (PSA Copy) / Baptismal Certificate
- Proof of Income
  - **Wage Earner:** Combined Income must not exceed to poverty threshold set by NEDA
    - Copy of latest ITR or
    - Copy of BIR2316 (last year) or
    - Original Certificate of Non-Filing of ITR from BIR
  - **Non-Wage Earner:** Original Barangay Certificate of Indigency issued by Barangay or MSWD
  - If Student:
    - Copy of latest certification of matriculation/School registration
    - Copy of latest passing grade with Final Grade
  - If OSY: Original, Barangay Certification as Out-of-School Youth
  - Signed Oath of Undertaking
  - Signed Employment Contract

#### Additional Requirement:

- Affidavit of Support / Guardianship

#### EMPLOYER REQUIREMENTS

- Health Permit
- 1 Valid ID
- Vaccination Card (Fully vaccinated/Boosted)
- Resume
- Some Employer requires SSS, Pagibig, Philhealth, NBI, Police Clearance, Barangay Clearance

#### PESO REQUIREMENTS

- Online registration
- Resume



## 9. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES) – LGU

An employment program of the National Government for poor but deserving students, Out of School Youth (OSY) and dependents of displaced and would-be displaced workers due to business closures or work stoppages or natural calamities, 18 years of age but not more than 30 years until the last day of engagement. “Poor” refers to those whose parents combined annual income does not exceed the annual regional poverty threshold level for a family of six (6) set by the NEDA. Youth who have reached their legal age are preferred beneficiaries for Makati SPES. The City Government of Makati provides 60% of the Beneficiaries’ salary based on the prevailing daily minimum wage in the private sector, while the 40% of it including the Accident Insurance Coverage were provided by the DOLE, as their counterpart. The SPES period of engagement shall be minimum of twenty (20) working days to a maximum of seventy-eight (78) working days based on the approved project by the Local Chief Executive and Pledge of Commitment by the DOLE Regional Director. The program aims to help our youth to pursue their formal education and train/expose them to the actual workplace in the office or field.

<b>Office or Division:</b>	PESO-Employment Services Division	
<b>Classification:</b>	Complex with Multi-stage of Processing	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	Makati Residents - Students and Out-of-School Youth (OSY)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Fully accomplished SPES Application Form with attached Passport Size (3.5 cm x 4.5 cm) ID Picture (2 pcs. white background, full name tag and signature) (1 original)	PESO and SPES Applicant	
2. PSA Birth Certificate (1 Photocopy)	PSA	
3. Proof of Income (whichever is applicable)	BIR, Employer	
3.1. For wage-earning parents: Photocopy of latest ITR / BIR 2316 (previous year)/ or BIR Certificate of Non-filing of Tax.	1995	
3.2. For Non-wage-earning parents: Certificate of Indigency or Low Income issued by the Barangay or the Social Welfare and Development Office-LGU	Barangay, MSWD	
4. Proof of Educational Status (whichever is applicable):		
4.1. For students Certificate of School Registration/Enrollment (1 photocopy) Copy of Grades (1 photocopy)	School/University	
For College Students: - Latest completed final grades with passing GWA	School/University	
For Junior High School students: - Report card certified true copy by School Registrar	School/University	
For Senior High School students: - report card with Grades for 2 Quarter Period certified true copy by School Registrar	School/University	





4.2. For Out-of-School Youth (OSY) Certificate of Out of School Youth issued by the Barangay (1 original)	Barangay/MSWD
5. For Dependents of displaced workers or would be displaced workers whether Student or OSY, must submit any of the following: 5.1. Notice of termination issued by the employer (1 Photocopy); 5.2. DOLE ROs Establishment Termination Report (ETR) (1 Photocopy); or 5.3. Certification of displacement issued by the concerned barangay, or City Social Worker Development Officer of the LGU. (1 Original Copy)	Employer DOLE RO Barangay, MSWD
6. Valid Government issued ID (1 photocopy)	SPES Applicant
7. Screenshot of fully verified GCASH Account (1 colored copy, and 1 photocopy)	GCASH
8. Affidavit of Support and Guardianship (1 original)	Applicant's Guardian

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online through a link provided by Makati-PESO.	1. Announce the Makati SPES application.	None	10 minutes	Senior Labor and Employment Officer Public Employment Service Office
2. Submit Makati SPES requirements personally during the scheduled filing of application.	2. Review/Evaluate submitted applications, segregate Qualified/ Disqualified and send Notification.	None	30 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	2.1. Endorse Pre-Qualified applicants to DOLE for verification of requirements.		14 Days	Senior Labor and Employment Officer DOLE-MPFO Immediate Supervisor Makati Action Center
	2.2. Notify Disqualified applicants and refer to other PESO programs.		1 Day	
	2.3. Notify DOLE Qualified Applicants for one-on-one final interview/ validation.			



3. Submit Self for Final Interview and Validation	9. Assist DOLE Qualified Beneficiaries and validate drug free Makatizen on the official list.	None	2 Days	Senior Labor and Employment Officer PESO Immediate Supervisor Makati Anti-Drug and Abuse Council
4. Wait for Makati PESO notification.	4. Conduct Job matching, assess beneficiaries' qualifications for deployment.	None	1 Day	Senior Labor and Employment Officer PESO
5. Check with the Barangay Coordinator the status of Application/ Appointment and scheduled orientation.	5.1. Prepare the Appointment, Group Personal Accident Insurance Enrollment, Final List for Deployment and the Notice to Attend the Scheduled Orientation. 5.2. Submit Appointment for Signature of PESO Manager/OIC, Budget Officer and Local Chief Executive	None	4 Days	Senior Labor and Employment Officer Manager/OIC Public Employment Service Office PESO  SPES Focal DOLE
6. Attend scheduled orientation.	6. Conduct orientation and enrollment on the Biometrics per area of deployment.	None	1 Day	Senior Labor and Employment Officer PESO
7. Report for work and perform assigned duties. Accomplishes /prepares Daily Time Record (DTR), Daily Attendance Report (DAR) and Daily Accomplishment Report (AR).	7. Conduct surprise monitoring of attendance during engagement on at least 4-5 areas of deployment per day.	None	10 Days	Senior Labor and Employment Officer Public Employment Service Office DOLE
8. Submits to Makati PESO every cut off period duly signed and certified DTR, DAR, and AR.	8. Receive and review DTR, DAR, and AR. Prepare and process payroll of the 60% SPES salaries per payroll cut off period.	None	15 Days	Administrative Officer Deployment Office Senior Labor and Employment Officer PESO Budget/



				Accounting/ Finance Department Office of the Mayor
9. Wait for text and/or email notification from MCG/PESO for the release of salary.	9. Announce the schedule of release of the 60% Makati SPES salary upon receipt of Notice from the Accounting Department.	None	5 Days	<i>Senior Labor and Employment Officer</i> Public Employment Service Office DOLE
	9.1. Submit to the DOLE-MPFO the SPES Terminal Report and other documents to process the 40% SPES salary right after the end of engagement and release of last LGU salary.	None	5 Days	<i>Senior Labor and Employment Officer</i> Public Employment Service Office
	9.2. Announce/Notify Beneficiaries of the schedule of the 40% salary release upon receipt of Notice from the DOLE-MPFO.	None	5 Days	<i>Senior Labor and Employment Officer</i> PESO DOLE
	<b>TOTAL</b>	None	63 Days and 40 Minutes	



## 10. LABOR RELATIONS AND OVERSEAS HELP DESK

Labor Relations Help Desk is a program of PESO that assist locally based workers and employers needing DOLE's intervention for labor-related issues and concerns specifically, mediation and conciliation. While the Overseas Help Desk is another program that caters to the needs of former and current Filipino overseas workers and members of their immediate families who have overseas labor-related issues and concerns needing OWWA's and DMW's attention and intervention. Both programs helps facilitate clients' access for the filing of their cases to the DOLE through the latter's DOLE E-Filing Services and to OWWA and DMW for overseas workers concerns.

<b>Office or Division:</b>	PESO – Labor Relations Division (LRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Employers and Employees Based in Makati, Relatives of Overseas Filipino Workers, OFWs for Reintegration			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Complaint, Claim, Grievance Form (1 original)			LRD	
Data Privacy Consent Form (1 Original)			LRD	
Letter to DOLE/OWWA/DMW through Makati PESO (1 Original and 1 Photocopy)			Client	
Client Satisfaction Measurement (CSM) (1 original)			LRD	
Any Proof/Document of Overseas Employment (1 Photocopy)			Client	
Any Valid Government ID (1 Photocopy)			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Complaint, Claim, and Grievance Form and the Data Privacy Consent Form	1. Guide and assist client in filling-up the forms.	None	5 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	2. Evaluate and briefly interview the client.	None	10 Minutes	Senior Labor and Employment Officer Public Employment Service Office
2. File case to DOLE's E-Filing Services. For OWWA and DMW, submit original Letter with photocopy.	3. Guide and assist client in accessing the DOLE's E-Filing Services. Receive copies of the letter for OWWA/DMW	None	10 Minutes	Senior Labor and Employment Officer Public Employment Service Office



	and prepare for endorsement.			
	4. Forward Referral Letter to PESO Manager/OIC for approval and possible referral to DOLE/OWWA/DMW/ or for other PESO Services.	None	3 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	5. Approves/signs Referral Letter and coordinate for available other PESO Services.	None	1 Day	Manager/OIC Public Employment Service Office
3. Client to answer the Client Satisfaction Measurement (CSM)	6. Guide and assist client in accomplishing the form.	None	5 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	7. Follow-up with DOLE status of cases endorsed to them and update the concerned clients.	None	5 Minutes	Senior Labor and Employment Officer Public Employment Service Office
	<b>Total:</b>	None	1 Day and 38 Minutes	

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Answer the Client Satisfaction Measurement form and drop it at the designated drop box inside of the Public Employment Service Office.
How feedbacks are processed?	<p>Every Friday and every end of the month, the Client Concern Officer opens the drop box, compiles and sorts all Client Satisfaction Measurement forms received and forwards to concerned Division Heads of PESO within the day.</p> <p>Division Heads, prepares a summary of the feedbacks, those requiring answers are to be answered within three (3) working days upon receipt from the Client Concern Officer.</p> <p>The plans of action and possible remedy is discussed with the PESO Manager/OIC and letter reply to client is prepared and sent out after another three (3) working days too.</p>



	<p>For inquiries and follow-ups, clients may contact the following telephone number: 8890-5089</p>
<p>How to file a complaint?</p>	<p>The customer can fill-out the Client Satisfaction Measurement form or can write a letter to stating details of the complaints: evidences, name of person involved, date and time of the incident.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8890-5089 or 8870-1233</p>
<p>How complaints are processed?</p>	<p>The Immediate Head of the concerned office receives complaint letter/ Client Satisfaction Measurement form and evaluate it, while complainant is still around.</p> <p>After the initial evaluation by the concerned Immediate Head, confirming all necessary information and evidences presented, client can be instructed to wait for a notice for a meeting with the PESO Manager/OIC.</p> <p>Division Head In-charge shall conduct initial investigation and prepares written report to be forwarded to the PESO Manager/OIC or Designated Officer within one (1) working day.</p> <p>Designated Officer/ PESO Manager/OIC shall weigh all presented facts and evidences from both sides, prepares plan of action, and drafts letter to the complainant indicating the solution/remedy to the complaint raised within two (2) working days.</p> <p>The Head of the Labor Relations Division will give the feedback to the client on the status of the complaint right after a decision has been rendered by the PESO Manager/OIC.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: 8890-5089 or 8870-1233</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB: 0908-881-6565</p>



## **International Relations Department**

### **Economic Services**





## 1. Free Walking Tour

The Tourism Division forms part of the International Relations Department, carrying out its mandate to develop and implement programs and strategies on the promotion of local urban tourism. The barangays through their tourism kagawads or representatives are being urged to promote the local tourism within their community and actively participate in the tourism projects and programs implemented by the city.

<b>Office or Division:</b>	International Relations Department - Tourism			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Local/foreign tourists/visitors, tourism-related stakeholders, Makati constituents			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Online Registration	Check Registration	N/A	5-10 minutes	Tourism Operations Officer II
2. Check confirmation email/SMS	Send Confirmation for attendance or for reschedule via Email/SMS	N/A	5-10 minutes	Tourism Operations Officer II
3. Show up on the scheduled date	Have the clientele sign in the Walk Tour Participants Log Book	N/A	5-10 minutes	Tour Guide
4. Participate in the Walking Tour	Facilitate the Walking Tour	N/A	1 hour, 30 minutes	Tour Guide
5. Fill in the Makati Free Walking Tour Survey	Send Survey Feedback via Email/SMS	N/A	5-10 minutes	Tour Guide





## 2. Government Assistance

One of the International Relations Department's mandates is to tend to the needs and improve the quality of relationship the City Government has with the Embassies and Consuls residing in Makati City.

<b>Office or Division:</b>	International Relations Department – Trade and Investment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Expatriates and diplomats, foreign visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please see attachment		Government or Consular Offices concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a letter through email and snail mail (if necessary) regarding any concern.	Acknowledge the email and forward to the Department Head for consultation	None	15 mins	BCTR Section Head
2. Follow up on concern	Discuss with the appropriate department corresponding to their concern.	None	1-5 Business days	Administrative Aide VI
3. Take action on concern	The designated person will relay a course of action and assist the client personally if necessary. If the process will not be needing the presence of the client, the appointed person will work in behalf of him/her and will deliver the result immediately.	None	1-5 Business days	BCTR Section Head



### 3. Mobile Passport Service

The Department of Foreign Affairs in coordination with the City Government of Makati conducts semi-annual mobile passport service “Passport on Wheels” to give ease on the passport application of the citizens of the city.

<b>Office or Division:</b>	International Relations Department – Trade and Investment Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Please see attachment		Satellite office of DFA designated at the Makati City Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure all needed requirements (Original and Photocopy)	<i>Screening/Interview:</i> Conduct initial screening of documents	None	15 mins	BCTR Section Head  Administrative Officer II  Devt. Management Officer II
2. Clients are to wait for a call or text to proceed to the City Hall again for data encoding.	<i>Processing:</i> After initial screening, if documents are complete, encoders are to input the client’s names on the master list.	None	1-5 Days	BCTR Section Head  Devt. Management Officer II
3. Return for Encoding with the same requirements shown during the initial screening	<i>Encoding:</i> Input the client’s information in the portal provided by DFA if the client’s documents are complete and without complications	None	15 mins	BCTR Section Head  Devt. Management Officer II
4. Pay the processing fee that will be sent through email from DFA’s system	None	Php 1,200 + Convenience Fee of chosen Payment Center	15 mins	None
5. Print the attachments in the email sent by DFA after payment as part of the client’s requirements	None	None	2 mins	None
<b>Actual Passport Day</b>				



6. Present his/her requirements on his/her scheduled appointment	<i>Registration and Screening:</i> Applicants will be checked against the master list. Requesting Party must screen if the applicant has the complete requirements	None	10 mins	DFA personnel
7. Present his/her requirements on his/her scheduled appointment	<i>Processing/Interview:</i> Applicant will present his/her application form and all his/her documents to DFA processor for evaluation	None	5 mins	DFA personnel
8. Applicant will surrender eReceipt [Applicant's Copy] of payment to the courier and pay for courier service to the applicant's chosen delivery address.	<i>Courier:</i> Input the client's information in their system and give the client a receipt of transaction.	Php 150.00	5 mins	LBC personnel
9. Applicant will present his/her documents and eReceipt [DFA's Copy].	<i>Data Capturing/Encoding:</i> The POW encoder will scan the applicant's reference number (ARN) to generate the applicant's personal information and then take the applicant's photo and biometrics.	None	5 mins	DFA personnel
10. The application form and documents appended to the applicant's photo and biometrics shall be surrendered and form part of the Department's passport records.	Attach the documents and properly store in an area.	None	2 mins	DFA personnel
11. The client will wait for the release and delivery of their passport to their home.	Deliver the passport through courier service	None	2 weeks	LBC personnel



#### 4. Government Assistance to the Business Entities and Organizations

The Makati Business Development Council is a partnership between the private and public sectors, ex-officio memberships coming from the business sector, socio-civic organizations, and the city government. MBDC was created on the 3rd of January, 2003 during the time of the former Makati City Mayor, Jejomar C. Binay. It is a shared instrument of growth and development, with emphasis on the medium to the large-scale businesses.

In relevance to the smart city concept, MBDC will serve as a listening post and advisory group between the city government and the business community as the city continues to improve the environment of business intelligence in order to attract more investors and businesses.

<b>Office or Division:</b>	International Relations Department – Business, Consular, and Trade Relations			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All business entities and organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Selected business entities and organizations will receive a request letter re: office courtesy visit and invitation letter re: general meeting that will be coming from the department; entities must respond in order to confirm attendance.	1. Once the business entity confirms their attendance, the department shall plot the schedule for the courtesy visit.  1.2 The department head together with the assigned contact person will have a courtesy visit to the members who has a confirmed schedule.	N/A	2-3 business days upon sending the invitation and confirmation thru email or mail.	BCTR Section Head  Devt. Management Officer II
2. Confirmed attendees must go to the scheduled time and place of the general meeting of the Makati Business Development Council.	2.1 The department will serve as a secretariat during the meeting and will conduct minutes of the meeting as well as registration.	N/A	2-4 hours	BCTR Section Head  Devt. Management Officer II



## 5. Twinning Program

This is the development of sisterhood relationships with the different cities and municipalities whether local or international. The activities of the Twinning Program include study tours, *lakbay-ara*, benchmarking, granting scholarships and providing assistance to sister cities and municipalities hit by calamities or natural disasters.

<b>Office or Division:</b>	International Relations Department-Twinning Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Sister Cities & Municipalities, Schools, and other foreign countries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter for Benchmarking / Study visit		Address to Office of the Mayor and copy furnish International Relations Department (IRD)		
Proposed date of event				
Number of Delegates & List of Delegates				
Request for Certificate of Appearance				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a request letter via electronic email / letter (Benchmarking / Study visit, and Courtesy Call) addressed to the Office of the Mayor	Accept and Confirmation response	None	1 day	Administrative Officer II Admin. Assistant III
2. Receive letter and Confirmation from International Relations Department	Coordinate for the total number of participants and their names, position, mobile number, email address	None	1 day	Administrative Officer II Admin. Assistant III
3. Day of the event Benchmarking / Courtesy Call	Facilitate and assist the guests during the event	None	1 day	Administrative Officer II Admin. Assistant III

### FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<ol style="list-style-type: none"> <li>1. For general International Relations Department concerns, send through email: <a href="mailto:irdmakati@gmail.com">irdmakati@gmail.com</a>;</li> <li>2. For tourism concerns, send through email: <a href="mailto:tourism.makati@gmail.com">tourism.makati@gmail.com</a></li> <li>3. For diplomatic, business and trade relations, and mobile passport service concerns, send through email: <a href="mailto:bctr.irdmakati@gmail.com">bctr.irdmakati@gmail.com</a>.</li> <li>4. For concerns on twinning, benchmarking, study tours of other local government units, send through email: <a href="mailto:makatitwinning@gmail.com">makatitwinning@gmail.com</a>.</li> </ol>
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How feedbacks are processed	<ol style="list-style-type: none"> <li>1. Acknowledge receipt of feedback within 24 hours upon receipt.</li> <li>2. Feedbacks will be discussed with the Department Head for resolution, recommendations, actions and/or necessary actions to take.</li> <li>3. As needed, we will inform the concern of recommendation, resolutions, actions taken</li> </ol>
How to file a complaint	<ol style="list-style-type: none"> <li>1. For general International Relations Department concerns, send through email: <a href="mailto:irdmakati@gmail.com">irdmakati@gmail.com</a>;</li> <li>2. For tourism concerns, send through email: <a href="mailto:tourism.makati@gmail.com">tourism.makati@gmail.com</a></li> <li>3. For diplomatic, business and trade relations, and mobile passport service concerns, send through email: <a href="mailto:bctr.irdmakati@gmail.com">bctr.irdmakati@gmail.com</a>.</li> <li>4. For concerns on twinning, benchmarking, study tours of other local government units, send through email: <a href="mailto:makatitwining@gmail.com">makatitwining@gmail.com</a>.</li> </ol>
How complaints are processed	Every complaint will be discussed with the department head and if needed, with the Mayor. Once in full agreement, the client and coordinators shall take necessary steps in resolving the issue as soon as possible.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Trade and Investment Division	20 <sup>th</sup> Floor International Relations Department, New Makati City Hall Building, J.P Rizal Street, Barangay Poblacion, Makati City	8870-1192
Twinning Division	20 <sup>th</sup> Floor International Relations Department, New Makati City Hall Building, J.P Rizal Street, Barangay Poblacion, Makati City	8870-1195
Tourism Division	20 <sup>th</sup> Floor International Relations Department, New Makati City Hall Building, J.P Rizal Street, Barangay Poblacion, Makati City	8870-1196



## **Department of Environmental Services**

### **Environmental Services**





## 1. Greenhouse Gas Inventory in Compliance to City Ordinance 2017-091 also known as “Greenhouse Gas Reduction Ordinance of Makati City”

Issuance of GHG Inventory Certificate of Compliance to Compliant Taxpayers of CO 2017-091

<b>Office of Division:</b>	DES - Pollution Control and Regulation Division			
<b>Classification:</b>	Highly Technical Application or Transactions			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may Avail:</b>	Business Establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Primary Requirements:</b>				
Fully Accomplished Greenhouse Gas Inventory Form	DES – Pollution Control and Regulation Division			
Business Permit (1 photocopy)	Business Permit Office			
Annual Kilowatt Consumption	MERALCO, Building Administrator			
Annual Cubic Meter Consumption	Manila Water/Maynilad, Building Administrator			
<b>Secondary Requirements:</b>				
Annual Fuel Consumption	Company’s Accounting/Admin Office, Fleet Card			
Complete Set of Four (4) Quarters of Self-Monitoring Report (Photocopy)	Company’s Pollution Control Officer			
Complete Set of Two (2) Semesters of Compliance Monitoring Report (Photocopy)	Company’s Pollution Control Officer			
<b>In case of absence of the Annual Kilowatt Consumption:</b>				
Virtual Office Certification	Building Administrator			
Affidavit of Non-Operation	City Legal Department, Law Office			
Certification of Free/No Electricity Consumption	Company’s Administration Office			
Certification of Fixed Rental/Utility Fees	Building Administrator			
Certified List of Commercial Tenants	Company’s Administration Office			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out and submit the Greenhouse Gas Inventory Report Form	1.1 Receive application forms and requirements.	None	1 day	<i>Engineering Aide</i>





<p>to the DES-PCRD staff attaching the necessary requirements depending on the nature/activity of their business. Note: Submission may be done via email at pcrd.des@makati.gov.ph</p> <p>1.2. Receiving of claiming slip and return on the scheduled date of availability of clearance.</p> <p>Note: Prepare all the necessary requirements (if any) based on the instruction indicated at the back of the slip</p>	<p>Note: Documents sent thru email are acknowledged and then printed.</p> <p>1.2 Prepare and provide the client with claiming slip and necessary remarks</p> <p>1.3. Endorsement of documents for verification and emission computation</p> <p>1.4. Verification of emissions data from documents and requirements submitted</p> <p>Note: If there are additional findings and/or clarification of emissions data submitted, clients are contacted via email/ phone call</p>			
	<p>1.5. Compute GHG emission based on data submitted</p>	None		<i>Public Services Officer I</i>
	<p>1.6. Batch encoding in the GHG Emissions database</p>	None	1 Day	<i>Public Services Officer I</i>
	<p>1.7. Batch encoding in the GHG Inventory Compliance database</p> <p>Note: Businesses encoded are categorized in the status of approved or pending.</p>	None	1 Day	<i>Information Systems Analyst</i>



	1.8. Batch printing of GHG Inventory Certificate of Compliance for approved documents	None	1 Day	<i>Information Systems Analyst</i>
	1.9 Initial Signature of DES-PCRD Environmental Clearance and Permitting Section Head for the printed GHG Inventory Certificate of Compliance	None		<i>Information Systems Analyst</i>
	1.10. Initial Signature of Division Head for the printed GHG Inventory Certificate of Compliance	None		<i>Division Head</i>
	1.11. Batch signing of the GHG Inventory Certificate of Compliance	None		<i>Department Head</i>
2. Present claiming slip along with authorization letter and photocopy of valid ID	2.1. Release of GHG Inventory Certificate of Compliance	None	5 minutes	<i>Engineering Aide</i>
	<b>TOTAL</b>	<b>None</b>	<b>4 Days and 5 Minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	The DES-PCRD has established a customer satisfaction (CSAT) survey which is provided to clients after their transactions. For walk-in clients, he/she may drop it to the designated drop box.
How feedbacks are processed	The survey forms are compiled and feedback requiring answers are forwarded to relevant processors and they are given three (3) days to act on it.  The answer of the processor is then relayed to the client.
How to file a complaint	<ol style="list-style-type: none"> <li>1. Write a letter addressed to Mr. Augusto R. De Los Santos, Department Head.</li> <li>2. For walk-in clients, have it received at Department of Environmental Services at 7/F Makati City Hall Building II.</li> <li>3. For online transaction, send via email at <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a></li> <li>4. Complaints are then endorsed/forwarded to concerned division or employee/s for appropriate action.</li> </ol>
How complaints are processed	Complaints are addressed to give resolution; and then relayed to the citizen concerned.
Contact Information of CCB, PCC, ARTA	ARTA: 8478-5093 or <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: 8888  CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Department of Environmental Services	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8895-4991   8870-1741 Email: <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a> or <a href="mailto:des_makati@yahoo.com">des_makati@yahoo.com</a>
Pollution Control and Regulation Division	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1477 Email: <a href="mailto:pcrd.des@makati.gov.ph">pcrd.des@makati.gov.ph</a>



## 2. Certificate of Compliance for City Ordinance 2018-090 also known as “Anti-Noise Pollution Code of Makati City”

Issuance of Certificate of Compliance to Taxpayers Pursuant to CO 2018-090

<b>Office of Division:</b>	DES - Pollution Control and Regulation Division			
<b>Classification:</b>	Highly Technical Application or Transactions			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may Avail:</b>	Business Establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Soundproofing Plan		From business establishment		
Photocopy of Business Permit		BPLO		
Request Letter for Inspection/Additional Audio Device		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for Certificate of Compliance for Anti-Noise Pollution Code of Makati City	<p>1.1 Receive request for Certificate of Compliance</p> <p>The receiving officer will validate the given data and will make confirmation of their request.</p> <p>a) Through Email/Online</p> <p>b) Through personal appearance at DES</p> <p>c) Through endorsement from barangay</p>	None	5 minutes	<p><i>Public Services Foreman</i></p> <p><i>Metro Aide II</i></p>
	1.2 The receiving officer/ employee shall make a schedule for inspection.	None	5 minutes	<p>Donato N. Garcia</p> <p><i>Public Services Foreman</i></p>



	1.3 Preparation of Mission Order and Locator			
	1.4 Conduct inspection	None	1 Day	<i>Public Services Foreman</i>
	1.5 Preparation of Inspection Report	None	1 day	<i>Public Services Foreman</i>
	1.6.1 <b>For compliant</b> - Endorsement of Inspection Report to DES – PCRD Division Head for the issuance of the Certificate of Compliance	None	5 minutes	<i>Public Services Foreman</i>
	1.6.2. <b>For non-compliant</b> - Inspectors' directives are given to the subject establishment	None	10 Days	<i>Public Services Foreman</i>
	1.6.2.1. Schedule for re-inspection Preparation of Mission Order and Locator	None	5 minutes	<i>Public Services Foreman</i>
	1.6.2.2. Conduct of Re-Inspection	None	1 Day	<i>Public Services Foreman</i>
	1.6.2.3. Preparation of Inspection Report	None	1 Day	<i>Public Services Foreman</i>
	1.6.2.4 Endorsement of Inspection Report to DES – PCRD Division Head for the issuance of the Certificate of Compliance	None	5 minutes	<i>Public Services Foreman</i>



	1.7. Review and recommending approval of DES-PCRD Division Head	None	1 Day	<i>Division Head</i>
	1.8. Approval of the Department Head	None	1 Day	<i>Department Head</i>
2. Present Authorization Letter and photocopy of claimant's company ID for the issuance of Certificate of Compliance.	2.1 Release the Certificate of Compliance to the taxpayer	None	5 minutes	<i>Public Services Foreman</i>  <i>Metro Aide II</i>
<b>TOTAL FOR COMPLIANT APPLICATION</b>		<b>None</b>	<b>4 Days and 20 minutes</b>	
<b>TOTAL FOR NON-COMPLIANT APPLICATION</b>		<b>None</b>	<b>16 days and 25 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	The DES-PCRD has established a customer satisfaction (CSAT) survey which is provided to clients after their transactions. For walk-in clients, he/she may drop it to the designated box located at the receiving area of the office. For clients who are transacting online, he/she may answer the survey via email and reports are generated in real-time.
How feedbacks are processed	The survey forms are compiled and feedback requiring answers are forwarded to relevant processors and they are given three (3) days to act on it.  The answer of the processor is then relayed to the client.
How to file a complaint	<ol style="list-style-type: none"> <li>1. Write a letter addressed to Mr. Augusto R. De Los Santos, Department Head.</li> <li>2. For walk-in clients, have it received at Department of Environmental Services at 7/F Makati City Hall Building II.</li> <li>3. For online transaction, send via email at <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a></li> <li>4. Complaints are then endorsed/forwarded to concerned division or employee/s for appropriate action.</li> </ol>
How complaints are processed	Complaints are addressed to give resolution; and then relayed to the citizen concerned.
Contact Information of CCB, PCC, ARTA	ARTA: 8478-5093 or <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>  PCC: 8888  CCB: 0908-881-6565 (SMS)

Office	Address	Contact Information
Department of Environmental Services	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8895-4991   8870-1741 Email: <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a> or <a href="mailto:des_makati@yahoo.com">des_makati@yahoo.com</a>
Pollution Control and Regulation Division	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1477 Email: <a href="mailto:pcrd.des@makati.gov.ph">pcrd.des@makati.gov.ph</a>



### 3. Enforcement of City Ordinance 2003-095 and Executive Order 007-2012

#### Issuance of Citation Ticket

Executive Order 007-s2012 “Plastic Regulation” (pursuant to the passage of City Ordinance 2020-080 “ Temporary suspending the Implementation of Sec. 21-23 C.O 2003-095)

<b>Office of Division:</b>	DES - Support Services Division (Plastic Regulation Task Force)			
<b>Classification</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen and Establishment G2G – Government to Government			
<b>Who may Avail:</b>	Apprehended violator (individual / establishment)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SOLID WASTE MANAGEMENT CODE OF MAKATI BOOKLET		Support Services Division (Plastic Monitoring Task Force Section)		
<b>Principal</b>				
Endorsement letter form District Office and Barangay		DES District Office and Barangay		
COVR Tickets (green copy only)		Environmental Enforcers		
City Ordinance Violation Receipt (COVR Ticket - white copy)		Issued by Enforcers to violators		
Compliance Form (CO 2003-095 and EO 007 s2012		DES Office PMTF Section, 7 <sup>th</sup> Floor Makati City Hall Bldg. II (Inspected by deputized enforcers)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Violator(s) received an Issued City Ordinance Violation Receipt (COVR) by Apprehending Officer	District I and II and Barangays Environmental Enforcer(s) will apprehend violator(s) and inform his/her violation	None	5 minutes	District Office/s and Barangay/s Enforcer/s
2. Apprehending officer(s) will issued COVR ticket against the violator	a. District I and II and Barangays Environmental Enforcer(s) will issue citation cket against violator indicating therein what ordinance was violated and how much is	None	5 minutes	District Office/s and Barangay/s Enforcer/s





	the imposable fine  b. District I and II and Barangays Environmental Enforcer(s) will give instruction on how to settle the violation			
3. Enforcer(s) will endorse COVR ticket (green copy) to DES Central Office	District I and II and Barangays Environmental Enforcer(s) will submit list of apprehended violators to DES Central Office PMTF Section for database filing)	None	1 day (depending on volume of COVR ticket and the day of submission)	District Office/s and Barangay/s Enforcer/s  DES PMTF Section Personnel
<b>TOTAL</b>		<b>NONE</b>	<b>1 day and 10 mins</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	For general concerns, send feedback via email to <a href="mailto:pmtfsection@gmail.com">pmtfsection@gmail.com</a> and/or personnel carry it to the:  <b>Department of Environmental Services Office</b> 7 <sup>th</sup> Floor Makati City Hall Building II F. Zobel cor. JP Rizal, Brgy. Poblacion Makati City  Telephone No. 8870-1782
How feedbacks are processed	Feedbacks and Suggestions are acknowledge being forwarded to Division Head and Section Head and Discussed with concerned personnel  Response are made within (2) working days, then be forwarded/relayed to the concerned party immediately
How to file a complaint	1. Complaints can be made through written letter and/or through email, provided with the following information: <b>Name of the complainant</b> <b>Contact Number</b>



	<p><b>Date of Incident</b>  <b>Details of the Incident</b>  <b>Any supporting document</b></p> <p>2. For walk-in clients, have it received at the DES Office and will be forwarded to the concerned division/personnel for appropriate action.</p> <p>3. Concerned Division or employee/s shall act on the complaint within prescribed period of time.</p>
How complaints are processed	<p>1. Complaints requiring answers are forwarded to Department, Division, Section, and Employee(s) within two(2) working days from the receipt of the complaint</p> <p>2. Response are made within (2) working days, then be forwarded/relayed to the concerned party immediately</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8478-5093 or <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Department of Environmental Services	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8895-4991   8870-1741 Email: <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a> or <a href="mailto:des_makati@yahoo.com">des_makati@yahoo.com</a>
Plastic Monitoring Task Force Section	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1782 Email: <a href="mailto:pmtfsection@gmail.com">pmtfsection@gmail.com</a>



#### 4. Compliance to City Ordinance 2003-095 and Executive Order 007-2012

Environmental Enforcer/s will have to issue a Violation Ticket to apprehended violator/s and erring establishment of City Ordinance 2003-095 (Solid Waste Management Code of Makati City) and Executive Order 007-2012 (Plastic Regulation - pursuant to the passage of City Ordinance 2020-080 "Temporary suspending the Implementation of Sec. 21-23 C.O. 2003-095)

<b>Office or Division:</b>	DES - Support Services Division (Plastic Monitoring Task Force)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B - Government to Business			
<b>Who may avail:</b>	Apprehended Violators (individual / establishment)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Solid Waste Management Code of Makati Booklet		Support Services Division (Plastic Monitoring Task Force)		
<b>PRINCIPAL</b>				
Endorsement Letter from District Office and barangay		DES District Office and Barangay		
COVR Tickets (green copy only)		Environmental Enforcers		
City Ordinance Violation Receipt (COVR – white copy)		Issued by Enforcers to Violators		
Order of payment for fines		DES Office / PMTF Section, 7 <sup>th</sup> Floor Makati City Hall Bldg. I		
Official receipt for fines		Miscellaneous Office, 3 <sup>rd</sup> Floor Makati City Hall Bldg. I		
Compliance for (C.O. 2003-095 and E.O. 007 s2012		DES Office / PMTF Section, 7 <sup>th</sup> Floor Makati City Hall BLDG. II		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apprehending District I and II and Barangays Environmental Enforcer(s) will endorsed COVR Ticket (green copy) to DES Central Office (Plastic Monitoring Task Force Section) for encoding / recording	Received COVR Ticket from District Offices and Barangays	None	15 minutes (depending on the volume of COVR tickets endorsed)	District I and II and Barangays Environmental Enforcer(s) <b>(Based on the name appear on the COVR ticket)</b>
2. Violator(s) should appear to 7th Floor DES Office (PMTF Section) within 3 working days to settle the penalty	Assist violator in settling fine	None	2 minutes	<i>Metro Aide II</i>
3. Violator(s) will present the City Ordinance Violation Receipt (COVR) ticket to PMTF personnel (In case of lost COVR	PMTF personnel will verify the issued COVR ticket	None	2 minutes	<i>Metro Aide II</i>



ticket, present any valid id for verification of violation)				
4. Violator(s) will secure an Order of Payment at DES Office (PMTF Section)	<p>a. PMTF personnel will issue Order of Payment to violators according to type of violation</p> <p>b. PMTF personnel will give instruction to violator/s on where and how to process fines</p>	<p>Fine: 1,000- Individual</p> <p>5,000- Establishment</p>	2 minutes	<i>Metro Aide II</i>
5. Violator(s) will proceed to Miscellaneous Office 3rd Floor Makati City Hall Bldg. I  Present issued Order of Payment from DES-PMTF Section	Wait for the return of the violator(s)	None	7 minutes	Miscellaneous Office (Window 10)
6. Violator(s) will secure a copy of Official Receipt at Miscellaneous Office	Miscellaneous Office will issue Official Receipt upon payment	None	5 minutes	Miscellaneous Office (Window 10)
7. Violator(s) will return to DES Office to submit a copy of Official Receipt to PMTF personnel for encoding	<p>PMTF personnel will ask for a copy of payment from the Miscellaneous Office</p> <ul style="list-style-type: none"> <li>• Official Receipt</li> <li>• Original COVR</li> </ul> <p>Encode official receipt to database</p> <p>Ensure no case will be filed against paid violators</p>	None	3 minutes	<i>Metro Aide II</i>
<b>TOTAL</b>			<b>36 minutes</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>For general concerns, send feedback via email to <a href="mailto:pmtfsection@gmail.com">pmtfsection@gmail.com</a> and/or personnel carry it to the:</p> <p><b>Department of Environmental Services Office</b>            7<sup>th</sup> Floor Makati City Hall Building II            F. Zobel cor. JP Rizal, Brgy. Poblacion            Makati City            Telephone No. 8870-1782</p>
How feedbacks are processed	<p>Feedbacks and Suggestions are acknowledge being forwarded to Division Head and Section Head and Discussed with concerned personnel</p> <p>Response are made within (2) working days, then be forwarded/relayed to the concerned party immediately</p>
How to file a complaint	<p>1. Complaints can be made through written letter and/or through email, provided with the following information:  <b>Name of the complainant</b>  <b>Contact Number</b>  <b>Date of Incident</b>  <b>Details of the Incident</b>  <b>Any supporting document</b></p> <p>2. For walk-in clients, have it received at the DES Office and will be forwarded to the concerned division/personnel for appropriate action.</p> <p>3. Concerned Division or employee/s shall act on the complaint within prescribed period of time.</p>
How complaints are processed	<p>1. Complaints requiring answers are forwarded to Department, Division, Section, and Employee(s) within two(2) working days from the receipt of the complaint</p> <p>2. Response are made within (2) working days, then be forwarded/relayed to the concerned party immediately</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8478-5093 or <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Department of Environmental Services	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8895-4991   8870-1741 Email: <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a> or <a href="mailto:des_makati@yahoo.com">des_makati@yahoo.com</a>
Plastic Monitoring Task Force Section	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1782 Email: <a href="mailto:pmtfsection@gmail.com">pmtfsection@gmail.com</a>

## 5. Filing of Cases for unpaid COVR Tickets

Environmental Enforcer(s) will have to file a criminal case upon non-payment of issued Violation Ticket within the prescribed period of time against apprehended violator/s and erring establishment to City Ordinance 2003-095 and Executive Order 007-2012 (pursuant to the passage of City Ordinance 2020-080 "Temporary suspending the Implementation of Sec. 21-23 C.O. 2003-095)

<b>Office of Division:</b>	DES - Support Services Division(Plastic Regulation Task Force)			
<b>Classification</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may Avail:</b>	DES and Makati City 's Barangay Partners enforcing C.O 2003-095			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SOLID WASTE MANAGEMENT CODE OF MAKATI BOOKLET		SUPPORT SERVICES DIVISION (Plastic Monitoring Task Force Section)		
Principal				
Information Data Sheet (10 copies)		DES PMTF Section		
Joint Affidavit of Complaint (10 copies)		DES PMTF Section		
Evidence (physical or picture) (10 copies)		Apprehending Enforcers (District Office/s and/or Barangay)		
COVR ticket green copy (1 original & 9 photocopies)		Apprehending Enforcers (District Office/s and/or Barangay)		
Summon Letter		METC Office (15th Floor Makati City Hall Building I)		
<b>REPRESENTATIVE (Additional Requirements)</b>				
Letter of Authorization		Apprehended violators		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A criminal case will be filed against a person who did not pay the required fine as appearing in the COVR	After the lapse of 3 working days, criminal case will be filed in court	None	3 working days	District I and II and Barangays Environmental Enforcer(s) <b>(Based on the name appear on the COVR ticket)</b>



	Prepared affidavit of complaint <ul style="list-style-type: none"> <li>• Investigation Data Form</li> <li>• Joint Affidavit of Complaint</li> <li>• Physical evidence and/or picture evidence</li> </ul>	None	30 minutes (depending on the volume of endorsed COVR)	District I <i>Community Affairs Officer I</i>  District II <i>Administrative Assistant III</i>
	Checked Affidavit of Complaint by PMTF Supervisor.  (Revision if any will be done)	None	30 minutes (depending on the volume of endorsed COVR)	<i>Section Head, PMTF Construction and Maintenance General Foreman</i>
	Reproduction and sorting of Affidavit of Complaint (10 copies) <ul style="list-style-type: none"> <li>• Investigation Data Form</li> <li>• Joint Affidavit of Complaint</li> </ul> Physical evidence and/or picture evidence	None	1 hour (depending on the volume of endorsed COVR)	District I <i>Community Affairs Officer I</i>  District II <i>Administrative Assistant III</i>
2. Respective District Office (District I and II) and Barangay(s) received Affidavit of Complaint for filing	PMTF personnel will advise respective District Office(s) and Barangay/s to pick up duly prepared Affidavit of Complaint	None	1 day	District I <i>Community Affairs Officer I</i>  District II <i>Administrative Assistant III</i>
	Respective Apprehending Enforcer(s) from District Office(s) and Barangay(s) will sign to respective Affidavit of Complaint.	None	30 minutes (depending on the volume of endorsed COVR)	District I and II and Barangays Environmental Enforcer(s) <b>(Based on the name appear on the COVR ticket)</b>
	Respective District Office/s and Barangay/s will	None	1 day	District I and II and Barangays



	submit a copy of duly filed case from Prosecutors' Office to DS Central Office for filing			Environmental Enforcer(s) <b>(Based on the name appear on the COVR ticket)</b>
3. Summon Letter from METC Office	PMTF Personnel ensure the presence of respective District Office/s and Barangay/s Enforcer/s on their given scheduled hearing	None	1 day	District I <i>Community Affairs Officer I</i>  District II <i>Administrative Assistant III</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	For general concerns, send feedback via email to <a href="mailto:pmtfsection@gmail.com">pmtfsection@gmail.com</a> and/or personnel carry it to the:  <b>Department of Environmental Services Office</b> 7 <sup>th</sup> Floor Makati City Hall Building II F. Zobel cor. JP Rizal, Brgy. Poblacion Makati City  Telephone No. 8870-1782
How feedbacks are processed	Feedbacks and Suggestions are acknowledge being forwarded to Division Head and Section Head and Discussed with concerned personnel  Response are made within (2) working days, then be forwarded/relayed to the concerned party immediately
How to file a complaint	1. Complaints can be made through written letter and/or through email, provided with the following information: <b>Name of the complainant</b> <b>Contact Number</b> <b>Date of Incident</b> <b>Details of the Incident</b> <b>Any supporting document</b>  2. For walk-in clients, have it received at the DES Office and will be forwarded to the concerned division/personnel for appropriate action.





	3. Concerned Division or employee/s shall act on the complaint within prescribed period of time.
How complaints are processed	<p>1. Complaints requiring answers are forwarded to Department, Division, Section, and Employee(s) within two(2) working days from the receipt of the complaint</p> <p>2. Response are made within (2) working days, then be forwarded/relayed to the concerned party immediately</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8478-5093 or <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Department of Environmental Services	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8895-4991   8870-1741 Email: <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a> or <a href="mailto:des_makati@yahoo.com">des_makati@yahoo.com</a>
Plastic Monitoring Task Force Section	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1782 Email: <a href="mailto:pmtfsection@gmail.com">pmtfsection@gmail.com</a>



## 6. Tree Cutting, Earth-Balling and Transplanting Permitting

Issuance of necessary permit or corresponding response letter to the client/requestor

<b>Office or Division:</b>	Parks and Green Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makati Residents, Homeowners, Establishment Owners, Institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p>Letter of Request addressed to the Department Head citing the following:</p> <p><b>Valid reason/s for cutting/earth-balling</b></p> <p><b>Exact location of the tree/s</b></p> <p><b>Photo attachment/s</b></p> <p><b>Address and contact number of the requestor</b></p>		Requestor		
<p>Upon site inspection and assessment, for approved request, a compliance Letter is sent to the requestor to submit the following:</p> <p><b>Notarized Affidavit of Undertaking</b></p> <p><b>Approved Site Development Plan (if applicable)</b></p> <p><b>Replacement pursuant to DENR Memorandum Order No.2012-02 dated November 5, 2012</b></p> <p><b>No Objection Certificate from the Barangay</b></p> <p><b>No Objection Certificate from the Homeowners Association (if applicable)</b></p> <p><b>Copy of issued permit from the Philippine Coconut Authority (if applicable)</b></p> <p><b>Copy of issued permit from the DENR for premium trees (if applicable)</b></p> <p>For denied requests, a denied letter is sent to the requestor with corresponding recommendations.</p>		Requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Letter of Request to the Department of	1.1. The Department Head will send the same request with	None	1 day	<i>Department Head</i>



<p>Environmental Services receiving staff, 7<sup>th</sup> Floor Makati City Hall Building II</p>	<p>instructions to either field offices Managers in District I or District II</p> <p>1.2. Messenger will deliver the request letter to District Field Office</p> <p>1.3. Field office receiving staff records and endorses the request to the District Manager</p> <p>1.4. The District Manager schedules and assigns field inspectors for assessment</p>			<p><i>Metro Aide II</i></p> <p><i>Public Service Foreman and/or Metro Aide II</i></p> <p><i>MPA District Manager, District I Or District Manager, District II</i></p>
	<p>1.5. Conduct site inspection and assessment to determine the following:</p> <p>1.5.a. Approval/disapproval of request</p> <p>1.5.b. Special tree cutting/earth-balling due to safety hazard/s</p> <p>1.5.c. Referral to concerned agencies</p>	<p>None</p>	<p>1 to 5 days</p>	<p><i>Construction Maintenance General Foreman</i></p> <p><i>Public Service Foreman</i></p> <p><i>Painter I</i></p> <p><i>Metro Aide II</i></p> <p><i>Metro Aide II</i></p>



	<p>1.6 Preparation of Compliance Letter for the requestor to submit the following requirements:</p> <p>1.6.1. Notarized Affidavit of Undertaking</p> <p>1.6.2. Approved Site Development Plan (if applicable)</p> <p>1.6.3. Replacement pursuant to DENR Memorandum Order No. 2012-02 dated November 5, 2012</p> <p>1.6.4. No Objection Certificate from the Barangay</p> <p>1.6.5. No Objection Certificate from the Homeowners Association (if applicable)</p> <p>1.6.6. Copy of issued permit from the PCA (if applicable)</p> <p>1.6.7. Copy of issued permit from the DENR (for premium trees)</p>			<p>MPA District Manager, District I Or Carlo Claro District Manager, District II</p> <p>Construction Maintenance General Foreman</p> <p>MPA District Manager, District I Or District Manager, District II</p>
2. Submission/compliance of applicable requirements to the	2.1. Endorsement of recommendation for approval of request	None	1 to 2 days	Construction Maintenance

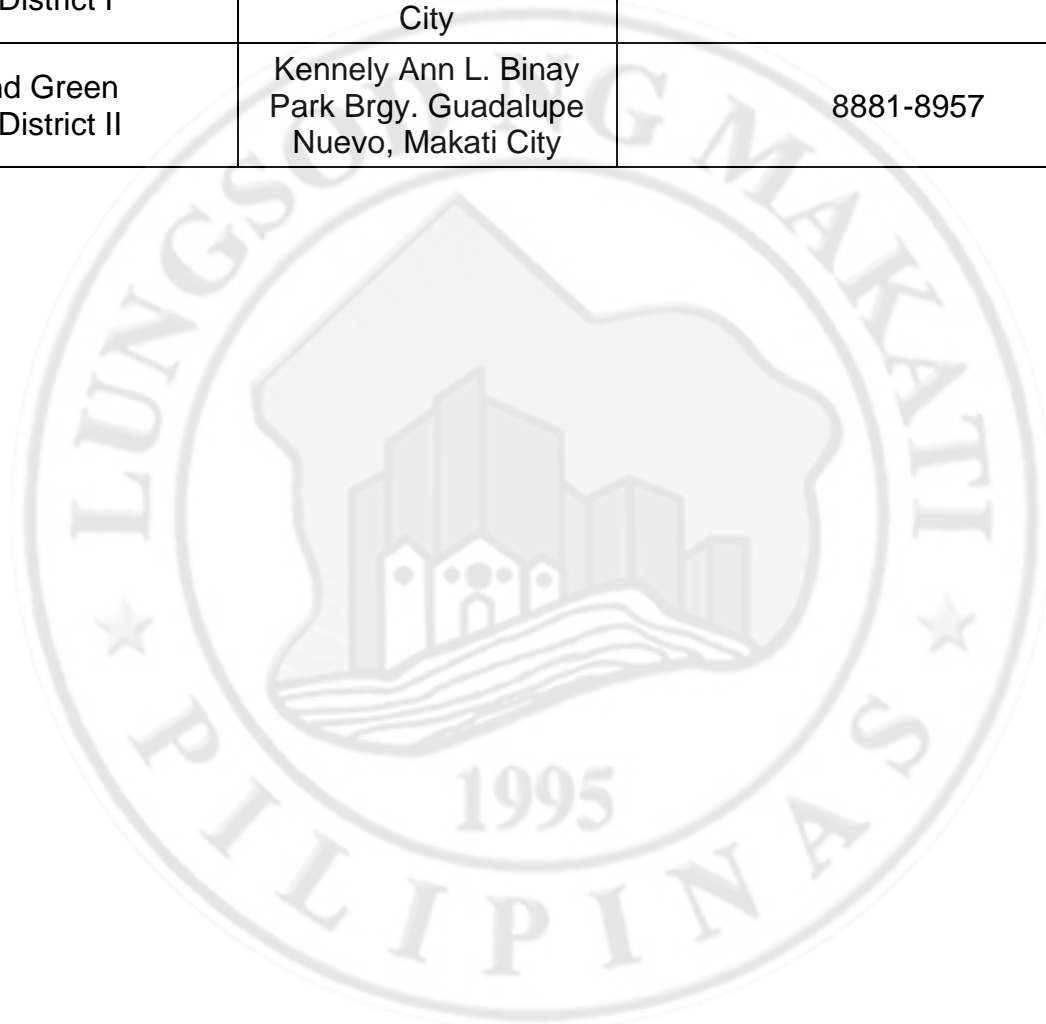



Parks and Green Division District I/II	<p>by the Department Head upon completion and submission of applicable requirements</p> <p>2.2. Approval of request by the Department Head</p> <p>2.3. Issuance of permit to requestor</p> <p>2.4. For approved and issued earth-balling permit, monitor process and receive earth-balled tree for replanting.</p>			<p><i>General Foreman</i></p> <p><i>Metro Aide II</i></p>
TOTAL		None	3-8 Days	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Call 8845-3080 for PGD District I</p> <p>Call 8881-8957 for PGD District II</p>
How feedbacks are processed	Fill up Feedback/Survey Form
How to file a complaint	<ol style="list-style-type: none"> <li>1. Through a written letter addressed to Mr. Augusto R. De Los Santos, Department Head.</li> <li>2. Have it received at DES Central at 7<sup>th</sup> Floor Makati City Hall Building II</li> <li>3. The Department Head will endorse to the concerned District Manager for proper action</li> </ol>
How complaints are processed	<p>Complaints are inspected/verified</p> <p>Immediate action to address the complaint thru conduct of operation and/or letter sent to the complainant for corrective recommendation/further actions</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: 8478-5093 or <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office	Address	Contact Information
Department of Environmental Services	7th Floor Makati City Hall Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8895-4991   8870-1741 Email: <a href="mailto:des@makati.gov.ph">des@makati.gov.ph</a> or <a href="mailto:des_makati@yahoo.com">des_makati@yahoo.com</a>
Parks and Green Division District I	Magallanes Interchange Brgy. Makati, Makati City	8845-3080
Parks and Green Division District II	Kennely Ann L. Binay Park Brgy. Guadalupe Nuevo, Makati City	8881-8957





**Accounting Department**  
**Financial Management Services**



## 1. Reconciliation of Premium Contributions and Loan Payments to National Government Agencies as follows:

- **Government Service Insurance System**
- **Home Development Mutual Fund**

The reconciliation is done to clarify and correct inconsistency of data and information between the records of the City Government of Makati with the records of the Government Service Insurance System and Home Development Mutual Fund.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City's Current and Previous Employees			
<b>Checklist of requirements</b>		<b>Where to secure</b>		
Request Form		Accounting Department		
Letter from the concerned government agencies stating the months/years without premium contributions and loan payments				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up and submit the request form which is available at the Receiving Section of the Accounting Department	1.1 Check the completeness and correctness of the information in the request form  1.2 Check the supporting documents  1.3 Forward the documents to the concerned personnel for processing	N/A	3 minutes	Administrative Assistant II or Bookbinder II
2.	2. Gather data needed in the reconciliation of the premium contributions and loan payments to the following:  - Government Service Insurance System	N/A	10 days Note: Except when the requested years are prior to 2008, the time allotted may extend up to 30 days because the department	GSIS – Administrative Assistant I & HDMF – Bookkeeper III





	-Home Development Mutual Fund		does not have an electronic file of the remittance list.	
3.	<p>3. Review the correctness of the information in the summary report with the pertinent supporting documents as follows:</p> <ul style="list-style-type: none"> <li>- Certified True Copy of Official Receipts</li> <li>- Certified True Copy of the Alphalist of the Premium Contributions and Loan Payments</li> </ul>	N/A	2 hours and 20 minutes	<p>GSIS – Administrative Assistant I &amp; HDMF – Bookkeeper III</p>
4	4. Prepare the transmittal letter after the review	N/A	5 minutes	<p>GSIS - Administrative Assistant I &amp; HDMF – Bookkeeper III</p>
5	<p>5. Do final review and affix signature to the transmittal letter and to the pertinent supporting documents, as follows:</p> <ul style="list-style-type: none"> <li>-Summary Report</li> <li>-Certified True Copy of Official Receipts</li> <li>-Certified True Copy of the Alphalist of the Premium Contributions and Loan Payments</li> </ul>	N/A	30 minutes	Accountant IV



6. Claim the Letter with the pertinent supporting documents and affix signature in the receiving copy of the Accounting Department.	6. Release the transmittal letter with the pertinent supporting documents to the concerned employee.	N/A	2 minutes	Administrative Assistant II or Bookbinder II
<b>TOTAL:</b>			<b>10 days, 3 hours</b>	

## 2. Issuance of Certifications to City's Current and Previous Employees relative to the following:

- **PhilHealth Contribution**
- **Last Salary Received**

The Certification for PhilHealth Contribution is issued to requesting personnel stating that the City Government of Makati withheld the required employee's share in the insurance premium and remit the same together with the counterpart City's share in the insurance premium. This certification is a requirement in claiming PhilHealth benefits.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City's Current and Previous Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Certification of PhilHealth Premium Contribution</b> <ul style="list-style-type: none"> <li>• Request form</li> <li>• Filled up PhilHealth Claim Form (CF) 1</li> </ul>		Accounting Department		
<b>For Certification of Last Salary Received</b> <ul style="list-style-type: none"> <li>• Request form</li> <li>• Service Record</li> <li>• Computation of Overpayment of Salaries</li> </ul>		Accounting Department Human Resource Development Office Human Resource Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the request form which is available at the Receiving Section of the Accounting Department.	1.1 Check the completeness and correctness of the information in the request form	N/A	3 minutes	Administrative Assistant II or Bookbinder II



	<p>1.2 Check the supporting documents</p> <p>1.3 Forward the documents to the concerned personnel for processing</p>			
2.	<p>Gathering of data needed in the preparation of the Certification, as follows:</p> <ul style="list-style-type: none"> <li>• For PhilHealth Premium Contribution</li> <li>• For Last Salary Received</li> </ul>	N/A	40 minutes	<p>Administrative Officer II – MHD</p> <p>Administrative Assistant III – YSDD, OSMAC, ICRD</p> <p>Administrative Assistant II – CAO, Law Dept., PESO</p> <p>Administrative Assistant II – HRDO, MSWD, IRD, VSO</p> <p>Administrative Assistant I – SP, Budget Dept.</p> <p>Machine Operator I – DRRMO, MCAO, MCDO, DEPW</p> <p>Administrative Officer IV – OM, OVM, GSD, EEMO, BPO, UDD, Liga ng mga Barangay, Assessment Dept.</p> <p>Administrative Assistant II – DES, MAC</p> <p>Bookbinder II – PSD</p> <p>Administrative Assistant III – Umak, Education Dept.</p>



				Bookkeeper III – Accounting Dept., CBO, IAS, Finance Dept., Office of the City Secretary
3.	<p>Preparation of the Certification, as follows:</p> <ul style="list-style-type: none"> <li>• For PhilHealth Premium Contribution</li> <li>• For Last Salary Received</li> </ul>	N/A	3 minutes	<p>Administrative Officer II – MHD</p> <p>Administrative Assistant III – YSDD, OSMAC, ICRD</p> <p>Administrative Assistant II – CAO, Law Dept., PESO</p> <p>Administrative Assistant II – HRDO, MSWD, IRD, VSO</p> <p>Administrative Assistant I – SP, Budget Dept.</p> <p>Machine Operator I – DRRMO, MCAO, MCDO, DEPW</p> <p>Administrative Officer IV – OM, OVM, GSD, EEMO, BPO, UDD, Liga ng mga Barangay, Assessment Dept.</p> <p>Administrative Aide VI – DES, MAC</p> <p>Bookbinder II – PSD</p> <p>Administrative Assistant III – Umak, Education Dept.</p> <p>Bookkeeper III – Accounting Dept., CBO, IAS, Finance Dept., Office of the City Secretary</p>



4.	Review the correctness of the information in the Certification	N/A	7 minutes	Administrative Assistant III – Certificate of Philhealth Contribution & Accountant III – Certificate of Last Salary Received
5.	Do final review and affix signature to the Certification	N/A	5 minutes	Accountant IV & City Accountant
6. Claim the Certification and affix signature in the receiving copy of the Accounting Department	Release the Certification to the concerned employee	N/A	2 minutes	Administrative Assistant II or Bookbinder II
	<b>Total</b>		<b>PHIC Certification – 35 minutes</b> <b>Last Salary Received – 45 minutes</b>	



### 3. Preparation of Certification of Unclaimed Salaries, Incentives and other Bonuses and Allowances and Processing of Payment of the said Claims

The Certificate of Unclaimed Salary (B16) is issued to requesting personnel stating all their unclaimed salaries and other remunerations from the City Government of Makati. This certification is a requirement for subsequently claiming the said unclaimed salaries and other remunerations.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Current and Previous Employees of the City and Personnel of the National Government Agencies Assigned to Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request Form to be provided by the Accounting Department</li> <li>Photocopy of valid government issued identification (ID) card or employees ID</li> </ul>		Accounting Department		
<b>In case of the following reasons, additional documents must be provided:</b> <ul style="list-style-type: none"> <li><b>Salaries put on Hold by the Human Resource Development Office (HRDO) and Overpayment</b> <ul style="list-style-type: none"> <li>Clearance authorizing the release of the withheld salaries and other remunerations from HRDO</li> <li>Schedule of overpayment from HRDO</li> </ul> </li> <li><b>Death of the Employees</b> <b>If the Claimant is the spouse of the deceased personnel</b> <ul style="list-style-type: none"> <li>Death Certificate</li> <li>Marriage Certificate</li> </ul> </li> <li><b>If Claimant is the child of the deceased personnel</b> <ul style="list-style-type: none"> <li>Birth Certificate</li> <li>Waiver of rights by the siblings allowing him/her to claim the remuneration</li> <li>Special Power of Attorney by the mother/father; or</li> <li>Death Certificate, if both parents are already dead</li> </ul> </li> </ul>		Human Resource Development Office  Human Resource Development Office  City's Civil Registrar Office City's Civil Registrar Office  City's Civil Registrar Office Legal Department  Legal Department  City's Civil Registrar Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the request form which is available at the	1.1 Check the completeness and	N/A	3 minutes	Administrative Assistant II



<p>Receiving Section of the Accounting Department and submit form together with the required supporting documents.</p>	<p>correctness of the information in the request form</p> <p>1.2 Check the required supporting documents</p> <p>1.3 Forward the documents to the concerned personnel for validation of claims</p>			<p>or Bookbinder II</p>
<p>2. Wait for the result of the verification and instruction from the Accounting Department personnel</p>	<p>2.1 Verify if the personnel concerned has unclaimed salaries, incentives and other bonuses and allowances</p> <p>2.2 Once verified, the personnel will inform the requestor if there are amount of payable recorded in the Books of Account or none.</p> <p>Note: Amount recorded in the Books of Accounts is based on the liquidation documents for payroll given by the Cash Division and other information from Land Bank of the Philippines</p>	<p>N/A</p>	<p>15 minutes</p>	<p>Community Affairs Officer II</p>
<p>3.</p>	<p>Processing of the claims by checking the completeness of the pertinent supporting documents</p>	<p>N/A</p>	<p>30 minutes</p>	<p>Community Affairs Officer II</p>
<p>4.</p>	<p>Prepare the Certification of unclaimed salaries,</p>	<p>N/A</p>	<p>20 minutes</p>	<p>Community Affairs Officer II</p>



	incentives and other bonuses and allowances, and the corresponding Journal Entry Voucher (JEV)			
5.	Review the Certification and JEV	N/A	10 minutes	Head Bookkeeping Division
6.	Prepare the Disbursement Voucher (DV) once all the pertinent supporting documents are complete	N/A	5 minutes	Administrative Assistant I
7.	Review the DV and affix signature to the DV	N/A	5 minutes	Head Bookkeeping Division
8.	Do final review and approval of the DV	N/A	5 minutes	City Accountant
9.	Release the DV for signature of the other signatories and preparation of check	N/A	5 minutes	Administrative Assistant II or Bookbinder II
10.	Inquire with the Cash Division of the Finance Department if the check is already with them			
<b>TOTAL:</b>			<b>1 hour, 38 minutes</b>	





#### 4. Signing of Employees' Clearance from Money and Property Accountability

Being one of the signatories of the City Government of Makati's Employees' Clearance from Money and Property Accountability, the Accounting Department reviews all recorded receivable and property accountability of the requesting employee from the City's books of Accounts.

<b>Office or Division:</b>	Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City's Current and Previous Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished request form		Accounting Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and submit the request form which is available at the Receiving Section of the Accounting Department	1.1 Check the completeness and correctness of the information in the request form  1.2 Check the following supporting documents: <ul style="list-style-type: none"> <li>• Sick Leave               <ul style="list-style-type: none"> <li>- Medical Certificate</li> <li>- Accomplished Leave Form</li> </ul> </li> <li>• Vacation Leave               <ul style="list-style-type: none"> <li>- Accomplished Leave Form</li> </ul> </li> <li>• Travel Abroad               <ul style="list-style-type: none"> <li>- Accomplished Leave Form</li> </ul> </li> <li>• Terminal Leave               <ul style="list-style-type: none"> <li>- Accomplished Leave Form</li> <li>- Service Record</li> </ul> </li> <li>• Resignation               <ul style="list-style-type: none"> <li>- Accomplished Leave Form</li> <li>- Service Record</li> </ul> </li> <li>• Transferred to National Government Agencies (NGAs)               <ul style="list-style-type: none"> <li>- Accomplished Leave Form</li> <li>- Service Record</li> </ul> </li> </ul>	N/A	5 minutes	Administrative Assistant II or Bookbinder II




	<p>- Assumption of Appointment</p> <p>1.3 Forward the documents to the concerned personnel for processing</p>			
2.	<p>2.1 Check if the concerned officers/employees securing City Clearance for the following reasons has pending monetary obligation from the City (Due from Officers /Employees):</p> <p>A.</p> <ul style="list-style-type: none"> <li>• Sick Leave</li> <li>• Vacation Leave</li> <li>• Travel Abroad</li> </ul> <p>B.</p> <ul style="list-style-type: none"> <li>• Terminal Leave</li> <li>• Resignation</li> <li>• Transferred to National Government Agencies (NGAs)</li> </ul> <p>(Note that City Clearance for Terminal Leave, Resignation, and Transferred to NGAs will be released together with the Certificate of Last Salary Received)</p>	N/A	<p>1 hour</p> <p>3 hours</p>	<p>Community Affairs Officer II</p> <p>Community Affairs Officer II &amp; Administrative Assistant I</p>
3.	<p>Check the status of the request (Clear or Not Clear) and affixed the signature of the Head of the Department.</p>	N/A	2 minutes	City Accountant
4. Claim the City Clearance with the pertinent supporting documents and affix signature in the	<p>Release the City Clearance with the pertinent supporting documents to the concerned employee.</p>	N/A	2 minutes	Administrative Assistant II or Bookbinder II



receiving copy of the Accounting Department.				
<b>TOTAL:</b>		<b>None</b>	<b>3 hours, 9 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	The clients may send email at <a href="mailto:accounting@makati.gov.ph">accounting@makati.gov.ph</a> or call 8870-1300 for feedback
How feedbacks are processed	Fill up Feedback/Survey Form
How to file a complaint	<p>Write a letter addressed to Mr. William B. Dayrit, City Accountant, and have it received at the Accounting Department or send via email at <a href="mailto:accounting@makati.gov.ph">accounting@makati.gov.ph</a> making sure that the following information are being provided:</p> <ul style="list-style-type: none"> <li>Name of person being complained</li> <li>Incident</li> <li>Evidence, if available</li> <li>Name and contact details of client</li> </ul> <p>For inquiries and follow-ups, client may contact the following phone number: 8870-1300</p>



**Assessment Department**  
**Financial Management Services**



## 1. Issuance of Tax Declaration

<b>Office or Division:</b>	Assessment Department		
<b>Classification:</b>	Simple, Complex, Highly Technical		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Property Owners, Administrators, Authorized Representatives, Lessees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
For Land and Improvement: (Transfer of Ownership)			
1. Mode of transfer/conveyance (i.e. Deed of Sale, Donation, Extrajudicial, etc.)	Client		
2. Transfer Certificate of Title	Client		
3. BIR Certification (CAR)	Client		
4. Transfer Tax Receipt	Client		
5. Latest Tax Receipt/Tax Clearance/Record of Payment	Client		
6. Subdivision Plan (if Lot is subdivided)	Client		
7. Notarized Special Power of Attorney, if client is not the owner	Client		
8. ID of Owner with clear signature	Client		
9. City Ordinance #2004-A-025 (Sec. 5A.01 #7)	Receiving Clerk will issue Order of Payment		
10. In case of late transfer a penalty of P2,500	Client		
11. House/Unit Picture (colored)	Client		
12. Accomplished and Notarized Sworn Statement Form	Client/Receiving Clerk		
13. Photocopies shall be submitted and accepted only after comparison with originals of #1-9	Client		
14. Photocopies of #1-9	Client		
For Machineries			
1. Tax Declaration of unit/bldg. where machinery is installed*	Client		
2. Certificate of Occupancy of said unit/bldg.*	Client Client		
3. Official Receipts (i.e. acquisition & installation costs,* importation/brokerage fees, if applicable)	Client/Receiving Clerk		
a. Machinery – ATM, CAM	Client		
b. Additional Components/Improvements- Safe, Deposit Box, Vault Door, Time Delay Mechanism, CCTV/dome camera	Client		
4. Accomplished and Notarized Sworn Statement	Client		
5. Notarized Special Power of Attorney, if client is not the owner			



6. Photocopies shall be submitted and accepted only after comparison with originals of 1-3	
7. Photocopies of item #1-3	
<b>For New-Declaration/Re-Assessment</b>	
1. Letter Request	Client
2. Building permit	Client
3. Floor Plan	Client
4. Certificate of Occupancy	Client
5. Tax Declaration of Land	Client
6. Latest tax receipt	Client
7. Notarized Special Power of Attorney, if client is not the owner	Client
8. Valid IDs	Client
9. House picture (colored)	Client
10. Accomplished and Notarized Sworn Statement Form	Client/Receiving Clerk
11. Photocopies shall be submitted and accepted only after comparison with originals of #2-8	Client
12. Photocopies of #2-8	Client
<b>For Re-Assessment</b>	
1. Letter Request	Client
2. Certificate of Occupancy	Client
3. Tax Declaration of Land	Client
4. Latest tax receipt (Land and Improvement)	Client
5. Notarized Special Power of Attorney, if client is not the owner	Client
6. Valid IDs	Client
7. House picture (colored)	Client
8. Accomplished and Notarized Sworn Statement Form	Client/Receiving Clerk
9. Photocopies shall be submitted and accepted only after comparison with originals of #2-6	Client
10. Photocopies of #2-6	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for issuance of tax declaration	Furnish Client with list of requirements	None	a. Land, Improvement, Machineries: 30 Mins b. Condominium Units: 20 Mins c. Land Only: 10 Mins d. New Property: 45 Mins	Tax Mapper I L.A.O.O. I Assessment Clerk III Administrative Aide VI
2. Submission of required documents	Check requirements: <ul style="list-style-type: none"> <li>• If complete – Issue order of payment</li> <li>• If incomplete – return presented requirements to client</li> </ul>	₱ 200.00/ Tax Declaration (for late registration an additional fee of ₱ 2,500 / per tax declaration - C.O. No. 2004-A-025 Sec. 2A.20)	a. Land, Improvement, Machineries: 45 Mins b. Condominium Units: 20 Mins c. Land Only: 20 Mins d. New Property: 1 Hour	Tax Mapper I L.A.O.O. I Assessment Clerk III Administrative Aide VI
	Check declarant of submitted documents & verify taxpayer's name either from Tax Receipt or Tax Clearance  If names are different, require customer to submit: <ul style="list-style-type: none"> <li>A. Mode of transfer and TCTs from latest seller down to the tax payer</li> <li>B. Photocopy of City Ordinance #2004-A-025</li> </ul>	None	30 mins	Tax Mapper I L.A.O.O. I Assessment Clerk III Administrative Aide VI



	(Sec. 5A.01 #7) receipt.			
3. Receive Claim Stub	a. Issue claim stub b. Log Application c. Endorse to appraiser	None	30 mins	Tax Mapper I L.A.O.O. I Assessment Clerk III Administrative Aide VI
4. Coordinate schedule of ocular inspection with the Appraiser	Ocular inspection 4.1 Coordinate schedule of ocular inspection 4.2 Conduct site inspection: a. Verify actual usage of property b. Obtain measurement of floor area (improvement)	None	30 mins  a. Land, Improvement, Machineries: 3 Hours b. Condominium Units: 1 Hour c. Land Only: 1 Hour d. New Property: 4 Hours  (it varies depending on the size of the property and availability of schedule of both parties; includes travel time)	Assistant Department Head II Tax Mapper V L.A.O.O. IV L.A.O.O. III L.A.O.O. II Tax Mapper III Tax Mapper I Draftsman III
5.	Process FAAS (Field Appraisal Assessment Sheet) and Report of Investigation * in case of demolished improvement – request for Demolition Permit from Client, then prepare Notice of Cancellation.	None	a. Land, Improvement, Machineries: 3 Hours b. Condominium Units: 90 mins c. Land Only: 45 mins d. New Property: 4 Hours  a. Land, Improvement,	Assistant Department Head II Tax Mapper V L.A.O.O. IV L.A.O.O. III L.A.O.O. II Tax Mapper III Draftsman III Tax Mapper I





	5.1 Review computation and other data.		Machineries: 30 mins b. Condominium Units: 30 mins c. Land Only: 30 mins d. New Property: 1 hour	
6.	6.1 Receipt of FAAS 6.2 Assignment of PIN (Property Index Number) 6.3 Forward to Appraisal Division for Preparation of Tax Declaration	None	a. Land, Improvement, Machineries: 3 Hours b. Condominium unit: 30 mins c. Land only: 1 Hour (with map/location sketch) d. New Property: 3 Hours	Tax Mapper V Tax Mapper IV Tax Mapper I Administrative Officer V L.A.O.O. III Assessment Clerk III Draftsman III Draftsman II
7. Checking	7.1 Counter checking of prepared FAAS	None	a. Land, Improvement, Machineries: 1 hour 30 mins b. Condominium unit: 30 mins c. Land only: 30 mins d. New Property: 2 hours	Assistant Department Head II L.A.O.O. IV L.A.O.O. III
	7.2 Processed FAAS for Signature by the City Assessor	None	a. Land, Improvement, Machineries: 45 mins b. Condominium unit: 20 mins c. Land only: 20 mins d. New Property: 1 Hour	OIC-Assessment Department
8. Records Division	Assign and Log Tax Declaration Number	None	a. Land, Improvement,	Administrative Aide III



			Machineries: 15 mins b. Condominium unit: 10 mins c. Land only: 10 mins d. New Property: 45 mins	Assessment Clerk II
9. EDP Section	9.1 Encode and Review Entry of TD data 9.2 Print Tax Declaration	None	a. Land, Improvement, Machineries: 1 Hour & 30 mins b. Condominium unit: 30 mins c. Land only: 30 mins d. New Property: 2 Hours	L.A.O.O. IV L.A.O.O. III Assessment Clerk III Assessment Clerk III Administrative Aide VI Administrative Assistant II
	9.3 Counter checking of printed Tax Declaration	None	a. Land, Improvement, Machineries: 30 mins b. Condominium unit: 30 mins c. Land only: 30 mins d. New Property: 1 hour	Tax Mapper IV L.A.O.O. IV (Records)
10. Receive owner's copy of Tax Declaration	10.1 Submission of Notarized Sworn Statement	None	30 mins	Administrative Aide II Administrative Aide III Administrative Aide IV Administrative Aide VI Administrative Assistant I Administrative Assistant IV Assessment Clerk II Assessment Clerk III L.A.O.O. I L.A.O.O. II Tax Mapper I
	10.2 Releasing of Tax Declaration	None	30 mins	



				Tax Mapping Aide
		TOTAL	(Please specify. If it varies, please write "it varies depending on <i>what variables</i> ")	a) Land, Improvement, Machineries = 3 Days b) Condominium Units = 1 Day c) Land Only = 1 Day d) New Property = 5 Days

## 2. Issuance of Certification

<b>Office or Division:</b>	Assessment Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Property Owners, Administrators, Authorized Representatives, Lessees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership (Any valid Government ID) a. If not the owner – show proof of authorization: i. Letter of authority and stating the purpose of request (signed by owner) ii. Photocopy of 1 valid ID of owner with clear name and signature iii. Photocopy of 1 valid ID of authorized representative 2. Two (2) Documentary Stamps (₱ 30.00) 3. Note: Additional supporting documents may be required depending on the purpose of certificate (i.e. Sec. Cert., Death Cert./Proof of relationship to owner/extrajudicial settlement, etc.)		Client          Any BIR Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply for issuance of certification	Furnish Client with list of requirements	None	60 mins	Administrative Aide II Administrative Aide III Administrative Aide VI Administrative Assistant II Assessment Clerk II



				Assessment Clerk III Book Binder II L.A.O.O. I L.A.O.O. III Tax Mapper I Tax Mapping Aide
2. Verification of Identity	If client is owner or authorized representative issue order of payment <ul style="list-style-type: none"> <li>If incomplete ask client to return when requirements are completed.</li> </ul> Log entry of requestor	₱ 50.00 / per tax declaration (Makati Revenue Code 2004-A-25 Sec. 5A.01 #6)	90 mins	Administrative Aide II Administrative Aide III Administrative Aide VI Administrative Assistant II Assessment Clerk II Assessment Clerk III Book Binder II L.A.O.O. I L.A.O.O. III Tax Mapper I Tax Mapping Aide
3. Process Request	Forward complete requirements, receipt & documentary stamps to Records Clerk for: <ol style="list-style-type: none"> <li>Printing of Certification</li> <li>Attach Documentary Stamps</li> </ol>	None	3 Hours  (it varies if request needs trace back or TD needs to be reconstituted)	Administrative Aide II Administrative Aide III Administrative Aide VI Administrative Assistant II Assessment Clerk II Assessment Clerk III Book Binder II L.A.O.O. I L.A.O.O. III Tax Mapper I Tax Mapping Aide
4. Endorse to Authorized signatories	Records Clerk shall endorse to authorized signatories who will verify all requirements prior to signing	None	1 Hour	L.A.O.O. IV (Records) Tax Mapper V L.A.O.O. IV (Appraisal) Tax Mapper IV
5. Forward to releasing	Records clerk will forward completed	None	30 mins	Administrative Aide II



	Certifications to Releasing Clerk			Administrative Aide III Administrative Aide VI Administrative Assistant II Assessment Clerk II Assessment Clerk III Book Binder II L.A.O.O. I L.A.O.O. III Tax Mapper I Tax Mapping Aide
6. Dry seal and logging	Dry seal will be affixed on Certifications and it will be recorded in the logbook.	None	15 mins	Administrative Aide II Administrative Aide III Administrative Aide VI Administrative Assistant II Assessment Clerk II Assessment Clerk III Book Binder II L.A.O.O. I L.A.O.O. III Tax Mapper I Tax Mapping Aide
7. Receive Certification	Clients will affix signature as proof of receipt of Certification	None	10 mins	Administrative Aide II Administrative Aide III Administrative Aide VI Administrative Assistant II Assessment Clerk II Assessment Clerk III Book Binder II L.A.O.O. I L.A.O.O. III Tax Mapper I Tax Mapping Aide



TOTAL	(Please specify. If it varies, please write "it varies depending on <i>what variables</i> ")	1 Day	
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### 3. Issuance of Notice of Assessment

<b>Office or Division:</b>	Assessment Department
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Transacting Public
<b>Who may avail:</b>	Property Owners, Administrators, Authorized Representatives, Lessees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of ownership (Any valid Government ID) a. If not the owner – show proof of authorization: i. Letter of authority and stating the purpose of request (signed by owner) ii. Photocopy of 1 valid ID of owner with clear name and signature iii. Photocopy of 1 valid ID of authorized representative Photocopies shall be submitted and accepted only after comparison with originals of #i-iii	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for Notice of Assessment	If client is owner or authorized representative issue Notice of Assessment <ul style="list-style-type: none"> <li>• For incomplete requirements, client will be advised to return once requirements are completed.</li> </ul> Log entry of requestor	None	10 mins	L.A.O.O. IV L.A.O.O. III Administrative Aide VI Administrative Assistant II Assessment Clerk III



2. Client receives Notice of Assessment	Clients will affix signature as proof of receipt of NOA	None	5 mins	L.A.O.O. IV L.A.O.O. III Assessment Clerk III Administrative Assistant II Assessment Clerk III Administrative Aide VI
TOTAL		None	15 Mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Write a letter addressed to the City Assessor and send via mail, courier or personally hand carry it to the:</p> <p>Assessment Department 2<sup>nd</sup> Floor, Makati City Hall Bldg. 1 JP Rizal Ave., Makati City Contact No: 8870-1316, 8870-1372, 8899-8855 or 8890-9030 Email: assessmentdepartmentmakati@gmail.com</p>
How to file a complaint	<p>Complaints may be filed directly to the Officer of the Day.</p> <p>Or can be reported via telephone.</p> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• The name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-ups please contact the following telephone numbers: 8870-1316, 8870-1371, 8870-1372, 8899-8855, 8890-9030 or via email, assessmentdepartmentmakati@gmail.com</p>



**Budget Department**  
**Financial Management Services**





## 1. Review of Barangay Development Plan (BDP) – Financial Administration Focus Area

The BDP is a long-term plan which lays down the development direction of the various sectors in the barangay. The Financial Administration Focus Area of the BDP usually contains programs related to the general operationalization and financial management of the barangay.

<b>Office or Division:</b>	Budget Department – Barangay Affairs			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Barangays of Makati City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Development Council Resolution Approving the BDP (1 Original)	Sangguniang Barangay concerned			
2. Barangay Council Resolution Adopting the BDP (1 Original)	Sangguniang Barangay concerned			
3. BDP (1 Original)	Sangguniang Barangay concerned			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Budget Department thru the Urban Development Department (UDD)	1. Receive the required documents 1.1 Sign on the receiving log book of UDD 1.2 Encode in the receiving monitoring	None	3 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
2.	Forward the documents to the Barangay Affairs	None	2 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
3.	Start the review of the BDP	None	4 days, 5 Hours, 35 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
4.	Approval and endorsement of the BDP to UDD	None	2 Hours	Department Head II (City Budget Officer) City Budget Department
5.	Release the document to the UDD	None	20 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
<b>Total:</b>		<b>None</b>	<b>5 Days</b>	



## 2. Review of Barangay Development Investment Plan (BDIP)

The BDIP covers a period of three (3) year, identifies the program, projects or activities that are needed to carry out the development of the sectors laid down in the BDP as well as approximate the funding needed per year. Article 454(d), IRR, R.A. No. 7160 requires that itemized appropriations shall be for specific development projects/activities embodied in the local development plan and/or public investment program.

<b>Office or Division:</b>	Budget Department – Barangay Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Barangays of Makati City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Development Council Resolution Approving the BDIP (1 Original)		Sangguniang Barangay concerned		
2. Barangay Council Resolution Adopting the BDIP (1 Original)		Sangguniang Barangay concerned		
3. BDIP (1 Original)		Sangguniang Barangay concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Budget Department thru the Urban Development Department (UDD)	1. Receive the required documents 1.1 Sign on the receiving log book of UDD 1.2 Encode in the receiving monitoring	None	3 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
2.	Forward the documents to the Barangay Affairs	None	2 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
3.	Start the review of the BDIP	None	6 Days, 5 Hours, 35 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
4.	Approval and endorsement of the BIDP to UDD	None	2 Hours	Department Head II (City Budget Officer) City Budget Department
5.	Release the document to the UDD	None	20 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
<b>Total:</b>		<b>None</b>	<b>7 Days</b>	



### 3. Review of Annual/ Supplemental Investment Program (AIP/ SIP) of Barangay

The AIP/ SIP represents a one-year slice of the Barangay Development Investment Program (BDIP) that provides the link between the development plan and the budget.

<b>Office or Division:</b>	Budget Department – Barangay Affairs		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All Barangays of Makati City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Annual Investment Program</b>			
1. Barangay Development Council Resolution approving the AIP (1 Original)		Sangguniang Barangay concerned	
2. Barangay Council Resolution adopting the AIP (1 Original)		Sangguniang Barangay concerned	
3. AIP (1 Original)		Sangguniang Barangay concerned	
4. Project Profile (1 Original)		Sangguniang Barangay concerned	
5. Approved Barangay Development Plan (BDP) (1 certified true copy)		Sangguniang Barangay concerned	
6. Barangay Development Council Resolution Approving the BDP (1 certified true copy)		Sangguniang Barangay concerned	
7. Barangay Council Resolution Adopting the BDP (1 certified true copy)		Sangguniang Barangay concerned	
8. Approved Barangay Development Investment Program (BDIP) (1 certified true copy)		Sangguniang Barangay concerned	
9. Barangay Development Council Resolution Approving the BDIP (1 certified true copy)		Sangguniang Barangay concerned	
10. Barangay Council Resolution Adopting the BDIP (1 certified true copy)		Sangguniang Barangay concerned	
11. Gender and Development (GAD) Plan (1 certified true copy)		Sangguniang Barangay concerned	
12. Barangay Disaster Risk Reduction and Management (BDRRM) Plan (1 certified true copy)		Sangguniang Barangay concerned	
13. Barangay Anti-Drug Abuse Council (BADAC) Plan (1 certified true copy)		Sangguniang Barangay concerned	
14. Barangay Peace and Order and Public Safety (BPOPS) Plan (1 certified true copy)		Sangguniang Barangay concerned	
15. Barangay Council for the Protection of Children (BCPC) Plan (1 certified true copy)		Sangguniang Barangay concerned	
16. Barangay Nutrition Action Plan (1 certified true copy)		Sangguniang Barangay concerned	
17. Devolution Transition Plan (1 certified true copy)		Sangguniang Barangay concerned	
18. Capacity Development Plan (1 certified true copy)		Sangguniang Barangay concerned	
<b>Supplemental Investment Program</b>			
1. Barangay Development Council Resolution approving the SIP (1 Original)		Sangguniang Barangay concerned	
2. Barangay Council Resolution adopting the SIP (1 Original)		Sangguniang Barangay concerned	



3. SIP (1 Original)	Sangguniang Barangay concerned
4. Project Profile (1 Original)	Sangguniang Barangay concerned
5. Revised Plans, if any (GAD, BDP, BDRRM, BADAC, BPOPS, BCPC, BNAP, DTP, CAPDEV Plan)	Sangguniang Barangay concerned

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Budget Department thru the Urban Development Department (UDD)	1 Receive the required documents 1.1 Sign on the receiving log book of UDD 1.2 Encode in the receiving monitoring	None	3 Minutes	<i>Supervising Administrative Officer (Budget Officer IV)</i> City Budget Department
2.	Forward the documents to the Barangay Affairs	None	2 Minutes	<i>Supervising Administrative Officer (Budget Officer IV)</i> City Budget Department
3.	Start the review of the AIP/ SIP	None	18 Days, 3 Hours, 25 Minutes	<i>Supervising Administrative Officer (Budget Officer IV)</i> City Budget Department
4.	Approval and endorsement of the AIP/ SIP to UDD	None	1 Day, 4 Hours	<i>Department Head II (City Budget Officer)</i> City Budget Department
5.	Release the document to the UDD	None	30 Minutes	<i>Supervising Administrative Officer (Budget Officer IV)</i> City Budget Department
	<b>Total:</b>	<b>None</b>	<b>20 Days</b>	



#### 4. Review of Annual/ Supplemental Barangay Youth Investment Program (ABYIP/ SBYIP)

The ABYIP represents a one-year slice of the Comprehensive Barangay Youth Development Plan (CBYDP) that provides the link between the development plan and the budget.

<b>Office or Division:</b>	Budget Department – Barangay Affairs			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Sangguniang Kabataan (SK) of Makati City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Annual Barangay Youth Investment Program</b>				
1. SK Resolution approving the ABYIP (1 Original)		SK concerned		
2. ABYIP (1 Original)		SK concerned		
3. Project Profile (1 Original)		SK concerned		
4. CBYDP approved by the Sangguniang Kabataan (1 certified true copy)		SK concerned		
<b>Supplemental Barangay Youth Investment Program</b>				
1. SK Resolution approving the SBYIP (1 Original)		SK concerned		
2. SBYIP (1 Original)		SK concerned		
3. Project Profile (1 Original)		SK concerned		
4. Amended CBYDP approved by the Sangguniang Kabataan, if any (1 certified true copy)		SK concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to the Budget Department thru the Urban Development Department (UDD)	1. Receive the required documents 1.1 Sign on the receiving log book of UDD 1.2 Encode in the receiving monitoring	None	3 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
2.	Forward the documents to the Barangay Affairs	None	2 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department



3.	Start the review of the ABYIP/ SBYIP	None	18 Days, 3 Hours, 25 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
4.	Approval and endorsement of the ABYIP/ SBYIP to UDD	None	1 Day, 4 Hours	Department Head II (City Budget Officer) City Budget Department
5.	Release the document to the UDD	None	30 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
<b>Total:</b>		<b>None</b>	<b>20 Days</b>	

## 5. Review of Annual/ Supplemental Barangay Budget

Budget Review is the third (3<sup>rd</sup>) phase in the barangay budget process. Its primary purpose is to determine whether the Appropriation Ordinance has complied with the budgetary requirements and general limitations set forth in the Local Government Code, as well as provisions of other applicable laws. Section 333(a) of Republic Act No. 7160 provides that within ten (10) days from its approval, copies of the barangay ordinance authorizing the annual appropriations shall be furnished to the Sangguniang Panlungsod, through the city budget officer.

<b>Office or Division:</b>	Budget Department – Barangay Affairs	
<b>Classification :</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G – Government to Government	
<b>Who may avail:</b>	All Barangays of Makati City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Annual Budget</b>		
1. Transmittal Letter (1 Original)		Sangguniang Barangay concerned
2. Budget Message (1 Original)		Sangguniang Barangay concerned
3. Certified Statement of Actual Income of Past Year and Estimated Income for Current and Ensuing Fiscal Year (1 Original)		Makati City Accounting Department – Barangay Affairs
4. Appropriation Ordinance approved by the Sangguniang Barangay (1 Original)		Sangguniang Barangay concerned
5. Barangay Annual Budget (1 Original)		Sangguniang Barangay concerned
6. Barangay Budget Preparation (BBP) Form No. 1 - Budget of Expenditures and Sources of Financing (1 Original)		Sangguniang Barangay concerned



7. BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results (1 Original)	Sangguniang Barangay concerned
8. BBP Form No. 2-A – List of Projects Chargeable Against the 20% Development Fund (1 Original)	Sangguniang Barangay concerned
9. BBP Form No. 3 – Plantilla of Personnel (1 Original)	Sangguniang Barangay concerned
10. BBP Form No. 4 – Statement of Indebtedness (1 Original)	Sangguniang Barangay concerned
11. Project Procurement Management Plan (PPMP) (1 Original)	Sangguniang Barangay concerned
12. Indicative Annual Procurement Plan (APP) (1 Original)	Sangguniang Barangay concerned
13. Approved Annual Investment Program (AIP) (1 certified true copy)	Sangguniang Barangay concerned
14. Approved Barangay Development Plan (BDP) (1 certified true copy)	Sangguniang Barangay concerned
15. Approved Barangay Disaster Risk Reduction and Management (BDRRM) Plan (1 certified true copy)	Sangguniang Barangay concerned
16. Approved Barangay Anti-Drug Abuse Council (BADAC) Plan (1 certified true copy)	Sangguniang Barangay concerned
17. Approved Barangay Peace and Order and Public Safety (BPOPS) Plan (1 certified true copy)	Sangguniang Barangay concerned
18. Approved Barangay Council for the Protection of Children (BCPC) Plan (1 certified true copy)	Sangguniang Barangay concerned
19. Approved Barangay Nutrition Action Plan (1 certified true copy)	Sangguniang Barangay concerned
20. Approved Devolution Transition Plan (1 certified true copy)	Sangguniang Barangay concerned
21. Approved Capacity Development Plan (1 certified true copy)	Sangguniang Barangay concerned
<b>Supplemental Budget</b>	
1. Transmittal Letter (1 Original)	Sangguniang Barangay concerned
2. Appropriation Ordinance approved by the Sangguniang Barangay (1 Original)	Sangguniang Barangay concerned
3. Barangay Supplemental Budget Preparation (BSBP) Form No. 1 – Statement of Funding Sources (1 Original)	Makati City Accounting Department – Barangay Affairs
4. BSBP Form No. 2 – Statement of Supplemental Appropriations (1 Original)	Sangguniang Barangay concerned



5. Supplemental Project Procurement Management Plan (SPPMP) (1 Original)		Sangguniang Barangay concerned		
6. Supplemental Procurement Plan (SPP) (1 Original)		Sangguniang Barangay concerned		
7. Approved Supplemental Investment Program (SIP), if any (1 certified true copy)		Sangguniang Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Budget Department	1. Receive the required documents 1.1 Sign on the receiving log book of the requesting Barangay 1.2 Encode in the receiving monitoring	None	3 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
2.	Forward the documents to the Barangay Affairs	None	2 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
3.	Start the review of the proposed Barangay Budget	None	25 Days	Supervising Administrative Officer (Budget Officer IV) City Budget Department
4.	Approval and endorsement of the reviewed Barangay Budget to the Office of the Secretary to the Sangguniang Panlungsod (OSSP)	None	4 Days, 3 Hours, 35 Minutes	Department Head II (City Budget Officer) City Budget Department
5.	Scanning of reviewed documents for record keeping	None	4 Hours	Supervising Administrative Officer (Budget Officer IV) City Budget Department
6.	Release the document to the OSSP	None	20 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
<b>Total:</b>		<b>None</b>	<b>30 Days</b>	





## 6. Review of Annual/ Supplemental Sangguniang Kabataan (SK) Budget

The SK Annual Budget, which is the financial plan embodying the estimates of the income and expenditures of the SK for one (1) fiscal year, shall be prepared in accordance with the approved Annual Barangay Youth Investment Program (ABYIP).

<b>Office or Division:</b>	Budget Department – Barangay Affairs		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All Sangguniang Kabataan of Makati City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Annual SK Budget</b>			
1. Transmittal Letter (1 Original)		Sangguniang Kabataan concerned	
2. Resolution approving the SK Annual Budget (1 Original)		Sangguniang Kabataan concerned	
3. Certified Statement of Actual Income of Past Year and Estimated Income for Current and Ensuing Fiscal Year (1 Original)		Makati City Accounting Department – Barangay Affairs	
4. SK Annual Budget (1 Original)		Sangguniang Kabataan concerned	
5. Project Procurement Management Plan (PPMP) (1 Original)		Sangguniang Kabataan concerned	
6. Annual Procurement Plan (APP) (1 Original)		Sangguniang Kabataan concerned	
7. Approved ABYIP (1 certified true copy)		Sangguniang Kabataan concerned	
<b>Supplemental SK Budget</b>			
1. Transmittal Letter (1 Original)		Sangguniang Kabataan concerned	
2. Resolution approving the SK Supplemental Budget (1 Original)		Sangguniang Kabataan concerned	
3. Barangay Supplemental Budget Preparation (BSBP) Form No. 1 – Statement of Funding Sources (1 Original)		Makati City Accounting Department – Barangay Affairs	
4. BSBP Form No. 2 – Statement of Supplemental Appropriations (1 Original)		Sangguniang Kabataan concerned	
5. Supplemental Project Procurement Management Plan (SPPMP) (1 Original)		Sangguniang Kabataan concerned	
6. Supplemental Procurement Plan (SPP) (1 Original)		Sangguniang Kabataan concerned	



7. Approved Supplemental Barangay Youth Investment Program (SBYIP), if any (1 certified true copy)		Sangguniang Kabataan concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Budget Department	1. Receive the required documents 1.1 Sign on the receiving log book of the requesting Barangay 1.2 Encode in the receiving monitoring	None	3 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
2.	Forward the documents to the Barangay Affairs	None	2 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
3.	Start the review of the proposed Annual SK Budget	None	25 Days	Supervising Administrative Officer (Budget Officer IV) City Budget Department
4.	Approval and endorsement of the reviewed Annual SK Budget to the Office of the Secretary to the Sangguniang Panlungsod (OSSP)	None	4 Days, 3 Hours, 35 Minutes	Department Head II (City Budget Officer) City Budget Department
5.	Scanning of reviewed documents for record keeping	None	4 Hours	Supervising Administrative Officer (Budget Officer IV) City Budget Department
6.	Release the document to the OSSP	None	20 Minutes	Supervising Administrative Officer (Budget Officer IV) City Budget Department
<b>Total:</b>		<b>None</b>	<b>30 Days</b>	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Send feedbacks thru the various Makati City Social Media Accounts.            Facebook: My Makati (makati@makati.gov.ph)            Twitter: MyMakati (@Mayora_Abby)            Instagram: MyMakati</p> <p>Send feedbacks thru the Makati City Makatizen App</p> <p>Access the Makati City Government Portal (makati.gov.ph) and fill-out the Client Satisfaction Measurement (CSM)</p> <p>Contact info: 8870-1000 or 1332</p>
How feedbacks are processed	Feedbacks requiring answers are forwarded to the City Budget Department to answer within three (3) days of the receipt of the feedback.
How to file a complaint	<p>Prepare a formal letter to be forwarded to the City Budget Department Public Assistance and Complaint Desk or send via email at budget@makati.gov.ph</p> <p>Contact info: 8870-1332</p>
How complaints are processed	Complaints requiring answers are forwarded to the City Budget Department to answer within three (3) days of the receipt of the complaints.
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph            8478 5093            PCC: 8888            CCB: 0908-881-6565 (SMS)</p>

Office	Address	Contact Information
City Budget Department	4 <sup>th</sup> Floor Budget Department, New Makati City Hall Building, J.P. Rizal St., Poblacion, Makati City	8870-1332 8899-8939



**Business Permit and Licensing Office**  
**Financial Management Services**





## 1. Securing New Business Permit

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2B – Government to Business Entity	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Notarized application form (triplicate copy) <ul style="list-style-type: none"> <li>• Number of Employees</li> <li>• Capital Investment / Paid-up Capital</li> </ul>	Taxpayer	
2. Locational Clearance for Business & with Barangay Clearance	Zoning Division, Makati City Hall	
3. Contract of lease between the lessor and lessee. <u>If Leased attach Mayor's Permit of the Building owner/ landlord as a Real Estate Lessor.</u>  3.1 <b>If not</b> , Contract of Lease between the Lessee and the Sub-Lessee with conformity of the Owner or the Bldg. Administrator.  3.2 <b>If Owned</b> , Transfer Certificate of Title (TCT) or Tax Declaration.	Property Owner / Lessor / Sub-Lessor	
4. Proof of Business Name Registration and Activity/Nature of business  4.1 Sole/single proprietorship – DTI  4.2 Approved Articles of Incorporation / Articles of Partnership / One Person Corporation - SEC  4.3 Cooperative Development Authority (CDA)	DTI ( <i>Department of Trade and Industry</i> ) / SEC ( <i>Security Exchange Commission</i> ) / CDA ( <i>Cooperative Development Authority</i> )	
5. Public Liability Insurance (CGL)	Accredited Insurance Agency	
6. FSIC for Business – (Pre-requisite to the issuance of Business Permits)	Bureau of Fire Protection	
7. Inspection Report	BPLO, Inspection Division	
8. Other pertinent information, documents and data that maybe required by law or regulation depending on the nature or type of business. – <b>See ANNEX A</b>	NGA'S / LGU'S	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application & required documents to Counter 10 - 17	1. Receive the required documents and check for completeness	Refer to Sec. 3A.02 & 03 (Business Tax), Sec. 4A.01, 02 & 03 (Mayor's Permit Fees), Sec. 5F.01 (Sanitary Permit Fees) & Sec. 5G.01 (Garbage Fees) of Revised Makati Revenue Code & Fire Code of the Philippines  (See ANNEX B, C, D, E & F)	30 minutes	Assessor, BPLO
	1.1 Assess fees, taxes and charges			
	<i>Note: If business is considered "subject for inspection", instruct the Taxpayer to proceed to Inspection Division.</i>			
	2. Approve Business Permit Application & Assessment			Chief, BPLO (for & by Authority of the Mayor)
2. Pay corresponding fees at the cashier	3. Accept Payment		5 minutes	Cashier, Business Tax Division
3. Return to the BPLO for the processing and release of Business/Mayor's Permit and other pertinent documents	4. Release approved Business/Mayor's Permit and other pertinent documents to applicant		15 minutes	Receiving / Releasing Clerk, BPLO



## 2. For Business Permit Renewal:

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple / Complex	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Notarized application form (triplicate copy) <ul style="list-style-type: none"> <li>• Declaration of Gross Sales / Receipts for the preceding year.</li> <li>• Number of Employees</li> <li>• Capital Investment / Paid-up Capital</li> </ul>	Taxpayer	
2. Previous Year Mayor's Business Permit / Billing Assessment / Official Receipt	Taxpayer	
3. Income Tax Return and Audited Financial statements for the preceding year which were filed with the BIR on the current year. <b>Example:</b> Income Tax Returns and FS for the taxable year 2022 which were filed and paid with the BIR on or before April 15, 2023. 3.1 <b>For Consolidated FS/ITR</b> , attached breakdown of gross sales /receipts & proof of payment from other City / Municipalities. 3.2 <b>For Fiscal Year FS/ITR</b> , attached breakdown of gross sales/receipts from January to December.	BIR & Business Owner	
4. FSIC for Business – (Pre-requisite to the issuance of Business Permits)	Bureau of Fire Protection	
5. Public Liability Insurance (CGL)	Accredited Insurance Agency	
6. Other pertinent information, documents and data that maybe required by law or regulation depending on the nature or type of business. – <b>See ANNEX A</b>	NGA'S / LGU'S	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application & required documents to Counter 10 - 17	1. Receive the required documents and check for completeness	Refer to Sec. 3A.02 & 03 (Business Tax), Sec. 4A.01, 02 & 03 (Mayor's Permit Fees), Sec. 5F.01 (Sanitary Permit Fees) & Sec. 5G.01 (Garbage Fees) of Revised Makati Revenue Code & Fire Code of the Philippines	30 minutes	Assessor, BPLO
	1.1 Assess fees, taxes and charges			Chief, BPLO (for & by Authority of the Mayor)
2. Pay corresponding fees at the cashier	2. Approve Business Permit Application & Assessment	(See ANNEX B, C, D, E & F)	5 minutes	Cashier, Business Tax Division
3. Return to the BPLO for the processing and release of Business/Mayor's Permit and other pertinent documents	3. Accept Payment		15 minutes	Receiving / Releasing Clerk, BPLO
<p><b>* Except during renewal period (January). (R.A. 11032 will follow: three (3) working days in the case of simple transactions, seven (7) working days in the case of complex transactions &amp; twenty (20) working days in the case of danger to public.)</b></p>				





### 3. New Business Permit Application Subject for Inspection

<b>Office or Division:</b>	BPLO - Inspection Division	
<b>Classification:</b>	Simple / Complex / Danger to Public	
<b>Type of Transaction:</b>	G2B - Government to Business Entity	
<b>Who may avail:</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Notarized application form (triplicate copy) <ul style="list-style-type: none"> <li>• Number of Employees</li> <li>• Capital Investment / Paid-up Capital</li> </ul>		Taxpayer
2. Locational Clearance for Business & with Barangay Clearance		Zoning Division, Makati City Hall
3. Contract of lease between the lessor and lessee. <u>If Leased attach Mayor's Permit of the Building owner/ landlord as a Real Estate Lessor.</u> 3.1 <b>If not</b> , Contract of Lease between the Lessee and the Sub-Lessee with conformity of the Owner or the Building Administrator. 3.2 <b>If Owned</b> , Transfer Certificate of Title (TCT) or Tax Declaration.		Property Owner
4. Proof of Business Name Registration and Activity/Nature of business 4.1 Sole/single proprietorship – DTI 4.2 Approved Articles of Incorporation / Articles of Partnership / One Person Corporation - SEC 4.3 Cooperative Development Authority (CDA)		DTI ( <i>Department of Trade and Industry</i> ) / SEC ( <i>Security Exchange Commission</i> ) / CDA ( <i>Cooperative Development Authority</i> )
5. Public Liability Insurance (CGL)		Accredited Insurance Agency
6. Other pertinent information, documents and data that maybe required by law or regulation depending on the nature or type of business. – <b>See ANNEX A</b>		NGA'S / LGU'S



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the application & required documents	1. Receive & check completeness of application information & requirements for inspection.  1.1 Check for the availability of Inspectors & Prepare Authority for Inspection (Mission Order).	NO FEES  Refer to Sec. 4A.21 Inspection of Business Establishment of Revised Makati Revenue Code	10 minutes	Receiving Clerk, BPLO-Inspection Division
2. Wait for the on-site Inspection	2. Ocular/On-site Inspection & Preparation of Initial and/or Final Inspection Reports		24 hours	BPLO, Business Inspector
3. Return & Claim approved Inspection Report for assessment	3. Release approved Inspection Report & other pertinent documents to taxpayer and allow initial in the monitoring logbook.		10 minutes	Releasing Clerk, BPLO-Inspection Division



#### 4. Certification

<b>Office or Division:</b>	Business Permits Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B and G2G			
<b>Who may avail:</b>	Taxpayer and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Letter of Request			Owner/Company requestor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter of request	1. Receive & Verify Data / Information at the BPLS Data Base. 1.1 Prepare Certification.	Record Verification: ₱20.00 Documents Authentication per page and/or copy: ₱50.00	10 minutes	Receiving Clerk
2. Pay corresponding Fees	2. Accept Payment	(Refer to Sec.5A.01- Imposition of Fees of Revised Makati Revenue Code)	5 minutes	Cashier, Business Tax Division
3. Return & Claim Certification	3. Check the official receipt and release certification and allow to signs as evidence of receipt.		5 minutes	Releasing Clerk



## 5. Certified True Copy

<b>Office or Division:</b>	Business Permits Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	Taxpayer and other government agencies			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Photocopy of Business Permit and/or Billing Assessment and/or Application Form			Owner/Company requestor	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required document/s to window 6 - 9	1. Receive & Verify the data / information at the BPLS Data Base.	Record Verification: ₱20.00 Documents	5 minutes	Receiving Clerk
2. Pay corresponding Fees	2. Accept Payment	Authentication per page and/or copy: ₱50.00	5 minutes	Cashier, Business Tax Division
3. Return to the BPLO for the processing and release of Certified True Copy	3. Check the official receipt and receive & stamp the document/s of certified true copy.	(Refer to Sec.5A.01- Imposition of Fees of Revised Makati Revenue Code)	10 minutes	Receiving Clerk
	3.1 Check and Sign Certified True Copy			Licensing officer
	3.2 Release Certified True Copy			Releasing Clerk



## 6. Individual Working/Mayor's Permit

<b>Office or Division:</b>	Business Permits Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Taxpayer and/or Business Employee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Certificate		Makati Health Department		
2. Official Receipt		Office of the City Treasurer / Business Owner		
3. Community Tax Certificate (CTC) / Cedula		Office of the City Treasurer (Miscellaneous Division)		
4. Police Clearance / NBI Clearance		Police Station / National Bureau of Investigation (NBI)		
5. PCSUCIA / DDO For Security Guard		Camp Crame		
6. Picture (1x1) 2pcs.		Applicant		
7. Alien Certificate of Registration (ACR) For Foreign Applicant		Department of Labor and Employment (DOLE)		
8. Parents' Consent (17 Years old & Below)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application and required documents to window 1 - 4	1. Receive the required documents and application form and check completeness. 1.1 Encode data on the computer database.	Mayor's Permit Annual Fee: ₱50.00  (Refer to Sec.4A.02 & 03 – Mayor's Permit Fees of Revised Makati Revenue Code)	5 minutes	Computer Operator
	2. Review & Initial Individual Working Permit.			Officer-in-Charge, BPLO



2. A wait release of Individual Working Permit	3. Release approved Individual Working Permit. Check initial of Officer-in-Charge.			Computer Operator
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## 7. Change of Business Address

<b>Office or Division:</b>	Business Permits Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business Entity
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Business/Mayor's Permit	Owner/Company requestor
2. Locational Clearance for Business & with Barangay Clearance	Zoning Division, Makati City Hall
3. Contract of lease between the lessor and lessee. <u>If Leased attach Mayor's Permit of the Building owner/ landlord as a Real Estate Lessor.</u>  3.1 <b>If not</b> , Contract of Lease between the Lessee and the Sub-Lessee with conformity of the Owner or the Building Administrator.  3.2 <b>If Owned</b> , Transfer Certificate of Title (TCT) or Tax Declaration.	Property Owner / Lessor / Sub-Lessor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to window 6 - 9	1. Receive and check completeness of requirements	None	5 minutes	Receiving/ Releasing Clerk
2. A wait release of Business/Mayor's Permit with the new address	1.1 Void, print and release Business/Mayor's Permit with the new address			



## 8. Additional Business Activity/Nature/Line of Business

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notarized application form (triplicate copy) • Number of Employees • Capital Investment / Paid-up Capital			Taxpayer	
2. Locational Clearance for Business & with Barangay Clearance			Zoning Division, Makati City Hall	
3. Contract of lease between the lessor and lessee. <u>If Leased attach Mayor's Permit of the Building owner/ landlord as a Real Estate Lessor.</u> 3.1 <b>If not</b> , Contract of Lease between the Lessee and the Sub-Lessee with conformity of the Owner or the Building Administrator. 3.2 <b>If Owned</b> , Transfer Certificate of Title (TCT) or Tax Declaration.			Property Owner / Lessor / Sub-Lessor	
4. Amended Business Name Registration / Activity/Nature/Line of business 4.1 Sole/single proprietorship - DTI 4.2 Approved Articles of Incorporation / Articles of Partnership / One Person Corporation - SEC 4.3 Cooperative Development Authority (CDA)			DTI ( <i>Department of Trade and Industry</i> ) / SEC ( <i>Security Exchange Commission</i> ) / CDA ( <i>Cooperative Development Authority</i> )	
5. Current Original Business/Mayor's Permit (must be fully paid) - For merging				
6. Inspection Report			BPLO, Inspection Division	
7. Other pertinent information, documents and data that maybe required by law or regulation depending on the nature or type of business. – <b>See ANNEX A</b>			NGA'S / LGU'S	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the application & required	1. Check completeness of requirements &	Refer to Sec. 3A.02 & 03 (Business	30 minutes	Assessor, BPLO



documents to Counter 10 - 17	assess taxes, fees and charges.	Tax), Sec. 4A.01, 02 & 03 (Mayor's Permit Fees), Sec. 5F.01 (Sanitary Permit Fees) & Sec. 5G.01 (Garbage Fees) of Revised Makati Revenue Code & Fire Code of the Philippines  (See ANNEX B, C, D, E & F)		
	<b>Note:</b> <i>If business is considered "subject for inspection", instruct the Taxpayer to proceed to Inspection Division.</i>			
	1.1 Approve Business Permit Application & Assessment			
2. Pay corresponding fees at the cashier	2. Accept Payment		5 minutes	Cashier, Business Tax Division
3. Claim Business/Mayor's Permit and other pertinent documents and request/ask for merging	3. Release approved Permit/Licenses with Business/Mayor's Permit and other pertinent documents to applicant		15 minutes	Receiving / Releasing Clerk, BPLO





## 9. Change of Business Name/Company Name

<b>Office or Division:</b>	Business Permits Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Original Business/Mayor's Permit		Owner/Company requestor		
2. Amended Business Name / Company Name Registration  2.1 Sole/single proprietorship - DTI 2.2 Approved Amended Articles of Incorporation / Articles of Partnership / One Person Corporation – SEC 2.3 Cooperative Development Authority (CDA)		DTI ( <i>Department of Trade and Industry</i> ) / SEC ( <i>Security Exchange Commission</i> ) / CDA ( <i>Cooperative Development Authority</i> )		
3. Letter of Request (Only responsible person should sign)		Owner/Company requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents to window 6 - 9	1. Receive and check completeness of requirements	None	5 minutes	Receiving / Releasing Clerk, BPLO
2. A wait release of new Business / Mayor's Permit	1.1 Void, print and release new Business/Mayor's Permit			

### Other documents required by law or regulation depending on the nature or type of business.

- Residence Certificate A & B
- Contractor's License Issued by PCAB
- FDA Certification for Drugstore/Bakery, etc.
- DTI Accreditation Certificate for Repair Shop/Service
- Custom Broker's License in case of Custom Brokerage's Business




- Real Estate Broker's License in Case of Real Estate Broker
- DOLE Accreditation/Certification in Case of Local Manpower/Recruitment Agency
- Department of Migrant Worker Accreditation/Certification in Case of Recruitment / Manning / Crewing Services
- Central Bank Authority in Case of Banking Institution
- Pest Control License in Case of Pest Control Services
- Occupancy Permit & Ownership in case of Lessor
- Future Commodity Merchant/Broker's license
- PCSUCIA/DDO (National License) for Security Agencies
- LTFRB in case of Rent-A-Car & Transport Services
- License to operate—Firearms & Explosive Units (Camp Crame)
- DOTC in case of Messengerial & Courier Services
- ERB Permit/Certification in case of Dealer of LPG/Gasoline Station
- NTC Permit in case of Telecommunication.
- Philippines Shipper's Bureau in case of Forwarders.
- TESDA Certification.



## FEEDBACK AND COMPLAINTS MECHANISMS

<b>HOW TO SEND FEEDBACK</b>	<p>Feedback/Complaint form is downloadable from Makati City's website <a href="http://makaticity.gov.ph">makaticity.gov.ph</a>. The citizen, however, can use any form or paper to write his feedback. The feedback can be sent through the following: a) designated drop box in front of the Business Permit and Licensing Office located at the ground floor of the Makati City Hall Building II; b) email; c) telephone; and, d) direct filing to the BPLO.</p> <p><i>Contact Info: 8870-1359 or <a href="mailto:complaints@bpo.makati@gmail.com">complaints@bpo.makati@gmail.com</a></i></p>
<b>HOW FEEDBACKS ARE PROCESSED</b>	<p>Every morning the Secretary of the BPLO Chief opens the drop box, records all feedbacks and forward them to the Chief for appropriate action/s. Notices are then sent to the concerned employee/s and/or owners of business establishments who are required to submit Answer/Explanation within three (3) days.</p> <p>The Answer or Explanation is referred to the Complainant/Citizen for comments.</p> <p><i>For inquiries and follow-ups: 8870-1359, 8870-1362, 8870-1382</i></p>
<b>HOW TO SEND COMPLAINT</b>	<p>Feedback/ Complaint form is downloadable from Makati City's website <a href="http://makaticity.gov.ph">makaticity.gov.ph</a>. The citizen, however, can use any form or paper to write his feedback. The complaint can be sent through the following: a) designated drop box in front of the Business Permit and Licensing Office located at the ground floor of the Makati City Building II; b) telephone; c) email; and, d) Complaints are likewise directly filed/received at the Reception/Information Counter of BPLO.</p> <p><i>For inquiries and follow-ups: 8870-1359, 8870-1362, 8870-1382</i></p>
<b>HOW COMPLAINTS ARE PROCESSED</b>	<p>The Secretary opens the drop box every morning and submit the complaints to the BPLO Chief. Complaints received through telephone or email, or directly filed at the Reception/Information counter are likewise submitted to the Chief for appropriate action/s. A Show Cause Notice or Notice to Explain is sent to the concerned employee or establishment owners who are required to submit comment/explanation within three (3) days.</p> <p>The complainant will be furnished with the Answer/Explanation and will also be required to comment.</p> <p>The complaint will be resolved. Copies of the Resolution are sent to parties.</p> <p><i>For inquiries and follow-ups: 8870-1359, 8870-1362, 8870-1382</i></p>
<b>Contact information:</b>	<p><i>Atty. Maribert Q. Pagente 8870-1359, 8870-1362, 8870-1382 or <a href="mailto:bpo.makati@gmail.com">bpo.makati@gmail.com</a></i></p>



**Business Tax Division**  
**Financial Management Services**



## 1. Payment of Business Permit - New and Renewal

Upon receipt of Business Permit Assessment, next step is payment. New Business Permit is to be paid in full, whereas Renewal of Business Permit may be paid in full or quarterly basis.

<b>Office or Division:</b>	Finance Department - Business Tax Division			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Business Taxpayers, Administrator & Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For New and Renewal of Business Permit				
1.Approved and duly signed Business Permit Billing Assessment.		Taxpayer		
2.Complete attachments on approved Business Permit Billing Assessment previously submitted and verified by the Business Permit Office.		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the approved Business Permit Billing Assessment and complete required attachments.	1.Receive and verify completeness of Business Permit Billing Assessment and its attachments.	None	(Per One (1) billing statement)  For new: 5 minutes  For renewal: 5 minutes	Receiving Officer-BTD  And Other Records Custodian
	2.For New Business Application: Check for any delinquent records and if there is none, prepare and attach Taxpayer's Verification Card.  For Renewal Business Application: Check for any delinquent records and if there is none, prepare and attach Taxpayer's Verification Card.	None  None	10 minutes  10 minutes	Records Custodian-BTD



	(Provided, delinquent is one year only, if 2 years or more it will be subject for further verification within the day)			
	3. Review and sign the Billing Assessment.	None	5 minutes	Examining Officer-BTD Examiners
	4. Sign Billing Assessment and approve for payment	None	3 minutes	OIC, BTD
2. Present Approved Billing Assessment and its complete attachments and pay the business taxes, fees and charges due.	1. Accept payment and issue Official Receipt.	Mayor's Permit Fees: SEC.4A.01-4A.02  License: SEC.3A.02  Sanitary and Other Fees: SEC.5F.01  Garbage Fees: SEC.5G.01  Other Fees and Charge: The RMRC (Source: The Revised Makati Revenue Code (RMRC) City Ordinance No.2004-A-025)	5 minutes	Cashier – BTD:



## 2. Quarterly Payment on Business Permit

To avoid Surcharge and Interest, taxpayers are advised to take note of the following:

### Due date for Quarterly Payment

1<sup>st</sup> Quarter - On or before the 20<sup>th</sup> of January

2<sup>nd</sup> Quarter - On or before the 20<sup>th</sup> of April

3<sup>rd</sup> Quarter - On or before the 20<sup>th</sup> of July

4<sup>th</sup> Quarter - On or before the 20<sup>th</sup> of October

Source: The Makati Revised Revenue Code SEC.3A.07, 3A.08 & 3A.09

<b>Office or Division:</b>	Finance Department - Business Tax Division			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Business Taxpayers, Administrators & Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original or Photocopies of the following: 1.Latest Billing Assessment 2.Latest Official Receipts 3.Authorization letter and photocopy of ID's of authorized person and authorizing person.		Taxpayer Taxpayer Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the latest proof of payments (i.e. Billing Assessment and Official Receipt).	1.Verify Records of Payment.	None	(Per One (1) billing statement) 5 minutes	Receiving Officer-BTD:  And Other Records Custodian
	2.Prepare Quarterly Billing Statement.	None	5 minutes	Records Custodian-BTD:
	4.Sign Billing Assessment and approve for payment	None	3 minutes	OIC, BTD
2.Claim the Billing Statement.	5.Release Quarterly Billing Assessment.	None	2 minutes	Records Custodian – BTD:
3. Pay Business Tax for 2 <sup>nd</sup> Qtr /3 <sup>rd</sup> Qtr /4 <sup>th</sup> Qtr.	1.Accept payments and issue Official Receipt.	City License: SEC.3A.02 Garbage Fees: SEC.5G.01  (Source: The	5 minutes	Cashier – BTD:



		Revised Makati Revenue Code City Ordinance No.2004-A-025)		
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### 3. Payment on Local Building Official Fees (Engineering Fees i.e. Building Permit, Occupancy Permit, Electrical Permit, Mechanical Permit, Plumbing Permit, Annual Inspection Fee, Processing & Excavation Permit and etc.)

These are fees related to Construction, Building, Renovation and application of New Business and etc.

<b>Office or Division:</b>	Finance Department - Business Tax Division
<b>Classification:</b>	Simple & Complex
<b>Type of Transaction:</b>	G2B – Government to Business & G2C – Government to Public
<b>Who may avail:</b>	Business Taxpayers, Administrators & Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original Order of Payment of the Local Building Official Fees. (Engineering Fees) 2. Mayor's Permit with payment of Contractor's Tax (for Building Permit, Mechanical Permit, Occupancy Permit and etc.), SEC.4J.01-4J.03 of the Revised Makati Revenue Code. 3. Authorization letter and photocopy of ID's of authorized person and authorizing person.	6/F Engineer Department  G/F Business Permit and Licensing Office, G/F Makati Cityhall Building 1  Taxpayer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Original Order of Payment and if applicable Mayor's Permit with payment of Contractor's Tax. (see SEC.4J.01-4J.03 of the Revised Makati Revenue Code for Contractors' tax)	Accept payments and issue Official Receipt.	Amount precomputed by Engineer Department.  (Source: The Revised Makati Revenue Code)	5 minutes	Cashier





#### 4. Payment on Individual Mayor's Permit & Health Certificate and Laboratory Fees

Upon receipt of Approved Job Order Form, next step is payment.

<b>Office or Division:</b>	Finance Department - Business Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business & G2C – Government to Public			
<b>Who may avail:</b>	Business Taxpayers, Administrators & Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Job Order Form with complete requirements. 2. Present Cedula or Individual Community Tax 3. For Individual Mayor's Permit – submit photocopy of Approved Individual Health Certificate.		Health Office, G/F Makati City Hall, Building 2  3/F Miscellaneous Division, Makati City Hall Building 1 Health Office, G/F Makati City Hall, Building 2		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Job Order Form/Approved Health Individual Health Certificate and pay to Cashier.	Accept payments and issue Official Receipt.	Mayor's Permit Fee SEC.4A.02 Ind. Health Certificate: SEC.5D.02  Laboratory Fees SEC.5E.01  (Source: The Revised Makati Revenue Code City City Ordinance No.2004-A-025)	3 minutes	Cashier – BTD:



## 5. Certified True Copy (“CTC”) of Official Receipt (“OR”) - Payment on Business Permit, Individual Mayor’s Permit & Health Certificate and Laboratory Fees,

Certified true copies of Official Receipts are requested by taxpayers for business purposes (i.e. accreditation, bidding, importation, file copy, legal purposes and etc.) and by transacting public for business/personal use.

<b>Office or Division:</b>	Finance Department - Business Tax Division			
<b>Classification:</b>	Simple & Complex			
<b>Type of Transaction:</b>	G2B – Government to Business & G2C – Government to Public			
<b>Who may avail:</b>	Business Taxpayers, Administrators & Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt on certified true copy		3/F Miscellaneous Division, Makati Cityhall Building 1		
2. Clear black and white/colored photocopy of Official Receipts to be certified, and size should be in actual size. (Enlarged/Minimized copy will not be accepted.)		Taxpayer		
3. Authorization letter and photocopy of ID’s of authorized person and authorizing person.		Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Official Receipt on Certified true copy and the photocopy of official receipt to be certified.	1. Verify the presented Official Receipt payment for CTC.  2. Validate the OR to be certified in the data base  3. If tallied with the data base, the Receiving Officer will initial the CTC.  (If no records found or problem occurred, taxpayers are advised to come back after 3 to 5 days for further investigation and	None	30 minutes	Receiving Officer:



	checking in the data base.)			
	4.The head of Business Tax Division will approved and signed the CTC			

### FEEDBACK AND COMPLAINTS MECHANISM

How to file a complaint	Write a letter addressed to Ms. CLARIZA V. LABARES, OIC, Business Tax Division and send via email at <a href="mailto:btd.finance.makati@gmail.com">btd.finance.makati@gmail.com</a> , courier or hand-carry to Business Tax Division.
How to send feedback	To send feedback via email: <a href="mailto:btd.finance.makati@gmail.com">btd.finance.makati@gmail.com</a> or you may write on a piece of paper and hand-carry to Business Tax Division. It will be summarized and acted upon immediately. Survey Form is available in Cashier.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)



**Real Property Tax Division**  
**Financial Management Services**



## 1. Certification of Real Property Tax Official Receipt

<b>Office or Division:</b>		Real Property Tax Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Property Owners, Administrators, Authorized Representatives, Lessees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Real Property Tax Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up request form	a. Review the request form for completeness of entries	N/A	2 minutes	<b>Official Receipt (OR) Custodians:</b>
	b. Indicate the amount and number of copies in the request form			
	c. Record data on logbook			
2. Pay the corresponding fees	Accept payment and issue Official Receipt/s	P50.00 per copy	5 minutes	<b>Cashier Miscellaneous Tax Division</b>
3. Present Official Receipt and Request Form	Process the request	N/A	4 minutes	<b>Official Receipt (OR) Custodians:</b>
4. Claim the certified true copy of OR	Release the Certification of Tax Receipt/s	N/A	1 minute	<b>Official Receipt (OR) Custodians:</b>



## 2. Securing Certificate of Non-Delinquency (Tax Clearance Certificate)

<b>Office or Division:</b>		Real Property Tax Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Property Owners, Administrators, Authorized Representatives, Lessees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form		Real Property Tax Division		
Photocopy of official receipts				
Authorization (if not owner)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure and fill up request form	a. Review the request form for completeness of entries	N/A	1 to 2 Transactions	<b>Tax Clearance Receiving/ Releasing Clerk</b>
	b. Indicate the amount based on the purpose and number of copies	N/A	Filed: 8:00am-10:00am Release: Same day Filed: 10:00am onward Release: the following day	
2. Pay the corresponding fees at the Miscellaneous Tax Division (3 <sup>rd</sup> Floor)	Accept payment and issue Official Receipt/s	P50.00 per Tax Clearance	Multi-Transaction (3-10) Filed: During the day Release: The following day	<b>Cashier Miscellaneous Tax Division</b>
3. Present Official Receipt and Request Form to the designated biller	a. Receive Request Form and	N/A		<b>Designated Biller</b>



	Official Receipt b. Verify records			
1. Secure the verified records of payments and pay the corresponding fee/s.	a. Prepare and process Tax Clearance b. Ask taxpayer for documentary stamps (2 pcs.) c. Put two (2) documentary stamps	P40.00 Documentary stamp per copy of Tax Clearance (from BIR)	Bulk transaction Release: After 3-5 days depending on the volume (no. Of TD's)	<b>Tax Clearance Clerk</b>

### 3. Payment of Real Property Tax

<b>Office or Division:</b>		Real Property Tax Division		
<b>Classification:</b>		Simple, Complex		
<b>Type of Transaction:</b>		G2C -Government to Citizen		
<b>Who may avail:</b>		Property Owners, Administrators, Authorized Representatives, Lessees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Realty Tax Official Receipts		Owner's Copy		
Notice of Assessment		Assessment Department		
Tax Declaration		Assessment Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements	Access data of the property from the computer	N/A	2 minutes	<b>Designated Biller</b>
	Generate and issue the Billing Statement to the taxpayer			



2. Present the Billing Statement and pay the corresponding Real Property Tax	Accept payment and print Official Receipt/s	Amount of tax to be paid	4 minutes	<b>Designated Teller</b>
3. Claim the Official Receipt (OR)	Validate and release Official receipt to taxpayer		1 minute	<b>Designated Teller</b>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	For general concerns, write/ send feedback via email to <a href="mailto:rptmakati@gmail.com">rptmakati@gmail.com</a> , or have it received by receiving clerk <u>Suzette C. Soriano</u> .
How feedbacks are processed	1. Acknowledge receipt of feedback within 24 hours upon receipt excluding weekends 2. Feedbacks are presented to the Division Chief / City Treasurer for evaluation and resolution
How to file a complaint	Write a letter addressed to Arthur SM. Agapito, OIC Real Property Tax Division or Jesusa E. Cuneta, City Treasurer and have it received at the City Treasurer's Office or send via email to <a href="mailto:rptmakati@gmail.com">rptmakati@gmail.com</a>
How complaints are processed	All complaints are to be further investigated and resolved within the employee level. If needed, the complaint will be escalated to the HRDO for resolution.
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB:0908-881-6565 (SMS)

Office	Address	Contact Information
Real Property Tax Division	Makati City Hall Building 1, 2 <sup>nd</sup> Floor	8870 -1352 8870 -1355 8898 - 8867





**Miscellaneous Tax Division**  
**Financial Management Services**





## 1. Payment of Amusement Tax

The Amusement Tax, impost on the general admission charges to recreational and entertainment events, payable by proprietors, lessees, or operators of theaters, cinemas, concert halls, circuses, boxing stadia and other places of amusement. The tax imposed herein on the gross receipts shall be paid to the City Treasurer, within first ten working days of the month.

<b>Office or Division:</b>	Miscellaneous Tax Division			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Business Taxpayers, Proprietors, Lessees, Operators & Authorized Representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Computerized Gross Sales Report of the month		Client, Taxpayer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Computerized Sales Report to the teller/collecting officer	Compute for the tax due	10% of the gross receipt from admission fees (C.O. 2017-008 Sec. 3F.01)	1 – 2 minutes	<i>Revenue Collection Clerk</i>
2. Pay the corresponding fees to the teller/collecting officer	Accept payment	N/A		<i>Revenue Collection Clerk</i>
3. Receive the Official Receipt	Issue Official Receipt	N/A		<i>Revenue Collection Clerk</i>



## 2. Payment of Community Tax (Corporation)

The Community Tax Certificate or Cedula is issued to a corporation upon payment of the community tax and it is paid in the place where the principal office of the juridical entity is located. In case a corporation has a branch, sales office or warehouse in this City and sales are made therein, the corresponding community tax shall be paid to the city.

<b>Office or Division:</b>	Miscellaneous Tax Division			
<b>Classification:</b>	Simple, Complex, Highly Technical			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Business Taxpayers, Corporate Representative / Liaison Officer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>NEW:</b> A. Application Form B. Securities and Exchange Commission (SEC) Registration		Teller's Booth/Receiving Clerk Client		
<b>RENEWAL:</b> A. Previous Official Receipt B. Declaration of Gross Receipt/ITR C. Affidavit of No-Income (for Non-Operation)		Client (photocopy only) Client Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up form and submit to the teller with the requirements	For New Application: Review the completeness of entries and encode the date of registration for billing. For Renewal: Encode and compute for the tax due	<b>New Application:</b> Basic tax of P500.00 <b>Renewal:</b> Annual Community Tax of P500.00 and annual additional tax of P2.00 for every P5,000.00 worth of real property in the Philippines owned by the company and every P5,000.00 of gross receipts or	2 – 5 minutes	<i>Local Revenue Collection Officer</i>  <i>Revenue Collection Clerk</i>



		earnings. Additional Community Tax shall not exceed P10,000.00 (C.O. 2004-A-025 Art. I Sec 31.02)		
2. Pay the corresponding fees to the teller/collecting officer	Accept payment			Local Revenue Collection Officer Revenue Collection Clerk
3. Receive the Community Tax Certificate	Issue Community Tax Certificate			Local Revenue Collection Officer Revenue Collection Clerk

### 3. Payment of Community Tax (Individual)

The Community Tax Certificate (CTC) or Cedula is a basic document acquired by any individual or citizen at least 18 years of age and above. The CTC is paid and issued in the place of residence of the individual which can be used as a primary form of identification, some one acknowledges a document before a notary public, takes an oath of office or is appointed to a government position, receives a license or permit from a government authority.

<b>Office or Division:</b>	Miscellaneous Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizen at least 18 years of age and above			
<b>CHECKLIST OF REQUIREMENTS</b>				
<b>WHERE TO SECURE</b>				
A. Application Form B. Identification Card (I.D.) for student and/or non-working C. Income Tax Return (ITR) for working and/or with business	Teller's booth/Receiving Clerk Client  Client			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up form and submit to the teller	Review the form for the completeness of entries	<b>18 years and older</b> Annual basic community tax of P5.00 plus P1.00	1 – 2 minutes	Local Treasury Operation Officer  Investment Assist.



		<p>for every P1,000.00 of income whether from business or exercise of profession</p> <p><b><i>In case of husband &amp; wife</i></b></p> <p>Each will pay the basic P5.00 but additional tax of P1.00 shall be charged for every P1,000.00 total property or total gross receipts or earnings derived by them (C.O. 2004-A-025 Art. I Sec. 3I.01)</p>	<p><i>Revenue Collection Clerk</i></p> <p><i>Administrative Aide</i></p>
<p>2. Pay the corresponding fees to the teller</p>	<p>Accept payment and issue Community Tax Certificate</p>		<p><i>Operation Officer</i></p> <p><i>Investment Assist.</i></p> <p><i>Revenue Collection Clerk</i></p> <p><i>Administrative Aide</i></p>



#### 4. Payment of Franchise Tax (Business)

Franchise Tax refers to a tax paid by certain enterprises that want to do business in the country. It is a right or privilege, affected with public interest which is conferred upon private persons or corporations, under such terms and conditions as the government and its political subdivisions may impose in the interest of public welfare, security and safety.

<b>Office or Division:</b>	Miscellaneous Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All Business Franchise Holder (Telecommunication Co.)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NEW: A. Securities and Exchange Commission (SEC) Registration		Client		
RENEWAL: A. Original copy of Business Permit Application Form		Client		
B. Photocopy of Audited Financial Statement for the year covered		Client		
C. Photocopy of Official Receipt latest payment		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the teller the above stated requirements	<b>For New Application</b> Encode entries for billing (Tax Base-Paid-up Capital) <b>For Renewal</b> Encode entries for billing (Tax Base-Annual Gross Revenue)	<b>New</b> Application 10% of 1% of the capital investment <b>Renewal</b> 50% of 1% of the annual gross receipt (C.O. 2004-A-025 Art. C Sec. 3C.02)	1 - 2 minutes	Revenue Collection Clerk
2. <b>Note:</b> (If payment is ready follow step no. 2) Pay the corresponding fees to the teller/collecting officer	Accept payment	N/A		Revenue Collection Clerk



3. Receive the Official Receipt	Issue Official Receipt			Revenue Collection Clerk
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## 5. Payment of Professional Tax (PTR)

The Professional Tax Receipt (PTR) is a receipt for paying your annual professional tax in your province or LGU where you practice your profession. It is a proof of your annual payment of professional tax, as mandated by Section 139 of the Local Government Code. Having a valid PTR is crucial, as it serves as evidence of your professional license and allows you to pursue your passion.

<b>Office or Division:</b>	Miscellaneous Tax Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Every person engaged in the exercise or legally authorized to practice his profession.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW: <i>(any of the following)</i>				
A. <b>PRC I.D.Card</b> (License)		Client		
B. Certificate of Membership from Supreme Court ( <b>Lawyer</b> )		Client		
C. Certificate from Insurance Commission ( <b>Insurance Agent</b> )		Client		
D. Certificate from the Department of Health ( <b>Masseur</b> )		Client		
RENEWAL:				
A. Previous Professional Tax Receipt		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up form and submit to the teller together with the requirements	Review the form for the completeness of entries and encode for billing statement	P300.00 annual fee, payable on or before the 31 <sup>st</sup> day of January (C.O. 2004-A-025 Art. E Sec. 3E.01)	2 – 3 minutes	Local Revenue Collection Officer
2. <b>Note:</b> <i>(for renewal follow step no. 2)</i> Pay the corresponding fees to the teller/collecting officer	Accept payment			Local Revenue Collection Officer



3. Receive the Professional Tax Receipt (PTR's)	Issue Professional Tax Receipt (PTR's)			Local Revenue Collection Officer
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## 6. Payment of Printer's/Publisher's Tax

The Printer's/Publisher's Tax is a tax collected from all printing and/or publication on the business of the person/s or corporation engaged in the printing and/or publication of newspapers and magazines placing of advertisement, obituaries, legal notices, books, cards, posters, leaflets, handbills, certificates, receipts, pamphlets, and other printed materials of similar character/nature.

<b>Office or Division:</b>	Miscellaneous Tax Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B – Government to Business
<b>Who may avail:</b>	All Business Taxpayers with printing/publication business.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>NEW:</b> A. Securities and Exchange Commission (SEC) Registration ( <b>for Corporation</b> ) B. Department of Trade and Industry (DTI) Registration ( <b>for Single Proprietor</b> ) <b>RENEWAL:</b> <b>(Corporation/Single Proprietor)</b> A. Photocopy of Audited Financial Statement for the year covered B. Photocopy of Official Receipt latest payment		Client	Client	Client
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the teller the above stated requirements	<b>For New Application</b> Encode entries for billing (Tax Base-Paid-up Capital) <b>For Renewal</b> Encode entries for billing (Tax Base-Annual Gross Revenue)	<b>New</b> Application 10% of 1% of the capital investment <b>Renewal</b> 60% of 1% of the annual gross receipt (C.O. 2004-A-025 Art. B Sec. 3B.01)	2 – 3 minutes	Revenue Collection Clerk
2. <b>Note:</b> (If payment is	Accept payment			





<i>ready follow step no. 2)</i> Pay the corresponding fees to the teller/collecting officer				Revenue Collection Clerk
3. Receive the Official Receipt	Issue Official Receipt			Revenue Collection Clerk

## 7. Payment of Annual Fixed Tax for every Delivery Truck or Van

The annual fixed tax covers every truck, van or any vehicle used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of distilled spirits, fermented liquors, soft drinks, cigars and cigarettes, and other products to sales outlets, or consumers, whether directly or indirectly within the city.

<b>Office or Division:</b>	Miscellaneous Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All Business Taxpayers with trucking business			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NEW: A. Vehicle/s Certificate of Registration from Land Transportation Office (LTO)		Client		
RENEWAL: A. Previous Official Receipt		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the teller the above stated requirements	Encode entries for issuance of Official Receipt	Annual Fixed Tax of P1,000.00 (C.O. 2004-A-025 Art. G. Sec. 3G.01)	1 - 2 minutes	Revenue Collection Clerk
2. Pay the corresponding fees to the teller/collecting officer	Accept payment			Revenue Collection Clerk
3. Receive the Official Receipt	Issue Official Receipt			Revenue Collection Clerk



## 8. Payment of Tax on Transfer of Real Property Ownership

The Tax on Transfer of Real Property Ownership or Transfer Tax is a tax on the sale, donation, barter, or any other mode of transferring ownership or title of real property at the rate of sixty percent (60%) of the one percent (1%) of the total consideration involved in the transfer of the property or of the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher. It shall be the duty of the seller, donor, transferor, executor or administrator to pay the tax herein imposed within sixty (60) days from the date of the execution of the deed or from the date of the decedent's death. (Sec. 135 (a)(b)LGC).

<b>Office or Division:</b>	Miscellaneous Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All person/corporation/taxpayers engaged in business and/or transaction in the city. (Seller, Buyer, Heirs, Donor or Donee of Real Property)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy or Certified copy of the following:				
1. Kind of Transaction:		Client		
a. Deed of Absolute Sale				
b. Deed of Donation				
c. Deed of Assignment				
d. Affidavit of Consolidation				
e. Certificate of Sale				
f. Self-Adjudication				
g. Deed of Conveyance				
h. Deed of Transfer				
i. Deed of Exchange				
j. Dacion en Pago				
k. Extrajudicial Settlement				
l. Probate of Last Will				
2. Title: OCT/TCT/CCT		Client		
3. Tax Declaration		Client		
4. Tax Clearance		Client		
5. Certificate Authorizing Registration (CAR)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present to the teller any of the above-stated requirements (depending on the kind of transaction) <b>Note:</b> (If payment is ready follow step no. 2)	Check and read the documents and encode entries for assessment	Rate: 60% of 1% of the total consideration involved or the fair market value, whichever is higher. (Sec 135 (a), LGC) (City Ord. 2004-A-	5 – 10 minutes	Revenue Collection Clerk



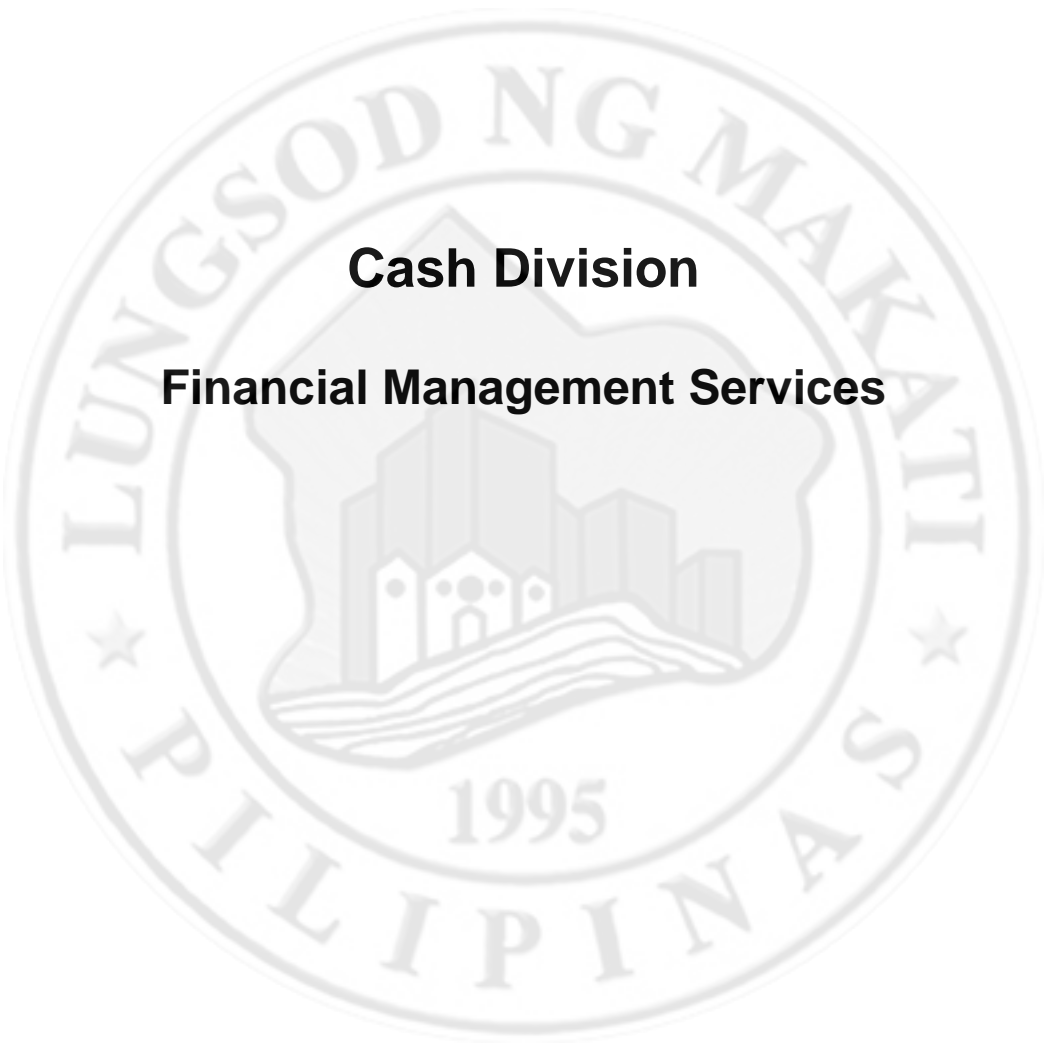
		025 Art. D. Sec. 3D.01)		
2. Pay the corresponding fees to the teller/collecting officer and submit photocopies of the required documents	Accept payment and photocopies of the required documents			<i>Revenue Collection Clerk</i>
3. Receive Transfer Tax Receipt	Issue Transfer Tax Receipt			<i>Revenue Collection Clerk</i>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write a letter addressed to the City Treasurer and send via mail, courier or personally hand carry it to the: Office of the City Treasurer 3/F Floor, Makati City Hall Bldg. 1 JP Rizal Ave., Makati City Contact No: 8870-1301
How feedbacks are processed	All letters are opened immediately.  Letters requiring immediate feedbacks are forwarded to the relevant Personnel who are required to make a reply within 72 hours (3 Days).  The reply will then be forwarded/relayed to the concerned party within 72 hours (3 Days).
How to file a complaint	Complaints may be filed directly to the Officer of the Day.  Or can be reported via telephone.  Please provide the following information: <ul style="list-style-type: none"> <li>• The name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> For inquiries and follow-ups please contact the following telephone numbers: 8899-8984



<p>How complaints are processed</p>	<p>The Officer of the Day will forward complaints to the Division Chief for evaluation.</p> <p>Upon evaluation, the Department Head shall be informed of the complaint. Division Chief will submit a detailed report to the Department Head for appropriate action.</p> <p>Division Chief will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: Business Tax Division: 8870-1326; Cash Division: 8870-1313; Miscellaneous Tax Division 8870-1375; Realty Tax Division: 8870-1396</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093 PCC: 8888 CCB:0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Miscellaneous Division	3 <sup>rd</sup> Floor, Makati City Hall Bldg. 1 JP Rizal Ave., Brgy. Poblacion, Makati City	8899-8942 8870-1314



**Cash Division**  
**Financial Management Services**



## 1. Collection and Deposit (Makati City Hall Fund)

The Cash Office received daily cash and check collections from various offices to deposit the said collections in the authorized bank with the Makati City Government.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	N/A			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Report of Collection and Deposit		City Treasury Office		
Record of Checks and Warrants		City Treasury Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Remit daily cash and check collections to cash office (received from various offices of the Makati City Government)	1. Prepares Report of Collection and Deposit. 2. Prepares deposit slip. 3. Deposit cash and check in the authorized bank.	N/A	1 hour to 5 hours	Administrative Officer V

## 2. Check Disbursements

The Cash Office released/issued checks to the payee (collector from the suppliers, contractors, individual person, etc.)

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple, Complex			
<b>Type of Transaction:</b>	G2B – Government to Business Entity G2C – Government to Citizen			
<b>Who may avail:</b>	Suppliers, Contractors and other Payees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt		Payee		
Valid ID's		Payee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Official Receipt / Valid ID's	1. Records check for payment	N/A	5 to 10 minutes	Officer-in-Charge / Division Chief
Issued Official Receipt for collection	2. Released checks	N/A	5 to 10 minutes	Officer-in-Charge / Division Chief



### 3. Releasing of Salaries and Wages

The Cash Office releases salaries of the Makati City Hall employees and other individual personnel credited to their individual accounts.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Makati City Hall Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Makatizen Card/ATM		Individual employees		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Makati City Hall employees withdraw their salaries/wages thru ATM	Forwards ADA (Authority to Debit/Credit Account) to Landbank of the Philippines	N/A	5 to 8 hrs	Administrative Officer I

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Write a letter addressed to the City Treasurer and send via mail at <a href="mailto:treasurydepmakati@gmail.com">treasurydepmakati@gmail.com</a> or <a href="mailto:financecashmakati@gmail.com">financecashmakati@gmail.com</a> or personally hand carry it to the: Office of the City Treasurer 3/F Floor, Makati City Hall Bldg. 1 JP Rizal Ave., Makati City Contact No: 8870-1301
How feedbacks are processed	All letters are opened immediately.  Letters requiring immediate feedbacks are forwarded to the relevant Personnel who are required to make a reply within 72 hours (3 Days).  The reply will then be forwarded/relayed to the concerned party within 72 hours (3 Days).
How to file a complaint	Complaints may be filed directly to the Officer of the Day or can be reported via telephone.  Please provide the following information: <ul style="list-style-type: none"> <li>• The name of the person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> For inquiries and follow-ups please contact the following telephone numbers: 8899-8984
How complaints are processed	The Officer of the Day will forward complaints to the Division Chief for evaluation.



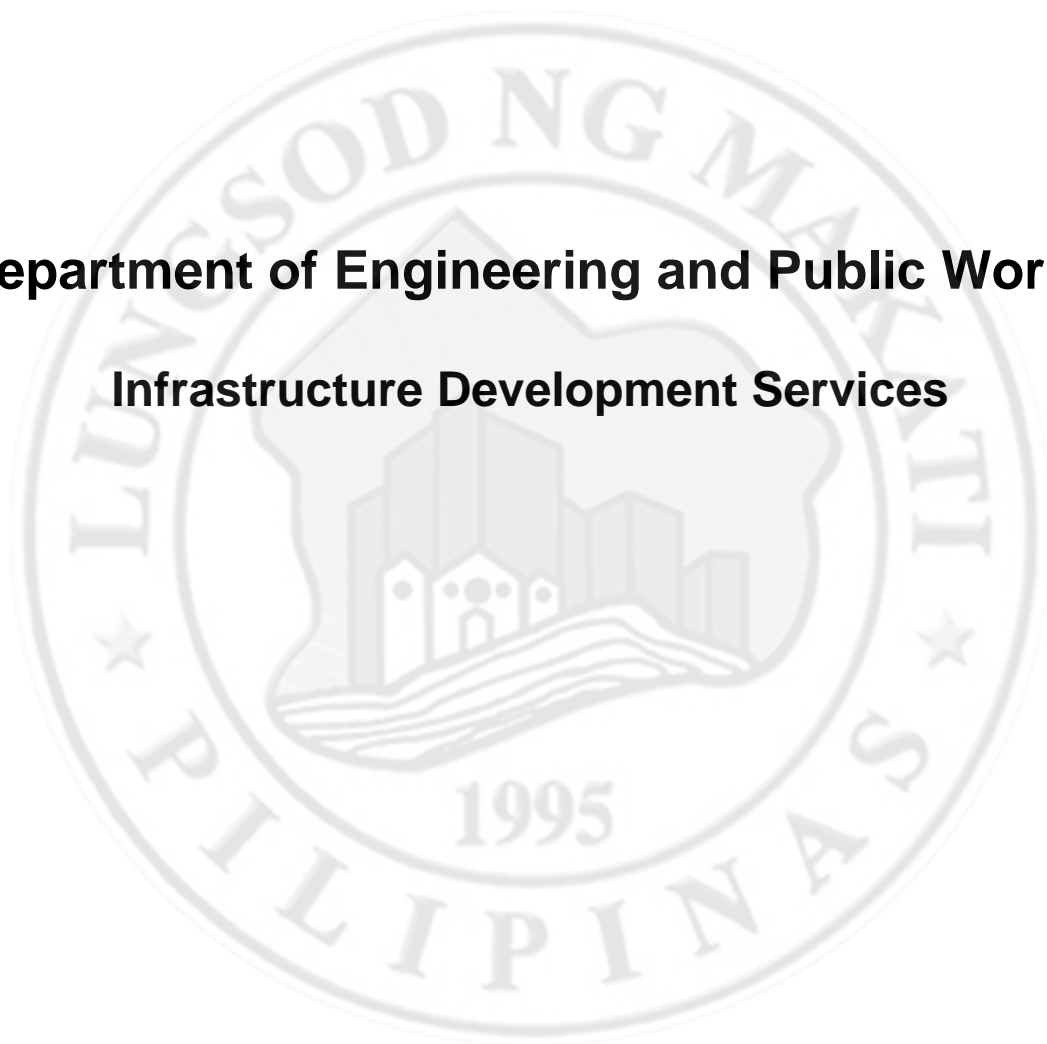
	<p>Upon evaluation, the Department Head shall be informed of the complaint. The Division Chief will submit a detailed report to the Department Head for appropriate action.</p> <p>The Division Chief will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: Business Tax Division: 8870-1326; Cash Division: 8870-1313; Miscellaneous Tax Division 8870-1375; Realty Tax Division: 8870-1396</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478-5093</p> <p>PCC: 8888</p> <p>CCB:0908-881-6565 (SMS)</p>

Office	Address	Contact Information
Finance Department	3 <sup>rd</sup> Floor, Makati City Hall Bldg. 1 JP Rizal Ave., Brgy. Poblacion, Makati City	88975236 / 88701353





**Department of Engineering and Public Works**  
**Infrastructure Development Services**





## 1. Repair and Maintenance of Roads/Streets, Bridges, Drainage Systems, within the City of Makati (including request and programmed maintenance)

In response with our vision to have a fully maintained this office provide repair and maintenance services that would ensure the realization of our mission. All requests for minor repairs, electrical, masonry, and sound system. In coordination with the different offices, barangays and constituents, this office is also responsible for maintaining our city streets and sidewalks free from damages and obstructions. We also ensure that the city esteros, creeks and canals are free from clogs and debris to prevent flooding during rainy seasons. The following are included in our services:

- Declogging, clearing of creeks/esteros, hauling of debris
- Masonry works (road restoration, pothole patching, sidewalk restoration, repair and replacement of damaged manhole covers
- Thermoplastic Lane Markings
- Asphaltting

<b>Office or Division</b>	: DEPW Maintenance Operations Division
<b>Classification</b>	: Simple / Complex
<b>Type of Transaction</b>	: Request for Declogging / Complaints, etc.
<b>Who may Avail</b>	: General Public

CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
Request/ Complaint letter			"Client"	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request/complaints/phone call, etc.	Receive request/complaints letter or phone call. Forward to concerned office.	N/A	3-5 minutes	Admin Aide III
	Assign inspector for verification and/or action.	N/A	1-5 days	Maint. Operation Div.
<b>TOTAL</b>			<b>5 days &amp; 5 minutes</b>	



## 2. Excavation Permits (Amended)

Permit provided to constituents of Makati and other Offices as preliminary requirement for the installation of the following;

- a. Installation of Individual waterline/ sewerage connection (MWCI/MWSI)
- b. Installation/Excavation for MSA Pipe Replacement and Pipelaying
- c. Excavation for repair of leaking pipes
- d. Excavation for installation of other facilities such as telecommunication (PLDT, GLOBE, etc) electrical (MERALCO) and a like
- e. Building/ Household Storm Drain/ Drainage connection

<b>Office or Division</b>	: DEPW Maintenance Operations Division
<b>Classification</b>	: Simple / Complex
<b>Type of Transaction</b>	: Issuance of Excavation Permit
<b>Who may Avail</b>	: Property Owners & Public Utility Companies Intending to Excavate in the City

CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
<b>Individual Connection</b>	
1. Request for excavation from MWCI/MWSI and other utilities (including filled up application form for water connection)	MWCI / MWSI
2. Barangay Clearance for Excavation	Concern Barangay
3. Land Title and other proof of ownership	From Permittee
4. Notarized Authorization Letter (if not the owner)	From Permittee
5. Clearance from DPWH/MMDA (for National Roads)	DPWH / MMDA
6. MWCI/ MWSI Installation Cost	MWCI / MWSI
<b>By Contract</b>	
1. Three (3) Sets of Excavation Plans duly signed and sealed by a Registered Civil Engineer	Prepared by Permittee
2. Two (2) sets excavation general specification duly signed and sealed by a Registered Civil Engineer	Prepared by Permittee
3. Two (2) Sets Photocopies of Contract between MWSI/MWCI and other facilities providers and Contractor.	Prepared by Permittee
5. Two (2) Sets clearance from DPWH and MMDA for National Roads	DPWH / MMDA
6. Two (2) sets photocopies of Clearance from National Traffic Bureau for National Roads	MMDA
7. Two (2) sets photocopies of Barangay Clearance and or Homeowners Association Clearance (if applicable)	Concern Barangay
8. Two (2) sets photocopies of UDD Clearance	UDD



9. Two (2) sets photocopies of Clearance from Makati Subway Inc (for excavation traversing Makati Subway Route).			PPP Selection Committee c/o Attys. Claro F. Certeza/ Michael Arthur R. Camiña	
10. Two (2) sets photocopies of Clearance from NCIS (for Telco Projects)			PPP Selection Committee c/o Attys. Claro F. Certeza/ Michael Arthur R. Camiña	
<b>For Individual, By Contract (City &amp; National Project)</b>				
1. Notice to Proceed			City Government of Makati/ DPWH	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Excavation Permit	Furnish Client with list of requirements.	N/A	2-5 minutes	Admin Aide III Assistant II (Admin. Assist.)
Submit Complete Requirements	Assign Inspector to verify and prepare order of payment and excavation permit.	Computed based on MMDA Reg. No. 98-009; City Excavation Ordinance No. 2001-062; City Excavation Ordinance No. 5005-018	1-2 days	Dist.-II Maintenance Operation Division  Road Excavation Group
Claim Approved Order of Payment	Release order of payment and pay to the City Treasurer's Office..	N/A	1 day	Admin Aide III Admin. Assistant II (Admin. Assist.)
Submit Photocopy of Official Receipt (O.R.) of Payment.	Endorsed Excavation Permit to City Engineer for Approval.	N/A	1-3 days	Officer In Charge-DEPW
Claim Excavation Permit	Release Excavation Permit. *6 <sup>th</sup> Floor, Makati City Hall for <b>Individual</b>	N/A	2-5 minutes	Admin Assistant Admin Assistant III
	* District Office for <b>by Contract</b>	N/A		Admin Aide III Admin. Assistant II (Admin. Assist.)
<b>TOTAL</b>			<b>6 days &amp; 10 minutes</b>	



**For City & National Project**

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Notice to Proceed	Endorse to City Engineers Office for Approval	N/A	5 days	Officer In Charge-DEPW
Claim Excavation Permit	Release Excavation Permit from DEPW District Office	N/A	3-5 minutes	Admin Aide III Admin. Assistant II (Admin. Assist.)
<b>TOTAL</b>			<b>5 days &amp; 5 minutes</b>	



### 3. Issuance of District Clearance (Occupancy Permit)

Clearance issued to individual and/ or other offices as a preliminary requirement for the issuance of Occupancy Permit for completed construction of Residential / Commercial Buildings.

<b>Office or Division</b>	: DEPW Maintenance Operations Division			
<b>Classification</b>	: Simple / Complex			
<b>Type of Transaction</b>	: Issuance of District Clearance (Occupancy Permit)			
<b>Who may Avail</b>	: Owner/Representative of Building			
CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
<b>Requirements for Issuance of District Clearance</b> (One of the requirements for Occupancy Permit)				
1. Photocopy of Approved Building Permit (for verification only)			Office of the Building Official	
2. Photocopy of approved plan (Architectural)			Prepared by Permittee	
3. Pictures taken showing sidewalk and buildings (2 pcs.)			Prepared by Permittee	
4. Barangay Clearance for Occupancy (Photocopy)			Concern Barangay	
5. Pictures showing de-clogging of affected drainage			Prepared by Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for District Clearance (Requirement for the Issuance of Occupancy Permit)	Furnish Applicants with the list of complete requirements	N/A	3-5 minutes	Admin Aide III Admin. Assistant II (Admin. Assist.)
Submit complete requirements	Assign Inspector for site verification and evaluation	N/A	1-2 days	(Maint. Operation Division)
Verified application/ Inspected	Prepare Clearance for approval of Division Chief	N/A	1-2 days	OIC, Road Excavation Group OIC, Road Drainage, Waterways & Flood Control Group OIC, Road Sidewalk Utilities Monitoring Group
Claim Approved District Clearance	Releasing of District Clearance	N/A	3-5 minutes	(Zoning Officer I)
<b>TOTAL</b>			<b>4 days &amp; 10 minutes</b>	



#### 4. Sidewalk Clearance for Sidewalk Construction Permit

Clearance issued to individual and/ or other offices as a preliminary requirement for the issuance of Occupancy Permit for completed construction of Residential / Commercial Buildings.

<b>Office or Division</b>	: DEPW-District II Maintenance Operations Division			
<b>Classification</b>	: Simple / Complex			
<b>Type of Transaction</b>	: Sidewalk Clearance for Sidewalk Construction Permit			
<b>Who may Avail</b>	: Owner/Representative of Building			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Requirements for Issuance of District Clearance</b> (One of the requirements for Occupancy Permit)				
1. Barangay Clearance			Concern Barangay	
2. Approved Building Permit (if new construction)			Office of the Building Official	
3. Four (4) sets of Standard Design of driveways, and sidewalk duly sign and sealed by a Civil Engineer or Architect showing vicinity map, site development plan, details of existing and proposed			Prepared by Permittee	
4. DPWH/MMDA Clearances for national roads.			DPWH / MMDA	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply for Sidewalk Clearance	Furnish Applicants with the list of complete requirements.	N/A	3-5 minutes	Admin Aide III Admin. Assistant II (Admin. Assist.)
Submit complete requirements.	Assign Inspector for verification	N/A	1-2 days	Operation Manager
Verified Application / Inspected	Prepare Clearance for approval of Division Chief	N/A	1-2 days	OIC, Road Excavation Group OIC, Road Drainage, Waterways & Flood Control Group OIC, Road Sidewalk Utilities Monitoring Group Monitoring Group
Claim Approved Sidewalk Clearance	Releasing of Sidewalk Clearance	N/A	3-5 minutes	Zoning Officer I
<b>TOTAL</b>			<b>4 days &amp; 10 min</b>	



## 5. Work Permit

Permit Granted to Individual or Company to undertake activity / works not covered by regular permit.

<b>Office or Division</b>	: DEPW Maintenance Operations Division			
<b>Classification</b>	: Simple / Complex			
<b>Type of Transaction</b>	: Work Permit			
<b>Who may Avail</b>	: Owner/Representative of Building			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Requirements for Issuance of District Clearance</b> (One of the requirements for Occupancy Permit)				
1. Barangay Clearance			Concern Barangay	
2. Traffic Clearance (if applicable)			Public Safety Department	
3. Methodology			Prepared by Permittee	
4. Timeline			Prepared by Permittee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Apply for Work Permit	Furnish Applicants with the list of complete requirements.	N/A	3-5 minutes	Admin Aide III Admin. Assistant II
Submit complete requirements.	Assign Inspector for verification	N/A	1-2 days	Maint. Operation Div.
Verified Application / Inspected	Prepare permit for approval of Division Chief	N/A	1-2 days	OIC, Road Excavation Group
Claim Approved Work Permit	Releasing of Work Permit	N/A	3-5 minutes	Admin Aide III Admin. Assistant II
<b>TOTAL</b>			<b>4 days &amp; 10 minutes</b>	





## 6. Refund Request

May apply for refund after 60 days from the day of restoration.

<b>Office or Division</b>	: DEPW-District II Maintenance Operations Division			
<b>Classification</b>	: Simple / Complex			
<b>Type of Transaction</b>	: Refunds Request			
<b>Who may Avail</b>	: Permittee/Authorized Representative			
CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
<b>Requirements for Issuance of Refunds Request</b>				
1. Request letter address to City Engineer			Prepared by permittee	
2. Photocopy of issued permit & documents submitted			Prepared by permittee	
3. Photocopy of receipts			Prepared by permittee	
4. Picture of restoration works			Prepared by permittee	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply for Refund Request	Furnish Applicants with the list of complete requirements.	N/A	3-5 minutes	Admin Aide III Admin. Assistant II
Submit complete requirements.	Inspection/ Preparation/ Approval	N/A	3-5 days	Maint. Operation Div. , Officer In Charge-DEPW)
Claim Approved Refund Request	Releasing of Refund Request	N/A	3-5 minutes	Admin Aide III Admin. Assist. II
<b>TOTAL</b>			<b>5 days &amp; 10 minutes</b>	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Thru phone call, letter and viber app for verification coordinated with Section Heads. Contact Info: 8881-9395 or DEPW District-II
How feedbacks are processed	Feedback requiring answers are forwarded to relevant Section Heads & Offices and required to answer within 3 days. The answer relayed to clients as soon as we verified.
How to file a complaint	Thru phone call, letter and viber app for verification coordinated with Section Heads. Contact Info: 8292-9301 or DEPW District-II
How complaints are processed	Receiving clerk receives complaints thru phone calls, letters and viber app on a daily basis and evaluates each complaint. Upon evaluation, the clerk forwarded the complaints to Section Head and start the investigation and forward the complaint to the relevant office for their explanation. The Section Heads will create report after the investigation and shall submit it to the Head of Agency for appropriate action. The Receiving clerk will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 8292-9301
Contact Information of Department of Engineering and Public Works (DEPW) District-II	8292-9301

Office	Address	Contact Information
Department of Engineering and Public Works Head Office	6 <sup>th</sup> . floor Makati City Hall Building 1, JP Rizal Street, Brgy. Poblacion, Makati City	8870-1201
Department of Engineering and Public Works (DEPW) District-II	JP Rizal Extension, Brgy. West Rembo	8292-9301



## EQUIPMENT AND ELECTRO – MECHANICAL MAINTENANCE DIVISION

### 1. Equipment Support Functions

In line with the City government mission and vision to the continuous progress and delivery of leading-edge services, this office relentlessly supports all the projects of the city by providing necessary heavy equipment vehicles and manpower on various work activities of the city and other calamity affected cities that needs assistance.

- Response to request of various offices from the City government
- Assist district operation's projects by administration
  - a. Dredging and clearing of creeks / esteros and hauling of spoils
  - b. Road pavement asphaltting

<b>Office or Division:</b>	DEPW - Equipment Maintenance			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	Request for Heavy Equipment Vehicle and Manpower			
<b>Who may Avail:</b>	General Public			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit necessary formal written request and must indicate the specific scope of work to be rendered	1. Received and log-in the request. Must submit to the division head for appropriate action	None	3-5 minutes	Admin Aide IV Electro-Mechanical Maintenance Section  Engineering Aide Electro-Mechanical Maintenance Section
	2. Assign and instruct equipment coordinator to schedule and prepare for the required work.	None	10 minutes	OIC, Equipment & Electro-Mech. Maint. Div.
	3. Equipment coordinator must immediately instruct and	None	2 minutes	Admin Aide VI (Mechanic I) Equipment Maintenance



	assign driver and equipment (manpower if necessary) for the given work / activity			Heavy Equipment Mechanic Supervisor
	4. On the scheduled work, equipment team leader will monitor and supervised the operation and must passed the quality of work rendered. Team leader must gather proof of work and submit it to the team coordinator	None	Varies (On the nature of work)	Admin Aide VI (Mechanic I) Equipment Maintenance  Admin Aide Equipment Maintenance
	5. Upon submission of proof of work by the team leader, equipment coordinator must provide a report to the equipment head and endorse the report to the client. (Cc the City Engineer)	None	15 minutes	Admin Aide Equipment Maintenance  OIC, Equipment & Electro-Mech. Maint. Div.
<b>TOTAL</b>			<b>32 minutes and varies (on the nature of work)</b>	



## 2. Street Lights Preventive Maintenance

The City Government through the Peace and Order Council headed by the City Mayor has also prioritized the lighting of all streets in the city by providing streetlight projects on all minor and major roads. This office is task to continuously provide quality preventive maintenance on all streetlights both on district I and district II.

- Daily monitoring and operation of all existing streetlights
- Response on all request and phone-in-calls to affected constituents.

<b>Office or Division:</b>	DEPW – Electro-Mechanical (Street Lights) Maintenance Section			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	Request for Street lighting and Manpower			
<b>Who may Avail:</b>	General Public			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary formal written request and must indicate the specific scope of work to be rendered	1. Received and log-in the request. Must submit to the section head for appropriate action	None	3-5 minutes	Admin Aide IV Electro-Mechanical Maintenance Section  Admin Officer IV Electro-Mechanical Maintenance Section
	2. Assign and instruct street light coordinator to schedule and prepare for the required work.	None	10 minutes	OIC, Equipment & Electro-Mech. Maint. Div.
	3. Street lights coordinator must immediately instruct and assign driver and street lights (manpower if necessary) for the given work / activity	None	2 minutes	Engineering Assistant Electro-Mechanical Maintenance Section  Admin Aide VI (Aircon Tech.) Electro-Mechanical Maintenance Section



	4. On the scheduled work, street lights team leader will monitor and supervised the operation and must passed the quality of work rendered. Team leader must proof of work and submit it to the team coordinator	None	Varies (On the nature of work)	Admin Assistant III (Electrician foreman) Cluster I Electro-Mechanical Maintenance Section  Engineering Aide Cluster II Electro-Mechanical Maintenance Section  Admin Aide (Electrician II) Cluster III Electro-Mechanical Maintenance Section  Admin Assistant V (Electrician General foreman) Cluster IV Electro-Mechanical Maintenance Section
	5. Upon submission of proof of work by the team leader, street lights coordinator must provide a report to the street lights head and endorse the report to the client. (Cc the City Engineer)	None	15 minutes	Admin Aide VI Electro-Mechanical Maintenance Section  OIC, Equipment & Electro- Mech. Maint. Div.
<b>TOTAL</b>			<b>32 minutes and varies (on the nature of work)</b>	



### 3. Electro-Mechanical Workforce Support Functions

The workforce delivers a vital role in this division, numerous requests from various offices in the city government must be given full attention even if events / activities in the city would come on the same date, this workforce would eventually deliver its service in a standard performance.

- Request of various offices activities to be schedule on electro-mechanical coordinator for the specific electro-mechanical equipment's (generator sets, tower lights, etc.) and manpower.
- Request of local disaster management office in assisting other cities and municipalities affected by major calamities.

<b>Office or Division:</b>	DEPW – Electro-Mechanical Maintenance Section			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	Request for Electro-Mechanical and Manpower			
<b>Who may Avail:</b>	General Public			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
None			None	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit necessary formal written request and must indicate the specific scope of work to be rendered	1. Received and log-in the request. Must submit to the section head for appropriate action	None	3-5 minutes	Admin Aide IV Electro-Mechanical Maintenance Section  Engineering Aide Electro-Mechanical Maintenance Section
	2. Assign and instruct electro-mechanical coordinator to schedule and prepare for the required work.	None	10 minutes	OIC, Equipment & Electro-Mech. Maint. Div.
	3. Electro-Mechanical coordinator must immediately instruct and assign driver and electro-mechanical (manpower if necessary) for	None	2 minutes	Admin Aide VI (Mechanic I) Equipment Maintenance



	the given work / activity			
	4. On the scheduled work, electro-mechanical team leader will monitor and supervised the operation and must passed the quality of work rendered. Team leader must proof of work and submit it to the team coordinator	None	Varies (On the nature of work)	Admin Aide VI (Mechanic I) Equipment Maintenance
	5. Upon submission of proof of work by the team leader, electro-mechanical coordinator must provide a report to the electro-mechanical head and endorse the report to the client. (Cc the City Engineer)	None	15 minutes	Admin Aide Electro-Mechanical Maintenance Section  OIC, Equipment & Electro-Mech. Maint. Div.
<b>TOTAL</b>			<b>32 minutes and varies (on the nature of work)</b>	

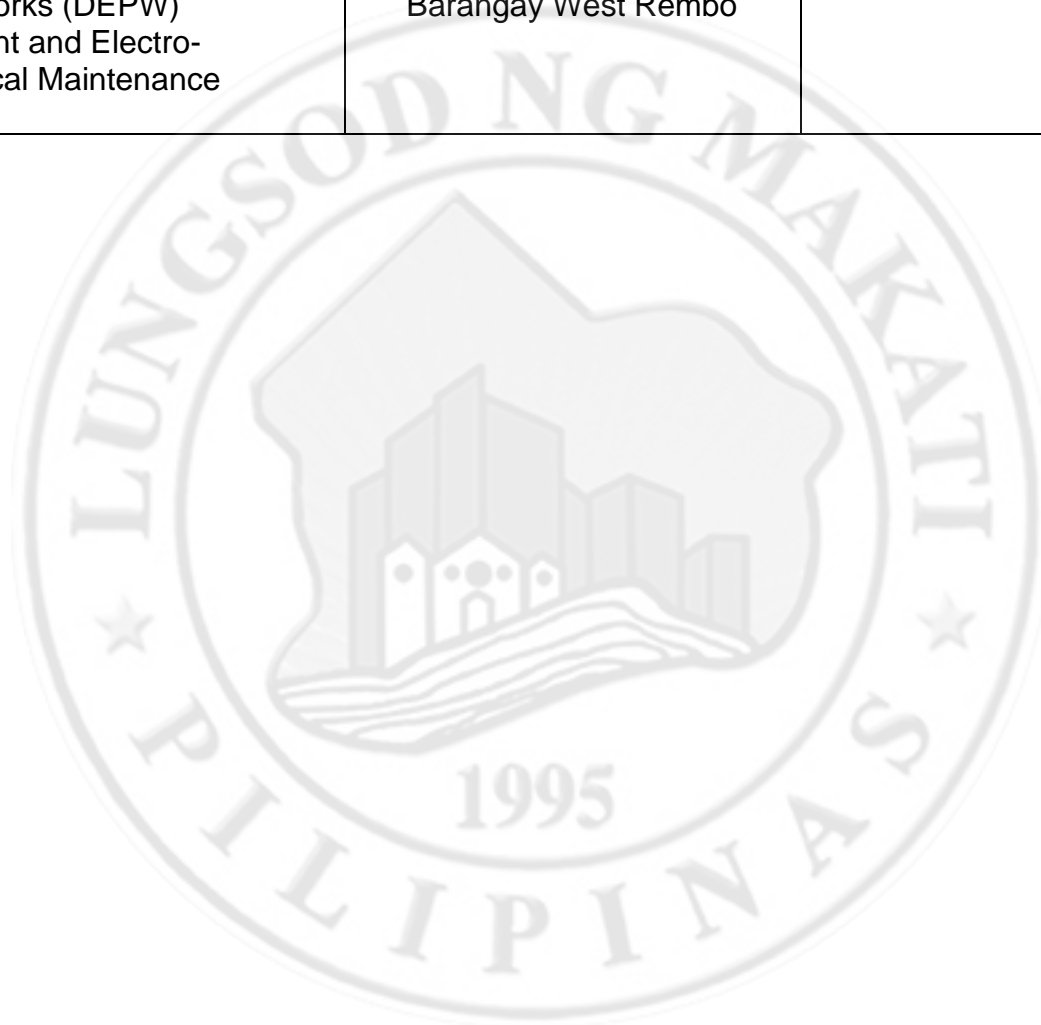




<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Thru phone call, letter and viber apps for verification coordinated with Division Heads.</p> <p>Contact Info: 752-5515 / 882-0522 or DEPW Equipment and Electro-Mechanical Maintenance Division</p>
How feedbacks are processed	<p>Feedback requiring answers are forwarded to relevant Division Heads and Offices and required to answer within 3 days.</p> <p>The answer relayed to clients as soon as we verified.</p>
How to file a complaint	<p>Thru phone call, letter and viber apps for verification coordinated with Division Heads.</p> <p>Contact Info: 752-5515 / 882-0522 or DEPW Equipment and Electro-Mechanical Maintenance Division</p>
How complaints are processed	<p>Receiving clerk receives complaints via letter, thru phone calls, and viber apps on a daily, basis and evaluates each complaint.</p> <p>Upon evaluation, the clerk will forward the complaint/s to Division Heads and assign the complaint to the designated coordinator for their scheduled job-order.</p> <p>Upon the recommendation and report of the coordinator, the Division Heads shall response thru a reply letter to the letter sender and copy furnish the head of agency.</p> <p>For inquires and follow-ups, clients may contact the following telephone number 752-5515 / 882-0522</p>
Contact information of Department of Engineering and Public Works (DEPW) Equipment and Electro-Mechanical Maintenance Division	752-5515 / 882-0522



Office	Address	Contact Information
Department of Engineering and Public Works Head Office	6 <sup>th</sup> floor Makati City Hall Building 1, J.P. Rizal Street, Barangay Poblacion, Makati City	8870-1201
Department of Engineering and Public Works (DEPW) Equipment and Electro-Mechanical Maintenance Division	J.P. Rizal Extension, Barangay West Rembo	752-5515 / 882-0522





## SURVEY AND LAND IMPROVEMENT SECTION

### 1. Verification Survey Concerning Government Lots

In compliance with the execution of Land Survey concerning various request from Barangays, District Office, Makati residents and inter office requests. This office is in charge to ensures on the settlement of the various survey related issues and concerns. Some of the issues concerns government lots with disputes on private lots, private lots and others conduct of Verification Survey concerning government lots to the requesting individual or office.

<b>Office or Division:</b>	DEPW- CPMO Survey & Land Improvement Section			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2C - Government to Government			
<b>Who may Avail:</b>	General Public			
CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
1. Written request letter to barangay			Resident/s	
2. Photocopy of Transfer Certificate of Title (TCT)			Resident/s	
3. Photocopy of Lot Plan			Resident/s	
4. I.D. (Government Issued)			BIR, Postal, DFA, PSA, SSS, GSIS, Pag- IBIG	
5. Endorsement letter from barangay address to District Offices & City Engineer's Office			Barangay Office DEPW District Office City Engineer's Office	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with a photocopy of title (TCT), Lot Plan, and government issued I.D.	1. Survey Personnel receives request and other document and submit to Section Head for review and decision	None	5-10 minutes	Admin. Assistant II  Admin.Aide IV  Engineering Aide Receiving Clerk
	2. Section Head assigned to technical personnel for survey/ inspection	None	10-15 minutes	<i>Engineer III</i> DEPW- Land Improvement Section Head
	3. Field inspection of request for lot verification survey pertaining to dispute on government lots and prepare a technical report with verification plan	None	2 days	<i>Project Evaluation Officer III</i>  <i>Project Devt. Officer I</i> Engineer I  Engineering Asst. I  Engineering Asst. I



				Draftsman I Draftsman II Engineering Aide Admin. Aide VI Engineering Aide Admin Aide VI (Data Controller I) <b>Assigned Survey &amp; Land Improvement Inspector/ Technical Personnel</b>
	4. Supervisors will review & evaluate the inspection report & verification plan.	None	1-2 hours	Project Evaluation Officer III Project Dev't. Officer I
	5. Section Head will finalize the inspection report, verification plan and endorse to City Engineer's Office.	None	10 minutes	Engineer III Survey & Land Improvement Section Head
	6. Releasing of survey report/ transmittal/ final & approved verification plan inspection report with attached verification survey plan ( <i>if necessary</i> ) to District Office & Barangay.	None	1 day	Admin. Asst. II Admin. Aide IV Engineering Aide Admin./ Releasing Clerk
<b>TOTAL</b>			<b>3 days, 2 hours &amp; 35 minutes</b>	



## 2. Barangay Dialogue Meeting Between Concerned Parties Regarding Barangay Disputes

To provide technical knowledge on settling disputes between government and private lots

<b>Office or Division:</b>	DEPW- CPMO Survey & Land Improvement Section			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2C - Government to Government			
<b>Who may Avail:</b>	General Public			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Written request letter and reports of barangay and district office			Barangay Office DEPW District Office	
2. Photocopy of Transfer Certificate of Title (TCT)			Data owner(s)	
3. Copy of Lot Plan			Data owner(s)	
4. I.D. (Government Issued)			BIR, Postal, DFA, PSA, SSS, GSIS, Pag- IBIG	
5. Endorsement letter from barangay address to City Engineer's Office			City Engineer's Office	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and reports with a photocopy of title (TCT), Lot Plan, and government issued I.D.	1. Survey Personnel receives request and other documents requirements and submit to Section Head for review and decision	None	5-10 minutes	Admin. Asst. II Admin. Aide IV Engineering Aide Admin./ Releasing Clerk
	2. Section Head review the endorsement letter from City Engineer's Office for appropriate action	None	10-15 minutes	Engineer III DEPW- Survey & Land Improvement Section Head
	3. Assigned technical personnel to attend dialogue/ meeting as per scheduled time	None	15 minutes	Engineer III DEPW- Survey & Land Improvement Section Head Project Evaluation Officer III



	and date of concerned parties			Project Devt. Officer I Engineer I Architect I Engineering Asst. I Engineering Asst. I Draftsman I Draftsman II DEPW- Survey & Land Improvement Section Head & Assigned Survey Inspector/ Technical Personnel
	4. a.) If both parties concerned are private lots, they are recommended to hire a private Geodetic Engineer to conduct a verification survey.	c/o Private Geodetic Engineer	<i>depending on the site condition and availability of concerned parties</i>	<b>Private Geodetic Engineer of both parties</b>
	b.) if concerning government lots, the Survey & Land Improvement Section will conduct verification survey and make a survey report and verification plan.	None	3- 4 days (depending on the site condition)	Engineer III DEPW- Survey & Land Improvement Section Head Project Evaluation Officer III Project Devt. Officer I Engineer I Architect I



				Engineering Asst. I Engineering Asst. I Draftsman I Draftsman II Admin. Aide VI Engineering Aide Admin Aide VI (Data Controller I) DEPW- Survey & Land Improvement Technical Personnel/ Instrument Man/ Inspectors
	c.) research of technical records at DENR/ LRA if necessary.		1- 2 days	Engineer III DEPW- Survey & Land Improvement Section Head Engineering Asst. I Engineering Asst. I DEPW- Survey & Land Improvement Technical Personnel/
	5. Releasing and for recording/ log of Final & Approved Verification Inspection report with lot plan ( <i>if necessary</i> ) to District Office & Barangay.	None	5-10 minutes	Admin. Asst. li Admin. Aide IV Engineering Aide Admin./ Releasing Clerk
			<b>6 days (Government)</b>	



<b>TOTAL</b>			<b>Lots Only) &amp; 45 minutes (Depending on the condition &amp; availability of records at DENR/ LRA</b>	
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### 3. Conducts Verification Survey on Proposed Government Projects (Public Buildings)

To provide precise identification of established land and its corners to avoid encroachment disputes and conflicts between the government and its neighbors.

<b>Office or Division:</b>	DEPW- CPMO Survey & Land Improvement Section
<b>Classification:</b>	Simple / Complex
<b>Type of Transaction:</b>	G2C – Government to Government
<b>Who may Avail:</b>	General Public

CHECKLIST FOR REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with location	1. Survey Personnel examines request submit to Section Head for review and decision	None	2 minutes	Admin. Asst. II Admin. Aide IV Engineering Aide Admin./ Releasing Clerk
	2. Section Head reviews the endorsement letter from Planning & Research Group for appropriate action and assigned technical personnel to conduct site inspection and verification survey of requested government lot/s	None	5 minutes	Engineer III DEPW- Survey & Land Improvement Section Head
	3. Assigned technical personnel/	None	3 days	Engineer III DEPW- Survey & Land





	Inspector/ conducts verification survey and prepare report of requested government lot/s and to be checked and approved by Senior Inspector & Section Head			Improvement Section Head,  Project Evaluation Officer III  Project Devt. Officer I  Engineer I  Architect I  Engineering Asst. I  Engineering Asst.I  Draftsman I  Draftsman II  Engineering Aide  Admin. Aide VI  Engineering Aide  Admin Aide VI (Data Controller I) Inspector/ Technical Personnel  Engineering Asst. I Engineering Asst.I Instrument Man
	4. Releasing to Planning & Research Group.	None	5 minutes	Admin. Asst. II  Admin. Aide IV  Engineering Aide  Admin./ Releasing Clerk



#### 4. Request for Proposed Road Improvement Project

To provide the precise and updated road improvement plans indicating the technical details, status and reports before the implementation of the road improvement project for the continuous beautification and modernization of our city roads.

<b>Office or Division:</b>	DEPW- CPMO Survey & Land Improvement Section			
<b>Classification:</b>	Simple / Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2C - Government to Government			
<b>Who may Avail:</b>	General Public			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
N/A			N/A	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit written formal request letter and must indicate the specific scope of work & exact location	1. Receive, log-in and examines request. Must submit to Section Head for review and decision	None	2 minutes	Admin. Asst. II Admin. Aide IV Engineering Aide Admin./ Receiving Clerk
	2. Section Head assigns technical personnel to verify and check on site the status of the road to be improved. The following points are to be check on site a.) <i>Pavement, dilapidated or in good condition for upgrading.</i> b.) <i>Drainage, for replacement, rehabilitation, de clogging, upgrading.</i> c.) <i>Streetlights, for rehabilitation, proposal, replacement</i>	None	3 days to 2 weeks	Engineer III DEPW- Survey & Land Improvement Section Head Project Evaluation Officer III Project Devt. Officer I Engineer I Architect I Engineering Asst. I Engineering Asst. I Draftsman I Draftsman II



	<p>d.) <i>Utilities- water, internet provider, telecoms.</i></p> <p>e.) <i>Encroachment-permanent, temporary light materials, concrete.</i></p> <p>f.) <i>Road right of way.</i></p>			<p>Engineering Aide</p> <p>Admin. Aide VI</p> <p>Engineering Aide</p> <p>Admin Aide VI (Data Controller I)</p> <p>DEPW- Survey &amp; Land Improvement Section Head /Technical Staff/Road Designer</p>
	<p>3. Assigned Technical personnel/ Road Designer submits the completed road improvement plan with inspection report to the Project Development Officer /Project Evaluation Officer/ Senior Road Designer for checking and validation. If the road plans are checked and validated, submit to Survey &amp; Land Improvement Section Head for approval.</p>	<p>None</p>	<p>1 day</p>	<p>Engineer III</p> <p>DEPW- Survey &amp; Land Improvement Section Head</p> <p>Project Development/</p> <p>Project Evaluation Officer/</p> <p>Draftsman I</p> <p>Draftsman II</p> <p>Engineering Asst. I</p> <p>Engineering Asst. I</p> <p>Engineer I</p> <p>Engineering Aide</p> <p>Admin. Aide VI</p> <p>Engineering Aide</p> <p>Admin Aide VI (Data Controller I)</p>



				Senior Road Designer/ Road Designer
	4. Releasing of final & approved Road Improvement Plan with transmittal for Estimate Section.	None	5 minutes	Admin. Asst. II Admin. Aide IV Engineering Aide Admin./ Releasing Clerk
<b>TOTAL</b>			<b>15 days &amp; 7 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to file a complaint	Write a letter addressed to Engr. Elmer V. Acuesta, MPA, OIC, DEPW thru Engr. Teodora R. Guiam, Assistant City Engineer and Engr. Divina R. Torres, OIC, Survey and Land Improvement Section
Client Feedback Mechanism	The Department of Engineering and Public Works District Office has established a satisfaction survey which is given to clients after their transactions. One's the client has accomplished the survey, he/she will drop it to the designated box located at the receiving area of the office. The results are then collated monthly and encoded to a database.



## Auxiliary Section

### 1. Request for Logistics

Request letter provided by the constituents of Makati and other Offices as a requirement for the provision of the following logistics:

- a. Assembly of Tents
- b. Installation of Stage, Platform and/or with Backdrop
- c. Set-up and operation of Sound System
- d. Delivery of Mono Block Chairs and Tables

<b>Office or Division</b>	: DEPW- Auxiliary Section			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: Request for Logistics			
<b>Who may Avail</b>	: Offices of Makati City Hall, Barangays, Institutions within Makati and Makati constituents			
<b>CHECKLIST FOR REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of request must be addressed to the City Mayor			None	
Letter of request must include: name of event, date and time, venue and contact person				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request thru the Office of the Mayor	Receive request	N/A	5 minutes	(Admin. Officer II)
	Verify/Check availability of materials and equipment thru phone call/Viber app to Auxiliary office	N/A	5 minutes	(Admin. Officer II)
	Inform the receiving office of the availability of logistics	N/A	10 minutes	(Office Clerk)
	Processing of letter for approval (if schedule and logistics are available)	N/A	1-3 days	(Admin. Officer II)
2. Call the Office the Mayor for follow -up of request if approved	Receive calls/inquiries regarding the status of their request	N/A	5 minutes	(Admin. Officer II)
	Forward approved letter to Auxiliary office thru Viber app	N/A	5 minutes	(Officer-in-Charge)

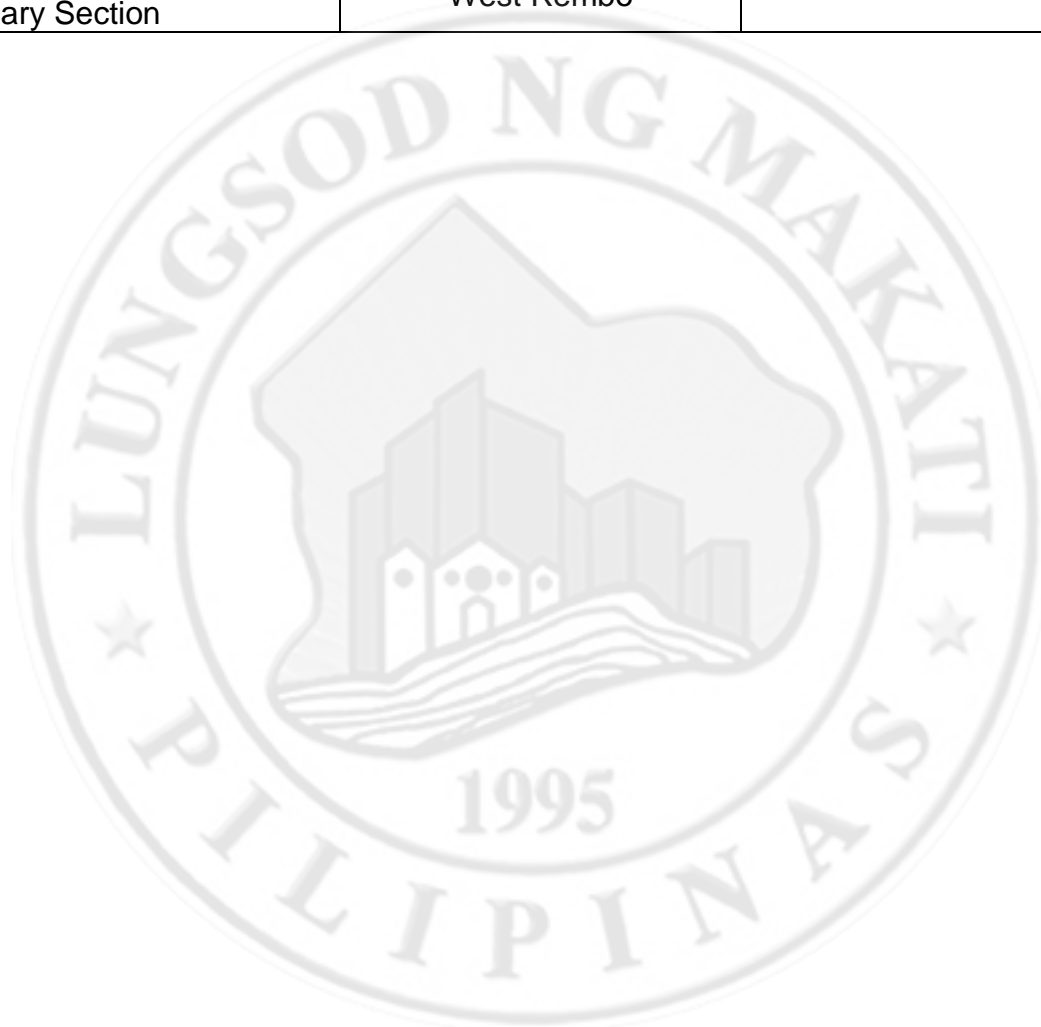


	for scheduling and confirmation			
	Schedule/Call requestor for confirmation and ingress of request	N/A	5 minutes	(Office Clerk)
<b>TOTAL</b>			<b>3 days &amp; 35 minutes</b>	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Thru phone call or letter for verification coordinated with Section Heads.</p> <p>Contact Info: 8881 - 9395</p>
How feedbacks are processed	<p>Feedbacks and questions are forwarded to Section Head.</p> <p>Feedbacks and answers relayed to clients as soon as verified.</p>
How to file a complaint	<p>Thru phone call or letter addressed to the Section Head of Auxiliary.</p> <p>Contact Info: 8881- 9395</p>
How complaints are processed	<p>Receiving clerk receives complaints thru phone calls/letters and evaluates each complaint.</p> <p>Upon evaluation, the clerk will forward the complaints to the Section Head and start the investigation.</p> <p>The Section Head will take the appropriate and necessary action.</p> <p>The Receiving clerk will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8881 - 9395</p>
Contact Information of Department of Engineering and Public Works (DEPW) District Office- Auxiliary Section	8881- 9395



Office	Address	Contact Information
Department of Engineering and Public Works Head Office	6 <sup>th</sup> . floor Makati City Hall Building 1, JP Rizal Street, Brgy. Poblacion, Makati City	8870-1201
Department of Engineering and Public Works (DEPW) District Office- Auxiliary Section	JP Rizal Extension, Brgy. West Rembo	8881-9395





**Office of the Building Official  
Infrastructure Development Services**







## 1. One-Stop Shop Permit Application for New Construction and Renovation

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will erect, construct, alter, repair any building or structure.

<b>Office or Division:</b>	Office of the City Building Official		
<b>Classification:</b>	Complex/ Highly Technical		
<b>Type of Transaction:</b>	G2C / G2B / G2G		
<b>Who may avail:</b>	All Government and Private Entity		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly accomplished application forms (Unified, Locational, Sanitary/ Plumbing, Mechanical, Electrical & Electronics)		Office of the City Building Official -6/F (to be filled out by the applicant/ owner)	
2. Notarized Special Power of Attorney (1 copy)		Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F	
3. Notarized Affidavit of Undertaking (1 copy)		Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F	
4. Proof of ownership: (2 photocopies), a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration 3) Current real property tax receipt b. In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale/ Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration and Current real property tax receipt of the Seller 2) Special power of attorney/ consent of the other owner c. In case the lot owner is deceased: 1) Extrajudicial settlement/ partition agreement (present original copy) 2) Consent of the other owner or heiress (original copy)		Registry of Deed/ Assessor/ Cashier/ Owner	
5. Third party legal liability & personal accident or contractor's all risk insurance (2 photocopies) <i>Not applicable if the construction was already completed.</i>		Any Insurance Company	
6. If corporation (2 photocopies): a. Articles of incorporation		Owner/ Applicant	



b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)	
7. Latest copy of PRC ID & PTR (2 photocopies)	Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer
8. Received copy of notification letter to adjoining lot owner/s notifying them of the proposed construction (1 original and 1 photocopy)	Adjoining Lot Owners
9. Clearances for medium to high rise building (whenever necessary) 2 photocopies a. CAAP clearance b. HLURB Clearance c. Environmental Compliance Certification Development Permit	a. Civil Aviation Authority of the Philippines b. The Housing and Land Use Regulatory Board (HLURB) c. Department of the Environment and Natural Resources – Environmental Management Board (DENR-EMB)
10. DOLE Clearance/ Construction Safety and Health Program (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Department of Labor and Employment
11. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies)"	Contractor/ Owner
12. Architectural plans (with locational clearance sticker) signed and sealed by an Architect or Civil Engineer (7 sets) a. Location Plan / Vicinity Map b. Site development plan scale of 1:200 mts showing the technical description of the lot and the position of the building in relation to lot. Distances between proposed and existing shall be indicated. c. Floor plan at scale not less than 1:100 mts. d. Roof plan at scale not less than 1:100 mts. e. Elevation (at least four) at scale not less than 1:100 mts. f. Section (at least two) at scale of not less than 1:100 mts g. Provision of Batas Pambansa 344 (accessibility law for disabled person) should be reflected on the plans	Civil Engineer/ Architect
13. Sanitary/ Plumbing plans duly signed and sealed by a professional Sanitary Engineer (4 sets)	Sanitary Engineer
14. Sanitary/ Plumbing design analysis duly signed and sealed by a professional Sanitary Engineer (2 sets)	Sanitary Engineer



15. Mechanical plans duly signed and sealed by a professional Mechanical Engineer (4 sets)	Professional Mechanical Engineer
16. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)	Professional Electrical Engineer
17. Electronics/ Auxiliary plans duly signed and sealed by a Professional Electronics Engineer (4 sets)	Professional Electronics Engineer
18. Relocation/ Verification survey plan duly signed and sealed w/ latest PRC ID & PTR (4 sets)	Geodetic Engineer
19. Structural plan duly signed and sealed by Civil Engineer (4 sets) a. Foundation plan scale not less than 1:100 mts. b. Floor framing plan scale not less than 1:100 mts. c. Roof framing plan scale not less than 1:100 mts. d. Details of footing/columns/beams at any convenient scale e. Details of other structural members at any convenient scale	Civil/ Structural Engineer
20. Duly signed and sealed Design computations and Analysis (2 copies)	Civil Engineer/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer
21. Duly signed and sealed technical specifications (2 copies)	Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer
22. Duly signed and sealed project cost estimates (2 copies)	Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer
23. Soil investigation reports for 3-Storey and above (2 copies)	Soil Testing Company
24. Duly signed and Sealed Excavation methodology for medium to high rise building (2 copies)	Civil/ Structural Engineer
25. Duly signed and Sealed Soil protection plan and details for medium to high rise buildings (2 copies)	Civil/ Structural Engineer



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Receive, check completeness, and distribute documents to all responsible sections.	None	30 minutes / 1 hour	OBO Assigned Staff at the counter
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours / 3 days	Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning & FIRE Inspectors/ Evaluators of the Day, Assessor and Barangay Representative
	1.3 Conduct ocular inspection, prepare inspection report, assessment and endorse to OIC Chief of each section for review and approval.	None	1 day / 2 days	Assigned Receiver of Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning & FIRE Inspectors and Barangay Representative
	1.4 Review documents and approve application for processing.	None	1 day / 2 day	OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head, City Municipal FIRE Marshall
	1.5 Stamps necessary provision on the plans, prepare and record the permit.	None	2.5 hours / 6 hours	Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning & FIRE Inspectors and OBO Clerical Staff



	1.6 Prepares the order of payment, sign and put necessary corrections/ annotations on the plans. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	Refer to DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees	1 day / 2 days	OBO Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning & FIRE Inspectors and Barangay Representative
	1.7 Processing, final review and approval of the permit.	None	2 days / 6 days	OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, All sections of OBO Processing Clerical Staff
	1.8 Approve the Permit.	None	1 day / 4 days	Building Official
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes / 30 minutes	Assigned cashier of the day-6/f City Treasury Office
3. Claim	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes / 30 minutes	OBO Releasing Officer-6/F
<b>TOTAL:</b>			<b>56 hours/ 7 days and 160 hours/ 20 days</b>	



## 2. One-Stop Shop Permit Application for Interior Renovation

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will erect, construct, alter, repair any building or structure.

<b>Office or Division:</b>	Office of the City Building Official		
<b>Classification:</b>	Complex/ Highly Technical		
<b>Type of Transaction:</b>	G2C / G2B / G2G		
<b>Who may avail:</b>	All Government and Private Entity		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Duly accomplished application forms (Unified, Locational, Sanitary/ Plumbing, Mechanical, Electrical & Electronics)		Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)	
2. Notarized Special Power of Attorney (1 copy)		Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F	
3. Notarized Affidavit of Undertaking (1 copy)		Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F	
4. Proof of ownership (2 photocopies: a. Duly notarized contract of lease, present original copy) b. Duly notarized deed of absolute sale (present original copy) c. Certified true copy of Condominium Certificate of Title (CCT), tax declaration, latest tax receipt and; consent of unit owner (present original copy)		Registry of Deed/ Assessor/ Cashier	
5. Consent of the building administrator (if the building administrator is not the signatory at box # 4 of the unified application form) (1 copy)		Building Administrator	
6. Occupancy permit of the existing building/structure (1 photocopy)		Owner/ Applicant	
7. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>		Any Insurance Company	



<p>8. A. If corporation (2 photocopies):</p> <ul style="list-style-type: none"> <li>a. Articles of incorporation</li> <li>b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)</li> </ul> <p>B. If Sole proprietorship (2 photocopies):</p> <ul style="list-style-type: none"> <li>a. DTI Certification</li> </ul> <p>C. If partnership (2 photocopies):</p> <ul style="list-style-type: none"> <li>a. Articles of partnership</li> <li>b. Consent of partners (authorized signatory/ies of the corporation w/ ID)</li> </ul>	<p>Owner/ Applicant</p>
<p>9. Latest copy of PRC ID &amp; PTR (2 photocopies with signature)</p>	<p>Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer</p>
<p>10. DOLE Clearance/ Construction Safety and Health Program (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i></p>	<p>Department of Labor and Employment</p>
<p>11. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i></p>	<p>Contractor/ Owner</p>
<p>12. Architectural plans signed and sealed by an Architect or Civil Engineer (7 sets)</p> <ul style="list-style-type: none"> <li>a. Location Plan / Vicinity Map</li> <li>b. Key plan of what floor of the proposed renovation</li> <li>c. Existing floor plan scale of not less than 1:100 mts</li> <li>d. Proposed floor plan scale of not less than 1:100 mts</li> <li>e. Proposed reflected ceiling plan scale of not less than 1:100 mts</li> <li>f. Section Elevation (at least two) scale of not less than 1:100 mts</li> <li>g. Provision of Batas Pambansa 344 (accessibility law for disabled person) should be reflected on the plans (if the location is at ground floor)</li> </ul>	<p>Civil Engineer/ Architect</p>
<p>13. Sanitary plans duly signed and sealed by a professional Sanitary Engineer (4 sets)</p>	<p>Sanitary Engineer</p>
<p>14. Mechanical plans duly signed and sealed by a professional Mechanical Engineer (4 sets)</p>	<p>Professional Mechanical Engineer</p>
<p>15. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)</p>	<p>Professional Electrical Engineer</p>



16. Electronics/ Auxiliary plans duly signed and sealed by a Professional Electronics Engineer (4 sets)		Professional Electronics Engineer		
17. Duly signed and sealed technical specifications (2 copies)		Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer		
18. Duly signed and sealed project cost estimates with notarize (2 copies)		Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer		
19. If renovation will affect the structure of the building, submit the following: a. Structural safety certification of duly signed and sealed by structural engineer (2 copies) b. Design computations duly signed and sealed by civil engineer (2 copies) c. Structural plans duly signed and sealed by civil engineer (4 sets)		Civil/ Structural Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive, check completeness, and distribute documents to all responsible sections.	None	30 minutes	<i>OBO Assigned Staff at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours	<i>Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors/ Evaluators of the Day, Assessor and Barangay Representative</i>





	1.3 Conduct ocular inspection, prepare inspection report, assessment and endorse to OIC Chief of each section for review and approval.	None	1 day	<i>Assigned Receiver of Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors and Barangay Representative</i>
	1.4 Review documents and recommend application for processing.	None	1 day	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head, City Municipal FIRE Marshall</i>
	1.5 Stamp necessary provision on the plans, prepare and record the permit.	None	2.5 hours	<i>Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors All sections of Processing OBO Clerical Staff</i>
	1.6 Prepares the order of payment, sign and put necessary corrections/ annotations on the plans. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	Refer to DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees	1 day	<i>OBO Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors and Barangay Representative</i>
	1.7 Processing, final review and approval of the permit.	None	2 days	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, All sections of OBO Processing Clerical Staff</i>



	1.8 Approve the Permit.	None	1 day	<i>Building Official</i>
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes	<i>Assigned cashier of the day City Treasury Office</i>
3. To	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes	<i>OBO Releasing Officer</i>
<b>TOTAL:</b>			<b>56 hours/ 7 days and 160 hours/ 20 days</b>	

### 3. One-Stop Shop Permit Application for Additional Floor / Extension

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will additional or floor extension any building or structure.

<b>Office or Division:</b>	Office of the City Building Official	
<b>Classification:</b>	Complex/ Highly Technical	
<b>Type of Transaction:</b>	G2C / G2B / G2G	
<b>Who may avail:</b>	All Government and Private Entity	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly accomplished building application forms (Unified, Locational, Sanitary/ Plumbing, Mechanical, Electrical & Electronics)	Office of the City Building Official - 6/F (to be filled out by the applicant/ owner)	
2. Notarized Special Power of Attorney (1 copy)	Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F	
3. Notarized Affidavit of Undertaking (1 copy)	Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F	
4. Proof of ownership: (2 photocopies), a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration 3) Current real property tax receipt b. In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale/ Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration and Current real property tax receipt of the Seller	Registry of Deed/ Assessor/ Cashier	



<p>2) Special power of attorney/ consent of the other owner</p> <p>c. In case the lot owner is deceased:</p> <p>1) Extrajudicial settlement/ partition agreement (present original copy)</p> <p>2) Consent of the other owner or heiress (original copy)</p>	
<p>5. Building permit &amp; occupancy permit of the existing building/structure (1 photocopy)</p>	<p>Owner/ Applicant</p>
<p>6. Approved plan of existing bldg./ structure (1 print copy)</p>	<p>Owner/ Applicant</p>
<p>7. Third party legal liability &amp; personal accident or; contractor's all risk insurance (2 photocopies) <i>Note: Not applicable if the construction was already completed.</i></p>	<p>Any Insurance Company</p>
<p>8. If corporation (2 photocopies):</p> <p>a. Articles of incorporation</p> <p>b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)</p>	<p>Owner/ Applicant</p>
<p>9. Latest copy of PRC ID &amp; PTR (2 photocopies)</p>	<p>Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer</p>
<p>10. DOLE Clearance/ Construction Safety and Health Program (2 photocopies) <i>Not applicable if the construction was already completed.</i></p>	<p>Department of Labor and Employment</p>
<p>11. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) <i>Note: Not applicable if the construction was already completed.</i></p>	<p>Contractor/ Owner</p>
<p>12. Architectural plans (with locational clearance sticker) signed and sealed by an Architect or Civil Engineer (7 sets)</p> <p>a) Location Plan / Vicinity Map</p> <p>b) Site development plan (scale 1:200 mts) showing the technical description of the lot and the position of building in relation to lot. Distances between proposed and existing building shall be indicated.</p> <p>c) Existing floor plan scale of not less than 1:100 mts</p> <p>d) Proposed floor plan scale of not less than 1:100 mts</p> <p>e) Proposed reflected ceiling plan scale of not less than 1:100 mts</p> <p>f) Section (at least two) scale of not less than 1:100 mts</p>	<p>Civil Engineer/ Architect</p>



g) Provision of Batas Pambansa 344 (accessibility law for disabled person) should be reflected on the plans (if the location is at ground floor)				
13. Sanitary plans duly signed and sealed by a professional Sanitary Engineer (4 sets)			Sanitary Engineer	
14. Mechanical plans duly signed and sealed by a professional Mechanical Engineer (4 sets)			Professional Mechanical Engineer	
15. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)			Professional Electrical Engineer	
16. Electronics/ Auxiliary plans duly signed and sealed by a Professional Electronics Engineer (4 sets)			Professional Electronics Engineer	
17. Relocation/ Verification survey plan duly signed and sealed w/ latest PRC ID & PTR (4 sets)			Geodetic Engineer	
18. Structural plan duly signed and sealed by Civil Engineer (4 sets)			Civil/ Structural Engineer	
19. Duly signed and sealed Design computations and Analysis (2 copies)			Civil Engineer/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer	
20. Duly signed and sealed technical specifications (2 copies)			Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer	
21. Duly signed and sealed project cost estimates (2 copies)			Civil Engineer/ Architect/ Sanitary/ Plumbing/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer	
22. Soil investigation reports for 3-Storey and above (2 copies)			Soil Testing Company	
23. Structural safety certification of duly signed and sealed by structural engineer (2 copies)			Civil/ Structural Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive, check completeness and distribute documents to all responsible sections.	None	30 minutes / 1 hour	<i>OBO Assigned Staff at the counter</i>
	1.2 Provide preliminary evaluation,	None	4 hours / 3 days	<i>Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp;</i>



	Transmittal Slip or Notice of Compliance.			<i>FIRE Inspectors/ Evaluators of the Day, Assessor and Barangay Representative</i>
	1.3 Conduct ocular inspection, prepare inspection report, assessment endorse to OIC Chief of each section for review and approval.	None	1 day / 2 days	<i>Assigned Receiver of Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors and Barangay Representative</i>
	1.4 Review documents and recommend application for processing.	None	1 day / 2 days	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head, City Municipal FIRE Marshall</i>
	1.5 Stamp necessary provision on the plans, prepare and record the permit.	None	2.5 hours / 6 hours	<i>Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors All sections of Processing OBO Clerical Staff</i>
	1.6 Prepares the order of payment, sign and put necessary corrections/ annotations on the plans. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	Refer to DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees	1 day / 2 days	<i>OBO Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors and Barangay Representative</i>
	1.7 Processing, final review and approves the permit.	None	2 days / 6 days	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section:</i>



				OIC, Electrical Processing Section, OIC, Electronics Processing Section, All sections of OBO Processing Clerical Staff
	1.8 Approve the Permit.	None	1 day / 4 days	Building Official
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes / 30 minutes	Assigned cashier of the day at 6/F
3. Claim	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes / 30 minutes	OBO Releasing Officer
<b>TOTAL:</b>			<b>56 hours/ 7 days and 160 hours/ 20 days</b>	

#### 4. One-Stop Shop Permit Application for Cell site/ Antenna Tower

The building permit is issued to individuals, firm, or corporation, including agency or instrumentality of the government, who will erect, construct, alter, repair any building or structure.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Duly accomplished building application forms (Unified, Locational and Electrical)	Office of the City Building Official -6/F (to be filled out by the applicant/ owner)
2. Notarized Special Power of Attorney (1 copy)	Office of the City Building Official (to be filled out by the applicant/ owner) – 6/F
3. Notarized Affidavit of Undertaking (1 copy)	Office of the City Building Official -6/F (to be filled out by the applicant/ owner)
4. Proof of ownership (2 photocopies): a. Duly notarized contract of lease (present original copy) b. Duly notarized deed of absolute sale (present original copy) c. Certified true copy of Transfer Certificate of Title (TCT), tax declaration, latest tax receipt (present original copy)	Registry of Deed/ Assessor/ Cashier/ Owner



5. Occupancy permit of the existing building/structure (1 photocopy)	Owner/ Applicant
6. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>	Any Insurance Company
7. A. If corporation (2 photocopies): a) Articles of incorporation b) Secretary certificate (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant
8. Latest copy of PRC ID & PTR (2 photocopies with signature)	Civil Engineer/ Architect/ Professional Electrical Engineer
9. DOLE Clearance/ Construction Safety and Health Program (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>	Department of Labor and Employment
10. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>	Contractor/ Owner
11. Architectural plans signed and sealed by an Architect or Civil Engineer (7 sets) a) Location Plan / Vicinity Map b) Key plan of what floor of the proposed Cell site/ Antenna Tower c) Floor plan scale of not less than 1:100 mts d) Elevation (at least four) at scale not less than 1:100 mts.	Civil Engineer/ Architect
12. Mechanical plans duly signed and sealed by a professional Mechanical Engineer (4 sets)	Professional Mechanical Engineer
13. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)	Professional Electrical Engineer
14. Electronics plans duly signed and sealed by a Professional Electronics Engineer (4 sets)	Professional Electronics Engineer
15. Duly signed and sealed technical specifications (2 copies)	Civil Engineer/ Professional Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer
16. Duly signed and sealed project cost estimates with notarize (2 copies)	Civil Engineer/ Architect/ Mechanical/ Professional Electrical Engineer/ Professional Electronics Engineer
17. Structural safety certification of duly signed and sealed by structural engineer (2 copies)	Civil/ Structural Engineer
18. Design computations duly signed and sealed by civil engineer (2 copies)	Civil/ Structural Engineer



19. Structural plans duly signed and sealed by civil engineer (4 sets)			Civil/ Structural Engineer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive, check completeness, and distribute documents to all responsible sections.	None	30 minutes	<i>OBO Assigned Staff at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours	<i>Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors/ Evaluators of the Day, Assessor and Barangay Representative</i>
	1.3 Conduct ocular inspection, prepare inspection report, assessment endorse to OIC Chief of each section for review and approval.	None	1 day	<i>Assigned Receiver of Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning Inspectors and Barangay Representative</i>
	1.4 Review documents and recommend application for processing.	None	1 day	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head</i>
	1.5 Stamp necessary provision on the plans, prepare and record the permit.	None	2.5 hours	<i>Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning Inspectors All sections of Processing OBO Clerical Staff</i>
	1.6 Prepares the order of payment, sign and put necessary corrections/ annotations on	Refer to DPWH National Building Code Development		1 day





	the plans. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	Office Memorandum Circular No.01 of 2005, New Schedule of fees		
	1.7 Processing, final review and approves the permit.	None	2 days	OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, All sections of OBO Processing Clerical Staff
	1.8 Approve the Permit.	None	1 day	Building Official
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes	Assigned cashier of the day City Treasury Office
3. Claim	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes	OBO Releasing Officer
<b>TOTAL:</b>			<b>56 hours/ 7 days</b>	



## 5. One-Stop Shop Permit Application for Solar Panel

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will additional or floor extension any building or structure.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished building application forms (Unified, Locational & Electrical)	Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)
2. Proof of ownership: (2 photocopies), a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration 3) Current real property tax receipt b. In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale/ Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration and Current real property tax receipt of the Seller 2) Special power of attorney/ consent of the other owner c. In case the lot owner is deceased: 1) Extrajudicial settlement/ partition agreement (present original copy) 2) Consent of the other owner or heiress (original copy)	Registry of Deed/ Assessor/ Cashier
3. Building permit & occupancy permit of the existing building/structure (1 photocopy)	Owner/ Applicant
4. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) <i>Note: Not applicable if the project was already completed</i>	Any Insurance Company
5. If corporation: (2 photocopies) a. Articles of incorporation b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant



6. Latest copy of PRC ID & PTR of Civil Engineer or Architect of the plans/specifications and in-charge of demolition (2 photocopies)		Civil Engineer/ Architect/ Professional Electrical Engineer		
7. Letter of authorization for the bearer of the plan w/ ID (1 original copy)		Owner/ Applicant		
8. Construction Safety and Health Program/ DOLE Clearance (2 photocopies) <i>Note: Not applicable if the project was already completed</i>		Department of Labor and Employment		
9. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) <i>Note: Not applicable if the project was already completed</i>		Contractor/ Owner		
10. Architectural plans (with locational clearance sticker) signed and sealed by a Civil Engineer (6 sets) a. Location Plan / Vicinity Map b. Site development plan (scale 1:200 mts) showing the technical description of the lot and the position of building in relation to lot. Distances between proposed and existing building shall be indicated. c. Solar panel installation layout plan scale of not less than 1:100 mts d. Elevation Section (at least two) scale of not less than 1:100 mts e. Structural connection details scale of not less than 1:100 mts		Civil Engineer/ Architect		
11. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)		Professional Electrical Engineer		
12. Duly signed and sealed technical specifications (2 copies)		Civil Engineer/ Architect/ Professional Electrical Engineer		
13. Duly signed and sealed project cost estimates with notarize (2 copies)		Civil Engineer/ Architect/ Professional Electrical Engineer		
14. Structural safety certification of duly signed and sealed by structural engineer (2 copies)		Civil Engineer/ Structural Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receive, check completeness and distribute documents to all responsible sections.	None	30 minutes	OBO Assigned Staff at the counter



	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours	<i>Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics &amp; Zoning Inspectors/ Evaluators of the Day, Assessor and Barangay Representative</i>
	1.3 Conduct ocular inspection, prepare inspection report, assessment endorse to OIC Chief of each section for review and approval.	None	1 day	<i>Assigned Receiver of Building, Electrical, Zoning Inspectors and Barangay Representative</i>
	1.4 Review documents and recommend application for processing.	None	1 day	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head</i>
	1.5 Stamp necessary provision on the plans, prepare and record the permit.	None	2.5 hours	<i>Building, Electrical, Zoning Inspectors All sections of Processing OBO Clerical Staff</i>
	1.6 Prepares the order of payment, sign and put necessary corrections/ annotations on the plans. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	Refer to DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees	1 day	<i>OBO Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics &amp; Zoning Inspectors and Barangay Representative</i>
	1.7 Processing, final review and approves the permit.	None	2 days	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section All sections of OBO Processing Clerical Staff</i>



	1.8 Approve the Permit.	None	1 day	<i>Building Official</i>
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes / 30 minutes	<i>Assigned cashier of the day City Treasury Office</i>
3. Claim	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes / 30 minutes	<i>OBO Releasing Officer</i>
<b>TOTAL:</b>			<b>56 hours/ 7 days</b>	

## 6. One-Stop Shop Permit Application for Façade Renovation

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will additional or floor extension any building or structure.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished building application forms (Building, Sanitary/ Plumbing & Electrical)	Office of the City Building Official – 6/f (to be filled out by the applicant/ owner)
2. Proof of ownership: (2 photocopies) a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration 3) Current real property tax receipt b. In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale/ Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration and Current real property tax receipt of the Seller 2) Special power of attorney/ consent of the other owner c. In case the lot owner is deceased: 1) Extrajudicial settlement/ partition agreement (present original copy)	Registry of Deed/ Assessor/ Cashier/ Owner



2) Consent of the other owner or heiress (original copy)	
3. Building permit & occupancy permit of the existing building/structure (1 photocopy)	Owner/ Applicant
4. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) <i>Note: Note: Not applicable if the project was already completed</i>	Any Insurance Company
5. If corporation (2 photocopies): a) Articles of incorporation b) Secretary certificate (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant
7. Latest copy of PRC ID & PTR of Civil Engineer or Architect of the plans/specifications and in-charge of renovation (2 photocopies with sign and sealed)	Civil Engineer/ Architect
8. Letter of authorization for the bearer of the plan w/ ID (1 original copy)	Owner
9. Construction Safety and Health Program/ DOLE Clearance (2 photocopies) <i>Note: Not applicable if the project was already completed</i>	Department of Labor and Employment
10. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) <i>Note: Not applicable if the project was already completed</i>	Contractor/ Owner
11. Architectural plans (with locational clearance sticker) signed and sealed by an Architect or Civil Engineer (6 sets) a) Location Plan / Vicinity Map b) Site development plan (scale 1:200 mts) showing the technical description of the lot and the position of building in relation to lot. Distances between proposed and existing building shall be indicated. c) Details or layout of I scale of not less than 1:100 mts d) Elevation Section (at least two) scale of not less than 1:100 mts	Civil Engineer/ Architect
12. Structural plans duly signed and sealed by a Civil Engineer (4 sets) a) Scaffolding and staging details scale not less than 1:100 mts. <i>Note: Not Applicable if</i>	Civil Engineer



<i>with Motorized Gondola application on Mechanical Section</i>				
13. Sanitary plans duly signed and sealed by a Sanitary Engineer (4 sets)			Sanitary Engineer	
14. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)			Professional Electrical Engineer	
15. Duly signed and sealed technical specifications (2 copies each sections involved)			Civil Engineer / Sanitary Engineer/ Professional Electrical Engineer	
16. Duly signed and sealed project cost estimates (2 copies each sections involved)			Civil Engineer / Sanitary Engineer/ Professional Electrical Engineer	
17. Structural safety certification of duly signed and sealed by a structural engineer (2 copies)			Civil/ Structural Engineer	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Receive, check completeness, and distribute documents to all responsible sections.	None	30 minutes	<i>OBO Assigned Staff at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours	<i>Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics &amp; Zoning Inspectors/ Evaluators of the Day, Assessor and Barangay Representative</i>
	1.3 Conduct ocular inspection, prepare inspection report, assessment and endorse to OIC Chief of each section for review and approval.	None	1 day	<i>Assigned Receiver of Building, Zoning Inspectors and Barangay Representative</i>
	1.4 Review documents and recommend application for processing.	None	1 day	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head</i>
	1.5 Stamp necessary provision on the plans, prepare	None	2.5 hours	<i>Building, Sanitary, Electrical &amp; Zoning Inspectors All sections of Processing OBO Clerical Staff</i>



	and record the permit.			
	1.6 Prepares the order of payment, sign and put necessary corrections/ annotations on the plans. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	PHP 5 per sqm. area of facade	1 day	<i>OBO Building, Sanitary/ Plumbing, Electrical &amp; Zoning Inspectors and Barangay Representative</i>
	1.7 Processing, final review and approves the permit.	None	2 days	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section All sections of OBO Processing Clerical Staff</i>
	1.8 Approve the Permit.	None	1 day	<i>Building Official</i>
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes / 30 minutes	<i>Assigned cashier of the day City Treasury Office</i>
3. Claim	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes / 30 minutes	<i>OBO Releasing Officer</i>
<b>TOTAL:</b>			<b>56 hours/ 7 days</b>	





## 7. One-Stop Shop Permit Application for Overhead Protection Permit

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will erect, construct, alter, repair any building or structure.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished building application form	Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)
2. If corporation (2 photocopies): a. Articles of incorporation b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant
3. Photocopy of Approved Building permit of the On Going/ Proposed Construction (2 photocopies)	Owner/ Applicant
4. Barangay clearance for Street Canopy Installation (2 photocopies)	Barangay Representative at 6/F
5. District Clearance in case of Local Road	Department of Engineering and Public Works of Makati
6. DPWH/ MMDA Clearance in case of National Road	DPWH/ MMDA
7. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Any Insurance Company
8. Notice to Neighbor of affected property	Owner/ Applicant
9. Latest copy of PRC ID & PTR of Civil Engineer/ Architect of the plans/specifications and In Charge of the Installation (2 photocopies)	Civil Engineer
10. Letter of authorization for the bearer of the plan w/ ID (1 original copy)	Owner/ Applicant
11. Construction Safety and Health/ DOLE Clearance Program (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Department of Labor and Employment
12. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of	Contractor/ Owner



contractor (2 photocopies) <i>Not applicable if the construction was already completed.</i>				
13. Civil/ Architectural plans signed and sealed by an Architect or Civil Engineer (4 sets 20" x 30" Blue Prints) a. Location Plan / Vicinity Map b. Site development plan scale of 1:200 mts showing the technical description of the lot and the position of the building in relation to lot. Distances between proposed and existing shall be indicated. c. Lay Out plan at scale not less than 1:100 mts. d. Roof Mat plan at scale not less than 1:100 mts. e. Elevation (at least four) at scale not less than 1:100 mts. f. Section (at least two) at scale of not less than 1:100 mts g. Mounting Details of Foundation Base Pedestal h. Details of other structural members at any convenient scale (framed Column, Beam, Roof mat)		Civil Engineer		
14. Structural plan duly signed and sealed by Civil Engineer (4 sets)		Civil/ Structural Engineer		
15.i. Duly signed and sealed Design computations (2 copies) ii. Structural Certification if Completed		Civil/ Structural Engineer		
16. Duly signed and sealed technical specifications (2 copies)		Civil Engineer		
17. Duly signed and sealed project cost estimates (2 copies)		Civil Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receives and forward the documents to the building inspectors/ evaluators	None	30 minutes	<i>OBO Assigned Staff at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip	None	4 hours	<i>Assigned Building and Barangay Representative</i>



	or Notice of Compliance.			
	1.3 Conduct ocular inspection, prepare inspection report, assessment and endorse to OIC-Chief of Building for review and approval.	None	1 day	<i>Assigned Receiver of Building and Barangay Representative</i>
	1.4 Review documents and approve application for processing.	None	1 day	<i>OIC, Processing Chief</i>
	1.5 Prepare the order of payment, sign and put necessary corrections/ annotations on the plans.	Refer to DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees	2.5 hours	<i>Building Inspectors</i>
	1.6 Stamp necessary provision on the plans, prepare and record the permit.	None	1 day	<i>Building Inspectors OBO Building Clerical Staff</i>
	1.7 Final review and approves the permit.	None	2 days	<i>OIC, Processing Chief and OBO Building Clerical Staff</i>
	1.8 Approves the Permit.	None	1 day	<i>Building Official</i>
2. Payment	2.1 Receive the payment and issue the official receipt	None	30 minutes / 30 minutes	<i>Assigned cashier of the day City Treasury Office</i>
3. Claim	3.1 Receive the photocopy of the official receipt and release the permit.	None	30 minutes / 30 minutes	<i>OBO Releasing Officer</i>
<b>TOTAL:</b>			<b>56 hours/ 7 days</b>	



## 8. One-Stop Shop Permit Application for New Construction of Signage or Business Sign

The building permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will construct signage.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished building application forms (Unified & Electrical)	Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)
2. Notarized Special Power of Attorney (1 copy)	Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)
3. Notarized Affidavit of Undertaking (1 copy)	Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)
4. Proof of ownership: a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (2 photocopies, present original copy of certified true copy) 2) Tax declaration (2 photocopies), and 3) Current real property tax receipt (2 photocopies) b. In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale (2 photocopies)/ Contract of Lease (2 photocopies) with Certified true copy of Transfer of Certificate of Title (TCT) (2 photocopies, present original copy of certified true copy), Tax declaration (2 photocopies) and Current real property tax receipt of the Seller (2 photocopies) 2) Special power of attorney/ consent of the other owner (1 original and 1 photocopy) c. In case the lot owner is deceased: 1) extrajudicial settlement/ partition agreement (2 photocopies and present original copy) d. consent of the other owner or heiress (2 photocopies)	Registry of Deed/ Assessor/ Cashier
5. Consent of the building administrator (if the building administrator is not the signatory at box # 4 of the unified application form)	Building administrator



6. Occupancy permit of the existing building/structure	Owner/ Applicant
7. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>	Any Insurance Company
8. A. If corporation (2 photocopies); a. Articles of incorporation b. Secretary certificate (authorized signatory/ies of the corporation w/ ID) B. If Sole proprietorship: a. DTI Certification (2 photocopies) D. If partnership (2 photocopies): a. Articles of partnership b. Consent of partners (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant
9. Latest copy of PRC ID & PTR (2 photocopies with signature)	Civil Engineer/ Architect/ Professional Electrical Engineer
10. DOLE Clearance/ Construction Safety and Health Program (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>	Department of Labor and Employment
11. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) Note: <i>Not applicable if the construction was already completed.</i>	Contractor/ Owner
12. Architectural plans signed and sealed by an Architect or Civil Engineer (6 sets) a. Location Plan / Vicinity Map b. Key plan of what floor of the proposed renovation c. Existing floor plan scale of not less than 1:100 mts d. Proposed floor plan scale of not less than 1:100 mts e. Proposed reflected ceiling plan scale of not less than 1:100 mts f. Section Elevation (at least two) scale of not less than 1:100 mts g. Provision of Batas Pambansa 344 (accessibility law for disabled person) should be reflected on the plans (if the location is at ground floor)	Civil Engineer/ Architect
13. Electrical plans duly signed and sealed by a professional Electrical Engineer (4 sets)	Professional Electrical Engineer
14. Duly signed and sealed technical specifications (2 copies)	Civil Engineer/ Architect/ Professional Electrical Engineer
15. Duly signed and sealed project cost estimates with notarize (2 copies)	Civil Engineer or Architect/ Professional Electrical Engineer



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Receive, check completeness and distribute documents to all responsible sections.	None	30 minutes	OBO Assigned Staff at the counter
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours	<i>Assigned Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors/ Evaluators of the Day, Assessor and Barangay Representative</i>
	1.3 Conduct ocular inspection, prepare inspection report, assessment and endorse to OIC Chief of each section for review and approval.	None	1 day	<i>Assigned Receiver of Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning &amp; FIRE Inspectors and Barangay Representative</i>
	1.4 Review documents and recommend application for processing.	None	1 day	<i>OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, Zoning Department Head</i>
	1.5 Stamp necessary provision on the plans, prepare and record the permit. Forward to Sanitary/Plumbing, Mechanical, Electrical and Electronics for processing.	None	2.5 hours	<i>Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics and Zoning Inspectors All sections of Processing OBO Clerical Staff</i>
	1.6 Prepares the order of payment, sign and put	Refer to DPWH National Building	1 day	<i>OBO Building, Sanitary/ Plumbing, Mechanical, Electrical, Electronics, Zoning Inspectors and Barangay Representative</i>



	necessary corrections/ annotations on the plans.	Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees		
	1.7 Processing, final review and approves the permit.	None	2 days	OIC, Processing Chief, OIC, Sanitary/ Plumbing Section, OIC, Mechanical Section: OIC, Electrical Processing Section, OIC, Electronics Processing Section, All sections of OBO Processing Clerical Staff
	1.8 Approve the Permit.	None	1 day	Building Official
2. Payment	2.1 Receive the payment and issue the official receipt.	None	30 minutes / 30 minutes	Assigned cashier of the day at 6/F City Treasury Office
3. Claim	3.1 Receive the photocopy of the official receipt, release the permit.	None	30 minutes / 30 minutes	OBO Releasing Officer
<b>TOTAL:</b>			<b>56 hours/ 7 days</b>	



## 9. Permit Application for Excavation Permit

The Excavation permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will construct any building or structure.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Duly accomplished application form	Office of the City Building Official (to be filled out by the applicant/ owner)
2. Proof of ownership (2 photocopies): a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration, and 3) Current real property tax receipt b. In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale / Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration (2 photocopies) and Current real property tax receipt of the Seller (2 photocopies) 2) Special power of attorney/ consent of the other owner (1 original and 1 photocopy) c. In case the lot owner is deceased (2 photocopies): 1) extrajudicial settlement/ partition agreement (present original copy) 2) consent of the other owner or heiress	Registry of Deed/ Assessor/ Cashier /Owner
3. Barangay Clearance (2 photocopies)	Barangay Representative at OBO 6/F
4. Third party legal liability and personal accident or; contractor's all risk insurance (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Any Insurance Company
5. If corporation (2 photocopies): a. Articles of incorporation b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant





6. Latest copy of PRC ID & PTR of Civil Engineer of the plans and in-charge of excavation (2 photocopies)		Civil Engineer		
7. Letter of authorization for the bearer of the plan w/ ID (1 original copy)		Owner/ Applicant		
8. Received letter by the owner/s of the adjoining property/ies notifying them of the proposed construction (1 original and 1 photocopy)		Adjoining Lot Owners		
9. Construction Safety and Health/ DOLE Clearance/ Program (2 photocopies) <i>Not applicable if the construction was already completed.</i>		Department of Labor and Employment		
10. Excavation plans signed and sealed by a Civil Engineer (4 sets) a. Location Plan / Vicinity Map b. Site development plan scale of 1:200 mts showing the technical description of the lot c. Excavation plan and details scale not less than 1:100 mts. d. Elevation (at least four) scale not less than 1:100mts. e. Section (at least two) scale not less than 1:100 mts		Civil Engineer		
11. Relocation/ Verification survey plan duly signed and sealed w/ latest PRC ID & PTR (4 sets)		Geodetic Engineer		
12. Soil protection plan and detail duly signed and sealed by Civil Engineer (2 sets)		Civil Engineer		
13. Program of works duly signed and sealed by in-charge of demolition / excavation		Civil Engineer		
14. Soil exploration tests from the accredited soil testing company (for excavation)		Geotechnical Engineer / Soil Testing Company		
15. Excavation/safety methodology duly signed and sealed by the by the in-charge of excavation		Civil Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receives and forward the documents to the building	None	30 minutes	<i>OBO Clerical Staff assigned at the counter</i>



	inspectors/ evaluators			
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	4 hours	<i>Assigned Building Inspector/ Evaluator and Barangay Representative</i>
	1.3 Conduct ocular inspection, prepare inspection report and assessment.	None	1 day	<i>Assigned Receiver of Building and Barangay Representative</i>
	1.4 Review documents and approve application for processing.	None	1 day	<i>OIC, Processing Chief</i>
	1.5 Prepare the order of payment, sign and put necessary corrections/ annotations on the plans.	Refer to DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees	2.5 hours	<i>Building Inspectors and Building Clerical Staff</i>
	1.6 Stamp necessary provision on the plans, prepare and record the permit.	None	1 day	<i>Building Inspectors and Building Clerical Staff</i>



	1.7 Final review and approves the permit.	None	2 days	OIC, Processing Chief
	1.8 Approves the Permit.	None	1 day	Building Official
2. Payment	2.1 Receive the payment and issue the official receipt	None	30 minutes / 30 minutes	Assigned cashier of the day at 6/F
3. Claim	3.1 Receive the photocopy of the official receipt and release the permit.	None	30 minutes / 30 minutes	OBO Releasing Officer
<b>TOTAL:</b>			<b>56 hours/ 7 days</b>	

## 10. Permit Application for Demolition

The Demolition permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will demolish private or public building/ structure.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Simple/ Complex
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Duly accomplished application form	Office of the City Building Official - 6/F (to be filled out by the applicant/ owner)
2. Proof of ownership (2 photocopies): b. In case the applicant is the registered owner of the lot: 4) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 5) Tax declaration, and 6) Current real property tax receipt c. In case the applicant is not the registered owner of the lot: 3) Duly notarized copy of deed of absolute sale / Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax	Registry of Deed/ Assessor/ Cashier/ Owner



<p>declaration (2 photocopies) and Current real property tax receipt of the Seller (2 photocopies)</p> <p>4) Special power of attorney/ consent of the other owner (1 original and 1 photocopy)</p> <p>d. In case the lot owner is deceased (2 photocopies):</p> <p>3) extrajudicial settlement/ partition agreement (present original copy)</p> <p>4) consent of the other owner or heiress</p>	
3. Barangay clearance (2 photocopies)	Barangay Representative at OBO 6/F
4. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Any Insurance Company
5. If corporation (2 photocopies):	Owner/ Applicant
<p>a) Articles of incorporation</p> <p>b) Secretary certificate (authorized signatory/ies of the corporation w/ ID)</p>	
6. Latest copy of PRC ID & PTR of Civil Engineer of the plans/specifications and in-charge of demolition (2 photocopies)	Civil Engineer
7. Letter of authorization for the bearer of the plan w/ ID (2 photocopies)	Owner/ Applicant
8. Received letter by the owner/s of the adjoining property/ies notifying them of the proposed demolition (1 original and 1 photocopy)	Adjoining Lot Owners
9. Construction Safety and Health Program/ DOLE Clearance (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Department of Labor and Employment
10. Philippine Contractors Accreditation Board License (Contractor's License) or Affidavit of non-hiring of contractor (2 photocopies) <i>Not applicable if the construction was already completed.</i>	Contractor/ Owner
11. Demolition plans signed and sealed by a Civil Engineer at the standard size of 20x30 inches (4 sets)	Civil Engineer
<p>a. Location Plan / Vicinity Map</p> <p>b. Site development plan scale of 1:200 mts showing the technical description of the lot.</p> <p>c. Demolition floor plan scale not less than 1:100 mts</p>	
12. Demolition/safety methodology (2 copies duly signed and sealed by the in-charge of demolition)	Civil Engineer
13. Program of works duly signed and sealed by in-charge of demolition	Civil Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receives and forward the documents to the building inspectors/ evaluators	None	30 minutes/ 30 minutes	<i>OBO Clerical Staff assigned at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	2 hours / 4 hours	<i>Building Inspectors/ Evaluators</i>
	1.3 Conduct ocular inspection, prepare inspection report and assessment.	None	5 hours / 1 day	<i>Building Inspectors</i>
	1.4 Review documents and approve application for processing.	None	3 hours/ 1 day	<i>OIC, Processing Chief</i>
	1.5 Prepare the order of payment, sign and put necessary corrections/ annotations on the plans.	PHP 3 per square meter floor area	1 hour / 2.5 hours	<i>Building Inspectors and Building Clerical Staff</i>
	1.6 Stamp necessary provision on the plans, prepare and record the permit.	None	1 hour/ 1 day	<i>Building Inspectors and Building Clerical Staff</i>
	1.7 Final review and approves the permit.	None	2.5 hours / 2 days	<i>OIC, Processing Chief</i>
	1.8 Approves the Permit.	None	1 day / 1 day	<i>Building Official</i>
2. Payment	2.1 Receive the payment and issue the official receipt	None	30 minutes/ 30 minutes	<i>Assigned cashier of the day at 6/F</i>
3. Claim	3.1 Receive the photocopy of the official receipt and release the permit.	None	30 minutes/ 30 minutes	<i>Releasing Officer</i>
<b>TOTAL:</b>			<b>24 hours/ 3 days and 56 hours/ 7 days</b>	



## 11. Permit Application for of Sidewalk Construction

The Sidewalk Construction permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will construct driveways and rehabilitate pavements on sidewalk areas.

<b>Office or Division:</b>		Office of the City Building Official		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C / G2B / G2G		
<b>Who may avail:</b>		All Government and Private Entity		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly accomplished application form		Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)		
2. Approved building permit (2 photocopies)		Owner/ Applicant		
3. District clearance (1 original, 1 photocopy)		District Office of Makati		
4. Barangay Clearance (2 photocopies)		Barangay Representative at 6/F		
5. Sidewalk Construction plan signed and sealed by a Civil Engineer at the standard size of 20x30 inches (3 sets) a) Location Plan / Vicinity Map b) Site development plan c) Details of sidewalk at any convenient scale		Civil Engineer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements	1.1 Receives and forward the documents to the building inspectors/ evaluators	None	30 minutes	<i>OBO Clerical Staff assigned at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	2 hours	<i>Building Inspectors/ Evaluators</i>
	1.3 Conduct ocular inspection, prepare inspection report and assessment.	None	5 hours	<i>Building Inspectors</i>
	1.4 Review documents and approve application for processing.	None	3 hours	<i>OIC, Processing Chief</i>
	1.5 Prepare the order of payment, sign and put		1 hour	<i>Building Inspectors and Building Clerical Staff</i>



	necessary corrections/ annotations on the plans.	i. PHP 24.00 for the first 20 sqm. and ii. PHP 3 per sqm. in excess of 20 sqm.		
	1.6 Stamp necessary provision on the plans, prepare and record the permit.	None	1 hour	<i>Building Inspectors and Building Clerical Staff</i>
	1.7 Final review and approves the permit.	None	2.5 hours	<i>OIC, Processing Chief</i>
	1.8 Approves the Permit.	None	1 day	<i>Building Official</i>
2.	2.1 Receive the payment and issue the official receipt	None	30 minutes	<i>Assigned cashier of the day at 6/F City Treasury Office</i>
3. Claim	3.1 Receive the photocopy of the official receipt and release the permit.	None	30 minutes	<i>Releasing Officer</i>
<b>TOTAL:</b>			<b>24 hours/ 3 days</b>	



## 12. Permit Application for Fencing Permit

The Fencing permit is issued to individuals, firm or corporation, including agency or instrumentality of the government, who will construct perimeter fence, gate private on public premises.

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who may avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Duly accomplished application form	Office of the City Building Official – 6/F (to be filled out by the applicant/ owner)
2. Proof of ownership (2 photocopies),: a. In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration; and 3) Current real property tax receipt b. In case the applicant is not the registered owner of the lot (2 photocopies): 1) Duly notarized copy of deed of absolute sale / Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration and Current real property tax receipt of the Seller 2) Special power of attorney/ consent of the other owner (1 original and 1 photocopy) c. In case the lot owner is deceased (2 photocopies): 1) extrajudicial settlement/ partition agreement (present original copy) 2) consent of the other owner or heiress	Registry of Deed/ Assessor/ Cashier/ Owner
3. Barangay clearance (2 photocopies)	Barangay Representative assigned at OBO 6/F
4. Third party legal liability & personal accident or; contractor's all risk insurance (2 photocopies)	Any Insurance Company
5. If corporation (2 photocopies): a. Articles of incorporation b. Secretary certificate (authorized signatory/ies of the corporation w/ ID)	Owner/ Applicant
6. Latest copy of PRC ID & PTR of Civil Engineer or Architect of the plans/specifications and in-charge of demolition (2 photocopies with signature)	Civil Engineer/ Architect





7. Letter of authorization for the bearer of the plan w/ ID (2 photocopies)		Owner/ Applicant		
8. Received letter by the owner/s of the adjoining property/ies notifying them of the proposed fence (1 original and 1 photocopy)		Adjoining Lot Owners		
9. Construction Safety and Health Program/ DOLE Clearance (2 photocopies)		Department of Labor and Employment		
10. Drawing plans signed and sealed by a Civil Engineer at the standard size of 20x30 inches (4 sets) a. Location Plan / Vicinity Map b. Site development plan scale of 1:200 mts showing the technical description of the lot. c. Fence Plan at scale not less than 1:100 mts d. Elevation (at least four) at scale not less than 1:100 mts e. Section (at least two) at scale of not less than 1:100 mts		Civil Engineer		
11. Duly signed and sealed by a relocation survey plan & report (4 copies)		Geodetic Engineer		
12. Duly signed and sealed structural plans (4 copies) a. Foundation plan scale not less than 1:100 mts b. Fencing construction details scale not less than 1:100 mts c. Details of footing/columns at any convenient scale d. Details of other structural members at any convenient scale		Civil/ Structural Engineer		
13. Duly signed and sealed by the Design computations for more than 1.8 meter in height (2 copies)		Civil Engineer		
14. Duly signed and sealed technical specifications (2 copies)		Civil Engineer		
15. Duly signed and sealed Cost estimates (2 copies)		Civil Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1 Receives and forward the documents to the building inspectors/ evaluators	None	30 minutes	<i>OBO Clerical Staff assigned at the counter</i>
	1.2 Provide preliminary evaluation, Transmittal Slip or Notice of Compliance.	None	2 hours	<i>Building Inspectors/ Evaluators</i>



	1.3 Conduct ocular inspection, prepare inspection report and assessment.	None	5 hours	<i>Building Inspectors</i>
	1.4 Review documents and approve application for processing.	None	3 hours	<i>OIC, Processing Chief</i>
	1.5 Prepare the order of payment, sign and put necessary corrections/ annotations on the plans.	iii. PHP 3 per lineal meter for masonry, metal and concrete up to 1.8 m in height iv. PHP 4 per lineal meter in excess of 1.8 meters in height v. PHP 2.4 per lineal meter for indigenous materials, barbed chicken or hog wires	1 hour	<i>Building Inspectors and Building Clerical Staff</i>
	1.6 Stamp necessary provision on the plans, prepare and record the permit.	None	1 hour	<i>Building Inspectors and Building Clerical Staff</i>
	1.7 Final review and approves the permit.	None	2.5 hours	<i>OIC, Processing Chief</i>
	1.8 Approves the Permit.	None	1 day	<i>Building Official</i>
2. Payment	2.1 Receive the payment and issue the official receipt	None	30 minutes	<i>Assigned cashier of the day at 6/F</i>
3. Claim	3.1 Receive the photocopy of the official receipt and release the permit.	None	30 minutes	<i>Releasing Officer</i>
<b>TOTAL:</b>			<b>24 hours/ 3 days</b>	



## SECURING ELECTRICAL PERMIT

<b>Office/Division:</b>	OBO – Electrical Processing Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
<b>Who May Avail:</b>	All

Checklist of Requirements	Where to Secure
1. Duly accomplished and signed application form (DPWH Form No. 96-001E)	OBO Counter, or On-Line
2. Five (5) sets Electrical Plan and Specifications, duly signed and sealed by a Professional Electrical Engineer.	Owner's preferred Electrical Designer
3. Proof of Ownership (e.g. certified true copy of TCT/OCT/CCT supported with Tax Declaration and current Real Property Tax Receipt, or copy of duly notarized Contract of Lease for tenants or copy of Deed of Absolute Sale for new owner, extra judicial settlement)	Registry of Deeds

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form and all necessary documents.	1.1 Receive and check the completeness of the requirements and conduct technical evaluation on the plans submitted by the applicant, and prepare evaluation report.	None	1 hour	<i>Receiving Officer</i>
	1.2 Review and approve the evaluation report, and assign an electrical inspector.	None	30 minutes	<i>Section Head</i>
	1.3 Conduct an on-site inspection and prepare inspection report, and assess corresponding fees.	None	1 day	<i>Electrical Evaluator</i>
	1.4 Review and approve the inspection report, and assessment of fees.	None	1 hour	<i>Section Head</i>
	1.5 Prepare the Electrical Permit & Order of Payment.	None	1 hour	<i>Staff / Clerk</i>
	1.6 Recommend approval of Electrical Permit and Order of Payment.	None	30 minutes	<i>Section Head</i>



	1.7 Approve the Order of Payment	None	1 hour	<i>Division Head</i>
2. Claim the Order of Payment and pay the corresponding permit fees.	2.1 Release the Order of Payment	None	30 minutes	<i>Releasing Officer</i>
	2.2 Accept payment & issue Official Receipt	DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees Section 4a to 4d, Section 4e & 11e (see Figure 1 below)	1hour	<i>Cashier</i>
	2.3 Approve the Electrical Permit	None	1 day	<i>Building Official</i>
3. Claim the approved Electrical Permit	3.1 Release the Electrical Permit	None	30 minutes	<i>Releasing Officer</i>
TOTAL:			<b>3 Days</b>	



Securing Electrical Permit is covered under New Electrical Engineering Law (RA 7920) and National Building Code of the Philippines (PD 1096).

**ANNEX "A"**  
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**Figure 1:**

**4. ELECTRICAL FEES**

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

a. Total Connected Load (kVA)

		Fee
i. 5 kVA or less	..... ₱ 200.00	
ii. Over 5 kVA to 50 kVA	..... 200.00	+ ₱ 20.00/kVA
iii. Over 50 kVA to 300 kVA	..... 1,100.00	+ 10.00/kVA
iv. Over 300 kVA to 1,500 kVA	..... 3,600.00	+ 5.00/kVA
v. Over 1,500 kVA to 6,000 kVA	..... 9,600.00	+ 2.50/kVA
vi. Over 6,000 kVA	..... 20,850.00	+ 1.25/kVA

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

		Fee
i. 5 kVA or less	..... ₱ 40.00	
ii. Over 5 kVA to 50 kVA	..... 40.00	+ ₱ 4.00/kVA
iii. Over 50 kVA to 300 kVA	..... 220.00	+ 2.00/kVA
iv. Over 300 kVA to 1,500 kVA	..... 720.00	+ 1.00/kVA
v. Over 1,500 kVA to 6,000 kVA	..... 1,920.00	+ 0.50/kVA
vi. Over 6,000 kVA	..... 4,170.00	+ 0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i. Power Supply Pole Location	..... ₱	30.00/pole
ii. Guying Attachment	..... ₱	30.00/attachment

This applies to designs/installations within the premises.

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	₱ 15.00	₱ 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.



## SECURING ELECTRONICS PERMIT:

<b>Office or Division:</b>	Office of the City Building Official
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C / G2B / G2G
<b>Who May Avail:</b>	All Government and Private Entity
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Electrical / Auxiliary Permit Form (Three (3) Copies)	Office of the Building Official Counter
2. Electronics / Auxiliary Plans (Four (4) Sets)	Preferred Professional Electronics Engineer (PECE)
3. Copy of latest PTR, and PRC License, with seal and original specimen signature of PECE (One (1) Copy)	Preferred Professional Electronics Engineer (PECE)
4. Equipment / Technical Specifications (Four (4) Copies)	Preferred Professional Electronics Engineer (PECE)
5. Proof of ownership: (2 photocopies), a.) In case the applicant is the registered owner of the lot: 1) Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy) 2) Tax declaration 3) Current real property tax receipt a) In case the applicant is not the registered owner of the lot: 1) Duly notarized copy of deed of absolute sale/ Contract of Lease with Certified true copy of Transfer of Certificate of Title (TCT) (present original copy of certified true copy), Tax declaration and Current real property tax receipt of the Seller 2) Special power of attorney/ consent of the other owner b) In case the lot owner is deceased: 1) Extrajudicial settlement/ partition agreement (present original copy) 2) Consent of the other owner or heiress (original copy)	Registry of Deed/ Assessor/ Cashier



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE	
1. Submit the accomplished application form and the necessary requirements	1.1 Check completeness of the requirements presented	None	Day 1	30 minutes	Receiving Officer	
	1.2 Conduct Technical Evaluation of plans & documents submitted	None		2 hours	Evaluator/ Inspector	
	1.3 Conduct Ocular Inspection	None		5 hours		
	1.4 Prepare Evaluation Report and Assessment of Fees	None	Day 2	1 hour		
	1.5 Review and approve the Evaluation Report and Assessment of Fees	None		2 hours	Section Chief	
	1.6 Prepare the Permit and Order of Payment	None		1 hour	Staff / Clerk	
	1.7 Final review and sign Permit and Order of Payment	None		1 hour	Section Chief	
	1.8 Stamp necessary provisions and permit number on plans and permit	None		30 minutes	Staff / Clerk	
	1.9 Endorse Approved Permit and Order of Payment for signature of OIC, Processing Division Head	None		30 minutes	Section Chief	
	1.10 Approve and sign the Order of Payment	None		1 hour	OIC, Processing Division Head	
2. Claim the Order of Payment and pay the corresponding Permit fees	2.1 Release Order of Payment	None		Day 2	30 minutes	Releasing Officer
	2.2 Accept payment and issue Official Receipt	DPWH National Building Code Development Office Memorandum Circular No. 01 of 2005, New Schedule of Fees Section 7a to 7j (see schedule of fees below)			30 minutes	Cashier (refer to Business Tax Division)



	2.3 Approve the Permit	None		8 hours <i>Building Official</i>
3. Claim the Approved Permit	3.1 Release Permit	None	Day 3	30 minutes <i>Releasing Officer</i>
<b>TOTAL:</b>			<b>24 Working Hours / 3 Working Days</b>	





## SCHEDULE OF ELECTRONICS FEES AND OTHER CHARGES

a. Central Office <u>switching equipment</u> , remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data, image, text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications	P2.40 per port
b. <u>Broadcast station</u> for radio and TV for both commercial and training purposes, CATV headend, transmitting/ receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cellsites, equipment silos/shelters <u>and other similar locations/structures</u> used for electronics and communications services including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location	P1,000.00 per location
c. <u>Automated teller machines</u> , ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultra-sound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes <u>and other similar electronic electronically-controlled apparatus or devices</u> , whether located indoors or outdoors	P10.00 per unit
d. Electronics and communications <u>outlet used for connection and termination of voice, data, computer</u> (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected	P2.40 per outlet
e. <u>Station/terminal/control point/port/central or remote panels/outlets</u> for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance] system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/background music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected	P2.40 per termination
f. <u>Studios, auditoriums, theaters, and similar structures</u> for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities	P1,000.00 per location
g. <u>Antenna towers/masts or other structures</u> for installation of any electronic and/or communications transmission/reception	P1,000.00 per structure
h. <u>Electronic or electronically-controlled indoor and outdoor signages</u> and display systems, including TV monitors, multi-media signs, etc.	P50.00 per unit
i. <u>Poles and attachment:</u> 1) Per Pole (to be paid by pole owner) 2) Per attachment (to be paid by any entity who attaches to the pole of others)	P20.00 P20.00
j. <u>Other types or electronics or electronically-controlled device</u> , apparatus, equipment, instrument or units not specifically identified above	P50.00 per unit



## SECURING OF MECHANICAL PERMIT

Mechanical permits are secured prior to the installation or operation/usage of mechanical equipment

<b>Office or Division</b>	Office of the City Building Official (Mechanical Processing Section)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to business entity G2G – Government to another Government agency	
<b>Who may avail</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Four (4) set of Mechanical Plans	Professional Mechanical Engineer
	2. Accomplished Mechanical Permit Form	Office of the Building Official Counter - 6/F (to be filled out by the applicant/ owner)
	3. Latest PTR and PRC License, with original specimen signature of PME	Professional Mechanical Engineer
	4. Cost estimate/ Bill of materials, must be signed and sealed by PME	
	5. Technical Specification, must be signed and sealed by PME	
	6. Affidavit of Undertaking for use of LPG.	Owner/Applicant
	7. Methodology, must be signed and sealed by PME	Professional Mechanical Engineer
	8. Affidavit of Undertaking (assuming full responsibility)	Owner/Applicant
	9. Secretary's Certificate for the signatory	Owner/Applicant
	10. Structural Certificate (for Tower Crane, Construction Hoist), if installed	Structural Engineer
	11. S.O.P.I. Certificate	Owner/ Contractor
	12. D.O.L.E. Certificate	Department of Labor and Employment
	13. PCAB License	Owner/Contractor
	14. Written agreement between the owner/applicant and the surrounding establishment on the full responsibility in case of accident caused by the temporary equipment. (Notarized)	Owner/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the accomplished form and the necessary requirements</p> <p>a. If the submitted documents are complete, generate application number on the kiosk</p> <p>b. If the documents are incomplete, get the deficient documents from the Counter with an attachment of the Pre-evaluation slip.</p>	1.1 Transmit the submitted documents to the Mechanical Evaluator	None	1 hour	<i>OBO Assigned Staff at the Counter</i>
	1.2 Check if the submitted documents are complete.	None	2 hours	<i>Mechanical Inspector/ Evaluator</i>
	a. For complete application documents, Mechanical Evaluator, evaluates the submitted documents			
	b. For incomplete documents, return the documents to the applicant and give a copy of Pre-evaluation slip indicating the requirements presented together with the deficiencies.			
	1.3 Conduct on-site Inspection, prepare evaluation report and assessment	None	5 hours	
1.4 Review and approve by the section chief	None	4 hours	<i>OIC, Mechanical Processing</i>	
1.5 Prepare Mechanical Permit and Order of Payment	Refer to DPWH National Building Code Development Office Memorandum Circular No. 1 of 2005, New Schedule of fees		1 hour	<i>Mechanical Clerk</i>



		Section 5a to 5p		
	1.6 Stamp necessary provision on the plans	None	30 minutes	<i>Assigned Mechanical Inspector/ Evaluator</i>
	1.7 Final review and signature of permits, plans and initial on the Order of Payment	None	1 hour	<i>OIC, Mechanical Processing</i>
	1.8 Endorse prepared Permit and Order of Payment to the Clerk of the Head of Processing Division for signature of Order of Payment	None	1 hour	<i>OIC Processing Division Head</i>
	1.9 Final Signature Building Official	None	1 day	<i>Building Official</i>
2. Claim of Order of Payment	2.1 Release Order of Payment	None	10 minutes	<i>Releasing Clerk</i>
Pay the corresponding fees.	2.2 Accept payment and issue Official Receipt	None		<i>Assigned Cashier @ 6F</i>
Submit copy of Official Receipt	2.3 Accept copy of Official Receipt and record payment details	None	10 minutes	<i>Releasing Clerk</i>
3. Receive Approved Plans and Permit	3.1 Release Approved plans and permit	None	10 minutes	<i>Releasing Clerk</i>
<b>TOTAL:</b>			3 days	



## SECURING CERTIFICATES OF OPERATION FOR MECHANICAL EQUIPMENT (RENEWAL)

Renewal of Certificate of operation is secured upon expiration of the previous Certificate of Operation issued.

<b>Office or Division</b>	Office of the City Building Official (Mechanical Enforcement Section)	
<b>Classification</b>	Complex	
<b>Type of Transaction</b>	G2C / G2B / G2G	
<b>Who may avail</b>	General Public	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. PRC-BME Accreditation in Compliance with RA 8495 (xerox copy)	Professional Regulation Commission (PRC)	
2. Previous Certification of Operation (xerox copy)	Applicant/ Owner	
3. Safety Certification for Mechanical Equipment certified by Professional Mechanical Engineer (original copy)	Professional Mechanical Engineer of the Building	
4. Certification of Safety Condition of Elevator and/or escalator from Services provider, signed and sealed by PME (original copy)	Accredited Service Provider	
5. Latest Official Receipt of Annual Inspection (xerox copy)	Applicant/ Owner	
6. List of Installed Mechanical Equipment with brand and serial number		
7. Leak Test result/ Certificate for LPG and gas works.	LPG Supplier / Service Provider	
8. Structural Certificate (for Tower Crane, Construction/Material Hoist)	Structural Engineer	
9. Third party testing Result from Accredited Provider. (for Tower Crane, Construction/Material Hoist)	Any Accredited Agency	
10. Training Certificate of Operator, Rigger with Accreditation from DOLE. (for Tower Crane, Construction/Material Hoist)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the basic information of the application to the kiosk and submit to counter person	1.1 Transmit the submitted documents to the Mechanical Evaluator	None	15 minutes	<i>Receiving Officer</i>
	1.2. Mechanical evaluator shall check the completeness of the requirements	None	1 hour	<i>Mechanical Inspector/ Evaluator</i>
	1.3 Section Chief will assign inspectors	None	30 minutes	<i>OIC, Mechanical Enforcement</i>
	1.4 Conduct ocular inspection	None	2 days	<i>Mechanical Inspector/ Evaluator</i>
	1.5 Prepare Inspection Report	None	2 hours	
	1.6 Review and Approval of Mechanical Enforcement Section Chief	None	1 hour	<i>OIC, Mechanical Enforcement</i>
	1.7 Prepare order of payment (if any) For temporary equipment	Refer to DPWH National Building Code Development Office Memorandum Circular No. 1 of 2005, New Schedule of fees Section 11a to 11g	15 minutes	<i>Mechanical Clerk</i>
	1.8 Record, Encoding and printing of Certificates	None	6 hours	<i>Mechanical Clerk</i>
	1.9 Recommend approval of Certificate of Operation	None	5 hours	<i>OIC, Mechanical Enforcement</i>
		None	1 day	<i>Building Official</i>



	1.10 Final Signature of Building Official			
2. Claim approved Certificate of Operation	2.1 Release of Certificate of Operation	None		<i>Releasing Clerk</i>
<b>TOTAL :</b>			5 days	

## SECURING CERTIFICATES OF OPERATION FOR MECHANICAL EQUIPMENT (INDIVIDUAL)

Certificate of operation is secured prior to the operation/ use of the permitted installed mechanical equipment

<b>Office or Division</b>	Office of the City Building Official ( Mechanical Enforcement Section )		
<b>Classification</b>	Simple		
<b>Type of Transaction</b>	G2C / G2B / G2G		
<b>Who may avail</b>	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Photocopy of Approved Mechanical Permit and Official Receipt		Owner/ Applicant	
2. One (1) set of Approved Mechanical Plans			
3. Duly Accomplished Certificate of Completion, signed and sealed by Professional Mechanical Engineer		Office of the Building Official Counter @ 6flr. (filled-out by the Owner/ Applicant , Professional Mechanical Engineer)	
4. Xerox copy of latest PTR and PRC ID's with original signature and sealed by PME		Professional Mechanical Engineer	
5. Original copy of Load Test and Drop test result or Load test certification, must be signed and sealed by Professional Mechanical Engineer(e.g. Elevator, Escalator, Construction Hoist, Tower Crane, and Motorized Gondola)		Any Accredited Agency	
6. Sound Test/ Decimal Reading for Generator Sets			
7. Leak Test result for LPG and gas works.			
8. Hydrostatic test result for Fire Protection Sprinkler System.			
9. Air-balancing result for ductworks installation on ceiling concealed and chiller type.			
10. Structural Certificate (for Tower Crane, Construction/Material Hoist)			
11. Training Certificate of Operator, Rigger with Accreditation from DOLE. (for Tower Crane, Construction/Material Hoist)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the basic information of the application to the kiosk and submit to counter person	1.1 The counter person will transmit the documents to the Mechanical evaluator	None	10 minutes	<i>Receiving Officer</i>
	1.2 Mechanical evaluator shall check the completeness of the requirements	None	2 hours	<i>Mechanical Inspector/Evaluator</i>
	1.3 Section Chief will assign inspectors	None	20 minutes	<i>OIC, Mechanical Enforcement</i>
	1.4 Conduct site inspection to check the compliance as per actual installation to the approved plans and specification	None	1 day	<i>Mechanical Inspector/Evaluator</i>
	1.5 Prepare Inspection Report	None	3 hours	
	1.6 Review and Approval of Mechanical Enforcement Section Chief	None	20 minutes	<i>OIC, Mechanical Enforcement</i>
	1.7 Record, Encoding and printing of Certificates	None	2 hours	<i>Mechanical Clerk</i>
	1.8 Recommending Approval of Mechanical Section Chief	None	10 minutes	<i>OIC, Mechanical Enforcement</i>
	1.9 Final Signature of the Building Official	None	1 day	<i>Building Official</i>
2. Claim approved Certificate of Operation	2.1 Release of Certificate of Operation	None		<i>Releasing Clerk</i>
<b>TOTAL:</b>			3 days	



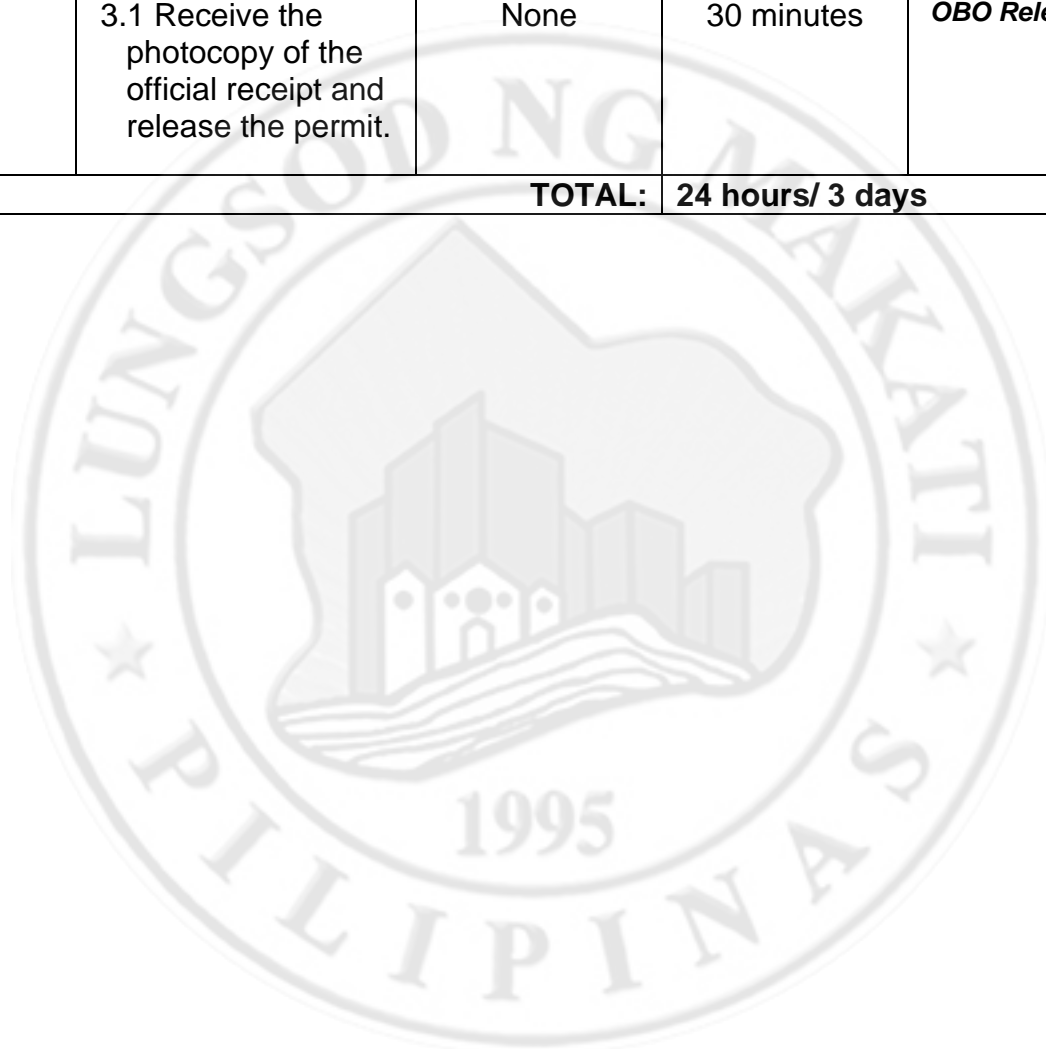


## SECURING SANITARY/PLUMBING INDIVIDUAL PERMIT:

<b>Office or Division:</b>	Office of the City Building Official			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C / G2B / G2G			
<b>Who may avail:</b>	All Government and Private Entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Permit Application Form			<b>Owner/Applicant</b>	
2. Plans			Sanitary Engineer /Master Plumber	
3. Photocopy of PRC I.D. & PTR			Sanitary Engineer /Master Plumber	
4. Design Analysis			Sanitary Engineer /Master Plumber	
5. Technical Specification			Sanitary Engineer /Master Plumber	
6. Cost Estimate			Sanitary Engineer /Master Plumber	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit complete requirements	1.1 Receives and forward the documents to the Sanitary/ Plumbing inspectors/ evaluators	None	1 hour	<b>Inspectors/Engineer</b>
	1.2 Provide preliminary evaluation,	None	2 hours	
	1.3 Conduct ocular inspection, prepare inspection report and assessment.	None	5 hours	
	1.4 Review documents and approve application for processing.	None	3 hours	<b>OIC, Section Chief</b>
5. Claim of Order of Payment.	2.1 Prepare the order of payment and Permit.	Refer to DPWH National Code Assessment	1 hour	<b>Clerk/s</b>
	2.2 Stamp necessary provision on the plans, prepare and record the permit.	None	30 minutes	
	2.3 Final review and initial of Permit and Order of payment.	None	1 hour	<b>OIC, Section Chief</b>
	2.4 Endorse prepared permit & order of payment to the OIC of	None	1 Hour	<b>OIC, Processing Division</b>



	Processing Division for signature.			
	2.5 Approves the Permit.	None	1 Day	<b>City Building Official</b>
	2.6 Receive the payment and issue the official receipt	None	1 hour	<b>Assigned cashier of the day at 6/F</b>
3.Claim	3.1 Receive the photocopy of the official receipt and release the permit.	None	30 minutes	<b>OBO Releasing Officer:</b>
<b>TOTAL:</b>			<b>24 hours/ 3 days</b>	





## SECURING CERTIFICATE OF OCCUPANCY / CERTIFICATE OF USE

<b>Office or Division:</b>	OBO / Enforcement Division
<b>Classification:</b>	Complex/Highly Technical
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
1. Certificate of Completion for Building, Electrical, Electronics, Mechanical and Sanitary/Plumbing	Occupancy Counter
2. Copy of Building, Electrical, Electronics, Mechanical and Sanitary/Plumbing Permits	Applicant / Owner
3. Copy of Building Permit Official Receipt	
4. Fire Safety Checklist and its corresponding FSEC	Owner / Bureau of Fire Protection
5. Documentary requirements for the Certificate of Final Electrical Inspection	Counter
a. Application for Certificate of Final Electrical Inspection.	
b. Certificate of Completion.	
c. Copy of Electrical Permit.	
d. Copy of Electrical Permits Official Receipt.	
e. Approved Electrical Plans.	
f. As-built Electrical Plan signed & sealed by Professional Electrical Engineer.	Owner/ Applicant
g. Report of test.	
h. Affidavit of undertaking for change of person-in-charge of installation executed by the owner.	
6. Documentary requirements for the Electronics Inspection	Owner / Applicant
a. One (1) Photo copy of electronics / Auxiliary permit Application Form (Page 1)	
b. One (1) photo copy of Electronics / Auxiliary permit (page 2)	
c. One (1) set of approved electronics / Auxiliary Plans	
d. Three (3) sets of as-built Electronics / Auxiliary Plans	
e. Photocopy of latest PTR and PRC License with original specimen signature and seal of Engineer-in-Charge of installation	
f. One (1) set duly accomplished Certificate of Completion for Electronics/ auxiliary works	Counter
g. In case of change, submit Affidavit of Undertaking for change engineer executed by the owner	Owner / Applicant
h. One (1) set Final Acceptance test Results for Cell site / Cellular Telecom Facility	Owner / Applicant
i. One (1) set Operational and Sensitivity Test for Fire detection and Alarm System	Owner / Applicant
7. Documentary requirements for the Mechanical Inspection	Owner/ Applicant
a. Photocopy of Mechanical permit & receipt.	
b. Approved Mechanical Plan.	
c. Certificate of completion signed and sealed by professional Mechanical Engineer.	Counter



<p>d. d. Load test and drop test result for elevators.</p> <p>e. e. Air balancing result for air conditioning systems.</p> <p>f. f. Leak test result for refrigerant pipes of air conditioning system.</p> <p>g. g. Hydrostatic test result for the sprinkler system/ domestic pumps.</p> <p>h. h. Leak Test result for LPG system with conformity of the owner.</p>	Owner/ Applicant
<p>i. i. Three (3) sets of as-built mechanical plans when there's an additional load.</p> <p>j. j. Mechanical permit form for additional loads with certificate of completion.</p>	Owner/ Applicant
<p>8. Documentary requirements for the Sanitary/Plumbing Inspection</p> <p>a. a. One (1) photocopy of Sanitary/ Plumbing permit.</p> <p>b. b. One (1) set of approved Sanitary/ Plumbing plans.</p> <p>c. c. Three (3) sets of as-built Sanitary? Plumbing plans, signed &amp; sealed by registered Sanitary Engineer/ Licensed Master Plumber.</p>	Applicant Owner
<p>d. Sanitary/ Plumbing Certificate of Completion signed and sealed by Registered Sanitary Engineer / Master Plumber.</p>	Counter Person
<p>e. e. One (1) set photocopy of PRC ID &amp; PTR of Sanitary Engineer/ Master Plumber.</p> <p>f. f. One (1) set of Hydrostatic Test Result.</p> <p>g. g. One (1) set of Gravity Test Result.</p> <p>h. h. One (1) photocopy of Water Potability Test Results.</p> <p>i. i. One (1) copy of Affidavit of undertaking (S.E.M.P. or Owner)</p> <p>j. j. One (1) Photocopy of permit to Drill/Water permit of deepwell from the National Water Resources Board (NWRB).</p>	Applicant/ Owner
<p>9. construction logbook</p>	Applicant/ Owner
<p>10. Photographs of the completed structure showing front, sides and rear areas</p>	Applicant/ Owner



## Complex Application

CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form and all necessary documents	1.1 Check the completeness of the requirements upon submission of application.	None	2 Days	<i>Receiving Officer Fire Safety Officer, Barangay Representative</i>
	1.2 Conduct ocular inspection and on-site verification of submitted documents, prepare inspection report and assessment of fees.			<i>Building, Plumbing, Mechanical, Electrical &amp; electronics Inspector</i>
	1.3 Review and Approve the inspection report and assessment fees			<i>Building, Plumbing, Mechanical, Electrical &amp; electronics Head</i>
	1.4 Prepares Order of Payment & Certificates or Return without Action Report (if not for processing), Record Details of Certificate. Review and approve reports and Certificates		2 Days	<i>Clerical Staff (Building, Plumbing, Mechanical, Electronics, Electrical Staff)</i>
	1.5 Reviews and recommend for final approval.		1 Day	<i>Division Head</i>
2. Applicants received the order of payment and pay the corresponding permit fees	2. Received payment and issued an official receipt.	Refer to DPWH National Building Code Office Memorandum Circular No.01 OF 2005, New Schedule of Fees	1 Day	<i>Cashier City Treasurer Office</i>
	2.2 Final Approval of the Building Official			<i>Building Official</i>
3. Applicants receives the approved Certificate	3.1 Releases Occupancy Certificate and if applicable Certificate of Electrical Inspection, Certificate of Operation and Sanitary Plumbing	None	1 Day	<i>Releasing Officer</i>



	Certificate upon Final Approval			
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## Highly Technical Application

CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form and all necessary documents	1.1 Check the completeness of the requirements upon submission of application.	None	4 Days	Receiving Officer Fire Safety Officer, Barangay Representative
	1.2 Conduct ocular inspection and on-site verification of submitted documents, prepare inspection report and assessment of fees.			Building, Plumbing, Mechanical, Electrical & electronics Inspector
	1.3 Review and Approve the inspection report and assessment fees			Building, Plumbing, Mechanical, Electrical & electronics Head
	1.4 Prepares Order of Payment & Certificates or Return without Action Report (if not for processing), Record Details of Certificate. Review and approve reports and Certificates		4 Days	Clerical Staff (Building, Plumbing, Mechanical, Electronics, Electrical Staff)
	1.5 Reviews and recommend for final approval.		1 Day	Division Head
2. Applicants received the order of payment and pay the corresponding permit fees	2. Received payment and issued an official receipt.	Refer to DPWH National Building Code Office Memorandum Circular No.01 OF 2005, New Schedule of Fees	1 Day	Cashier City Treasurer Office
	2.2 Final Approval of the Building Official			Building Official
3. Applicants receives the	3.1 Releases Occupancy Certificate and if applicable	None	1 Day	Releasing Officer



approved Certificate	Certificate of Electrical Inspection, Certificate of Operation and Sanitary Plumbing Certificate upon Final Approval			
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## SECURING CHANGE OF USE CERTIFICATE

<b>Office or Division:</b>	OBO / Enforcement Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Change of Use Application form		Occupancy Counter
2. Previous Approved Plans (Building, Electrical, Electronics, Mechanical and Sanitary/Plumbing)		Building / Property Owner Architect / Civil Engineer
3. As-Built plan for Change of Use		
4. Locational Clearance		Urban Development Department - Zoning Division Office
5. Copy of Fire Safety Inspection Certificate (for the current year the application was applied)		Bureau of Fire Protection Office
6. Copy of Fire Safety Inspection Certificate Official Receipt		
7. Barangay Clearance		Barangay Hall
8. Previous Permits (Building, Electrical, Electronics, Mechanical & Sanitary/Plumbing and Certificate of Occupancy)		Building/ Property Owner

## SECURING INDIVIDUAL CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

<b>Office or Division</b> :	OBO - Electrical Enforcement Section	
<b>Classification</b> :	Simple	
<b>Type of Transaction</b> :	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	
<b>Who may avail</b> :	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application for Certificate of Final Electrical Inspection (CFEI)		OBO Counter
2. Certificate of Completion		
3. Copy of Approved Electrical Permit		Owner / Applicant
4. Copy of Approved Electrical Permit for Temporary Service Connection		



5. Copy of Electrical Permit's Official Receipt				
6. Approved Electrical Plans				
7. As-built Electrical Plan signed and sealed by a Professional Electrical Engineer		Owner's preferred Electrical Designer		
8. Report of test signed and sealed by a Professional Electrical Engineer				
9. Certified true copy of OCT/TCT on file with the Registry of Deeds		Owner / Applicant		
10. Tax Declaration & current Real Property Tax Receipt				
11. Affidavit of undertaking for change of person-in-charge of installation executed by the owner.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form and all the necessary documents.	1.1 The Counterperson shall check the completeness of the requirements presented by the applicant .	None	1 hour	Receiving Officer
	1.2 Review the application with generated application number.	None	30 minutes	Evaluator / Inspector
	1.3 Assignment of Electrical Inspector		30 minutes	
	1.4 Conduct an on-site inspection.	None	1 day	
	1.5 Preparation of inspection report, and corresponding fees		3 hours	
	1.6 Review and approval inspection report,	None	10 minutes	Section Head





	and assessment of fees.			
	1.7 Preparation of Certificate of Final Electrical Inspection (CFEI) & Order of Payment.	None	20 minutes	<b>Staff / Clerk</b>
	1.8 Recommend approval of Certificate of Final Electrical Inspection (CFEI) and Order of Payment.	DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees Section 4a to 4d, Section 4e & 11e (10% of Fee Paid for wiring permit)	20 minutes	<b>Section Head</b>
	1.9 Approval/Signing of Order of Payment		1 hour	<b>Division Head</b>
2. Claim the Order of Payment and pay the corresponding permit fees.	2.1 Release the Order of Payment	DPWH National Building Code Development Office Memorandum Circular No.01 of 2005, New Schedule of fees Section 4a to 4d, Section 4e & 11e (10% of Fee Paid for wiring permit)	10 mins	<b>Releasing Officer</b>
	2.2 Accept payment & issuance of Official Receipt			<b>Cashier</b>
	2.3 Approve the Certificate of Final Electrical Inspection (CFEI)		1 day	<b>Building Official</b>
3. Claim the approved Electrical Permit	3.1 Release the Certificate of Final Electrical Inspection (CFEI)	None		<b>Releasing Officer</b>



## SECURING CERTIFICATE OF OPERATION FOR ELECTRONICS DEVICES INDIVIDUAL

Certificate of Operation is secured prior to the operation/ use of the permitted installed Electronics Devices	
<b>Office or Division</b>	: CBO - Electronics Enforcement Section
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C / G2B / G2C
<b>Who may avail</b>	: General Public
<b>CHECKLIST OF REQUIREMENT</b>	<b>WHERE TO SECURE</b>
a. Photocopy of Electronics/Auxiliary Permit Application Form (Page 1) b. Photocopy of Electronics/Auxiliary Permit (Page 2) c. One (1) set of Approved Electronics/Auxiliary Plans d. Three (3) set of As-Built Electronics/Auxiliary Plans e. Photocopy of Latest PTR & PRC License, with original specimen signature and seal of Engineer-In-Charge of the installation	Owner/Applicant
f. One (1) set of duly accomplished Certificate of Completion for electronics/Auxiliary works	Owner/Applicant OBO (Filled out by the owner/contractor)
g. In case of change, submit Affidavit of Undertaking for Change Engineer executed by the owner	Owner/Applicant
h. One (1) set Final acceptance test result for Cellsite/Cellular telecom Facility i. One (1) set Operational and Sensitivity test for Fire Detection and Alarm System (FDAS)	Contractor/Service Provider
j. DOH Radiation Evaluation/Clearance to operate (for Cellsite and In-building solution)	Accredited Service Provider



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the basic information of the application to the kiosk and submit to counter person	1.1 The counter person will transmit the documents to the Electronics evaluation	None	10 minutes	<i>Receiving officer</i>
	1.2 Electronics evaluation Shall check the completeness of the requirements	None	2 hours	<i>Electronics Inspectors</i>
	1.3 Section Chief will assign inspectors	None	20 minutes	<i>Section Chief</i>
	1.4 Conduct site inspection to check the compliance as per actual installation to the approved plans and specification	None	1 day	<i>Electronics Inspectors</i>
	1.5 Prepare Inspection Report	None	3 hours	<i>Electronics Inspectors</i>
	1.6 Review and Approval Electronics Enforcement Section Chief	None	20 minutes	<i>Section Chief</i>
	1.7 Record, Encoding and printing of Certificates	None	2 hours	<i>Clerk</i>
	1.8 Recommending Approval of Electronics Enforcement Section Chief	None	10 minutes	<i>Section Chief</i>
	1.9 Final Signature of Building Official	None	1 day	<i>Building Official</i>



2.Claim approved Certificate of Operation	2.1 Releasing Officer	None	0	<i>Releasing Section</i>
TOTAL NO. OF DAYS			3 days	

## SECURING CERTIFICATE OF OPERATION FOR ELECTRONICS DEVICES INDIVIDUAL (RENEWAL)

Renewal Certificate of Operation is secured upon expiration of the previous Certificate of Operation issued.

<b>Office or Division</b>	: CBO - Electronics Enforcement Section
<b>Classification</b>	: Simple
<b>Type of Transaction</b>	: G2C / G2B / G2G
<b>Who may avail</b>	: General Public

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Previous Certificate of Operation (photocopy)	Owner/Applicant
2. Latest Official Receipt of Annual Inspection (photocopy)	Owner/Applicant
3. Preventive maintenance report of FDAS	Owner/Applicant
4. Latest operational test results for FDAS	Accredited Service Provider
5. Preventive maintenance report of Cell site antenna tower and devices	Accredited Service Provider
6. Preventive maintenance and testing program for Seismograph/ Accelerograph devices	Accredited Service Provider
7. Photocopy of approved electronics/ auxiliary permit	Owner/Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the basic information of the application	1.1 The counter person will transmit the documents to the Electronics evaluation	None	10 minutes	<i>Counter/Evaluator of the Day</i>



to the kiosk and submit to counter person				
	1.2 Electronics evaluation shall check the completeness of the requirements	None	2 hours	<i>Electronics Inspector</i>
	1.3 Section Chief will assign inspectors	None	20 minutes	<i>Section Chief</i>
	1.4 Conduct site inspection to check the compliance as per actual installation to the approved plans and specification	None	1 day	<i>Electronics Inspector</i>
	1.5 Prepare Inspection Report	None	3 hours	<i>Electronics Inspector</i>
	1.6 Review and Approval Electronics Enforcement Section Chief	None	20 minutes	<i>Section Chief</i>
	1.7 Record, Encoding and printing of Certificates	None	2 hours	<i>Clerk</i>
	1.8 Recommending Approval of Electronics Enforcement Section Chief	None	10 minutes	<i>Section Chief</i>
	1.9 Final Signature of Building Official	None	1 day	<i>Building Official</i>
2.Claim approved Certificate of Operation	2.1 Releasing Officer	None	0	<i>Releasing Section</i>
TOTAL NO. OF DAYS			3 days	



## SECURING OF MECHANICAL PERMIT

Mechanical permits are secured prior to the installation or operation/usage of mechanical equipment

<b>Office or Division</b>	Office of the City Building Official (Mechanical Processing Section)	
<b>Classification</b>	Simple	
<b>Type of Transaction</b>	G2C - Government to Citizen G2B – Government to business entity G2G – Government to another Government agency	
<b>Who may avail</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Four (4) set of Mechanical Plans	Professional Mechanical Engineer
	2. Accomplished Mechanical Permit Form	Office of the Building Official Counter - 6/F (to be filled out by the applicant/ owner)
	3. Latest PTR and PRC License, with original specimen signature of PME	Professional Mechanical Engineer
	4. Cost estimate/ Bill of materials, must be signed and sealed by PME	
	5. Technical Specification, must be signed and sealed by PME	
	6. Affidavit of Undertaking for use of LPG.	Owner/Applicant
	7. Methodology, must be signed and sealed by PME	Professional Mechanical Engineer
	8. Affidavit of Undertaking (assuming full responsibility)	Owner/Applicant
	9. Secretary's Certificate for the signatory	Owner/Applicant
	10. Structural Certificate (for Tower Crane, Construction Hoist), if installed	Structural Engineer
	11. S.O.P.I. Certificate	Owner/ Contractor
	12. D.O.L.E. Certificate	Department of Labor and Employment
	13. PCAB License	Owner/Contractor
	14. Written agreement between the owner/applicant and the surrounding establishment on the full responsibility in case of accident caused by the temporary equipment. (Notarized)	Owner/Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished form and the necessary requirements	1.1 Transmit the submitted documents to the Mechanical Evaluator	None	1 hour	<i>OBO Assigned Staff at the Counter</i>
a. If the submitted documents are complete, generate application number on the kiosk	1.2 Check if the submitted documents are complete. a. For complete application documents, Mechanical Evaluator, evaluates the submitted documents	None	2 hours	<i>Mechanical Inspector/ Evaluator</i>
b. If the documents are incomplete, get the deficient documents from the Counter with an attachment of the Pre-evaluation slip.	b. For incomplete documents, return the documents to the applicant and give a copy of Pre-evaluation slip indicating the requirements presented together with the deficiencies.	None	5 hours	
	1.3 Conduct on-site Inspection, prepare evaluation report and assessment	None	4 hours	<i>OIC, Mechanical Processing</i>
	1.4 Review and approve by the section chief	None	1 hour	<i>Mechanical Clerk</i>



	1.5 Prepare Mechanical Permit and Order of Payment	Refer to DPWH National Building Code Development Office Memorandum Circular No. 1 of 2005, New Schedule of fees Section 5a to 5p		
	1.6 Stamp necessary provision on the plans	None	30 minutes	<i>Assigned Mechanical Inspector/ Evaluator</i>
	1.7 Final review and signature of permits, plans and initial on the Order of Payment	None	1 hour	<i>OIC, Mechanical Processing</i>
	1.8 Endorse prepared Permit and Order of Payment to the Clerk of the Head of Processing Division for signature of Order of Payment	None	1 hour	<i>OIC Processing Division Head</i>
	1.9 Final Signature Building Official	None	1 day	<i>Building Official</i>
2. Claim of Order of Payment	2.1 Release Order of Payment	None	10 minutes	<i>Releasing Clerk</i>
Pay the corresponding fees.	2.2 Accept payment and issue Official Receipt	None		<i>Assigned Cashier @ 6F</i>
Submit copy of Official Receipt	2.3 Accept copy of Official Receipt and record payment details	None	10 minutes	<i>Releasing Clerk</i>
3. Receive Approved Plans and Permit	3.1 Release Approved plans and permit	None	10 minutes	<i>Releasing Clerk</i>
<b>TOTAL:</b>			3 days	





## SECURING CERTIFICATES OF OPERATION FOR MECHANICAL EQUIPMENT (RENEWAL)

Renewal of Certificate of operation is secured upon expiration of the previous Certificate of Operation issued.

<b>Office or Division</b>	Office of the City Building Official (Mechanical Enforcement Section)			
<b>Classification</b>	Complex			
<b>Type of Transaction</b>	G2C / G2B / G2G			
<b>Who may avail</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PRC-BME Accreditation in Compliance with RA 8495 (xerox copy)		Professional Regulation Commission (PRC)		
2. Previous Certification of Operation (xerox copy)		Applicant/ Owner		
3. Safety Certification for Mechanical Equipment certified by Professional Mechanical Engineer (original copy)		Professional Mechanical Engineer of the Building		
4. Certification of Safety Condition of Elevator and/or escalator from Services provider, signed and sealed by PME (original copy)		Accredited Service Provider		
5. Latest Official Receipt of Annual Inspection (xerox copy)		Applicant/ Owner		
6. List of Installed Mechanical Equipment with brand and serial number				
7. Leak Test result/ Certificate for LPG and gas works.		LPG Supplier / Service Provider		
8. Structural Certificate (for Tower Crane, Construction/Material Hoist)		Structural Engineer		
9. Third party testing Result from Accredited Provider. (for Tower Crane, Construction/Material Hoist)		Any Accredited Agency		
10. Training Certificate of Operator, Rigger with Accreditation from DOLE. (for Tower Crane, Construction/Material Hoist)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Enter the basic information of the application to the kiosk and submit to counter person	1.1 Transmit the submitted documents to the Mechanical Evaluator	None	15 minutes	<i>Receiving Officer</i>
	1.2. Mechanical evaluator shall check the completeness of the requirements	None	1 hour	<i>Mechanical Inspector/ Evaluator</i>
		None	30 minutes	



	1.3 Section Chief will assign inspectors			<i>OIC, Mechanical Enforcement</i>
	1.4 Conduct ocular inspection	None	2 days	<i>Mechanical Inspector/ Evaluator</i>
	1.5 Prepare Inspection Report	None	2 hours	
	1.6 Review and Approval of Mechanical Enforcement Section Chief	None	1 hour	<i>OIC, Mechanical Enforcement</i>
	1.7 Prepare order of payment (if any) For temporary equipment	Refer to DPWH National Building Code Development Office Memorandum Circular No. 1 of 2005, New Schedule of fees Section 11a to 11g	15 minutes	<i>Mechanical Clerk</i>
	1.8 Record, Encoding and printing of Certificates	None	6 hours	<i>Mechanical Clerk</i>
	1.9 Recommend approval of Certificate of Operation	None	5 hours	<i>OIC, Mechanical Enforcement</i>
	1.10 Final Signature of Building Official	None	1 day	<i>Building Official</i>
2. Claim approved Certificate of Operation	2.1 Release of Certificate of Operation	None		<i>Releasing Clerk</i>
<b>TOTAL :</b>			5 days	



## SECURING CERTIFICATES OF OPERATION FOR MECHANICAL EQUIPMENT (INDIVIDUAL)

Certificate of operation is secured prior to the operation/ use of the permitted installed mechanical equipment

<b>Office or Division</b>	Office of the City Building Official ( Mechanical Enforcement Section )						
<b>Classification</b>	Simple						
<b>Type of Transaction</b>	G2C / G2B / G2G						
<b>Who may avail</b>	General Public						
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE					
1. One (1) Photocopy of Approved Mechanical Permit and Official Receipt		Owner/ Applicant					
2. One (1) set of Approved Mechanical Plans							
3. Duly Accomplished Certificate of Completion, signed and sealed by Professional Mechanical Engineer		Office of the Building Official Counter @ 6flr. (filled-out by the Owner/ Applicant , Professional Mechanical Engineer)					
4. Xerox copy of latest PTR and PRC ID's with original signature and sealed by PME		Professional Mechanical Engineer					
5. Original copy of Load Test and Drop test result or Load test certification, must be signed and sealed by Professional Mechanical Engineer (e.g. Elevator, Escalator, Construction Hoist, Tower Crane, and Motorized Gondola)		Any Accredited Agency					
6. Sound Test/ Decimal Reading for Generator Sets							
7. Leak Test result for LPG and gas works.							
8. Hydrostatic test result for Fire Protection Sprinkler System.							
9. Air-balancing result for ductworks installation on ceiling concealed and chiller type.							
10. Structural Certificate (for Tower Crane, Construction/Material Hoist)							
11. Training Certificate of Operator, Rigger with Accreditation from DOLE. (for Tower Crane, Construction/Material Hoist)							
CLIENT STEPS	AGENCY ACTIONS				FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the basic information of the application to the	1.1 The counter person will transmit the documents to the Mechanical evaluator				None	10 minutes	Receiving Officer



kiosk and submit to counter person	1.2 Mechanical evaluator shall check the completeness of the requirements	None	2 hours	<i>Mechanical Inspector/Evaluator</i>
	1.3 Section Chief will assign inspectors	None	20 minutes	<i>OIC, Mechanical Enforcement</i>
	1.4 Conduct site inspection to check the compliance as per actual installation to the approved plans and specification	None	1 day	<i>Mechanical Inspector/Evaluator</i>
	1.5 Prepare Inspection Report	None	3 hours	
	1.6 Review and Approval of Mechanical Enforcement Section Chief	None	20 minutes	<i>OIC, Mechanical Enforcement</i>
	1.7 Record, Encoding and printing of Certificates	None	2 hours	<i>Mechanical Clerk</i>
	1.8 Recommending Approval of Mechanical Section Chief	None	10 minutes	<i>OIC, Mechanical Enforcement</i>
	1.9 Final Signature of the Building Official	None	1 day	<i>Building Official</i>
	2. Claim approved Certificate of Operation	2.1 Release of Certificate of Operation	None	
<b>TOTAL:</b>			3 days	

## SECURING SANITARY/PLUMBING FINAL CERTIFICATE (INDIVIDUAL)

<b>Office or Division</b>	: CBO - Sanitary/Plumbing Enforcement Section	
<b>Classification</b>	: Simple	
<b>Type of Transaction</b>	: G2C/ G2B/ G2G	
<b>Who may avail</b>	: General Public	
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>
a. One (1) Photocopy of Approved Sanitary/Plumbing Permit b. One (1) Set of Approved Sanitary/Plumbing plans c. Three (3) Sets of As-Built Sanitary/Plumbing Plans, signed and sealed by Licensed Sanitary Engineer/Registered Master Plumber		Owner/Applicant



d. One (1) set of Certificate of Completion signed and sealed by Supervising Licensed Sanitary Engineer/Registered Master Plumber	Office of the City Building Official Counter (Filled Out by Owner/Applicant/Sanitary Engineer/Registered Master Plumber)
e. Photocopy of latest PRC and PTR with Signed and Sealed by Licensed Sanitary Engineer/Registered Master Plumber f. One (1) Set of Hydrostatic Test Result prepared by Licensed Sanitary Engineer/Registered Master Plumber (Section 501, R.A. 1378) g. One (1) set Gravity Test Result prepared by Licensed Sanitary Engineer/Registered master Plumber (Section 501, R.A. 1378)	Sanitary Engineer/Registered Master Plumber
h. Sanitary/Plumbing Certification Signed and Sealed by Licensed Sanitary Engineer/Master Plumber for additional or existing installation i. One (1) Copy of Affidavit of Undertaking (Sanitary Engineer/Registered Master Plumber or Owner)	Sanitary Engineer/Registered Master Plumber
j. One (1) Photocopy of latest Water Potability Test Result from Makati Health Department or any Government Accredited Agency	Makati Health Department/Any Government Accredited Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enter the basic information of the application to the kiosk and submit to counter person	1.1 The counter person will transmit the documents to the Sanitary/Plumbing evaluator	None	10 minutes	<i>Receiving officer</i>
	1.2 Sanitary/Plumbing evaluator shall check the completeness of the requirements	None	2 hours	<i>Sanitary/Plumbing Inspectors</i>
	1.3 Section Chief will assign inspectors	None	20 minutes	<i>Section Chief</i>



	1.4 Conduct site inspection to check the compliance as per actual installation to the approved plans and specification	None	1 day	<i>Sanitary/Plumbing Inspector</i>
	1.5 Prepare Inspection Report	None	3 hours	<i>Sanitary/Plumbing Inspectors</i>
	1.6 Review and Approval Sanitary/Plumbing Enforcement Section Chief	None	20 minutes	<i>Section Chief</i>
	1.7 Record, Encoding and printing of Certificates	None	2 hours	<i>Clerk</i>
	1.8 Recommending Approval of Sanitary/Plumbing Section Chief	None	10 minutes	<i>Section Chief</i>
	1.9 Approval of Building Official	None	1 day	<i>Building Official</i>
2.Claim approved Certificate of Operation	2.1 Releasing Officer	None	0	<i>Releasing Section</i>
TOTAL NO. OF DAYS			3 days	



## SECURING TEMPORARY BUSINESS CLEARANCE (90 DAYS)

<b>Office or Division</b>	: CBO / Annual Inspection Section			
<b>Classification</b>	: Simple			
<b>Type of Transaction</b>	: Issuance of Temporary Business Clearance (90 Days)			
<b>Who may avail</b>	: Owner / Authorized Representative			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
a. Initial Evaluation from Urban Development Department (UDD)			URBAN DEVELOPMENT DEPT.	
b. Picture of the Building / Interior Unit			OWNER / APPLICANT	
c. TCT / CTC / DENR CERTIFICATION, if Lessor			REGISTRY OF DEEDS / DENR	
d. Contract of Lease, if Lessee			REGISTRY OF DEEDS / DENR	
e. Barangay Business Clearance			BARANGAY HALL	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished application form and all necessary documents.	1.1 Evaluate and receive the Preliminary Requirements presented by the applicant	None	15 minutes	<i>Receiving officer</i>
	1.2 Ocular Inspection on site	None	1 day	Building Inspector
	1.3 Prepare Inspection Report	None	5 minutes	
	1.4 Prepare Clearance and record all necessary details	None	30 Minutes	
	1.5 Review and sign Temporary Clearance	None	1 Day	OIC, Annual Inspection Section
	1.6 Approval of Temporary Clearance			OIC, Building Official
2. Receive the documents and Temporary Business Clearance	2.1 Release the Temporary Business Clearance (90 Days) to applicant	None	10 minutes	Annual Section Clerk
TOTAL NO. OF DAYS			2 days & 1 hour	



## **Public Safety Department**

### **Protective Services**







## 1. Issuance of Tricycle for Hire Operator's Permit (TROP) / Franchise Renewal

Tricycle-for-Hire Operator's Permit (TROP) is issued to operators of utility motorcycles-for-hire duly registered with the MFRB to be able to legitimately operate over a specified zone

<b>Office of Division:</b>	Makati Franchising Regulatory Board (MFRB) Office – Public Safety Department, 2 <sup>nd</sup> Flr., Old Makati City Hall Building
<b>Classification:</b>	Complex Transaction
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Legitimate Tricycle Operators
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b>Principal Client</b>	
Tricycle unit	Operator's/Principal client's
Operator's tricycle unit's OR/CR	Land Transportation Office (LTO)
Certificate of TODA Membership	Tricycle Operators and Driver's Association (TODA)
MATRIFED	Makati Tricycle Federation (MATRIFED)
TROP / Franchise (original copy and 1 photocopy)	Makati Franchising Regulatory Board (MFRB) Office
<b>Representative (additional requirements)</b>	
Authorization Letter from person being represented	Principal client
Valid Identification Card of person being represented (1 photocopy)	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig
(Valid Identification Card of representative (original copy and 1 photocopy)	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to MFRB Secretariat	1. Receive, check, and evaluate required documents (If complete/valid, advise client to present his tricycle unit for initial inspection; If incomplete; advise the same to comply with the requirements;	None	10 minutes	TA III / Office Staff MFRB Secretariat Staff
2. Present tricycle unit for initial technical inspection at the Makati City Hall Ground	<p>2. Conduct initial technical inspection of client's tricycle unit, specifically its motor number, chasis number, and body number (If passes, procedures continue, if fails, advise client to comply with the requirements)</p> <p><i>Note : Documents of operator whose unit failed on the technical inspection shall be put on hold and is advised to comply with the technical inspection results within 3 days in which he must present his unit for final inspection;</i></p> <p>2.1 Conduct final Technical inspection to tricycle unit which failed the initial inspection;</p> <p>2.2 Forward to MFRB Secretariat accomplished technical inspection report for tricycle unit which passed the inspection;</p>	None	15 minutes	<p>Security Agent II / Vehicle Technical Inspector and/or</p> <p>Traffic Aide III / Vehicle Technical Inspector MFRB Secretariat Staff</p>



<p>3. Return to MFRB Secretariat for assessment of fees and secure Order of Payment</p>	<p>3. Assess fees and issue Order of Payment for Processing Fee (including imposable penalty amount due to late filing of application for franchise renewal)</p>	<p>None</p>	<p>5 minutes</p>	<p>TA III / Office Staff MFRB Secretariat Staff</p>
<p>4. Present Order of Payment and pay required fees at the Cashier – Miscellaneous Tax Division, 3<sup>rd</sup> Flr., Makati City Hall Bldg. 1. *Make sure to secure Official Receipt that will be issued upon payment;</p>	<p>4. Receive payment and issue Official Receipt for Processing Fee</p>	<p>Processing Fee PHP 100 (plus penalty amount, if any)</p>	<p>15 minutes (this may include travel time involved coming from the Makati City Hall Old Bldg. going to the 3<sup>rd</sup> Flr., of Makati City Hall Bldg. 1 and the cashier's procedures then back to Old Bldg.)</p>	<p><i>*Depends on the Miscellaneous Tax Division's cashier rotation</i></p>
<p>5. Return to MFRB Secretariat to submit Official Receipt (original and 1 photocopy);</p>	<p>5. Check Official Receipt; 5.1 Return original Official Receipt to the client and retain its photocopy with instruction to follow-up the document (either personal or by phone) after 3 days; 5.2 Prepare and ready TROP; 5.3 Recommend TROP approval by the City Mayor; 5.4 Approve/sign TROP/Franchise Renewal</p>	<p>None</p>	<p>5 minutes  <i>*Note: Time frame for these items is 3 days or shorter depending on the availability of signatory officials</i></p>	<p>TA III / Office Staff MFRB Secretariat Staff  OIC, PSD</p>
<p>6. Return to MFRB Secretariat to secure Order of Payment; *Bring original copy of OR for processing fee</p>	<p>6. Prepare and issue Order of Payment for Franchise Renewal fee  Note: At this period TROP/Franchise Renewal duly signed / approved by the City Mayor is already</p>	<p>None</p>	<p>3 minutes</p>	<p>TA III / Office Staff MFRB Secretariat Staff</p>



payment for reference	in the custody of MFRB Secretariat;			
7. Present Order of Payment and pay required fees at the Cashier – Miscellaneous Tax Division, 3 <sup>rd</sup> Flr., Makati City Hall Bldg. 1. *Make sure to secure Official Receipt that will be issued upon payment;	7. Receive payment and issue Official Receipt for Franchise Renewal Fee	Franchise Fee PHP 470	15 minutes (this may include travel time involved coming from the Makati City Hall Old Bldg. going to the 3 <sup>rd</sup> Flr., of Makati City Hall Bldg. 1 and the cashier's procedures then back to Old Bldg.)	*Depends on the Miscellaneous Tax Division's cashier rotation
8. Return to MFRB Office to submit Official Receipt for TROP / Franchise Renewal Fee payment (original and 1 xerox copy and to claim TROP / Renewed Franchise *Provide MFRB Office photocopy of TROP / Renewed Franchise upon release	8. Check Official Receipt for TROP / franchise renewal and retain photocopy of OR; 8.1 Release approved TROP / Renewed Franchise and retain photocopy of TROP / Renewed Franchise	None	5 minutes	TA III / Office Staff MFRB Secretariat Staff
	Total	PHP 570	6 Days, 1 Hour, 3 minutes	



## 2. Issuance of Pedicab Permit Renewal

Pedicab Permit / Renewal is issued to operators of pedicabs-for-hire duly registered with the MFRB to be able to legitimately operate over a specified zone

<b>Office of Division:</b>	Makati Franchising Regulatory Board (MFRB) Office – Public Safety Department, 2 <sup>nd</sup> Flr., Old Makati City Hall Building			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Legitimate Pedicab Operators in Makati City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Client</b>				
Previous Mayor's Permit	Makati City Hall			
Barangay Clearance	Barangay Hall (where principal client resides)			
Police Clearance	Makati Central Police Station			
Certificate of Membership	Pedicab Operators and Drivers' Association (PODA)			
Cedula	Makati City Hall - Miscellaneous / Tax Division			
<b>Representative (additional requirements)</b>				
Authorization Letter	From Client being represented (Principal Client)			
Valid Identification Card of person being represented (Photocopy)	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig			
Valid Identification Card of representative (original and 1 photocopy)	BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to MFRB Office	1. Receive, check, and evaluate required documents together with the result of unit inspection on record (If documents are complete/valid, procedures will continue; If incomplete; advise the same to comply with the requirements;	None	10 minutes	TA III / Office Staff MFRB Secretariat Staff



	1.2 Prepare and issue Order of Payment for Individual Mayor's Permit			
2. Present Order of Payment and pay required fees at the Cashier - Miscellaneous Tax Division, 3 <sup>rd</sup> Flr., Makati City Hall Bldg. 1.  *Make sure to secure Official Receipt that will be issued upon payment;	2. Receive payment and issue Official Receipt;	Permit Fee PHP 250	15 minutes <i>(this may include travel time involved coming from the Makati City Hall Old Bldg. going to the 3<sup>rd</sup> Flr., of Makati City Hall Bldg. 1 and the cashier's procedures then proceed to Bldg. 2</i>	<i>*Depends on the Miscellaneous Tax Division's cashier rotation</i>
3. Present Official Receipt to Business Permit and Licensing Office (BPLO) at the Grould Flr., Makati City Hall Bldg. 2;	3. Receive, process and issue corresponding Individual Mayor's Permit	None	5 minutes <i>(May be based from anticipated BPLO's time frame per transaction</i>	<i>*Depends on BPLO's rotation of permit and licensing officers</i>
4. Return to MFRB Office to present BPLO issued Individual Mayor's Permit (Original copy and xerox copy)	4. Check the Individual Mayor's Permit and retain xerox copy for file;  4.1 Issue new case number for the newly-issued Individual Mayor's Permit	None	5 minutes	TA III / Office Staff MFRB Secretariat Staff
	Total	PHP 250	35 minutes	



### 3. Issuance of Tricycle Delivery Service Permit (TDSP)

Tricycle Delivery Service Permit (TDSP) is issued to operators of utility motorized tricycles utilized to convey specific goods to and from specific destination (for business purposes)

<b>Office of Division:</b>	Makati Franchising Regulatory Board (MFRB) Office – Public Safety Department, 2 <sup>nd</sup> Flr., Old Makati City Hall Building			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2B – Government to Business Entity			
<b>Who may Avail:</b>	Operator with LTO registered Motorcycle Unit/s			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Applicant / Client</b>				
OR/CR of Tricycle unit		Land Transportation Office (LTO)		
Business Permit		Business Permit and Licensing Office (BPLO)		
Certificate of Registration		Bureau of Internal Revenue (BIR)		
Certificate of Business Name		Department of Trade and Industry (DTI)		
Business Clearance		Barangay Hall		
<b>Representative (additional requirements)</b>				
Authorization Letter		From client being represented		
Valid Identification Card of person being represented (Photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
Valid Identification Card of person of representative (original and 1 photocopy)		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to MFRB Office	1. Receive, check, and evaluate required documents (If complete/valid, advise client to present his tricycle unit for inspection; If incomplete; advise the same to comply with the requirements;	None	10 minutes	TA III / Office Staff MFRB Secretariat Staff
2. Present tricycle unit for technical	2. Conduct technical inspection of			



<p>inspection at the Makati City Hall Ground</p>	<p>client's tricycle unit; specifically, its motor number, chasis number, and body number (If fails, advise client to comply with the requirements;</p> <p>2.1 Forward to MFRB Office the accomplished technical inspection report for tricycle unit which passed the inspection</p>	<p>None</p>	<p>10 minutes</p>	<p>Security Agent II / Vehicle Technical Inspector and/or</p> <p>Traffic Aide III / Vehicle Technical Inspector MFRB Office</p>
<p>3. Return to MFRB Office for assessment of fees and secure Order of Payment</p>	<p>3. Prepare and issue Order of Payment</p>	<p>None</p>	<p>3 minutes</p>	<p>TA III / Office Staff MFRB Secretariat Staff</p>
<p>4. Present Order of Payment and pay required fees at the Cashier - Miscellaneous Tax Division, 3<sup>rd</sup> Flr., Makati City Hall Bldg. 1. *Make sure to secure Official Receipt that will be issued upon payment;</p>	<p>4. Receive payment and issue Official Receipt;</p>	<p>Processing Fee PHP 100 TDSP Fee PHP 470</p>	<p>15 minutes (this may include travel time involved coming from the Makati City Hall Old Bldg. going to the 3<sup>rd</sup> Flr., of Makati City Hall Bldg. 1 and the cashier's procedures then proceed to Bldg. 2</p>	<p><i>*Depends on the Miscellaneous Tax Division's cashier rotation</i></p>
<p>5. Return to MFRB Office and present Official Receipt (Original and 1 xerox copy)</p>	<p>5. Check Official Receipt; 5.1 Return original Official Receipt to the client and retain xerox copy with instruction to</p>			<p>TA III / Office Staff MFRB Secretariat Staff</p>





	<p>follow-up the document (either personal or by phone) after 3 days;</p> <p>5.2 Prepare Tricycle Delivery Service Permit (TDSP) for signature/approval of City Officials</p> <p>5.3 Recommend TDSP approval by the City Mayor;</p> <p>5.4 Approve/sign TDSP</p>	None	10 minutes	<p>OIC, PSD</p> <p>City Mayor</p>
6. Return to MFRB Office for the release of TDSP *Provide MFRB Office xerox copy of TDSP upon release;	6. Release TDSP to the client and retain xerox copy of for file;	None	3 minutes	TA III / Office Staff MFRB Secretariat Staff
	Total	PHP 570	3 days 51 minutes	



#### 4. Releasing of Confiscated Driver's License Resulting from Traffic Violation

**Confiscated driver's license of any person cited for violation of any provision of the Makati City Traffic Code and thereupon issued with Ordinance Violation Receipt (OVR) is released once the penalty is settled.**

<b>Office of Division:</b>	Ordinance Violation Receipt Redemption and Management Office (OVRRMO) – Ground Flr., Makati City Hall Bldg. 2			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Motorists apprehended for traffic violation and issued OVR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Client / Claimant</b>				
Ordinance Violation Receipt (OVR)		Traffic Apprehending Officer		
Valid Identification Card		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<b>Representative</b>				
Authorization Letter		From Principal Client		
Ordinance Violation Receipt (OVR) issued to principal client		Principal Client's		
Valid Identification Card		BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-Ibig		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Ordinance Violation Receipt and Redemption Management Office (OVRRMO) at the Ground Flr., Makati City Hall Bldg. 2; then Drop OVR (white) to the designated drop box located in Window 1 for regular lane; Window 2 for senior citizen, pregnant woman, PWD;	1. Collect OVRs from drop boxes and check the record of particular violator for any previous violation (to determine habitual recalcitrant driving violation for imposition of additional penalty, if applicable);  Note: If driver's license is not yet remitted, verbally advise the claimant when to return/license will be available;	None	5 minutes	Admin Aide VI Casual  Admin Aide VI Casual
	1.1 Assess amount to be paid by the claimant based on violation/s committed;  1.2 Verbally advise the claimant to pay corresponding redemption fee/s to Window 5 or 6;	None	5 minutes	Traffic Aide II-Casual  Traffic Aide II-Casual



<p>2. Pay required fee/s to cashier's booth located inside OVRMO *Make sure to secure Official Receipt upon payment</p>	<p>2. Receive payment and issue Official Receipt;</p>	<p>*Amount varies depending on the violation/s committed</p>	<p>5 minutes</p>	<p>RCC 1-Casual  Admin Aide IV-Casual Miscellaneous Tax Division</p>
<p>3. Drop assessed OVR (white) and Official Receipt to drop box in Window 3</p>	<p>3.1 Check assessed OVR (white) and Official Receipt;  3.2 Ready the driver's license and Official Receipt;</p>	<p>None</p>	<p>10 minutes</p>	<p>Traffic Aide II- Regular OVRMO Staff</p>
<p>4. Proceed to Window 4 *Make sure to receive your own license upon release</p>	<p>4. Release driver's license to the claimant</p>	<p>None</p>	<p>5 minutes</p>	<p>Traffic Aide III- Regular OVRMO staff Emma Basa Traffic Aide III- Regular</p>
<p>TOTAL:</p>		<p>*Amount varies depending on the violation/s committed</p>	<p>30 minutes</p>	



## 5. Adjudication of Contested Traffic Violation

### Makati Traffic Adjudication Unit (MTAU) hears and decides on Contested Violation of the Makati City Traffic Code

<b>Office of Division:</b>	Makati Traffic Adjudication Unit (MTAU) – 7 <sup>th</sup> Flr., Makati City Hall Bldg. 2			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Motorists apprehended for traffic violation and issued OVR			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Client (Personal appearance only)</b>				
Ordinance Violation Receipt (Original Copy)		Client provided (issued by traffic officer upon apprehension)		
Supporting documents, e.g. video, picture, etc.		Client provided		
Prescribed Complaint Form		Makati Traffic Adjudication Unit MTAU)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to MTAU Office to file complaint;	1. Interview client with regard to the circumstances of the cited traffic violation and provide client with the prescribed complaint form;	None	10 minutes	Traffic Aide III- Regular  Traffic Aide II- Casual MTAU, PSD
1.1 Fill-out the Prescribed Complaint Form and submit it together with required documents;	1.1 Receive and check accomplished complaint form and any supporting documents;	None	10 minutes	
*Make sure to know the hearing schedule for the filed complaint	1.2 Set hearing of the case; stamp the date at the back of the client's OVR, as well as the information that subject OVR remains valid as temporary license until the release of resolution for the hearing to be conducted as scheduled;	None	5 minutes  <i>Note: It takes 5 days minimum and 10 days maximum from the date of filing a complaint up to the time of hearing thereof due to volume of complaints being filed;</i>	



2. Appear in person on the scheduled hearing on the contested traffic violation before the adjudication officer at the MTAU Office	2. Conduct hearing on / adjudicate contested traffic violation;	None	15 minutes	Attorney IV CEO III-Regular MTAU PSD  City Mayor / designated representative
	2.1 Advise client when and how to claim the result of the hearing	None	5 minutes	
	2.2 Prepare resolution;	None	30 minutes	
	2.3 Review resolution and recommend approval of higher authority;	None	10 minutes	
	2.4 Approve/disapprove resolution;  Note: Result of the hearing shall be in the form of a Resolution subject to the approval of the City Mayor, thru the designated representative. Copy of the approved resolution must be presented upon redeeming/claiming of driver's license at the Ordinance Violation Receipt Redemption and Management Office;	None	Note: It takes 10 days to the minimum and 20 days to the maximum depending on the availability of approving city official / authorized representative	
3. Return to MTAU to secure Copy of Resolution	3. Release copy of Resolution to Client and retain xerox copy;	None	5 minutes	Traffic Aide III-Regular  Traffic Aide II-Casual MTAU, PSD
TOTAL:		None	10 / 20 Days 1 Hour 30 Minutes (Based on the volume of complaint filed to be scheduled on 1 <sup>st</sup> come 1 <sup>st</sup> serve basis	



		and on the availability of approving official;	
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## 6. Issuance of One-Day Unified Vehicle Reduction Program (UVVRP) Exemption Permit / Color-Coding Scheme

Issued permit lawfully removes restrictions to both private and public utility vehicles from traversing roads within the jurisdiction of Makati City based on the last digit of the vehicle's license plate covered by the Color-Coding Scheme

<b>Office of Division:</b>	Color-Coding and Truck Ban Exemption Permit Section, Traffic Division – Public Safety Department, 2 <sup>nd</sup> Flr., Old Makati City Hall Bldg.		
<b>Classification:</b>	Complex Transaction		
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business		
<b>Who may Avail:</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Principal Client</b>			
Request Letter addressed to Officer-in-Charge, Public Safety Department		Client provided	
Photocopy of Business Permit (for company)		Department of Trade and Industry (DTI)	
Notarized Authorization Letter from the owner of the vehicle		Owner of the Vehicle	
Photocopy of the Deed of Sale (If you are the 2 <sup>nd</sup> owner of the car)		Client provided	
Photocopy of OR/CR of vehicle		Client provided	
Photocopy of company ID who gave permission to process the coding exemption		Client provided	
Photocopy of company ID of authorized representative to process the coding exemption		Client provided	
Photocopy of Driver's License (Driver of the car)		Client provided	
<b>Representative (additional requirements)</b>			
Authorization Letter		From the owner of the vehicle and/or company	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit requirements to Color-Coding / Truck Ban Exemption Permit Section; *Make sure to fill-out UVVRP Exemption Application Form</p>	<p>1. Receive required documents and evaluate request for exemption</p> <p>1.1 Assess amount of filing fees (only for applications which passed the evaluation)</p> <p>1.2 Issue Order of Payment</p>	<p>None</p> <p>Fee assessment based on the type of vehicle applying for Color-Coding Exemption</p>	<p>10 minutes</p>	<p>Traffic Aide II-Casual Traffic Division</p>
<p>2. Pay required fees at the Cashier's booth of Miscellaneous Tax Division located inside the OVVRMO at the G/F, Makati City Hall Bldg. II</p> <p>*Make sure to secure Official Receipt <i>Note: Minimum processing time is 3 days</i></p>	<p>2. Receive payment based on the assessment done by Color-Coding Section</p>	<p><b>Payment is based on the following;</b></p> <p>UVVRS Exemption Fee PhP 250 per day – cars; PhP 500 per day – trucks;</p> <p>Filing Fee PhP 200 – car/private jeeps; PhP 400 Vans/delivery panels, Public Utility Jeeps; PhP 500 – Buses; PhP 600 – trucks;</p> <p>Processing Fee PhP 500 – car/private jeeps; PhP 750 – vans/delivery</p>	<p><i>Depends on the transaction time per client of Miscellaneous Tax Division Cashier</i></p>	<p><i>Depends on the Miscellaneous Tax Division's rotation of Cashier</i></p>



		panels, PUJs; PhP 1,000 – buses; PhP 1,200 - trucks		
3. Present original and submit copy of Official Receipt (Cut-off hour for daily transaction is at 2:00 PM)	2. Receive and check documents and advise client to follow-up the status of permit being applied thru telephone nos. 88701439/88437294;  2.1 Process UVVRP/Color-Coding Exemption Permit;  2.2 Sign/approve Color-Coding Exemption Permit;	None	5 minutes	Traffic Aide II-Casual Traffic Division  Atty. Michael Arthur R. Camiña Officer-in-Charge PSD
3. Return to Color-Coding and Truck Ban Exemption Permit Section to claim applied permit;	3. Release 1-Day UVVRP/Color-Coding Exemption Permit; Note: Releasing time is from 3:00 PM to 4:55 PM only)	None	5 minutes	Traffic Aide II-Casual Traffic Division
	TOTAL:	Fees depend on the type of vehicles applied for Color-Coding Exemption	3 Days 20 minutes (processing time for Miscellaneous Tax Division not yet included)	





## 7. Issuance of Truck Ban Exemption Permit

**Issued Permit lawfully removes restrictions to cargo trucks and heavy vehicles with gross weight exceeding to 4,500 kgs. from traversing truck routes/roads covered by limited truck ban**

<b>Office of Division:</b>	Color-Coding and Truck Ban Exemption Permit Section, Traffic Division – Public Safety Department, 2 <sup>nd</sup> Flr., Old Makati City Hall Bldg.			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Client</b>				
Request Letter addressed to Officer-in-Charge, Public Safety Department		Client provided		
Locational sketch		Client provided		
Photocopy of OR/CR of the truck and the driver's licence of the driver		Client provided		
Photocopy of Barangay Clearance		In Barangay where loading / unloading of materials shall be done		
Notarized letter (proof that sidewalk or roadside will not be used)		Client provided		
Coordination with MACEA and MAPA, if the location is part of Ayala		Client provided		
<b>Representative (additional requirements)</b>				
Authorization Letter		From the Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Color-Coding / Truck Ban Exemption Permit Section; <i>Note: Application should be filed 3 days before the actual date of activity needing truck ban exemption</i>	1. Receive required documents and evaluate request for exemption;  1.1 Assess amount of filing fees (only for applications which passed the evaluation)  1.2 Issue Order of Payment	None  Fee assessment based on filing and processing fees required for Truck Ban Exemption	10 minutes	Traffic Aide II – Casual Traffic Division
2. Pay required fees at the Cashier's	2. Receive payments for filing and processing fees	Payment shall be based on the following:	<i>Depends on the transaction time per client of</i>	<i>Depends on the Miscellaneous</i>



booth of Miscellaneous Tax Division located inside the OVVRMO at the G/F, Makati City Hall Bldg. II  *Make sure to secure Official Receipt		<b>Filing Fee</b> PHP 600 <b>Processing Fee</b> PHP 1,200 <b>Truck Ban Exemption Permit Fee</b> PHP 1,000 per day/per truck	<i>Miscellaneous Tax Division Cashier</i>	<i>Tax Division's rotation of Cashier</i>
3. Present original and submit copy of Official Receipt (Cut-off hour for daily transaction is at 2:00 PM)	3. Received documents and advise client to follow-up the status of permit being applied thru telephone nos. 88701439/88437294;  3.1 Process Truck Ban Exemption Permit  3.2 Sign/Approve Truck Ban Exemption Permit	None	10 minutes   3 Working Days Note: this includes the signing / approval of processed permit by OIC, PSD	Traffic Aide II- Casual Traffic Division   Officer-in-Charge PSD
4. Return to Color-Coding and Truck Ban Exemption Permit Section to claim applied permit;	4. Release Truck Ban Exemption Permit Note: Releasing time is from 8:00 AM to 4:30 PM only)	None	5 minutes	Traffic Aide II – Casual Traffic Division
	TOTAL:	Depends on the amount of truck ban fees to be paid	3 Days 25 minutes (processing time for Miscellaneous Tax Division not included)	



## 8. Issuance of Stationing Permit

**Permit issued to grant permission to use sidewalk or roadside for delivery or concrete pouring activities in case of unavailability of parking area / space**

<b>Office of Division:</b>	Color-Coding and Truck Ban Exemption Permit Section, Traffic Division – Public Safety Department, 2 <sup>nd</sup> Flr., Old Makati City Hall Bldg.			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Client</b>				
Request Letter addressed to Officer-in-Charge, Public Safety Department		Client provided		
Locational sketch		Client provided		
Photocopy of OR/CR of the truck and the driver's licence of the driver		Owner of the vehicle		
Photocopy of Barangay Clearance		In barangay where the activity needing stationing permit will be held		
Notarized letter (proof that sidewalk or roadside will not be used)		Client provided		
Coordination with MACEA and MAPA, if the location is part of Ayala		Client provided		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Color-Coding / Truck Ban Exemption Permit Section; Cut-off period is 2:00 PM *Make sure to fill-out Stationing Permit Application Form	1. Receive required documents and evaluate application;	None	10 minutes	Traffic Aide II – Casual Traffic Division
	1.1 Advise client with approved application to follow-up the status of permit being applied for after 5 days thru telephone nos. 8870-1439;			Traffic Aide II – Casual Traffic Division
	1.2 Process Stationing Permit	None	10 minutes	
	1.3 Conduct inspection on the area intended for stationing activity	None	5 Working Days	Team Zion Field Inspectors



			<p><i>Note: Area for stationing purposes will be inspected within the 5-working day period after which an inspection report shall be submitted to OIC, PSD for approval</i></p>	
	1.4 Signing/approval of Stationing Permit Assess amount of filing fees (only for applications which passed the evaluation)	None		OIC, PSD
2. Return to Color-Coding and Truck Ban Exemption Section to get the approved Stationing Permit	2. Release the approved Stationing Permit and retain xerox copy	None	10 minutes	Traffic Aide II – Casual Traffic Division
	TOTAL:	None	5 Days 30 minutes	



## 9. Smoke Emission Testing and Releasing of Confiscated License Plate / driver's license of the driver of vehicle apprehended for Smoke Belching Violation

This ensures that vehicles traversing city's main roads are being monitored in compliance with the the existing Vehicle Emission Code aimed at minimizing carbon emissions from vehicles

<b>Office of Division:</b>	Anti-Smoke Belching Unit (ASBU) - Public Safety Department, MCFS Building			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2B – Government to Business			
<b>Who may Avail:</b>	Motorists apprehended for smoke belching violation			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Principal Client</b>				
Official Receipt of the Vehicle (1 original, 1 photocopy)	Land Transportation Office (LTO)			
Certificate of Registration of the Vehicle (1 original, 1 photocopy)	Land Transportation Office (LTO)			
OVR Ticket (1 Original, 2 Photocopy)	ASBU Apprehending Officer			
Emission Test Result	ASBU Office			
Order of Payment for Emission Testing	ASBU Office			
Official Receipt for Emission Testing	Miscellaneous Tax Division-Makati City Hall Bldg. 2			
Order of Payment for Fines/Penalties	Ordinance Violation Receipt and Redemption Management Office (OVRRMO)			
Official Receipt for Fines/Penalties	Ordinance Violation Receipt and Redemption Management Office (OVRRMO)			
Unit Vehicle				
<b>Representative (Additional Requirements)</b>				
Authorization Letter	From principal client			
Valid Identification Card of the Person being Represented (1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
Valid Identification Card of representative (1 original and 1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Ordinance Violation Receipt in violation of City Ordinance No. 2004-032 otherwise known as the	1. Receive the requirements for logging / record;	None	5 minutes	ASBU Staff
	1.1 Endorse the vehicle for in-house emission testing;	None	10 minutes	ASBU Emission Testing



<p>“Makati City Vehicle Emission Control Code” and the unit vehicle for emission testing.</p>	<p>1.2 Perform emission testing: If fails, verbally advise client to have his/her muffler cleaned; If passes, issue Order of Payment which includes name of registered owner, license plate, date and amount for endorsement to ASBU officer for recording and encoding purposes;</p>			<p>Machine Operator</p>
<p>2. Pay the required fee for Emission Testing at the Miscellaneous Tax Division- Makati City Hall Bldg. 2 by showing the Order of Payment. *Make sure to secure Official Receipt that will be issued upon payment.</p>	<p>2. Accept the Payment amounting to Php 300.00 based on the Order of Payment.  2.1 Issue Official Receipt for Emission Testing.</p>	<p>PHP 300.00</p>	<p><i>Note: Processing time cannot be ascertained considering the distance between ASBU office at Ayala ve. Cor. Malugay St. and Makati City Hall at Brgy. Poblacion, this City</i></p>	<p><i>Depends on the Miscellaneous Tax Division cashier rotation</i></p>
<p>3. Return to ASBU Office to submit official receipt and other required documents</p>	<p>3. Verify the Official Receipt for Emission Testing along with other pertinent documents before endorsement to OVRMO.</p>	<p>None</p>	<p>5 minutes</p>	<p>Traffic Aide II- Casual ASBU Staff</p>
<p>4. Proceed to Miscellaneous Tax Division Cashier at OVRMO and submit necessary documents for payment.  4.1 Pay the necessary fine/penalty as indicated on the OVR</p>	<p>4. Accept payment and issue Official Receipt</p>	<p>Amount to be paid is based on any of the following amount with regard to client's no. of offense committed: ○ 1<sup>st</sup> offense – PHP 1,000.00 ○ 2<sup>nd</sup> offense – PHP 2,000.00</p>	<p><i>Note: Processing time cannot be ascertained considering the distance between ASBU office at Ayala ve. Cor. Malugay St. and Makati City Hall at Brgy. Poblacion, this City</i></p>	<p><i>Depends on the Miscellaneous Tax Division cashier rotation</i></p>



		o 3 <sup>rd</sup> and succeeding offenses - PHP3,000.00		
5. Return to the ASBU office to submit photocopy of OVR ticket and present OR for emission testing and OR for penalty violation for the release of confiscated plate and/or driver's license. <i>Note: Bring Authorization Letter and photocopy of claimant's ID for the release of driver's license/car plate in case another person will claim.</i>	5. Receive documents for processing and keep the photocopy of OVR; The two official receipts shall be returned to the client.  5.1 Return confiscated car plate/driver's license to the client	None	5 minutes	Traffic Aide II- Casual ASBU Staff
		<b>TOTAL:</b>  <i>Note: Aside from fixed PHP 300 another amount to be paid shall be based on any of the following amount with regard to the client's no. of offense committed</i>  <i>PHP 1,300.00 / PHP 2,300.00 / PHP 3,300.00</i>	25 minutes <i>Note: Processing time allotted for client's payment transaction with Miscellaneous Tax Division not yet included</i>	

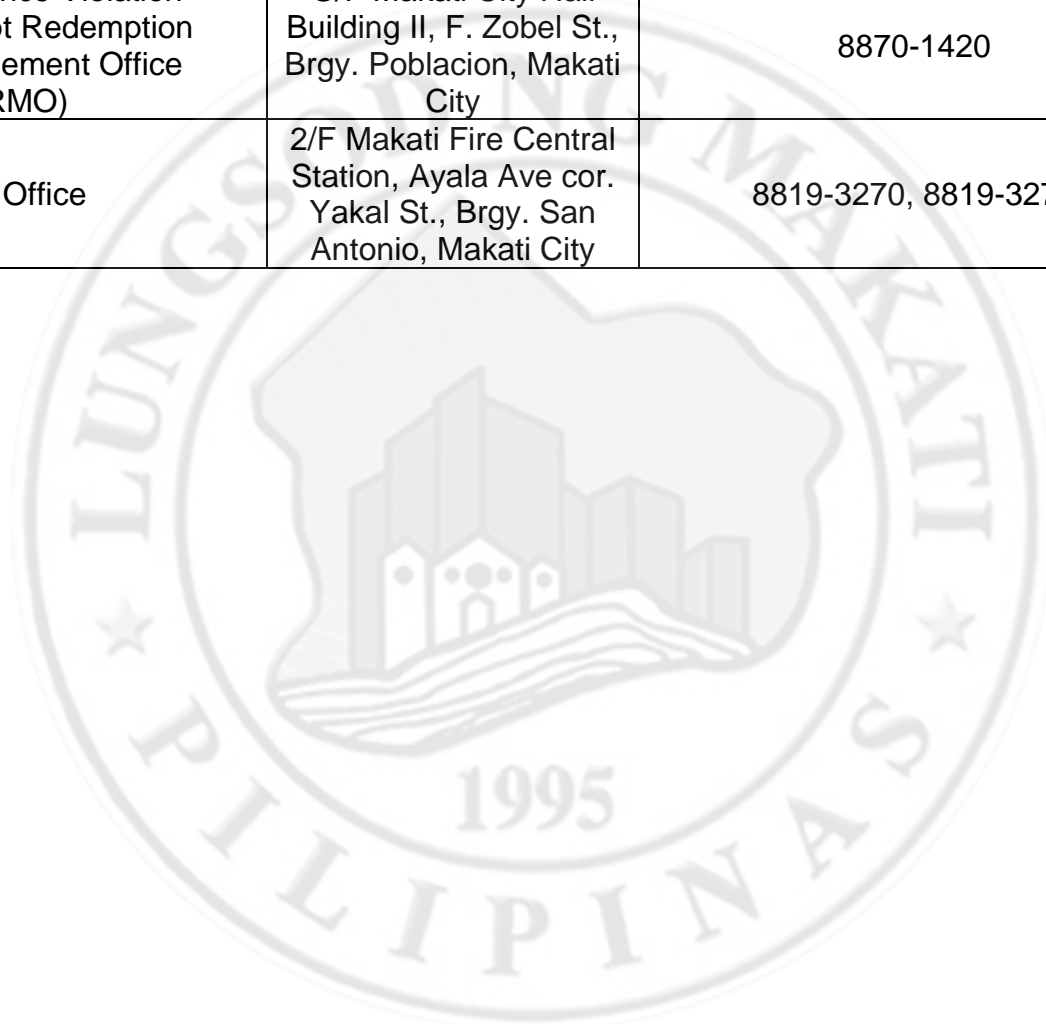


<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Thru Social media platform  Or Contact Info: 8870-1441
How feedbacks are processed	Feedbacks requiring answers are forwarded to concerned sections. Responses are made within three (3) days after receipt of the feedbacks.
How to file a complaint	Complaints can be filed through a letter sent to the department or through email with the following information:  Name of person being complained of Incident Evidence  For inquiries and follow-ups, client may contact the telephone number: 8870-1441
How complaints are processed	The complaints are evaluated based on the submitted information and any supporting evidence. The Head of Office or his duly authorized representative shall issue order to the Department's Internal Affairs Section to conduct investigation.  An investigation report will be submitted to the Head of Office for final disposition. Complainant shall be given feedback on the result of the investigation.  For inquiries and follow-ups, client may contact thru telephone number: 8870-1441
Contact Information of CCB, PCC, ARTA	ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)





Office	Address	Contact Information
Public Safety Department	2/F Makati City Hall Old Bldg. F. Zobel St., Brgy. Poblacion, Makati City	8870-1441
ASBU Office	G/F Makati Fire Central Station, Ayala Ave cor. Yakal St., Brgy. San Antonio, Makati City	8844-4458
Ordinance Violation Receipt Redemption Management Office (OVRMO)	G/F Makati City Hall Building II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1420
MFRB Office	2/F Makati Fire Central Station, Ayala Ave cor. Yakal St., Brgy. San Antonio, Makati City	8819-3270, 8819-3271





**Makati Disaster Risk Reduction  
and Management Office**

**Protective Services**



## 1. DRRM Evaluation/Certification of Barangay Plans and Investment Programs

As part of the Barangay Review Committee and in mainstreaming DRR-CCA in all plans and budgets, the DRRM Office provides technical assistance to all barangays and Sangguniang Kabataan in developing/enhancing and reviewing their Barangay DRRM Plan and CBYDP, respectively. A certification is issued upon compliance as to the responsiveness of the plan with the needs of the barangay and alignment to relevant city and barangay plans.

<b>Office or Division:</b>	DRRMO Research and Planning Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G — Government to Government			
<b>Who may Avail:</b>	Barangay Chairpersons and Sangguniang Kabataan Chairpersons			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Draft Barangay DRRM Plan with Endorsement from the Chairperson (One (1) original copy)		Self-Developed		
Draft Comprehensive Barangay Youth Development Plan with Endorsement from the Chairperson (One (1) photocopy)		Self-Developed		
Draft Investment Program with Endorsement from the Chairperson (One (1) original copy)		Self-Developed		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit draft plan and/or investment program to Makati DRRMO- Research and Planning Division.	1. Review of the submitted plans.	None	5 days	Research and Planning Division Head Makati DRRM Office
	2. Formulation of certificate of compliance.	None		
	3. Signing of compliance of certificate.	None	1 day	<i>Makati DRRM Officer</i>
	4 Scanning of signed compliance of certificate and attachments.	None		<i>Administrative Section Head Makati DRRM Office</i>
	5. Releasing of certificate to the client.	None		



<p>2. Receive signed Evaluation and/or Certification with stamp-approved plan at the Makati DRRMO— Research and Planning Division.</p> <p>NOTE: For those requiring revisions, as stated in the signed Evaluation, client (i.e. barangays or SK) must go back to Step 1 upon revision of the plan and/or investment program, and shall repetitively do so until such time that the plan and/or investment program satisfies the set criteria.</p>	Not Applicable	N/A	N/A	<p><i>Concerned Barangay</i></p>
	<b>TOTAL:</b>	<b>None</b>	<b>6 days</b>	



## 2. Training Requests

Mandated by the Republic Act No. 10121 to provide capacity building activities on DRRM to the city stakeholders, the DRRMO offers its wide array of DRRM-related trainings, drills and exercises. Should the requested trainings require competency not available in the existing rosters of instructions/facilitators, the DRRMO facilitates coordination with external training providers proven to have similar standards or skill techniques appropriate in the context of Makati.

<b>Office or Division:</b>	DRRMO Training Section			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C — Government to Citizens G2B — Government to Business			
<b>Who may Avail:</b>	All stakeholders within Makati			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly signed Request Letter (addressed to the DRRM Officer) with the following information (One (1) original copy): - Type of training and/or training assistance needed - Target participants (minimum of 20 pax/training) - Preferred date, time, and location of training - Contact person with contact details (i.e. landline, mobile, and email)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to Makati DRRMO—Training Section.  <b>NOTE:</b> Request of activity must be at least thirty (30) working days prior to the target date of implementation. <i>Further</i> , request may be approved or deferred based on assessment [scope of	1. Review the submitted letter of request.	None	2 days	Training Section Head Makati DRRM Office
	2. Release of official reply to the client  <i>(For approved requests, the official response letter will include a registration link. Once the online registration form is accomplished, the Participant's Information Sheet (PIS) link will be sent.)</i>	None		



assessment includes schedule of availability, location of requesting party (Makati based), specific training requirements].	3. External Training Coordinator will endorse the Participant's Information Sheet (PIS) to the assigned external training facilitator.	None		
2. Accomplish and submit online registration form and participant's information sheet.  <b>NOTE:</b> Only approved requests will proceed to Step 2.	1. Monitor the submission of the participant's information sheet.	None	5 days	<i>Training Section Head Makati DRRM Office</i>
3. Prepare logistical requirements for the training.	1. Coordinate with client for pre- training preparations.	None	1 day	<i>Training Section Head Makati DRRM Office</i>
<b>TOTAL:</b>		<b>None</b>	<b>8 days</b>	



### 3. Earthquake Drill Certification

Part of the capacity building activities that may be requested from DRRMO is the facilitation and/or evaluation of the conduct of drills and the issuance of drill certificate. Several establishments require drill certificate for their compliance in safety-related requirements.

<b>Office or Division:</b>		DRRMO Training Section		
<b>Classification:</b>		Highly Technical		
<b>Type of Transaction:</b>		G2C — Government to Citizens G2B — Government to Business		
<b>Who may Avail:</b>		All stakeholders who requested emergency/disaster drill facilitation/evaluation.		
<b>CHECKLIST OF REQUIREMENTS WHERE TO SECURE</b>				
Duly signed Request Letter (addressed to the DRRM Officer) with the following information (One (1) original copy): - Training assistance needed - Target participants and number of participants - Preferred date, time, and location of establishment - Contact person with contact details (i.e., landline, mobile, and email)  Attach the following to the request letter: - Evacuation plan with temporary holding area approved by the Barangay - Copy of Quick Response Team organizational structure		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Makati DRRMO— Training Section.  <b>NOTE:</b> Request of activity must be at least thirty (30) working days prior to the target date of implementation. <i>Further</i> , request may be approved or deferred based on assessment [scope of assessment includes	1. Review of the submitted documents, which include the letter of request, Evacuation Plan, and Quick Response Team Organizational Structure.	None	1 day	<i>Training Section Head Makati DRRM Office</i>



<p>schedule of availability, location of requesting party (Makati based), specific drill requirements].</p>				
<p>2. Once approved, accomplish and submit online registration form and Participant's Information Sheet (PIS).</p>	<p>1. Monitor the submission of the Participant's Information Sheet (PIS).</p>	<p>None</p>	<p>1 day</p>	<p><i>Training Section Head</i> Makati DRRM Office</p>
<p>3. Requesting party will coordinate the activity with the barangay and other offices (e.g. MACEA, MAPA, PSD) and/or will set a coordination meeting for the conduct of the drill.</p>	<p>1. Attend the coordination meeting.</p>	<p>None</p>	<p>1 day</p>	<p><i>Training Section Head</i> Makati DRRM Office</p>
<p>4. Receive the drill report at the Makati DRRMO-Training Section.</p>	<p>1. Prepare drill certificate  <b>NOTE:</b> Certificate will be prepared after the drill and evaluation.</p>	<p>None</p>	<p>10 days</p>	<p><i>Training Section Head</i> Makati DRRM Office</p>
	<p>2. Releasing of official drill certificate.</p>	<p>None</p>	<p>1 day</p>	<p><i>Training Section Head</i> Makati DRRM Office</p>
<b>TOTAL:</b>		<p><b>None</b></p>	<p><b>14 days</b></p>	





#### 4. CCTV Footage Requests

Equipped with strategically located CCTVs, the DRRMO provides copy of incident footages for purposes of reporting (e.g. police blotter) and/or legal or court proceedings.

<b>Office or Division:</b>	DRRM Operations Center (commonly known as Makati C3)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C — Government to Citizens G2B — Government to Business G2G — Government to Government	
<b>Who may Avail:</b>	All stakeholders with incident/s that happened in Makati.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p>Duly signed Request Letter addressed to the DRRM Officer with the following information (One (1) original):</p> <ul style="list-style-type: none"> <li>- Date, time, and location of incident</li> <li>- Type of incident</li> <li>- Purpose of request</li> <li>- Contact information</li> <li>- Body markings, plate number, color, or any other identification of the vehicle (if applicable)</li> <li>- Police Report, if footage will be used for hearing/legal purposes which in this case, only Police Officers or Court Staff shall be entertained.</li> </ul> <p>1. If a representative is requesting for the footage:</p> <ol style="list-style-type: none"> <li>a. Special Power of Attorney</li> <li>b. Secretary's Certificate authorizing such request (in case of Corporations)</li> </ol> <p>2. For law enforcement and criminal investigations:</p> <ol style="list-style-type: none"> <li>a. Proof of authority of the enforcement officer</li> <li>b. Copy of the complaint-affidavit in relation to the occurrence of the crime</li> </ol> <p>3. For court orders:</p> <ol style="list-style-type: none"> <li>a. Copy of the Court Order or Subpoena</li> </ol>		Requesting party
Copy of a valid ID		Requesting party



Clean external hard drive or USB flash drive for the footage		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter and necessary attachments to Makati DRRMO— Operations Center and fill- out the CCTV request form.	<p>1. Receive and log the requirements submitted in accordance with office standards.</p> <p>2. Verify the sufficiency of the accomplished CCTV request form and other submitted requirements.</p> <p>3. Endorse to DRRMO Data Privacy Officer (DPO)/Champion the approved CCTV request form together with the request letter and all other documentary requirements.</p> <p>4. Review of the request by the DRRMO Data Privacy Officer (DPO)/Champion as to its adherence to the DPA and recommend approval of the request to the DRRM Officer</p> <p>5. Upon approval of the Makati DRRM Officer, endorse to the Makati DRRMO— Operations Center with recommendation to release or not to</p>	None	1 hour and 30 minutes	<p>Ryan R. Tagle Operations and Warning Division Head Makati DRRM Office</p> <p>Liza Velle B. Ramos Compliance Officer for Privacy Makati DRRM Office</p> <p>Richard Raymund R. Rodriguez Makati DRRM Officer</p>



	release the requested footage NOTE: The CCTV request form must have stamp approval of the COP.  6. Release of either the notice of approval together with the requested footage OR the notice of denial of the said request.		15 minutes	Ryan R. Tagle Operations and Warning Division Head Makati DRRM Office
2. Receive file at the Makati DRRMO— Operations Center.	N/A	N/A	N/A	N/A
<b>TOTAL:</b>		<b>None</b>	<b>1 hour and 45 minutes</b>	

## 5. Emergency/Non-emergency Assistance

The DRRMO provides response services for incidents such as but not limited to health and medical emergencies, natural and human-induced disasters, crime, vehicular accidents, uncollected wastes, tree trimming, debris clearing, among others.

<b>Office or Division:</b>	DRRMO Operations and Warning Division	
<b>Classification:</b>	Emergency Service	
<b>Type of Transaction:</b>	G2C — Government to Citizens G2B — Government to Business G2G — Government to Government	
<b>Who may Avail:</b>	All stakeholders with incident/s in Makati.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Call made through the emergency hotline with the following information/details: - Type of incident/emergency/assistance - Location and landmark of incident - Contact information - Other details, as needed		Requesting party



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call emergency hotline of Makati DRRMO.	1. Triaging of call taker.	None	12 minutes	<i>Operations and Warning Division Head</i>
	2 Endorsement to dispatcher, as necessary.	None		
	3. Dispatching of appropriate resources.	None		Makati DRRM Office
<b>TOTAL:</b>		<b>None</b>	<b>12 minutes</b>	
<b>OR</b>				
2. Tap SOS in the Makatizen app and choose the incident to be reported. Wait until the notification is sent.	1.Call the sender to verify the incident and extract needed information.	None	10 minutes	<i>Operations and Warning Division Head</i>
	2. Triaging of call taker.	None		
	3. Endorsement to dispatcher, as necessary.	None		
	4. Endorsement to appropriate department/agency.	None		
<b>TOTAL:</b>		<b>None</b>	<b>10 minutes</b>	Makati DRRM Office



## 6. Business DRRM Certification

The DRRMO issues certification to those businesses who have complied with the requirements set forth by the City Ordinance No. 2019-A-093 requiring businesses to integrate DRRM initiatives/practices in their management practice. The DRRM Certification is a documentary requirement for business permit renewal.

<b>Office or Division:</b>	DRRMO Research and Planning Division	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B — Government to Business	
<b>Who may Avail:</b>	All businesses covered by City Ordinance No. 2019-A-093.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Accomplished Application Form – One (1) original copy	DRRMO
	Fire Safety Inspection Certificate (FSIC)	Bureau of Fire Protection—Makati (BFP—Makati)
	Evacuation Plan (Earthquake and/or Fire) with mention of the AED placement	Self-developed
	Copy of the document of the Quick Response Team (QRT) with composition/structure, minimum required skills, supplies, equipment, vehicles, personal protective gears (PPGs), and equipment and training inventory	Self-developed
	Drill Evaluation Reports (Earthquake and/or Fire)	DRRMO Training Section (Earthquake); Bureau of Fire Protection—Makati (Fire)
	Certified True Copy of a Certificate of Structural Soundness and Stability (CSSS)	Structural Engineer of choice to secure the CTC from the Office of the Building Official – Makati
	<b>NOTE:</b> Only applicable for buildings that have existed for at least fifteen (15) years or as required by the OBO.	
	Automated External Defibrillator (AED)	Self-developed
	<b>NOTE:</b> Business establishments housing at least one hundred (100) people, either staff, regular visitors, customers, or other intended occupants, shall be considered priority structures for the installations and training for use of an AED.	



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Makati DRRMO—Research and Planning Division.	1. Receive and log the requirements in a database submitted in accordance with office standards.	None	5 minutes	<i>Business DRRM Help Desk</i>  <i>Admin and Training Division Head</i> Makati DRRM Office
	2. Review of the submitted requirements.  <b>NOTE:</b> Further documents other than those provided above may be requested from the transacting public for evaluation and/or review.	None	5 days	  <i>Research and Planning Division</i> Makati DRRM Office
	3. Formulation of certification.	None	1 day	Makati DRRM Officer
	4. Recommendation for certification.	None		
	5. Signing and release of certificate.	None		
2. Receive certification at the Makati DRRMO—Research and Planning Division.	1. Log and release signed Certification.	None	N/A	<i>Admin-in-charge of Outgoing Documents</i>
<b>TOTAL:</b>		<b>None</b>	<b>6 days and 5 minutes</b>	



## 7. Emergency Response and Evacuation Contingency Plan (ERECP) Compliance Certification

In relation to the City Ordinance No. 2021-174 also known as the “Organized Events, Gatherings, and Special Activities Ordinance”, the DRRMO conducts a risk assessment on the Emergency Response and Evacuation Contingency Plan in preparation for holding of organized events, gatherings, and other special activities within Makati.

<b>Office or Division:</b>	DRRMO Research and Planning Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C — Government to Citizens G2B — Government to Business G2G — Government to Government			
<b>Who may Avail:</b>	All stakeholders who may wish to conduct organized events, gatherings, and other special activities within Makati.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter addressed to the DRRM Officer (One (1) original copy)		Requesting party		
Emergency Response and Evacuation Contingency Plan (ERECP) with the following information (One (1) Original copy): - Route for evacuation - List/location of the personnel assigned for the event - Procedures for incident and emergency management, at the minimum		Self-developed		
NOTE: The requesting party may use the template of Makati DRRMO for ERECP, or a different template of his choice.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter requesting for permission and/or certification, together with the ERECP, to Makati DRRMO.  NOTE:	1. Conduct a risk assessment on the submitted ERECP, and evaluate the site and event access maps, as well as the said plan’s arrangements with the specific	None	1 day	<i>Research and Planning Division Head</i> Makati DRRM Office



The request for such certification must be applied at least five (5) working days prior to the event.	barangay where the event will be held.			
	2. Forward the ERECP, along with the results of the risk assessment evaluation to the Operations and Warning Division.	None		
	3. Evaluate the ERECP and thereafter provide recommendations.	None	1 day	<i>Operations and Warning Division Head Makati DRRM Office</i>
	4. Formulation of certification based on the evaluation.	None	1 day	<i>Research and Planning Division Head Makati DRRM Office</i>
	4.1 Should there be any findings which would require significant enhancement of the plan, it shall be coordinated with the client for the changes. If so, return to Agency Action 2 heretofore mentioned.	None	1 day	
	4.2. Otherwise, finalize the certification.			
	5. Signing and releasing of certification.	None	1 day	<i>Makati DRRM Officer</i>
2. Receive the signed Compliance Certification at the Makati DRRMO— Research and Planning Division.	N/A	N/A	Not Applicable	<i>Not Applicable</i>
<b>TOTAL:</b>		<b>None</b>	<b>5 days</b>	





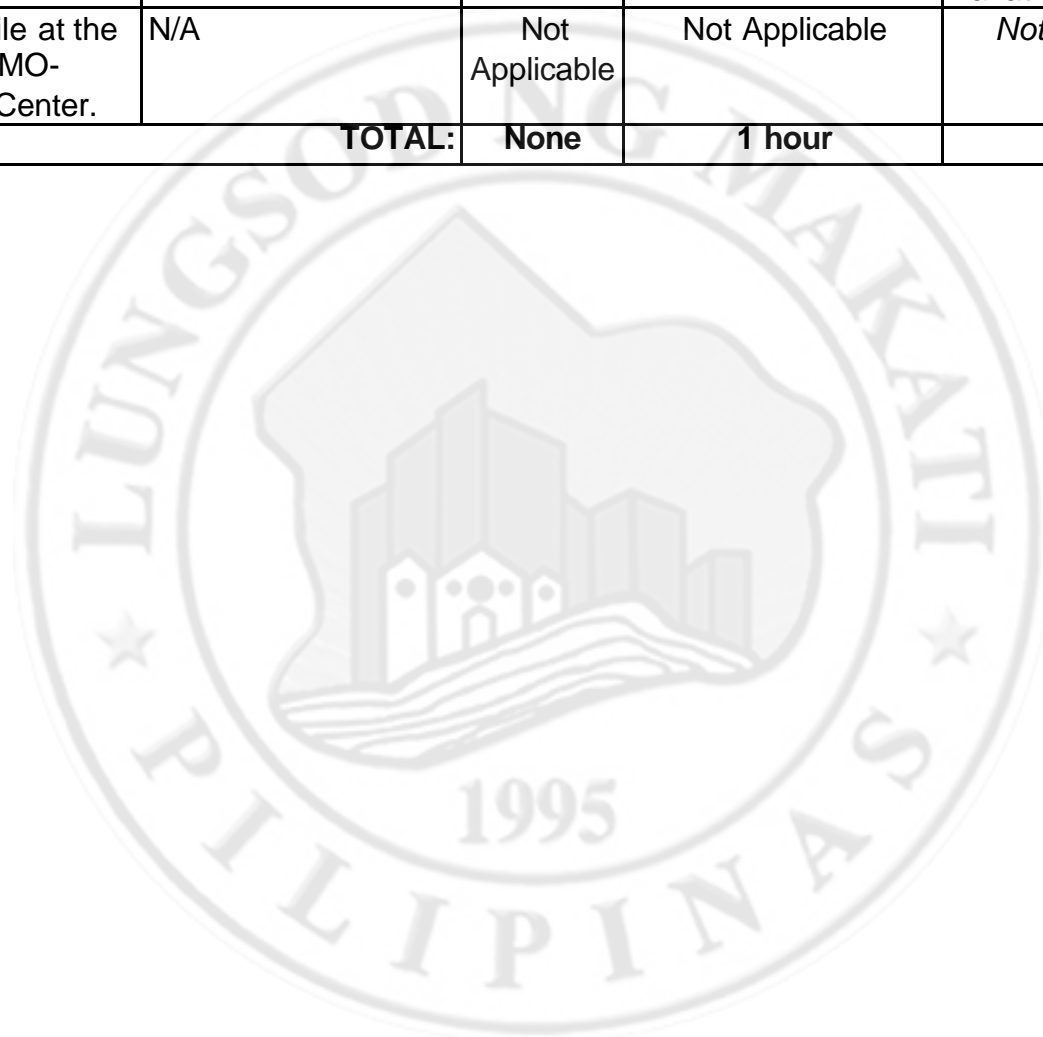
## 8. Incident Report or Patient Care Report Requests

The DRRMO documents incident and patient details as well as response actions provided during emergencies through Incident Reports and/or Patient Care Reports. Copies of these reports are being provided by the Makati DRRMO to requesting parties for personal use or for support to their legal claims and other legal purposes.

<b>Office or Division:</b>	DRRMO Operations and Warning Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C — Government to Citizens G2B — Government to Business G2G — Government to Government
<b>Who may Avail:</b>	All stakeholders with incident/s that happened in Makati.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p>Duly signed Request Letter addressed to the DRRM Officer with the following information (One (1) original):</p> <ul style="list-style-type: none"> <li>- Date, time, and location of incident</li> <li>- Type of incident</li> <li>- Purpose of request</li> <li>- Contact information</li> <li>- Body markings, plate number, color, or any other identification of the vehicle (if applicable)</li> <li>- Police Report, if footage will be used for hearing/legal purposes which in this case, only Police Officers or Court Staff shall be entertained.</li> </ul> <ol style="list-style-type: none"> <li>1. If a representative is requesting for the footage:             <ol style="list-style-type: none"> <li>a. Special Power of Attorney</li> <li>b. Secretary's Certificate authorizing such request (in case of Corporations)</li> </ol> </li> <li>2. For law enforcement and criminal investigations:             <ol style="list-style-type: none"> <li>a. Proof of authority of the enforcement officer</li> <li>b. Copy of the complaint-affidavit in relation to the occurrence of the crime</li> </ol> </li> <li>3. For court orders:             <ol style="list-style-type: none"> <li>a. Copy of the Court Order or Subpoena</li> </ol> </li> </ol>	Requesting party
Copy of a valid ID	Requesting party
Clean external hard drive or USB flash drive for the footage	Requesting party



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to Makati DRRMO.	1. Review of the submitted request and details.	None	1 hour	<i>Operations and Warning Division Head</i>  Makati DRRM Office
	2. Releasing of request.	None		
2. Receive file at the Makati DRRMO-Operations Center.	N/A	Not Applicable	Not Applicable	<i>Not Applicable</i>
<b>TOTAL:</b>		<b>None</b>	<b>1 hour</b>	





## FEEDBACK AND COMPLAINTS MECHANISM

Client Feedback Mechanism	The Makati DRRM Office has established a client satisfaction survey, in paper or digital form, to be given to clients after their transactions.
How to send a feedback?	Accomplished paper-based survey shall be dropped in the designated box located at the receiving area or email at <a href="mailto:makatidrrmo@makati.gov.ph">makatidrrmo@makati.gov.ph</a> , while digital survey, accessible thru: <a href="http://bit.ly/makatidrrmo_css">bit.ly/makatidrrmo_css</a> , shall be automatically submitted through the same link.
How feedback is processed?	Every 3 days, the Makati DRRMO opens the drop box and/or check the digital client satisfaction survey, compile and records all the feedbacks submitted.  Feedback requiring answers are forwarded to the concerned divisions/sections and required to provide response within three (3) working days upon receipt of the feedback.
How to file a complaint?	Write a letter addressed to Mr. Richard Raymund R. Rodriguez, Makati DRRM Officer, and have it received at the 20th Floor Administration Section, Makati DRRM Office or send via email at <a href="mailto:makatidrrmo@makati.gov.ph">makatidrrmo@makati.gov.ph</a> .
How complaints are processed?	The Complaints Officer opens the drop box, or checks the digital client satisfaction survey, and evaluates the complaints received every 3 days. Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the concerned division/section. The Complaints Officer will create a report after the investigation and submit it to the department head for appropriate action.

## CONTACT INFORMATION

Office	Address	Contact Information
Makati DRRM Office	20th Floor, Makati City Hall Building I, F. Zobel St., Poblacion, Makati City	+632-8870-1162  <a href="mailto:makatidrrmo@makati.gov.ph">makatidrrmo@makati.gov.ph</a>



## **Makati Police Department**

### **Protective Services**





## INVESTIGATION AND DETECTIVE MANAGEMENT SECTION

### Receiving Walk-in Complaint

<b>Office or Division:</b>	Investigation and Detective Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints		Investigation and Detective Management Section		
Submission of the required documents				
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant files a complaint	Desk Officer Receives Complaint and fill-out IRF properly	None	2 mins	Desk Officer
2. Desk Officer together with complainant will go to investigation section	Case is referred to IOC for appropriate investigation	None	2 mins	Investigator
3. Complainant will answer the question of the investigator	Investigation Proceed to investigation Proper IRF will be signed by the complainant and investigator	None	30 mins	Investigator
	Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Desk Officer enters the crime data to blotter	None	5 mins	Desk Officer
4. Complainant together with Investigator proceed to Prosecutor for referral.	Investigator and Complainant consolidate necessary documents and	None	20 mins	Investigator/ Complainant



(Inquest/Regular Filing)	referred to Prosecutor			
	Total	None	1 hour and 6 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters or call IDMS hotline 8843-5877
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Landline: 8843-5877 E-mail : makati.sidmsps2@gmail.com



## WOMEN AND CHILDREN PROTECTION DESK

### Receiving Walk-in Complaint

<b>Office or Division:</b>	Women and Children Protection Desk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints		Women and Children Protection Desk		
Submission of the required documents				
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>I. FOR INQUEST PROCESS:</b>  1. Complainant files a complaint	-Duty Investigator Receives referral from the Sub-stations of MCPS, Arrested suspect and complainant  -Duty Investigator assess the incident and assist the complainant to fill-out IRF properly  -Spot Report will be sent to COP Office and STOC Office	None	15 mins	WCPD Investigator
	2. Complainant will answer the question of the investigator and submit evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	50 mins
	Duty Investigator/ Crime Registrar	None	5 mins	Investigator/Crime Registrar



	inputs crime data to CIRAS			
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Duty Investigator enters the crime data to blotter	None	7 mins	Investigator
3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	25 mins	Investigator/ Complainant
	<b>Total</b>		1 hour and 13 mins	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>II. FOR REGULAR FILING PROCESS</b>  1. Complainant files a complaint	-Duty Investigator Receives Walk-in Complainant  --Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	5 mins	WCPD Investigator
2. Complainant will answer the question of the investigator and submit evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	15 mins	
	Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	





	Crime Data is stored in CIRAS IRF and can be printed	None	1 min	
	Duty Investigator enters the crime data to blotter	None	5 mins	
3. Complainant proceed to Prosecutor for (Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	8 mins	
	<b>Total</b>			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>III. INVOLVES A MINOR (CICL) SUSPECT (17 YEARS OLD BELOW)</b> 1. Complainant files a complaint	-Duty Investigator Receives Walk-in Complainant  --Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	5 mins	WCPD Investigator
	<b>IF FOR INQUEST</b> -Spot Report will be sent to COP Office and STOC Office	None	5 mins	
2. Complainant will answer the question of the investigator and submit evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	20 mins	
3. Complainant proceed to Prosecutor for	Investigator and Complainant consolidate necessary	None	15 mins	



(Inquest/Regular Filing)	documents and referred to Prosecutor			
	<p><b>If minor suspect is a FEMALE</b> -turn over to Social Development Center (SDC) for the determination of Discernment</p> <p><b>If the suspect is a (MALE)</b> -Turn over to Makati Youth Homes (MYH) for the determination of Discernment</p>	None	6 mins	
	<b>Total</b>			

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the WCPD office or call the WCPD hotline
How to file a complaint	if the client is minor he/she must be accompanied by their guardian or parent, MSWD. Adult client can come personally for proper filing of their complaints.
How complaints are processed	Complaints are handled by duty WCPD officer for proper investigation
Contact Information of Women and Children Protection Desk	Landline: 88876501 E-mail : womensmakati@gmail.com



## TRAFFIC UNIT

### 1. Requirements in securing Traffic Incident Report

For drivers involving vehicular incident requesting investigation and Traffic Incident Report as requirement in claiming insurance and other purposes.

<b>Office or Division:</b>	Traffic Unit, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Driver of vehicles Involved and or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Driver of the vehicles involved		Releasing, Traffic Unit		
Driver's License				
Vehicles involved				
Vehicle's OR/CR/ deed of sale				
Sworn Affidavit by the driver's				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of the required documents for verification and inspection.	Conduct investigation and ocular inspection	None	3 hours	Investigator On Case
	<b>TOTAL:</b>	None	3 hours	



## 2. Vehicle Verification involving Hit and Run Vehicular Incident

Driver/Pedestrian victim of Hit and Run incident requesting verification, investigation and Traffic Incident Report as requirement in filing cases in court, for claiming insurance and other purposes.

<b>Office or Division:</b>	Traffic Unit, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Investigator On Case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Vehicle Registration		Records Section, Land Transportation Office (LTO)		
Request CCTV Footage Review		Concerned Baranggay where the incident transpired		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of the required documents	Letter request verification with the LTO database records section and	None	5 days	Investigator On Case
	Letter request CCTV review	None	1 day	
	<b>TOTAL:</b>	None		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters at <a href="mailto:trafficbureaumcps@gmail.com">trafficbureaumcps@gmail.com</a>
How feedback are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Traffic Unit	E-mail address: <a href="mailto:trafficbureaumcps@gmail.com">trafficbureaumcps@gmail.com</a>



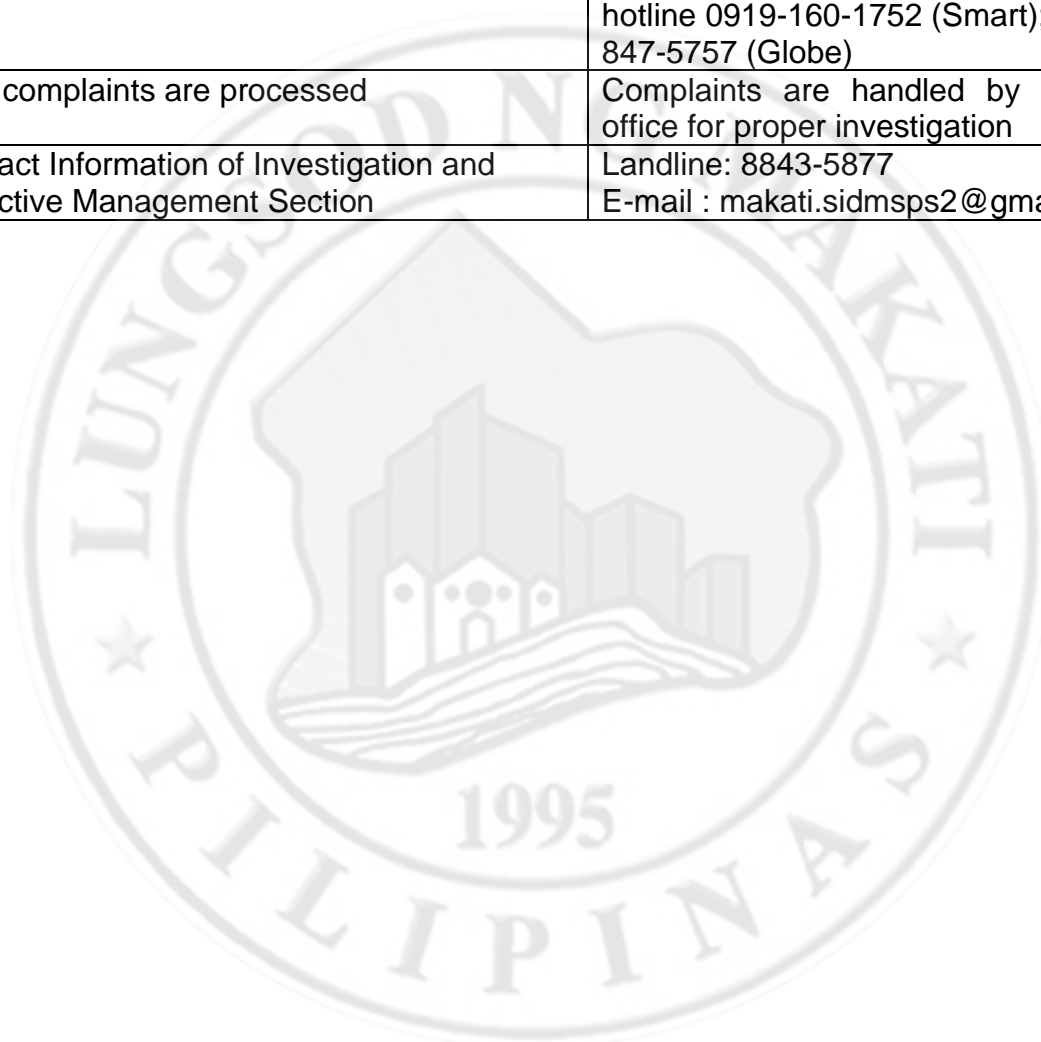
## ANTI-CARNAPPING UNIT

### Receiving Walk-in Complaint

<b>Office or Division:</b>	Anti-Carnapping Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints		Anti-Carnapping Unit		
Submission of the required documents		Land Transportation Office		
Valid ID		Provided by complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Complainant files a complaint	Desk Officer Receives Complaint	None	2 mins	Desk Officer
6. Desk Officer together with complainant will go to ANCAR Unit	Case is referred to appropriate investigation	None	2 mins	Investigator
7. Complainant will answer the question of the investigator	Investigation Proper IRF will be signed by the complainant and investigator	None	30 mins	Investigator
	Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar
	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Desk Officer enters the crime data to blotter	None	5 mins	Desk Officer
8. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	20 mins	Investigator/ Complainant
	Total	None	1 hour and 6 mins	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters or call IDMS hotline 8843-5877
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Landline: 8843-5877 E-mail : makati.sidmsps2@gmail.com





## HUMAN RIGHTS AFFAIRS OFFICE

### Receiving Walk-in Complaint

<b>Office or Division:</b>	Human Rights Desk			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Complainant			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints		Human Rights Violation		
Submission of the required documents				
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>I. FOR THE INQUEST PROCESS:</b>  1. Complainant files a complaint	-Duty Human Rights Desk Officer  -Endorse to Duty Investigator/pre-charge section (for PNP Personnel violator) to assess the incident and assist the complainant to fill-out IRF properly  -Spot Report will be sent to COP Office and STOC Office	None	15 mins	Investigator-on-case
2. Complainant will answer the question of the investigator and submit pieces of evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	30 mins	WCPD Investigator
	Duty Investigator/ Crime Registrar inputs crime data to CIRAS	None	5 mins	Investigator/Crime Registrar



	Crime Data is stored in CIRAS IRF and can be printed	None	2 mins	Crime Registrar
	Duty Investigator enters the crime data to blotter	None	7 mins	Investigator
3. Complainant together with Investigator proceed to Prosecutor for referral. (Inquest/Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	15 mins	Investigator/ Complainant
	<b>Total</b>		1 hour and 14 mins	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>II. FOR REGULAR FILING PROCESS</b>				
1. Complainant files a complaint	-Human Rights Desk Officer  -Endorse to Duty Investigator/pre-charge Unit  --Duty Investigator assess the incident and assist the complainant to fill-out IRF properly	None	5 mins	Pre-charge Investigator/duty investigator
2. Complainant will answer the question of the investigator and submit evidences	-Investigation Proceed to investigation Proper  -IRF will be signed by the complainant and investigator  - Pre-charge Investigator/duty investigator prepare the affidavit and other documents for turn over to prosecutor	None	15 mins	Pre-charge Investigator/duty investigator
	Duty Investigator/ Crime Registrar	None	5 mins	Crime Registrar





	inputs crime data to CIRAS			
	Crime Data is stored in CIRAS IRF and can be printed	None	1 min	Crime Registrar
	Duty Investigator enters the crime data to blotter	None	5 mins	Pre-charge Investigator/duty investigator
3. Complainant proceed to Prosecutor for (Regular Filing)	Investigator and Complainant consolidate necessary documents and referred to Prosecutor	None	8 mins	Pre-charge Investigator/duty investigator
	<b>Total</b>		39 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the Human Rights Desk at the OACOPO/Human Rights Desk Office
How to file a complaint	Adult client or immediate family member can come personally for proper filing of their complaints.
How complaints are processed	Complaints are handled by duty investigator/pre-charge investigator for proper investigation
Contact Information of Human Rights Desk	E-mail : oacopo.ps2@gmail.com



## WARRANT AND SUBPOENA UNIT

### Issuance of Requirements for Bail

For persons arrested by virtue of Warrant of Arrest, this office issues requirements for Posting of cash, surety and property bonds pursuant to Section 2, Rule 114 of the Revised Rules of Criminal Procedure and OCA Circular No. 204-2022

<b>Office or Division:</b>	Warrant and Subpoena Unit, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Relatives of arrested person, Authorized Bondsman			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certificate of Residency		Warrant and Subpoena Unit		
Home Sketch				
Valid ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of the required documents for evaluation as to completeness and authenticity of documents	Issues documents - PNP Arrest and Booking Sheet -Mugshot -Copy of WOA -Undertaking	None	1 hour	Duty Admin Officer
	<b>TOTAL:</b>	None	1 hour	

### Verification of Pending Warrant of Arrest

Arrested person who are due for release either for Custodial Facility Unit (CFU) other detention facilities (BJMP and Bureau of Corrections) are subjected to mandatory verification with our office to check for other pending Warrant of Arrest. Likewise, other operating unit may conduct verification to persons who may or may not have pending Warrant of Arrest as a part of their investigation.

<b>Office or Division:</b>	Warrant and Subpoena Unit, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Authorized personnel from CFU and other detention facilities, other PNP operating units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Copy of Release Order from the Court		Warrant and Subpoena Unit		
Request for verification				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of the required documents	Conducts verification with the local database	None	30 mins	Duty Admin Officer



	and PNP Ewarrant System			
	<b>TOTAL:</b>	None	30 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters or call WSU hotline 88439878
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Warrant and Subpoena Unit	Landline: 8839878 E-mail address: <a href="mailto:warrantsection@yahoo.com">warrantsection@yahoo.com</a>



## SCENE OF CRIME OPERATIONS

### Request for Technical Investigation (SOCO)

SOCO is responsible to secure the crime scene to ensure the evidence is not contaminated, and gather evidence for further analysis to assist the investigations. It also pursues leads to find evidence in other places of interest if necessary and prepare reports for various law enforcements.

<b>Office or Division:</b>	Scene of Crime Operation, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Investigator-on-Case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Radio call from Tactical Operations Center		Requesting party		
Letter request from the Investigator-on-Case		Requesting party		
Letter request from the COP		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request to the Duty SOCO Team to conduct crime scene processing	Conduct crime scene processing	None	None	Duty SOCO Team
	Collect evidence at the crime scene	None	None	Designated Evidence Collector of Duty SOCO Team
	Turn-over of collected evidence at the crime scene	None	None	Designated Duty Evidence Custodian of SOCO Team
	Examination results:  (a) Autopsy Report (b) Drug Test Result (c) Fingerprint Identification Result (d) Paraffin Examination Result (e) Ballistic Examination Result (f) DNA Result	None	Autopsy, Ten (10) days  Thirty (30) days from the start of conducting DNA examination.	Duty Examiner at SDPFU/ NHQ FG



	will be released to the authorized requesting party.			
	Releasing of laboratory reports	None	Fifteen (15) minutes	SOCO Team/ Duty Receiving Officer
	<b>TOTAL:</b>	None		

### Request for Random Drug Testing of Makati City Police Station Personnel

<b>Office or Division:</b>	Scene of Crime Operation, SIDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PNP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request from the COP		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request at SPDFU, NCRPO for the Random Drug Testing of Makati City Police Station personnel	Conduct random drug testing	None	8PM to 5PM	Duty Examiner at SPDFU
	Examine the specimen IF: Positive: Specimen sample will be turned-over at NHQ FG for confirmatory testing prior to its final result	None		Duty Examiner at SPDFU
	Releasing of laboratory results	None	Fifteen (15) minutes	Duty Receiving Officer at SPDFU
	<b>TOTAL:</b>	None		

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Scan QR code for feedback and satisfaction
How feedbacks are processed	Feedbacks are forwarded to the SPDFU office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation.
Contact Information of Scene of Crime Operations	Landline: 88437471 E-mail address: <a href="mailto:socomakati21@gmail.com">socomakati21@gmail.com</a>



## STATION INTELLIGENCE SECTION

### Request for Threat Assessment

SIS is responsible for the conduct of Threat assessment to individuals as a requirement for the issuance of Permit to Carry Firearms Outside Residence

<b>Office or Division:</b>	Station Intelligence Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Any licensed citizen whose life is under actual threat or in imminent danger			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>GENERAL REQUIREMENTS</b>				
Letter request addressed to the COP	Requesting party			
National Police Clearance	PNP			
Proof of Threat (Blotter/Affidavit of Undertaking)	PNP/ Requesting party			
Personal History Statement	PNP			
Photocopy of PTCFOR	FEO			
Photocopy of LTOPF	FEO			
NBI Clearance	NBI			
Appointment Order (KSS) (1 certified true copy) for Government Employees	Human Resource/Personnel Department/Office of the government employee			
Office ID	Human Resource/Personnel Department/Office of the government employee			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request addressed to the COP	For routing from COP to SIS office	None	None	COP Office
Submit requirements to SIS Office	Conduct completeness of Requirements	None	None	CI
Wait for the result of the application	Verify and check the authenticity and validity of the documents	None	None	CI
Wait for the result of the application	Approval and signature.	None	1 Week	CI
<b>TOTAL:</b>		None		



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Office of the COP
How feedbacks are processed	Feedbacks are forwarded to the Office of the COP for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation.
Contact Information of SIS	Landline: 884-7627 E-mail address: <a href="mailto:ps2intel_spd@yahoo.com">ps2intel_spd@yahoo.com</a>

## **STATION DRUG ENFORCEMENT UNIT**

### **Receiving Walk-in Complaint**

Republic Act No. 9165 -An Act Instituting The Comprehensive Dangerous Drugs Act Of 2002, Repealing Republic Act No. 6425, Otherwise Known As The Dangerous Drugs Act Of 1972, As Amended, Providing Funds Therefor, And For Other Purpose

<b>Office or Division:</b>	Station Drug Enforcement Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	BIN, walk-in complainant, Concerned Citizen, Info text and other relatives in connection to anti-illegal drug activity			
<b>PRE- REQUISITE TO CONDUCT ANTI-ILLEGAL DRUG OPERATION</b>		<b>WHERE TO SECURE</b>		
PDEA Coordination Form		COP, Makati CPS		
Pre-Operation Clearance		COP, Makati CPS		
Pre-Operation Report		COP, Makati CPS		
Certificate of Coordination from PDEA		PDEA Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reported information from walk-in complainant	Validation of reports	None	N/A	SDEU OFFICE
2. Inter-agency Coordination	Joint anti-Illegal drug operation	None	N/A	STOC
3. BADAC report	Validation of reports	None	N/A	SDEU OFFICE
	<b>TOTAL:</b>	None	N/A	



## **2. Procedures on Anti-Illegal Drug Operation (Buy Bust Operation)**

### **Prior to Buy-Bust**

- a. Reports on illegal drugs activities (**Summary of Information on the Target/s, Special Reports, Surveillance Report, Contact Meeting Report and Development Report**)
- b. If practicable, a test buy may first be conducted.
- c. Preparation of the buy-bust money.
- d. Application of Certificate of Coordination to PDEA NCR.
- e. Conduct briefing for information disseminations and emphasizing the role of every member task prior to the actual operation.
- f. Informing the three (3) insulating witnesses (**DOJ Representative, Media Representation and Elected Public Official**) prior to the anti-illegal drug operation.

### **Actual conduct of Anti-Illegal Drug Operation**

- a. The team member should strategically position themselves in the area, the arresting and back-up elements should position themselves where they can observe the transaction between the suspect and the poseur-buyer.
- b. On the execution of the prearranged signal, the designated arresting officer shall immediately arrest the suspect/s and introduce themselves as Police Officers. They then inform the suspect/s of the nature of their arrest.
- c. Informing the suspect/s of his constitutional rights.
- d. After the arrest, the arresting offices shall search the body of the suspect for any deadly weapon and recovery of the buy-bust money.
- e. The seizing Officer shall immediately confiscate and take initial custody of the illegal drugs.
- f. Conduct of inventory to the place of arrest, immediately after seizure and confiscation, physically inventory and photograph of drug and non-drug evidence in the presence of the suspect/s or the person/s from whom such items were confiscated and/or seized, a representative from the media and the Department of Justice (DOJ), and any elected public official who shall be required to sign the copies of the inventory.
- g. Referral of the suspect/s and the seized evidence to the investigator on case (SIDMS) for proper documentation and disposition.
- h. The suspect/s and seized illegal drug evidence will be brought to Southern Police District Crime Laboratory Office for drug test and laboratory examination.





- i. Mandatory medical/physical examination of the arrested suspect/s.
- j. Turn over to Station Custodial Facility Unit for temporary custody.
- k. Within the required reglementary period and completion of the required documents the suspect will be referred to the Office of the City Prosecutor for inquest proceeding.

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters or call SDEU hotline 88450135
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	COP Office/SIDMS and SDEU Office
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Station Drug Enforcement Unit	Landline: 88450135 E-mail address: <a href="mailto:ps2sdeumakati2@gmail.com">ps2sdeumakati2@gmail.com</a>



## STATION OPERATION CENTER

### Police Assistance

For those clientele who were seeking and ask for police assistance, Our office provides Assistance they want to such as; Police Assistance, to settle family matters, thru medical runs; by coordination with concerned Sub-Station, Units, and to Makati Command Center and Control (C3) as well.

<b>Office or Division:</b>	Station Operation Center, SPOS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Anyone who needs police assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Name of the Reportee		Station Operation Center		
Complete and Exact Location of the Police Assistance				
Nature of Police Assistance Requested				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Call the Hotline provided for any Police Assistance	Relayed to the concern Substation, in order for the client to be satisfied for the police action and assistance they are needed	None	5mins	Duty TOC Personnel
<b>TOTAL:</b>		None	5 mins	

### Request feedback/ disposition for Assistance from other Unit

This office providing feedback in all matters for any police assistance given to any concerned offices or units for record purposes as future reference.

<b>Office or Division:</b>	Station Operation Center, SPOS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Authorized personnel from Substations, other PNP operating units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Name of caller/ Reportee		Station Operation Center		
Complete address and Exact Location of Street House number and nearest corner and Barangay to be specific in order for the to be given shift police action they are asking for.				
Nature of Police Assistance they are seeking and ask for				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Relay the information to the duty Radio Operator all details	Conducts validate and thorough verification thru directing and Sending Mobile Car from concerned Sub-Station	None		Duty TOC Personnel
	<b>TOTAL:</b>	None		

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Call SOC Hotline number 8887-4626, 8887-1798
How feedbacks are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Warrant and Subpoena Unit	Landline: 8887-4626 E-mail address: <a href="mailto:stocmakati@gmail.com">stocmakati@gmail.com</a>



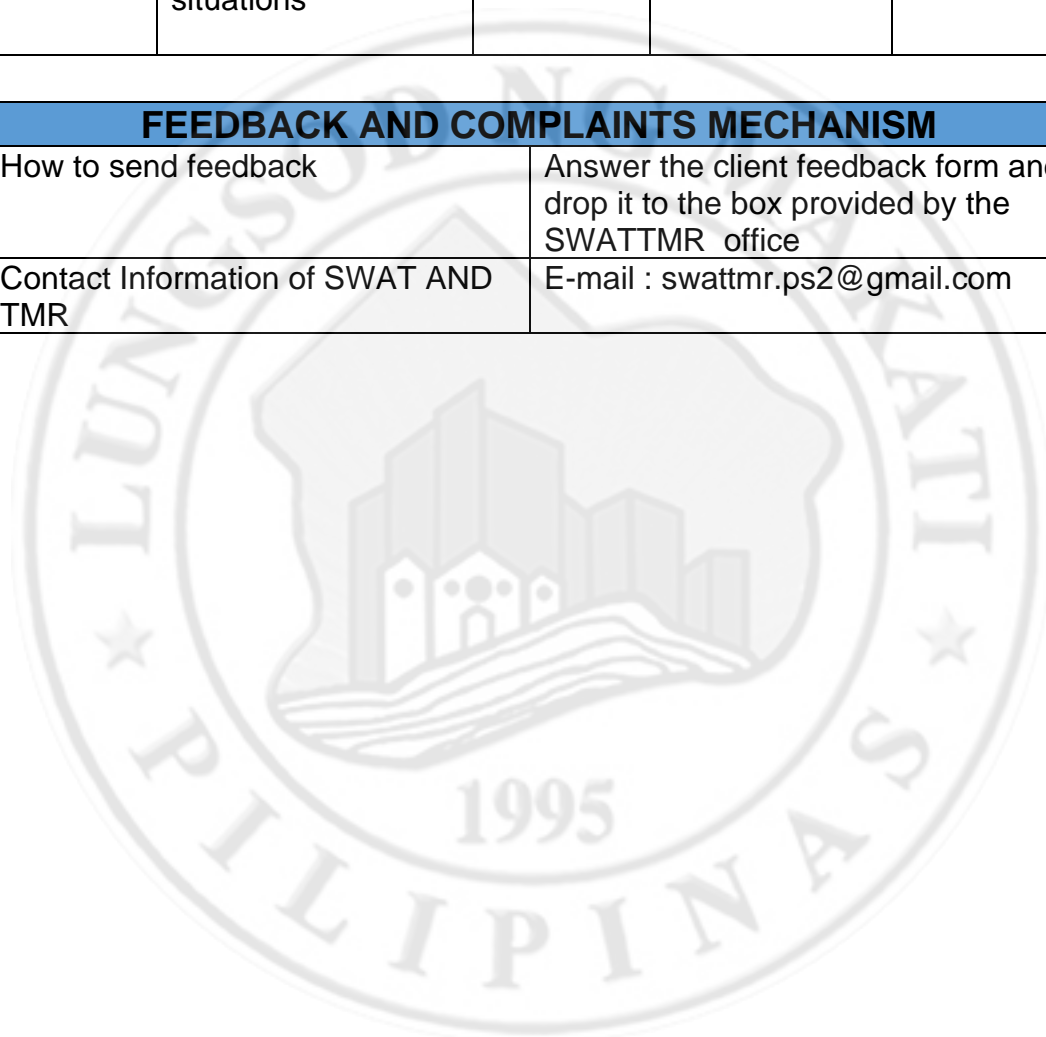
## SPECIAL WEAPONS AND TACTICS AND TACTICAL MOTORCYCLE RIDER UNIT

<b>Office or Division:</b>	SPECIAL WEAPONS AND TACTICS AND TACTICAL MOTORCYCLE RIDER UNIT			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Government and Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>None</b>	<ul style="list-style-type: none"> <li>-Assist other operating units and sub-stations.</li> <li>-Conduct police visibility on vital installation</li> <li>-Conduct area security in the vicinity of hotels where foreign officials and other VIPs stays</li> <li>-Conduct frequent patrol operation in the vicinity of hotels and other places of engagement.</li> <li>-Conduct Establishment and bank Visitation</li> <li>-Conduct general patrolling with in Makati City AOR</li> <li>-Render area/perimeter security on significant event</li> </ul>	None		SWAT AND TMR OPERATIVES



	<p>-Render police assistance on emergency situations</p> <p>-Respond on high risk crime situation such as Hostage situations</p>			
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<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the SWATTMR office
Contact Information of SWAT AND TMR	E-mail : <a href="mailto:swattmr.ps2@gmail.com">swattmr.ps2@gmail.com</a>





## CUSTODIAL FACILITY UNIT

### Requirements in securing Certificate of Detention

For purposes of processing the required bail of the accused as requirement for his/her released.

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Accused, Family or Relatives and or authorized representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mugshot	Custodial Facility Unit Office			
Affidavit of Undertaking	Custodial Facility Unit Office			
Brgy. Clearance	Brgy. where the accused resides			
Information	Court who has jurisdiction over the case			
MTC Clearance	Court who has jurisdiction over the case			
RTC Clearance	Court who has jurisdiction over the case			
Resolution	Prosecutor's office			
Authorization letter duly signed by the accused	Accused			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents for verification and inspection.	1.1 Personnel In charge shall check and verified the authenticity of the submitted documents and prepare the Certificate of detention prior notation/signature of OIC, CFU	None	3mins.	Duty Admin Personnel
	1.2 Certificate of Detention, Mugshot and Affidavit of Undertaking shall be forwarded to the Duty Custodial Officer or Duty Fingerprinting Aide personnel for signature and palm print of the accused	None	15 mins	Duty Custodial Officer and Finger print Aide
2. Issuance of Certificate of Detention, Booking	2.1 Authorized person only shall receive the Certificate of	None	10 mins	Duty Admin Personnel, Duty Custodial Officer



Sheet and Affidavit of Undertaking	Detention and other pertaining documents.			
	<b>TOTAL:</b>		28 mins	

### Requirements in the Commitment of PUPCs to other penal Institution.

For purposes of implementation of the commitment Orders for the accused from different Trial Courts as requirement of his/her transfer of custody to other penal Institution.

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	BJMP, Bureau of Correction and Court who has jurisdiction over the case			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resolution		Prosecutor's office		
Information		Court who has jurisdiction over the case		
Commitment Orders		Court who has jurisdiction over the case		
Medical and X Ray Examination		Makati City Department of Health		
Mugshot		Custodial Facility Unit Office		
Certificate of Detention		Custodial Facility Unit Office		
Living Body of the Accused		Custodial Facility Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents for verification and inspection.	1.1 Personnel In charge shall check and verified the authenticity of the submitted documents and prepare prepare transmittal/endorsement address to concerned penal Institution	None	2 weeks, depends on the availability of the required documents	DUTY Custodial Officer /Action PNCO Personnel
2. Turn over of the custody of PUPCs and other pertaining documents to other penal Institution	2.1 Authorized person of BJMP and BUCOR only shall receive the above requirements to include the living body of PUPC.	None	1 week or depends on the availability of the quarantine facilities of the penal institution	DUTY Custodial Officer /Action PNCO Personnel
	<b>TOTAL:</b>		2 to 3 weeks	



**Requirements in the Turnover of the custody of newly arrested person from other units/offices.**

For the turnover of newly arrested person for the purpose of temporary custody and safekeeping in the Custody of Custodial Facility Unit

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Arresting Officers and other Operating Law Enforcement Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Certificate	Government hospital			
Booking Sheet	Arresting Officers and other Operating Law Enforcement Units			
Transmittal or Endorsement signed by Head of office of requesting Unit	Office concerned			
Copy of Warrant of Arrest, in case, when arrested by virtue of warrant of arrest	Court of Origin			
Living Body of the Accused	Custodial Facility Unit			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents for verification and inspection.	1.1 Custodial Officers shall check and verified the authenticity of the submitted documents prior receiving of newly arrested prior acceptance for custody.	None	20 mins. depends on the nature of case	DUTY Custodial Officer
	<b>TOTAL:</b>		20 mins.	





### Requirements for the Release of Person under PNP Custody (PUPC)

For purposes of releasing PUPCs after posting the required bail for his/her case.

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Accused			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Released Order from Trial Court		Court who has jurisdiction over the case		
Information		Court who has jurisdiction over the case		
MTC Clearance		Court who has jurisdiction over the case		
RTC Clearance		Court who has jurisdiction over the case		
Resolution		Court who has jurisdiction over the case		
Final Record Checking/verification		Warrant & Subpoena Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents for verification.	1.1 Duty Custodial officers shall check and verified the authenticity of the submitted documents.	None	15mins.	Duty Custodial Officer
2. Receiving of Release Person.	2.1 Relatives or immediate members of shall only received the living body of released person and any authorized known person by the accused or either or any local government official.	None	10 mins	Duty Custodial Officer
	<b>TOTAL:</b>		25 mins	



### Requirements for Visitation of Person under PNP Custody (PUPC)

For purposes of visitation PUPC by her/his immediate family members, relatives, lawyers, physician/medical practitioner, spiritual adviser, government authorities and anyone whose request for visit has been granted by the head of office/unit.

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen and Government to Government			
<b>Who may avail:</b>	Accused and his/her immediate family members, relatives, personal lawyer, medical Doctor practitioner, spiritual adviser, government authorities and anyone whose request for visit has been granted by the head of office/unit and foreign diplomats in case of foreign national.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Custodial Facility Unit		
Visitors logbook		Custodial Facility Unit		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of Identification Card	1.1 Duty Custodial officers shall check and verified the authenticity of the said ID.	None	5mins.	Duty Custodial Officer
2. Log In to the visitors logbook	2.1 Visitors shall fill up the required data at the log book prior entering the visitation area.	None	5 mins	Duty Custodial Officer
	<b>TOTAL:</b>		10 mins	



## Requirements for Lifting of Finger print of civilian applying for overseas employment.

For purposes of employment abroad of Civilian.

<b>Office or Division:</b>	Custodial Facility Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Civilian			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Issuing Agency		
Finger Print Card for travel abroad		Issuing Country		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presentation of Identification Card and Fingerprint Form Card.	1.1 Finger print Technician/Aide shall check and verified the authenticity of the said ID and Form.	None	10mins.	Finger print Technicain/Aide
	<b>TOTAL:</b>		10 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it the MCPS Headquarters at <a href="mailto:cfumakati2020@gmail.com">cfumakati2020@gmail.com</a> and <a href="mailto:custodialmcps@gmail.com">custodialmcps@gmail.com</a>
How feedback are processed	Feedback requiring answers are forwarded to concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation
Contact Information of Traffic Unit	F-mail address: <a href="mailto:custodialmcps@gmail.com">custodialmcps@gmail.com</a>



## INVESTIGATION AND DETECTIVE MANAGEMENT SECTION

### Application for National Police Clearance

Issuance of National Police Clearance to all concerned citizens.

<b>Office or Division:</b>	Investigation and Detective Management Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
NPCS Applicant			Investigation and Detective Management Section	
Valid ID				
Proof of Payment				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
9. Visit NPCS Website ( <a href="https://pnpclearance.ph">https://pnpclearance.ph</a> ) a. Register b. Sign In c. Fill Up Form d. Set Appointment e. Select Mode of Payment	NPCS Information Desk Assist the applicant	None	2 mins	Information Desk
10. Payment a. Proceed to Selected Payment Channel b. Process Payment c. Issue Payment Confirmation Slip d. Issue Electronic OR		150	1 min	
11. Police Station a. Proceed to the selected police station b. Present proof of payment c. Present two valid IDs	NPCS Processor will check the data of the applicant and Capture Biometrics (Photo&Fingerprint)	None	2 mins	NPCS Processor
	NPCS Verifier Verifies the clearance (Hit-Yes/No)	None	2 mins	NPCS Verifier
	Clearance with NO Hit will release immediately	None	1 min	NPCS Verifier
12. Applicant with HIT shall present necessary	Clearance with Hit will be verified in	None	2 mins	NPCS Verifier



documents for the case. ( <i>Order, Decision, Resolution, Affidavit of Desistance</i> )	Crime Related Database of the PNP. A. CIRAS B. E-Warrant C. CIDMS D. E-Rouge			
	After Verification Clearance will release (Solved, Cleared, Dismissed)	None	1 min	NPCS Processor
	Total	None	11 mins	

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it at the MCPS Headquarters or call the IDMS hotline 8843-5877
How feedback is processed	Feedback requiring answers is forwarded to the concerned office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by the specific office for proper investigation
Contact Information of Investigation and Detective Management Section	Landline: 8843-5877 E-mail : npcsmakaticity18@yahoo.com



## ADMINISTRATIVE RESOURCE MANAGEMENT SECTION

### Issuance of PAIS Generated Personal Data Sheet (PDS)

<b>Office or Division:</b>		Administrative Resource Management Section (SARMS)/ Personnel Accounting and Information System (PAIS) Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G (Government to Government)		
<b>Who May Avail:</b>		Active PNP Personnel - for Promotion and Schooling Purposes		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to OSARMS/ PAIS Section and wait the result of validation of the submitted documents)	1.1 Receiving of request letter	None	5 minutes	PAIS PNCO/ NUP
	1.2 Documentation of Incoming Communication	None	10 minutes	PAIS PNCO/ NUP
	1.3 Validate the completeness of data in the Online PAIS	None	30 minutes	PAIS PNCO/ NUP
	1.4 Process and Print Personal Data Sheet	None	15 minutes	PAIS PNCO/ NUP
	1.5 Sign the PDS	None	5 minutes	PAIS PNCO/ NUP
	1.6 For final review and administering of the PDS	None	15 minutes	Chief, SARMS/ PAIS Section
2. Receive the PDS	2. Release the PDS	None	5 minutes	PAIS PNCO/ NUP
TOTAL		None	1 hour and 25 minutes	



### Issuance of Commendation for Makati CPS Personnel

<b>Office or Division:</b>		Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G (Government to Government)		
<b>Who May Avail:</b>		Active PNP Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Issuance of Commendation			Concerned Office/Unit	
2. After Activity Report/ After Operation Report			Concerned Office/Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Concerned office/unit submits the request with complete documentary requirements for the issuance of commendation	1.1 Receives the request	None	2 minutes	MWS PNCO
	1.2 Evaluates the completeness of the documents received: - If complete, draft the citations - If incomplete, will be returned to the concerned office/unit thru the respective liaison for completion of lacking documents	None	5 minutes	MWS PNCO
	1.3 Print the commendation to be signed by the Chief of Police	None	15 minutes	MWS PNCO
<b>TOTAL</b>		None	22 minutes	



### Request Issuance of Appropriate Awards for Makati CPS Personnel

<b>Office or Division:</b>		Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G (Government to Government)		
<b>Who May Avail:</b>		Active PNP Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request for Issuance of Appropriate Awards			Concerned Office/Unit	
2. After Activity Report/ After Operation Report			Concerned Office/Unit	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Concerned office/unit submits the request with complete documentary requirements for the issuance of appropriate awards	1.1 Receives the request	None	2 minutes	MWS PNCO
	1.2 Evaluates the completeness of the documents received: - If complete, draft the endorsement letter to higher headquarters - If incomplete, will be returned to the concerned office/unit thru the respective liaison for completion of lacking documents	None	5 minutes	MWS PNCO
	1.3 Print the endorsement to be signed by the Chief of Police	None	20 minutes	MWS PNCO
	1.4 Complete documentary requirements and endorsement for the issuance of appropriate awards to be submitted to higher headquarters	None	15 minutes	Liaison
<b>TOTAL</b>		None	44 minutes	





### Request Issuance of Certificate of Duty Status

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who May Avail:</b>	Active / Retired PNP Personnel, Other Government Offices/Units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Filled-up request form			Admin Office	
2. Supporting documents (e.g. payslip)			Client	
3. Request for issuance of certificate of duty status indicating the purpose			Other Government Offices/Units	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client shall provide the necessary details and supporting documents needed depending on the purpose of the certification	1.1 Receives the request form or letter request	None	5 minutes	Admin PNCO/ Admin Aide
	1.2 Check the available records on file	None	5 minutes (min)	Admin PNCO/ Admin Aide
	1.3 Draft and print the certification to be signed by the Chief, SARMS	None	5 minutes	Admin PNCO/ Admin Aide
TOTAL		None	15 minutes	



### Request Issuance of Certificate of Pending and Non-Pending Case

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who May Avail:</b>	Active PNP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Non-Pending Case		Admin Office		
2. Supporting documents (e.g. PNP ID)		Client		
3. Request for issuance of certificate of non-pending case indicating the purpose		Other Government Offices/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client shall provide the necessary details and supporting documents needed depending on the purpose of the certification	1.1 Receives the request form or letter request	None	2 minutes	DLOS PNCO
	1.2 Check the available records on file	None	5 minutes (min)	DLOS PNCO
	1.3 Draft and print the certification to be signed by the Chief, SARMS	None	5 minutes	DLOS PNCO
TOTAL		None	15 minutes	

### ASSISTANCE TO CLIENT REGARDING DEATH PENSION CLAIM

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who May Avail:</b>	Heirs of Deceased Member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Posthumous Order		Regional Personnel and Records Management Division (RPRMD, NCRPO)		
Confirmation of Posthumous Order		Records Management Division, Directorate for Personnel and Records Management (RMD, DPRM)		
Updated Service Record		Records Management Division, Directorate for Personnel and Records Management (RMD, DPRM)		
LOD Board Proceedings		District Personnel and Records Management Division (DPRMD, SPD)		



Investigation Report	Investigation and Detective Management Section (IDMS)
Latest Promotion Order/ Absorption Order/ Appointment Order (if not promoted)	Applicant
Certificate of Last Payment	PNP Finance Service
Updated Latest Statement of Assets and Liabilities (SALN)	Applicant
2pcs (2x2 picture of PNP Personnel & dependents (w/ signature at the back)	Applicant
Advisory on Marriages of PNP Personnel- PSA original copy w/ OR	Philippine Statistics Office (PSA)
Advisory on Marriages of Wife- PSA original copy w/ OR	Philippine Statistics Office (PSA)
Death Certificate-PSA original copy w/ OR	Philippine Statistics Office (PSA)
Marriage Contract-PSA original copy w/ OR	Philippine Statistics Office (PSA)
Birth Certificate of all Children-PSA original copy w/ OR	Philippine Statistics Office (PSA)
DC Clearance	Directorate for Comptrollership
DL Clearance	Directorate for Logistics

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client shall provide necessary copies of documents from other government offices aside from PNP and other personal requirements to complete the folder of required documents needed to be endorsed at PNP Retirement and Benefits Administration Service (PRBS)	The designated survivor shall secure all the required documents from respective PNP Offices	None	Depending on the processing time of PNP offices on where to secure respective pertinent documents	Designated Survivor Officer

END



## APPLICATION FOR LEAVE

### APPLICATION FOR LEAVE (LOCAL)

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who May Avail:</b>	Active PNP Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request Letter			1. From applicant	
2. Endorsement from unit			2. Unit	
3. CSC Form 6 / Service Leave Form			3. To be fill up by the applicant	
4. Supporting Documents			4.1 Hospital (Sick, Maternity, and Magna Carta for women Leave) 3.2 PSA (Maternity and Paternity Leave) 3.3 DSWD (Solo Parent Leave), and 3.4 Certification from Barangay (Special Emergency 639 Calamity Leave) 3.5 Confirmation of award (RMD)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application for Leave with Requirements	1.1. Receive & Log incoming Application for Leave	None	5 min	Leave Section in-charge
	1.2. Compute leave credits of personnel	None	5 min	Leave Section in-charge
	1.3. For checking and Validation	None	5 min	Leave Section in-charge
	1.4. for signature of Chief Admin to Chief of Police	None	1 day	Chief Admin & Chief of Police
	1.5. Prepare endorsement to higher headquarters for Issuance of Leave Order	None	5 min	Leave Section in-charge
<b>END</b>				



### APPLICATION FOR BREAKDOWN OF LEAVE CREDITS

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who May Avail:</b>	PNP Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	1. From applicant and or from other units

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1. Receive & Log incoming Application for Breakdown of Leave Credits	None	5 min	Record Section in-charge
	1.2. Compute leave credits of personnel	None	10 min	Record Section in-charge
	1.3 Encode certification of leave credits	None	10 min	Record Section in-charge
	1.4. For checking and Verification	None	5 min	Chief Clerk
	1.5. For signature of Chief Admin	None	5 min	Chief Admin
END				



### APPLICATION FOR LEAVE (ABROAD)

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who May Avail:</b>	Active PNP Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter	1. From applicant
2. Endorsement from unit	2. Admin Section
3. CSC Form 6 / Service Leave Form	3. To be fill up by the applicant
4. Certificate of Duty Status	4. Unit
5. Non-Pending Case	5. Unit
6. DLOD Clearance	6. DPRM-DLOD
7. Affidavit of Undertaking	7. To be fill up by the applicant and must be notarized
8. Photocopy of Passport	8. Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Leave with Requirements	1.1. Receive & Log incoming Application for Leave	None	5 min	Leave Section in-charge
	1.2. Compute leave credits of personnel	None	5 min	Leave Section in-charge
	1.3. For checking and Validation of required documents	None	5 min	Leave Section in-charge
	1.4. Prepare endorsement to higher headquarters for Issuance of Leave Order	None	5 min	Leave Section in-charge
	1.5. Signed Endorsement to higher headquarters	None	1 day	Chief of Police

END



### APPLICATION FOR STUDY LEAVE

<b>Office or Division:</b>	Station Administrative Resource Management Section (SARMS) / Moral and Welfare Section (MWS)
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2G (Government to Government)
<b>Who May Avail:</b>	Active PNP Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement from unit	1. Admin Section
2. Basic letter request	2. PNP personnel
3. PDS	3. Admin Section
4. CSC Form 6	4. To be fill up by the applicant
5. Latest Service Records	5. DPRM-RMD
6. IPER (2 semester)	6. Unit
7. Attested Permanent Appointment	7. CSC
8. Transcript of Records / Diploma	8. School
9. Non-Pending Case	9. Unit
11. Affidavit of Undertaking	11. Affidavit of Undertaking
12. Certificate of no outstanding service obligations	12. Admin Section/ RPRMD/ARMD
13. Medical Certificate (Physically and Mentally Fit)	13. Any government accredited hospital
14. Receipt from review center	14. Review Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application for Study Leave with Requirements	1.1. Receive & Log incoming Application for Leave	None	5 min	Leave Section in-charge
	1.2. Compute leave credits of personnel	None	5 min	Leave Section in-charge
	1.3. For checking and Validation of required documents	None	5 min	Leave Section in-charge
	1.4. Prepare endorsement to higher headquarters for Issuance of Leave Order	None	5 min	Leave Section in-charge
	1.5. Signed Endorsement	None	1 day	Chief of Police



	to higher headquarters			
END				

## STATION COMMUNITY AFFAIRS SECTION

<b>Office or Division:</b>		Station Community Affairs Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government Private to Government		
<b>Who may avail:</b>		Barangay Captains and other Agency who requests to conduct seminar for Bantay Bayan, Stakeholders and other force multipliers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A Request Letter to COP to conduct seminar				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request Letter address to COP regarding the conduct of seminar	To schedule, facilitate and provide lecturer to the seminar	None		PIS PNCO

## P.R.O.T.E.C.T (Patrolling and Response Operations Training to Empower CVO's and Tanods)

<b>Office or Division:</b>		Station Community Affairs Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		All citizens complaint thru text SMS (8888) or email that need immediate action		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Citizen's complaint received from Web Portal (NCRPO Reports Web Portal)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complaint thru text message from Web Portal	Monitor the complaint and endorse to the respective office	None	1 Minute	Infotext Focal Person





## COSTUMER RELATION OFFICER (CRO)

<b>Office or Division:</b>		Station Community Affairs Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		All citizens who have inquiry and who came personally here at the station		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Walk-in Clientele				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Clients who came personally at the station	Duty CRO must entertain the inquiry of the clients then refer to the desk officer or appropriate office for further instruction and assistance	None	3 Minutes	Duty CRO

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Answer the client feedback form and drop it to the box provided by the Community Relation Officer at the Makati City Police Station lobby.
How to file a complaint	Adult client or immediate family member can come personally for proper filing of their complaints.
How complaints are processed	Complaints are handled by duty investigator/pre-charge investigator for proper investigation and disposition.
Contact Information of Station Community Affairs Section	E-mail: <a href="mailto:pcrs.makati@gmail.com">pcrs.makati@gmail.com</a>



## PRE-CHARGE EVALUATION AND INVESTIGATION UNIT

### RECEIVE COMPLAINTS

Citizen's complaint initiated by a juridical person or his/its duly authorized representative or guardian on account of an injury, damage or disturbance sustained as a result of an irregular or illegal act or omission of a PNP member.

<b>Office or Division:</b>	Pre-Charge Evaluation and Investigation Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Complaining Witness/ Government agency or office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint		Complaining witness		
Other Attachments as strong proof/evidence of complaint		Complaining witness		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Complainant files a complaint	Prepare and issue Order to Explain to the concerned PNP personnel (respondent)	None	1 day	Evaluator/ Investigator
Submit Affidavit of Complaint, Certificate of Non Forum Shopping and Submit proof/ evidence (if any) to suffice its claim	Validate the authenticity of the evidence	None	5 days	Evaluator/ Investigator
	<b>TOTAL:</b>	None		



### INITIAL EVALUATION OF COMPLAINT

Evaluate administrative cases involving breach of internal discipline and citizen's complaint any offense committed by a member of the PNP involving "minor offense" affecting the order and discipline within police organization.

<b>Office or Division:</b>	Pre-Charge Evaluation and Investigation Unit, IDMS			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaint/ Complaint Affidavit and Certificate of Non-Forum Shopping		Concerned government agency or office/ Complaining witness		
Order to Explain		Concerned government agency or office/ Complaining witness		
Affidavit of Explanation		Concerned Respondent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
File Complaint with Complaint Affidavit, Certificate of Non-Forum Shopping And proof/ evidence (if any) to suffice its claim	Conduct thorough evaluation on the complaint together with the submitted piece/s of evidence/ proof to determine the existence or non-existence of probable cause to indict the respondent for an administrative case.	None	1 day	Evaluator/ Investigator
	Prepare evaluation report and all necessary attachments/ documents for the case folder	None	18 days	Evaluator/ Investigator
	Submit to higher Disciplinary Authority (DIDMD/D7)	None	18 days	Evaluator/ Investigator
	<b>TOTAL:</b>	None		



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Feedback and satisfaction are directly submitted to the office of PCEIU or through contact information of PCEIU.
How feedback are processed	Feedback are consolidated by the office of PCEIU for review.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation.
Contact Information of PCEIU	Mobile: 0947-800-8856/ 0939-955-1223

## STATION HEALTH UNIT

### Requirements in Referring COVID Patients to QUARANTINE FACILITY

Station Health Unit is responsible for referring PNP personnel positive for COVID -19 virus to SPDHS for Quarantine purposes.

<b>Office or Division:</b>	Station Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PNP Personnel, NUP, Civilian Employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid PNP Id		PNP-RMD		
Medical Certificate or RTCPDR Test		Issued by Medical Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Report the current health status to SHU Unit thru viber/ text or call message	Conduct an initial history assessment to define urgency of care and priorities	None	10 min	SHU PERSONNEL
	Refer to SPDHS or other Quarantine Facility(if available)	None	5 mins	SPD Personnel
	Conduct follow up and daily monitoring of personnel	None	5 min	SHU personnel
	<b>TOTAL:</b>	None	20 min	



### Health Monitoring of Makati City Police Station Personnel

<b>Office or Division:</b>	Station Health Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	PNP, NUP and Civilian Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PNP ID		PNP RMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Compliance with Minimum Health Standard Protocol (MHSP)	Guides the patient on proper wearing of mask, handwashing, temperature checking	None	5 min	SHU personnel
2. Patient waits to be catered, presents the required ID for registration and attendance.	Receives the patient	None	3 min	SHU personnel
3. Conduct of proper health monitoring	Conduct weight monitoring, BP Monitoring, or CBG test as the case may be	None	7 min	SHU personnel
4. Dismissal of patient and advise coming back for next schedule of monitoring	Dispensing of Medicine (when available)	None	3 min	SHU personnel
<b>TOTAL:</b>			18 min	



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	Scan QR code for feedback and satisfaction
How feedbacks are processed	Feedbacks are forwarded to SHU office for comment/ report.
How to file a complaint	Complaints can be done thru PNP text hotline 0919-160-1752 (Smart); 0917-847-5757 (Globe)
How complaints are processed	Complaints are handled by specific office for proper investigation.
Contact Information of SHU	E-mail address: <a href="mailto:rtpcrmakatips@gmail.com">rtpcrmakatips@gmail.com</a>

## **CONTROLLERSHIP AND FINANCE UNIT**

### **ISSUANCE OF PNP/LGU SALARY PAY & ALLOWANCE TO PNP PERSONNEL**

<b>Office or Division:</b>	Station Comptrollership and Finance Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government Employee			
<b>Who may avail:</b>	All PNP Uniformed Personnel in Permanent Appointment Status			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Permanent Appointment Status		Regional Personnel Records & Management Division		
2. Station Order		Station Administrative & Records Management Section		
3. Certificate of No Money Accountability		Previous Unit Assignment		
4. PNP Identification Card (Photocopy)		Personal		
5. Latest Payslip		Personal		
6. Cedula		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Letter Requesting of Issuance of PNP/LGU salary pay & allowance	Accept the Letter Request/ Voucher Claims	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)
2. Submit the requirements for Financial Claims	Check the completeness of the documentary requirements	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)
3. Received the Financial Claims Request/ Voucher Acknowledgement Receipt	Released of Voucher Claims for Endorsement	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)



## CERTIFICATE OF EMPLOYMENT WITH COMPENSATION (COEC)

<b>Office or Division:</b>		Station Comptrollership and Finance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government Employee		
<b>Who may avail:</b>		All PNP Uniformed / Non-Uniformed Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Station Order / Payslip		Administrative & Records Management Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Photocopy of Station Order	Prepare Certificate of Employment with Compensation (COEC) Certificate	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)
2. Secure the Copy of the Certificate of Employment with Compensation (COEC) Certificate	Released the Certificate of Employment with Compensation (COEC) Certificate	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)

## PHILHEALTH CONTRIBUTION

<b>Office or Division:</b>		Station Comptrollership and Finance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government Employee		
<b>Who may avail:</b>		All PNP Uniformed / Non-Uniformed Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Hospitalization Report / Payslip		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Photocopy of all Hospitalization Reports available	Prepare Philhealth Contribution Certificate	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)



2. Secure the Copy of the Philhealth Contribution Certificate	Released the Philhealth Contribution Certificate	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)
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**DEATH CLAIMS/ RETIREMENT CLEARANCE / RE-ASSIGNMENT OF PNP PERSONNEL WITH NO MONEY ACCOUNTABILITY**

<b>Office or Division:</b>		Station Comptrollership and Finance Unit		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government Employee		
<b>Who may avail:</b>		All PNP Uniformed / Non-Uniformed Personnel		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Death Claims / Retirement Order / Re-assignment Order		Regional Personnel Records & Management Division / Retirement and Benefits Administration Service		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Photocopy of all Death Cert. / Retirement Order / Re-assignment Order	Prepare No Money Accountability Certificate	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)
2. Secure the Copy of No Money Accountability Certificate	Released the No Money Accountability Certificate	None	1 Minute	Finance duty Personnel/ Special Disbursement Non-Commissioned Officer (SDNCO)





# **Makati Anti-Drug Abuse Council**

## **Protective Services**





## 1.1 MADAC MANDATORY AND RANDOM DRUG TESTING (RDT) PROGRAM FOR MCG OFFICES, BJMP PERSONNEL AND PDLs, PESO APPLICANTS (TUPAD AND GIP), PUBLIC SCHOOL AND PNP

<b>Office or Division:</b>	Makati Anti-Drug Abuse Council (MADAC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government)			
<b>Who may avail:</b>	MCG Offices, BJMP Personnel and PDLs, PESO Applicants (TUPAD and GIP), Public School and PNP			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provided by requestor		
Venue for drug testing (with separate male/female comfort rooms)		MADAC and requestor		
Valid IDs for employees to undergo drug test		Provided by requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request to MADAC	1.1 Secure approval of request and arrange for schedule.	None	3 working days	MADAC Caretaker Chief, PETID Division Assistant Chief, PETID, Division Client Office Point Person / RDT Coordinator
2. Notify target employees/officials/ members to gather on the venue on the assigned schedule of drug test.	2.1 The Random Drug Testing (RDT) Coordinator communicates for the venue, time, date and total target of employees / officials / members.	None	1 working day	Client Office Point Person (RDT Coordinator)
3. Submission of Urine Specimen	3.1 Authorized Specimen Collectors guide clients in filling out the Custody and Control Form (CCF), provide collection bottle and conduct direct observation during the urine collection.	None	3 hours (8:00 am-11:00 am)	Head, RDT Section, PETID Division Authorized Specimen Collectors



4. Wait for result	4.1 Submit urine specimens to Makati Health Department (MHD) Drug Testing Center for drug screening.	None	1 hour	Head, RDT Section, PETID Division  Authorized Specimen Collectors
5. Wait for result	5.1 Perform drug screening test on the batch submitted.  5.2 Release result to RDT Section Head.	None	3 hours	Certified Drug Testing Analyst
6. Client with positive screening result will be subjected to confirmatory drug test	6.1 Bring client to National Reference Laboratory (NRL) East Avenue Medical Center for confirmatory drug testing.  6.2 Conduct confirmatory testing on same specimen (when confirmatory laboratory is functional)	Free (Waived Fee: 1,000 or 1,500 per person depending on the substance to be tested)	3 hours	RDT Section personnel
7. Receive official screening drug test results and pay amount in billing statement	7.1 Process official result and submit to the requesting party.  7.2 Issue a billing notification based on the actual number of persons tested (Payment: Business tax division, ground floor, Makati City Hall Building II).	Free (Waived Fee: 2 in 1 panel test kit 350.00 per person or 5 in 1 panel test kit 625.00 per Person)	3 working days	RDT Section personnel
8. Receive the official confirmatory drug test result from MADAC	8.1 Advise Client Office Point Person regarding the result of the Confirmatory drug test from NRL.	None	15 working days	Head, RDT Section, PETID Division



<b>TOTAL</b>	None	22 working days and 10 hours	
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### Procedure for Submitting of Request Letter for Drug Test

How to send a request letter	<p>Send request letter to the Makati Anti-Drug Abuse Council thru:</p> <ul style="list-style-type: none"> <li>➤ Courier / Snail Mail             <ul style="list-style-type: none"> <li>✉ 8th Floor Makati City Hall, Bldg. II F. Zobel St., Brgy. Poblacion, Makati City</li> </ul> </li> <li>➤ Electronic Mail             <ul style="list-style-type: none"> <li>email add: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a></li> </ul> </li> <li>➤ Telephone             <ul style="list-style-type: none"> <li>Contact Nos: 8870-1715 / 8870-1416 / 8870-1713</li> </ul> </li> </ul> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of Office</li> <li>• Location of Office</li> <li>• Schedule of Drug Testing</li> </ul>
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## 1.2 MADAC MANDATORY AND RANDOM DRUG TESTING (RDT) BARANGAYS, PRIVATE COMPANIES, AND OTHER ORGANIZATIONS

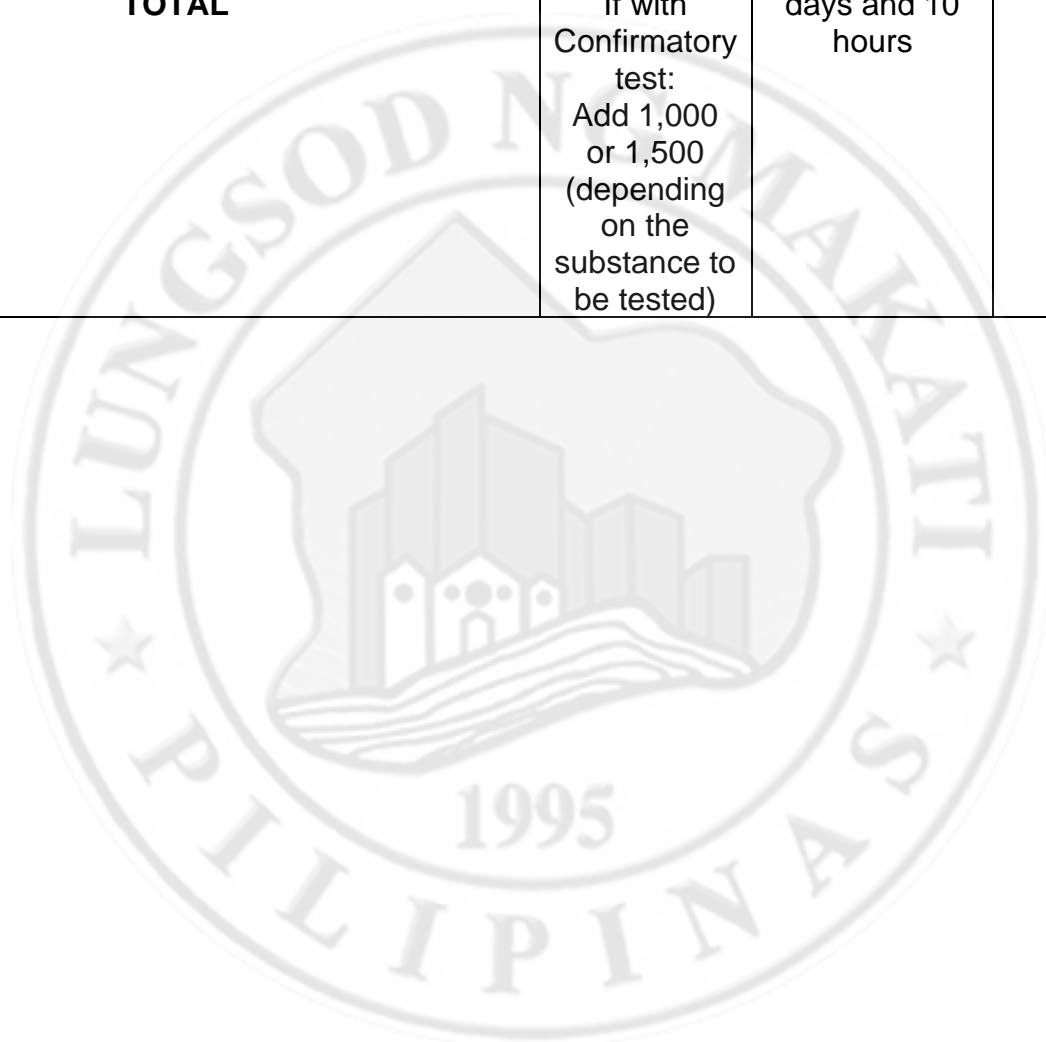
<b>Office or Division:</b>	Makati Anti-Drug Abuse Council (MADAC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2C (Government to Citizen)			
<b>Who may avail:</b>	Barangay Offices, Private Companies and Other Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provided by requestor		
Venue for drug testing (with separate male/female comfort rooms)		MADAC and requestor		
Valid IDs for employees to undergo drug test		Provided by requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request to MADAC	1.1 Secure approval of request and arrange for schedule. 1.2 Secure a Notarized Letter of Undertaking to pay	None	3 working days	MADAC Caretaker Chief, PETID Division Assistant Chief, PETID, Division Client Office Point Person / RDT Coordinator
2. Notify target employees/officials/ members to gather on the venue on the assigned schedule of drug test.	2.1 The Random Drug Testing (RDT) Coordinator communicates for the venue, time, date and total target of employees / officials / members.	None	1 working day	Client Office Point Person (RDT Coordinator)
3. Submission of Urine Specimen	3.1 Authorized Specimen Collectors guide clients in filling out the Custody and Control Form (CCF), provide collection bottle and conduct direct observation during the urine collection.	None	3 hours (8:00 am-11:00 am)	Head, RDT Section, PETID Division Authorized Specimen Collectors



4. Wait for result	4.1 Submit urine specimens to Makati Health Department (MHD) Drug Testing Center for drug screening.	None	1 hour	Head, RDT Section, PETID Division  Authorized Specimen Collectors
5. Wait for result	5.1 Perform drug screening test on the batch submitted.  5.2 Release result to RDT Section Head.	None	3 hours	Certified Drug Testing Analyst
6. Client with positive screening result will be subjected to confirmatory drug test	6.1 Bring client to National Reference Laboratory (NRL) East Avenue Medical Center for confirmatory drug testing.  6.2 Conduct confirmatory testing on same specimen (when confirmatory laboratory is functional)	1,000 or 1,500 per person depending on the substance to be tested	3 hours	RDT Section personnel
7. Receive official screening drug test results and pay amount in billing statement	7.1 Process official result and submit to the requesting party. (Office, Company or Barangay)  7.2 Issue a billing notification based on the actual number of persons tested (Payment: Business tax division, ground floor, Makati City Hall Building II).	2 in 1 panel test kit 350.00 per person  5 in 1 panel test kit 625.00 per Person	3 working days	RDT Section personnel
8. Receive the official confirmatory drug test result from MADAC	8.1 Advise Client Office Point Person regarding the result of the Confirmatory drug test from NRL.	None	15 working days	Head, RDT Section, PETID Division



<b>TOTAL</b>	If Screening Only (Price per person): 350.00 (2 in 1 panel) 625.00 (5 in 1 panel)  If with Confirmatory test: Add 1,000 or 1,500 (depending on the substance to be tested)	22 working days and 10 hours	
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### Procedure for Submitting of Request Letter for Drug Test

How to send a request letter	<p>Send request letter to the Makati Anti-Drug Abuse Council thru:</p> <ul style="list-style-type: none"> <li>➤ Courier / Snail Mail <ul style="list-style-type: none"> <li>✉ 8th Floor Makati City Hall, Bldg. II F. Zobel St., Brgy. Poblacion, Makati City</li> </ul> </li> <li>➤ Electronic Mail <ul style="list-style-type: none"> <li>email add: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a></li> <li>○ Telephone <ul style="list-style-type: none"> <li>Contact Nos: 8870-1715 / 8870-1416 / 8870-1713</li> </ul> </li> </ul> </li> </ul> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of Barangay/Company/Organization</li> <li>• Location of Barangay/Company/Organization</li> <li>• Schedule of Drug Testing</li> </ul>
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### 1.3 MADAC MANDATORY AND RANDOM DRUG TESTING (RDT) PROGRAM FOR JODA, TODA AND VENDORS

<b>Office or Division:</b>	Makati Anti-Drug Abuse Council (MADAC)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2C (Government to Citizen)			
<b>Who may avail:</b>	JODA, TODA, Vendors Association			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Provided by requestor		
Venue for drug testing (with separate male/female comfort rooms)		MADAC and requestor		
Valid IDs for employees to undergo drug test		Provided by requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request to MADAC	1.1 Secure approval of request and arrange for schedule. 1.2 Secure a Notarized Letter of Undertaking to Pay Confirmatory	None	3 working days	MADAC Caretaker  Chief, PETID Division  Assistant Chief, PETID, Division  Client Office Point Person / RDT Coordinator





<p>2. Notify target employees/officials/ members to gather on the venue on the assigned schedule of drug test.</p>	<p>2.1 The Random Drug Testing (RDT) Coordinator communicates for the venue, time, date and total target of employees / officials / members.</p>	<p>None</p>	<p>1 working day</p>	<p>Client Office Point Person (RDT Coordinator)</p>
<p>3. Submission of Urine Specimen</p>	<p>3.1 Authorized Specimen Collectors guide clients in filling out the Custody and Control Form (CCF), provide collection bottle and conduct direct observation during the urine collection.</p>	<p>None</p>	<p>3 hours (8:00 am-11:00 am)</p>	<p>Head, RDT Section, PETID Division  Authorized Specimen Collectors</p>
<p>4. Wait for result</p>	<p>4.1 Submit urine specimens to Makati Health Department (MHD) Drug Testing Center for drug screening.</p>	<p>None</p>	<p>1 hour</p>	<p>Head, RDT Section, PETID Division  Authorized Specimen Collectors</p>
<p>5. Wait for result</p>	<p>5.1 Perform drug screening test on the batch submitted.  5.2 Release result to RDT Section Head.</p>	<p>None</p>	<p>3 hours</p>	<p>Certified Drug Testing Analyst</p>
<p>6. Client with positive screening result will be subjected to confirmatory drug test</p>	<p>6.1 Bring client to National Reference Laboratory (NRL) East Avenue Medical Center for confirmatory drug testing.  6.2 Conduct confirmatory testing on same specimen (when confirmatory laboratory is functional)</p>	<p>1,000 per person</p>	<p>3 hours</p>	<p>RDT Section personnel</p>



7. Receive official screening drug test results and pay amount in billing statement	7.1 Process official result and submit to the requesting party.  7.2 Issue a billing notification based on the actual number of persons tested (Payment: Business tax division, ground floor, Makati City Hall Building II).	Free (Waived Fee: 350 per person)	3 working days	RDT Section personnel
8. Receive the official confirmatory drug test result from MADAC	8.1 Advise Client Office Point Person regarding the result of the Confirmatory drug test from NRL.	None	15 working days	Head, RDT Section, PETID Division
<b>TOTAL</b>		If with Confirmatory test: 1,000 per person	22 working days and 10 hours	

**Procedure for Submitting of Request Letter for Drug Test**

How to send a request letter	<p>Send request letter to the Makati Anti-Drug Abuse Council thru:</p> <ol style="list-style-type: none"> <li>1. Courier / Snail Mail ✉ 8th Floor Makati City Hall, Bldg. II F. Zobel St., Brgy. Poblacion, Makati City</li> <li>2. Electronic Mail email add: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a></li> <li>3. Telephone Contact Nos: 8870-1715 / 8870-1416 / 8870-1713</li> </ol> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of Company/Organization</li> <li>• Location of Company/Organization</li> <li>• Schedule of Drug Testing</li> </ul>
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## 2. Drug Abuse Prevention Control Lecture/Symposium

Disseminate information on adverse effects of abuse and/or misuse of dangerous drugs on the person, workplace, family and the community through symposia, webinars and seminars / trainings / workshops.

<b>Office or Division:</b>	Preventive Education, Training and Information Dissemination Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2C (Government to Citizen)			
<b>Who may avail:</b>	Community, Companies, Schools, scheduled clients of RDT			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter		Provided by requestor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter request to MADAC Office	1.1 Secure approval of request.	None	5 Minutes	Head, Training Section, PETID Division  Lecturer, Training Section, PETID Division
2. Confirmation of schedule and target participants	2.1 Coordinate and confirm with the requesting party on the topic of the lecture, target participants, schedule, venue, and logistical requirements.	None	1 working day	Head, Training Section, PETID Division  Lecturer, Training Section, PETID Division
3. Arrange participants, venue and logistics	3.1 Calendar the activity.  3.2 Prepare module / PowerPoint presentations.	None	2 working days	Head, Training Section, PETID Division  Lecturer, Training Section, PETID Division
4. Gather participants in the venue and distribute materials (if applicable), Pre and Post Evaluation Test	4.1 Conduct lecture / workshop / activity	None	1 working day	Head, Training Section, PETID Division  Lecturer, Training Section, PETID Division



4. Gather participants in the venue	3.1 Gather participants in the venue. 3.2 Distribution of lecture materials (if applicable), Pre and Post Evaluation	None	1 working day	Lecturer, Training Section, PETID Division
<b>TOTAL</b>		None	4 days and 5 minutes	

### Procedure for Submitting of Request Letter for DAPC Lecture/Symposium

How to send a request letter	<p>Send letter to the Makati Anti-Drug Abuse Council thru:</p> <ol style="list-style-type: none"> <li>1. Courier / Snail Mail <ul style="list-style-type: none"> <li>✉ 8th Floor Makati City Hall, Bldg. II F. Zobel St., Brgy. Poblacion, Makati City</li> </ul> </li> <li>2. Electronic Mail <ul style="list-style-type: none"> <li>email add: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a></li> </ul> </li> <li>3. Telephone <ul style="list-style-type: none"> <li>Contact Nos: 8870-1715 / 8870-1416 / 8870-1713</li> </ul> </li> </ol> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of Company/Organization</li> <li>• Time of Lecture</li> <li>• Method of Lecture (Online/ Face-to-Face)</li> <li>• Topic to be discussed</li> </ul>
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### 3. Screening, Assessment and Drug Dependency Examination

Screening, assessment and drug dependency examination procedure conducted by DOH-Accredited Screeners and a DOH-Accredited Physician to evaluate the risk and extent of drug abuse of a person and to determine whether the patient is a drug dependent or not, which includes history taking, intake interview and determination of the criteria and level for the drug dependency.

<b>Office or Division:</b>	Treatment Rehabilitation and Aftercare Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement		Provided by concerned agencies		
Court Order for Plea Bargainers		Assigned Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Endorsement/Court Order	1.1 Assess and process	None	30 Minutes	Head, Referral and Coordination Section, TRAC Division
2. Undergo Screening and Assessment	2.1 Conduct Screening, Intake Interview and Drug Test 2.2 Enrolment to Intervention Program for mild/moderate risk	None	1 hour	Referral and Coordination Section Staff
3. Undergo Drug Dependency Examination for Severe Risk	1.1 Assess the dependency of the patients 1.2 Enrolment/Referral to Treatment Program for Severe Risk	None	to be scheduled	DOH-Accredited Physician
<b>TOTAL</b>		None	<ul style="list-style-type: none"> <li>1 hour and 30 minutes for Mild/Moderate Risk</li> <li>Depends on the given schedule for Severe Risk</li> </ul>	



#### 4. Residential Treatment and Rehabilitation Program

Provides programs intended for persons with substance use disorder categorized as drug dependent and recommended to undergo residential treatment and rehabilitation by way of medical and/or psychotherapeutic treatment for the dependency on psychoactive substances such as alcohol, methamphetamine, marijuana, etc. at the rehabilitation center.

<b>Office or Division:</b>	Treatment Rehabilitation and Aftercare Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Makatizen (Person with substance use disorder categorized as severe user)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Police Clearance		Makati City Police Station (Ayala ext. cor. Yakal St., Makati City)		
Court Clearance		Office of Clerk of Court (10th floor, Makati City Hall Bldg.1)		
Notarized Waiver		MADAC Office & Law Department (18th floor, Makati City Hall Bldg.1)		
Photocopy of Birth Certificate				
Photocopy of Marriage Contract (if married)				
2x2 picture (6 pcs)				
Certificate of indigent of indigent and Referral		Barangays		
Negative test result of RT PCR or swab test (as needed by residential facility)		Makati Health Department CESU (behind Makati City Hall Building 1 / DOH-TRC Bicutan)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROC ESSIN G TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Voluntary Confinement</b>				
1. Submit request to MADAC Office	1.1 Explain process and provide list of requirements	None	30 Minutes	Head, Referral and Coordination Section, TRAC Division
2. Submit requirements for residential treatment and rehabilitation	2.1 Review documents for completeness	None	30 Minutes	Referral and Coordination Section Staff



3. Undergo Screening and Assessment	3.1 Conduct Screening, Intake Interview, Drug Test, and Financial Categorization	None	1 working day	Authorized Urine Specimen Collector/ DOH Accredited Screeners/ Social Worker TRAC Division
4. Drug Dependency Examination	4.1 Assess the drug dependency of the patients	None	to be scheduled	DOH-Accredited Physician
5. Undergo Medical Examination and laboratory (Urinalysis, CBC, X-ray, ECG, etc.)	5.1 Assist patients for medical examination and laboratory	Depends on the laboratory requirement of preferred rehab facilities	to be scheduled	Referral Unit/Social Worker TRAC Division
6. File petition for voluntary residential rehabilitation	6.1 Assist patients and petitioner in securing court order for residential treatment and rehabilitation	Php350.00	to be scheduled	Referral and Coordination Section Staff
7. Secure a negative swab test result (as needed by rehab facility)	7.1 Assist patient to undergo swab testing	Depends on the preferred laboratory clinic	to be scheduled	Referral and Coordination Section Staff / Preferred Laboratory Clinic/ Preferred Rehab Facilities
8. Admission to Rehabilitation Facility	8.1 Assist patients and petitioner for admission to rehab facility	Depends on the preferred rehab facilities	Depends on the schedule of rehab center	Referral and Coordination Section Staff / Preferred Rehab facilities
<b>Compulsory Confinement at DOH TRC Bicutan</b>				



1. Submit court order for compulsory confinement to MADAC Office (Family Member)	1.1 Assess and process requirements and inform applicant of status	None	30 minutes	Head, Referral and Coordination Section, TRAC Division
2. Submit requirements for residential treatment and rehabilitation (Family Member)	2.1 Assist the family for residential treatment and rehabilitation	None	30 minutes	Referral and Coordination Section Staff
3. Undergo Screening and Assessment (Family Member)	3.1 Conduct Intake Interview and Financial Categorization	None	1 hour (1 <sup>st</sup> day on a scheduled week)	DOH Accredited Screeners/ Social Worker TRAC Division
4. Process compulsory confinement at DDB and Court (Family Member)	4.1 Assist the family for compulsory residential treatment and rehabilitation	Php 350.00	5 hours (Depends on the given schedule of DDB)	Referral and Coordination Section Staff
5. Attend Court Hearing	5.1 Monitor patients on the status of court hearing	None	2 hours (Depends on the given schedule by Court)	Referral and Coordination Section Staff
6. Secure Court Order	6.1 Assist patients and petitioner in securing court order for residential treatment and rehabilitation	None	2 hours (Depends on the given schedule by Court)	Referral and Coordination Section Staff
7. Admission to Rehabilitation Facility	7.1 Assist patients for admission to rehab facility	Treatment Expenses to DOH	5 hours (Depends on the given)	Referral and Coordination Section Staff





		TRC Bicutan Below	schedule of rehab center)	
8. Drug Dependency Examination	8.1 Assess the dependency of the patients	Treatment Expenses to DOH TRC Bicutan Below	1 hour (Depends on the given schedule of rehab center)	DOH-Accredited Physician of Treatment Expenses to DOH TRC Bicutan Below
9. Undergo Medical Examination and laboratory (Urinalysis, CBC, X-ray, ECG, etc.)	9.1 Assist patients for medical examination and laboratory	Treatment Expenses to DOH TRC Bicutan Below	1 hour (Depends on the given schedule by rehab center)	DOH-TRC Bicutan
10. Secure a negative swab test result	10.1 Assist patient to undergo swab testing	Treatment Expenses to DOH TRC Bicutan Below	1 hour (Depends on the given schedule by rehab center)	DOH-TRC Bicutan
<b>TOTAL</b>		Treatment Expenses to DOH TRC Bicutan Below	Admission depends on the given schedule by DDB, Court and Rehab Center	



## Treatment Expenses for Admission to DOH TRC-Bicutan

<b>Expenses: (Processing)</b>	Police Clearance: 450.00 Court Clearance: 60.00 Notarized Waiver: 50.00 Court Order: 350.00
<b>Expenses: (Admission)</b>	Monthly Fee: 7,500.00 Drug Dependency Examination (Compulsory): 1,000.00 Medical Exam/ Swab test/Laboratory: 2,870.00 (Female) / 2,700.00 (Male) Admission Kit: 120.00 2 sets of Uniform: 500.00 Drug test: 200.00 *If patient or petitioner is indigent and resident of Makati, the City Government of Makati will shoulder the expenses of first-time drug dependent/patient depending on the assessment and categorization. *The city government will not shoulder the expenses of 2 <sup>nd</sup> to nth time drug dependent/patient.
<b>Expenses: (After Rehabilitation)</b>	3 months intensive Aftercare program at DOH TRC-Bicutan upon discharge: 5,400.00

### Financial Categorization (for indigent):

Cost-Sharing at DOH-TRC Bicutan	
Category	Description
A	Full Indigent (all expenses are shouldered by city government)
B	Drug Dependency Examination fee, Laboratory services fee 3 months intensive aftercare & monthly expenses are shouldered by city government
C	Monthly expenses are shouldered by city government
D	Non-Indigent



## 5. Outpatient Program

This program is intended for clients who are categorized as moderate users and are recommended to undergo out-patient treatment and rehabilitation at this center. They will go through individual counseling, group counseling and other relapse prevention activities to help them recover from drug use.

<b>Office or Division:</b>	Treatment Rehabilitation and Aftercare Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Individuals with substance use disorder categorized as moderate user			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter		Endorsement from Concerned Offices/Department/School/Barangays		
Notarized Waiver		MADAC Office & Law Department (18th floor, Makati City Hall Bldg.1)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved endorsement letter / or Court Order	1.1 Assess submitted endorsement	None	10 Minutes	Chief, TRAC Division
2. Undergo Specimen Collection and Drug Screening and intake Interview	2.1 Conduct Screening, Intake Interview and Drug Test	None	1 hour	Authorized Urine Specimen Collector and DOH Accredited Screeners TRAC Division
3. Undergo Drug Dependency Examination/ Screening and Assessment	3.1 Assess the dependency of the patients	None	To be scheduled	DOH-Accredited Physician TRAC Division / <i>DOH-Accredited Screeners</i> TRAC Division
4. Accomplish Waiver	4.1 Provide waiver of agreement which must be signed by the patients and petitioner and notarized	None	30 Minutes	Head, Outpatient Section, TRAC Division  TRAC Division Personnel
5. Notarize waiver	5.1 Assist client for notarization of waiver	Php150.00	10 minutes	Preferred Notary Service



6. Participate in Counseling Program	6.1 Conduct individual and group counseling session	None	6 months (2x a week)	Counselor of TRAC Division
<b>TOTAL</b>		Php150.00	<ul style="list-style-type: none"> <li>• 3 Hours on enrollment process</li> <li>• 6 months or more for completion of the program.</li> </ul>	

### 6. Community Based Rehabilitation Program

This program is intended for drug users categorized under community-based treatment and rehabilitation through intervention at MADAC center or community

<b>Office or Division:</b>	Treatment Rehabilitation and Aftercare Program			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Makatizen (Person with substance use disorder categorized as mild user and drug surrenderers)			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Endorsement Letter		Endorsement from Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved endorsement letter / or Court Order	1.1 Assess submitted endorsement	None	10 Minutes	MADAC Caretaker Chief, TRAC Division Assistant Chief, TRAC Division Head, CBDRP Section, TRAC Division
2. Undergo Specimen Collection, Drug Screening and intake Interview	2.1 Conduct Intake Interview and Drug test	None	1 hour	Authorized Urine Specimen Collector and DOH Accredited Screeners TRAC Division
3. Accomplish Waiver	3.1 Provide waiver of agreement which must be signed by the patients and petitioner	None	30 minutes	Head, CBDRP Section, TRAC Division Facilitator
4. Notarize Waiver	4.1 Assist client for notarization of waiver	Php150.00	10 Minutes	Preferred Notary Service



5. Participate in Counseling Program	5.1 Conduct therapy session	None	6 months (once a week)	Facilitator / Case worker MADAC Center, Church and Barangays
<b>TOTAL</b>		Php150.00	<ul style="list-style-type: none"> <li>• 2 Hours on enrollment process</li> <li>• 6 months or more for completion of the program.</li> </ul>	

## 7. Aftercare Program

This program aims to assess, monitor and evaluate recovering drug user/dependent thru the conduct of the activities that help them to prevent relapse.

<b>Office or Division:</b>	Treatment Rehabilitation and Aftercare Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen) G2G (Government to Government)			
<b>Who may avail:</b>	Makatizen (Recovering drug user/dependent)			
<b>CHECKLIST OR REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Completion		Program where the treatment was completed		
Court Release for Residential Rehabilitation		Assigned Court		
Court Order for Aftercare		Assigned Court		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Completion of CBDRP, Out-patient or residential rehabilitation	1.1 Assess submitted endorsement	None	10 Minutes	MADAC Caretaker  Chief, TRAC Division  Assistant Chief, TRAC Division  Head, Aftercare Section, TRAC Division
2. Undergo Specimen Collection and Intake Interview	2.1 Conduct Intake Interview and Drug test	None	1 hour	<i>Authorized Urine Specimen Collector and DOH Accredited Screeners TRAC Division</i>



3. Accomplish waiver	3.1 Sign waiver of agreement	None	30 Minutes	Head, Aftercare Section, TRAC Division
4. Notarize Waiver and enrol in the program	4.1 Assist client for notarization of waiver and process enrolment in the program	Php150.00	10 Minutes	Preferred Notary Service Provider
5. Participate in Aftercare Program	5.1 Conduct therapy session	None	6 months	<i>Facilitator / Case worker MADAC Aftercare</i>
6. Assessment	6.1 Assess the patient for completion of program and issue certificate	None	30 Minutes	MADAC Caretaker
				DOH-Accredited Physician
				Chief, TRAC Division
				Assistant Chief, TRAC Division
				Head, Aftercare Section, TRAC Division
<b>TOTAL</b>		Php150.00		<ul style="list-style-type: none"> <li>• 2 Hours on enrollment process</li> <li>• 6 months or more for completion of the program.</li> </ul>



## 8. Issuance of Certification/Permit to Conduct Activity for Music Festivals/Concerts/Other Similar Activity

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	All			
CHECKLIST OR REQUIREMENTS		WHERE TO SECURE		
Request Letter		Provided by the requestor		
Notarized Deed of Undertaking		MADAC Office and Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request to MADAC Office.	1.1 Explain requirements.	None	5 Minutes	Administrative Officer and Chief, Administrative Division
	1.2 Give form for Deed of Undertaking.			Assistant Chief, Admin Leave and Training Management Officer
2. Submit a Duly Notarized Deed of Undertaking	2.1 Endorse deed of undertaking	None	10 Minutes	Administrative Officer and Chief, Administrative Division
				Assistant Chief, Admin Leave and Training Management Officer MADAC Caretaker
3. Get signed letter addressed to the City Administrator	3.1 Releasing	None	2 working days	Administrative Officer
				Assistant Chief, Admin Leave and Training Management Officer
<b>TOTAL</b>		None	2 working days and 15 minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>Send feedback to the Makati Anti-Drug Abuse Council thru:</p> <ul style="list-style-type: none"> <li>• Courier / Snail Mail           <ul style="list-style-type: none"> <li>✉ 8<sup>th</sup> Floor Makati City Hall, Bldg. II F. Zobel St., Brgy. Poblacion, Makati City</li> </ul> </li> <li>• Electronic Mail           <ul style="list-style-type: none"> <li>email add: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a></li> </ul> </li> <li>• Telephone           <ul style="list-style-type: none"> <li>Contact Nos: 8870-1715 / 8870-1416 / 8870-1713</li> </ul> </li> </ul>
How feedbacks are processed	<p>All feedbacks will be processed immediately.</p> <p>Feedback requiring actions will be forwarded immediately to the authorized personnel to act accordingly within 72 hours (3 Days).</p>
How to file a complaint	<p>Send complaint to the Makati Anti-Drug Abuse Council thru:</p> <ul style="list-style-type: none"> <li>• Courier / Snail Mail           <ul style="list-style-type: none"> <li>✉ 8<sup>th</sup> Floor Makati City Hall, Bldg. II F. Zobel St., Brgy. Poblacion, Makati City</li> </ul> </li> <li>• Electronic Mail           <ul style="list-style-type: none"> <li>email add: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a></li> </ul> </li> <li>• Telephone           <ul style="list-style-type: none"> <li>Contact Nos: 8870-1715 / 8870-1416 / 8870-1713</li> </ul> </li> </ul> <p>Please provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident Details</li> <li>• Evidences</li> </ul>
How complaints are processed	<p>Complaints will be processed in accordance with the latest Rules on Administrative Cases in the Civil Service</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>        8478-5093        PCC: 8888        CCB:0908-881-6565 (SMS)</p>





Office	Address	Contact Information
Makati Anti-Drug Abuse Council	8th Floor Makati City Hall, Bldg. II, F. Zobel St., Brgy. Poblacion, Makati City	8870-1715 / 8870-1416 / 8870-1713 Email address: <a href="mailto:makatiadac@makati.gov.ph">makatiadac@makati.gov.ph</a>

