



CITY GOVERNMENT OF BIÑAN, LAGUNA

CITIZEN'S CHARTER 2023 (8th Edition)



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CITIZEN'S CHARTER

2023 (8th Edition)



I. Mandate:

Enforce all laws and ordinances relative to the governance of the City and in the exercise of its appropriate corporate powers, as well as implement all approved policies, programs, projects, services and activities of the City. Initiate and maximize the generation of resources and revenues, and apply the same to the implementation of development plans, program objectives and priorities, particularly those resources and revenues programmed for agro industrial development and countryside growth and progress. Ensure the delivery of basic services and provision of adequate facilities.

II. Vision:

A modern and developed city where its responsible people are proud of their cultural, historical and artistic heritage; enjoy peace and security, economic stability, social justice, preserved environment, accessible quality education, responsive social services, well-planned infrastructure facilities all anchored on good governance thus making the City of Binan as the Premier Heritage and Trade Capital of the South, the best place to live, work and visit.

III. Mission:

THE LEADERSHIP OF THE CITY OF BINAN IS COMMITTED TO EXERCISE ITS MANDATE TO:

1. Promote social order and ensure public safety;
2. Enhance economic prosperity through job generation, manpower and skills development, encourage and support local industries and its expansion;
3. Guarantee social justice by way of ensuring basic services and equal opportunities;
4. Deliver accessible and quality healthcare services;
5. Protect and maximize the utilization of environment and natural resources towards the attainment of a disaster resilient community;
6. Ensure access to free and quality education to prepare our youth to be globally competitive;
7. Support gender sensitivity, responsiveness and equality;
8. Provide modern and needed infrastructure facilities;



9. Preserve, conserve and nurture its cultural, historical and artistic heritage towards sustainable tourism; and
10. Increase collection efficiency through reasonable taxes, fees and charges and ensure sound fiscal management.

IV. Service Pledge:

- Binan C.A.R.E.S.
Courteous, Accessible, Responsive, and Efficient Service
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



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CITY HALL

Frontline Services



New Business Application

Provide assistance to new business owners to apply for business permit

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons engaged in business or undertaking in the City of Biñan or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form For Business Permit		Business Permit and Licensing Office		
2. Occupancy Permit (If Applicable)		City Engineering Office		
3. DTI Business Name Registration for Sole Proprietor SEC Registration for Corporation CDA Registration		Department of Trade and Industry Securities and Exchange Commission Cooperative Development Authority		
4. Vicinity Map/ Location Sketch		Client		
5. Printed picture of business (inside, outside, front)		Client		
6. For representatives: *Sole Proprietor—Authorization Letter/ Special Power Of Attorney *Partnership/ Corporation—Board Resolution / Secretary Certificate *Photocopy Of Valid Id From Owner And Representative Other applicable regulatory requirements		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 Application and Assessment 1.1 Shall submit the requirements and accomplish the Application Form for Business Permit.	a. Shall verify, approve, and encode business application.	None	50 Minutes	Verification and Encoding: Claribel P. Bautista, Karen Kristy B. Salandanan Lolita F. Narvaez Roberto C. Papag
	1.2 Issue Tax Order of Payment			Approval: Atty. Edward Vange P. Arriba Analyn M. Caravana Matt Francis A. Ama Rosemarie R. Umali, Marvic E. Vasquez, Michelle



				P. Maramag
STEP 2 PAYMENT 2.1 Shall pay for the amount indicated in the Tax Order of Payment and Community Tax Certificate for the business	2.1 Shall receive payment of taxes, fees and charges and issue corresponding official receipts	Based on the Revised Revenue Code (2016) City of Biñan & City Ordinance No. 1-A 2022	50 Minutes	CTO Personnel
STEP 3 RELEASE 3.1. Shall provide photocopies of clearances, sign the Business Permit Releasing Logbook, and receive Business Permit	3.1 Shall prepare and print the clearances of concerned departments 3.2 Shall approve, print, and release Business Permit	None	50 Minutes	ABC, BFP, CENRO, CHO, CPDO, CEO, BCHATO, CVO Personnel Releasing of Business Permit: Jerrold Peter Samonte Arnellbarbia, Domingo Samson
END OF TRANSACTION				



Renewal of Business Application

Provide assistance to business owners to apply for renewal of business permit

Office or Division:	Business Permit and Licensing Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons engaged in business or undertaking in the City of Biñan or their authorized representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Business Permit		Business Permit and Licensing Office		
Income Tax Return		Bureau of Internal Revenue		
Any Basis for the Computation of Gross Sales				
6. For representatives: *Sole Proprietor—Authorization Letter/ Special Power Of Attorney *Partnership/ Corporation—Board Resolution / Secretary Certificate *Photocopy Of Valid Id From Owner And Representative Other applicable regulatory requirements		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 Application and Assessment 1.1 Shall submit the requirements and accomplish the Application Form for Business Permit.	1.1 Shall verify, approve, and encode business application.	None	50 Minutes	Verification and Encoding: Claribel P. Bautista, Karen Kristy B. Salandanan Lolita F. Narvaez Roberto C. Papag Approval: Atty. Edward Vange P. Arriba Analyn M. Caravana Matt Francis A. Ama
	1.2 Issue Tax Order of Payment			Rosemarie R. Umali, Marvic E. Vasquez, Mitchell P. Maramag



STEP 2 PAYMENT 2.1 Shall pay for the amount indicated in the Tax Order of Payment and Community Tax Certificate for the business	2.1 Shall receive payment of taxes, fees and charges and issue corresponding official receipts	Based on the Revised Revenue Code (2016) City of Biñan & City Ordinance No. 1-A 2022	50 Minutes	CTO Personnel
STEP 3 RELEASE 3.1. Shall provide photocopies of clearances, sign the Business Permit Releasing Logbook, and receive Business Permit	3.1 Shall prepare and print the clearances of concerned departments 3.2 Shall approve, print, and release Business Permit	None	50 Minutes	ABC, BFP, CENRO, CHO, CPDO, CEO, BCHATO, CVO Personnel Releasing of Business Permit: Jerrold Peter Samonte Arnellbarbia, Domingo Samson
END OF TRANSACTION				



Construction Permits Application

Application for building permit

Office or Division:	City Engineering Office/Office of the Building Official			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Owner/Applicant so he can proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portions thereof			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application forms for Building Permit, FSEC and Zoning/Locational Clearance		Office of the City Engineer		
2. List of Requirements (5 copies) based on the National Building Code of the Philippines		Office of the City Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits the filled-up Application Forms for Building Permit, FSEC and Zoning/Locational Clearance together with the requirements (Application forms and the list of requirements may be downloaded from the Office of the City Engineer/Building Official – Binan FB Page)	1. The Receiving Officer makes the initial review, checking and assessment of all required documents. 1.1 If documents are complete, the Receiving Officer issues a Claim Stub to the applicant with control number and indicating the return date for updates. 1.2 If documents are incomplete, the Receiving Officer returns the application and the documents for compliance with the Documentary Requirements for Building Permit Application Form to the applicant for re-submission together with	None	15 minutes	Engineering Staff City Engineer/Building Official



	a Return Slip stating the document to be submitted.			
	<p>2. The designated personnel of the City Engineering Office/Office of the Building Official (CEO/OBO) endorses the received application and documents to the Bureau of Fire Protection (BFP) for processing of the Fire Safety Evaluation Certificate (FSEC)</p> <p>2.1 The BFP shall evaluate all plans and documents for minimum compliance of RA 9514; if complete they shall endorse the documents to their Fire Code Assessor and Building Plan Evaluator.</p> <p>2.2 If compliant, they shall assess Fire Code Fees/Taxes and issue Order of Payment and then return the documents to the CEO/OBO.</p> <p>2.3 If non-compliant, the documents and application form shall be returned to the CEO/OBO together with their recommendation/findings. The CEO/OBO shall return the documents to the applicant for compliance with the recommendation/findings of the BFP.</p> <p>Note: If application is unacted after two (2) days, the CEO/OBO will process the permit subject to Post</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>1-2 days</p> <p>10 minutes</p>	<p>Engineering Staff City Engineer/Building Official</p> <p>Fire Code Assessor/ Building Plan Evaluator</p>

	Inspection of the BFP.			
	3. The designated personnel shall endorse the application and documents to the City Planning and Development Office for processing of the Zoning/Locational Clearance.	None	5 minutes	Engineering Staff
	3.1 The CPDO shall evaluate the application and documents issuance of Zoning/Locational Clearance.		15 minutes	CPDO Staff
	3.2 If compliant, the CPDO shall issue the Order of Payment and return the application and documents to the CEO/OBO.		5 minutes	CPDO Staff
	3.3 If non-compliant, the CPDO shall return the application and documents to the CEO/OBO together with their recommendation and findings. The CEO/OBO shall return the documents to the applicant for compliance of the findings.			
	4. The OBO Evaluator/Staff shall check/review the plans and documents for minimum compliance of PD 1096.	None	30 minutes	OBO Evaluator/Staff
	4.1 If compliant, the OBO shall issue the Order of Payment for building permit. The OBO shall compile the Orders of Payment from the BFP and CPDO and give them to the applicant on their scheduled return to the		5 minutes	



	Office. 4.2 If non-compliant, the OBO shall return the application form and documents to the applicant for res-submission after compliance of the findings.			
	5. The OBO, BFP and CPDO representatives shall conduct the site inspection after the documents and plans have been evaluated for verification purposes.	None	60 minutes on site	Building Inspector/CPDO Inspector/BFP Inspector
2. The applicant receives the Order of Payment and pays at the City Treasurer's Office.	<p>1. The applicant shall receive the Order of Payment from the OBO, BFP and CPDO and shall proceed to the City Treasurer's Office for payment. The CTO shall issue the corresponding Official Receipt.</p> <p>2. The applicant shall proceed to the Releasing area, submit the Official Receipt and wait for the release of the Building Permit.</p>	<p>Permit fees are based on the provisions stated in the National Building Code of the Philippines which takes into consideration the type of occupancy, total floor area of the project, cost of the project and height of building/structure.</p>	<p>2 minutes</p> <p>30 minutes</p>	<p>Engineering Staff/CPDO Staff/ BFP staff</p> <p>Engineering staff/Building Permit Staff</p>



<p>3. The Applicant submits the Official Receipt then signs the logbook signifying the receipt of the Building Permits, Clearances and other documents.</p>	<p>1. OBO assigned Officer of the Day receives and validates the claim stub and Official Receipt.</p> <p>1.1 OBO collates all issued clearances and permits, records and assigns corresponding control numbers for BO's signature.</p> <p>1.2 OBO assigned Officer of the Day prepares the Building Permit, clearances and other documents for release to the Applicant (upon presentation of Claim Stub).</p> <p>1.3 BO signs the building permits and checks all the documents ready for release.</p> <p>1.4 Officer assigned releases the permit to the client.</p>	<p>None</p>	<p>30 minutes</p>	<p>Engineering staff City Engineer/Building Official</p>
<p>END OF TRANSACTION</p>				



Certificate of Final Electrical Inspection (CFEI) Application

Application for CFEI

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicants who are applying for reconnection, remodel, upgrading, downgrading, relocation, temporary, transfer and net metering of electric service in MERALCO.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form for CFEI		Office of the City Engineer/Building Official		
2. List of Requirements based on the National Building Code of the Philippines				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits the requirements to assigned staff and waits for the schedule for inspection.	1. The assigned staff receives the requirements and interviews the applicant.	None	10 minutes	Engineering staff (electrical)
	1.1 Thru Messenger, the personnel in-charge sends the picture of the location/sketch of the area to be inspected to the on-call inspector. 1.2 The on-call inspector will visit the site and take a picture of the area inspected. The on-call inspector will endorse and submit the picture of the site inspected to the staff assigned in the office also thru Messenger.	None	1 day	Electrical Inspectors/ Engineering Staff (electrical)
2. After inspection, the applicant submits the	1. Asses the application. 1.1 If requirements are	Permit fees are	15 minutes	Engineering staff (electrical)



complete requirements and the applicant receives the Order of Payment and proceeds to the City Treasurer's Office for issuance of Official Receipt.	incomplete, application is returned for completion of requirements. 2. Issues Order of Payment if documents are complete.	based on the IRR of the National Building Code of the Philippines (PD 1096).		
3. The applicant shall submit the Official Receipt to the City Engineering Office and receives the approved CFEI.	1. Receives the Official Receipt and checks the documents for final approval of the Building Official 2. The City Engineer/Building Official evaluates and approves the application. 3. Assigned staff releases the approved CFEI application.	None	15 minutes	Engineering Staff (electrical) City Engineer/Building Official
END OF TRANSACTION				



Issuance of Certificate of Annual Inspection (Renewal)

Application for Certificate of Annual Inspection

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicants who will renew their business permit and who will apply for a new business permit.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR RENEWAL OF BUSINESS PERMIT APPLICATION				
1. Duly accomplished business permit application form		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits the duly accomplished application form.	1. The assigned staff accepts the accomplished business permit application form.	None	5 minutes	Engineering staff (BPLO)
2. The applicant receives the Order of Payment and proceeds to the City Treasurer’s Office for issuance of Official Receipt.	1. Assigned staff issues the Order of Payment.	Permit fees are based on the IRR of the National Building Code (PD 1096)	5 minutes	Engineering staff (BPLO)
3. The applicant shall submit the Official Receipt to the City Engineering Office and receives the approved business permit.	1. Assigned staff receives the Official Receipt and checks the documents for final approval of the Building Official 2. The City Engineer/Building Official evaluates and approves the application. 3. Assigned staff releases the approved business permit application.	None	15 minutes	Engineering Staff (BPLO) City Engineer/Building Official
END OF TRANSACTION				



Issuance of Certificate of Annual Inspection (New)

Application for Certificate of Annual Inspection

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicants who will renew their business permit and who will apply for a new business permit.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FOR NEW BUSINESS PERMIT APPLICATION				
1. Duly accomplished business permit application form			Business Permit and Licensing Office	
2. Certificate of Occupancy			City Engineering Office	
3. Sketch of Location			From owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits the duly accomplished application form and requirements and waits for the schedule of the site inspection.	1. The assigned staff accepts the accomplished business permit application form.	None	5 minutes	Engineering staff (BPLO)
	a. The staff conducts an inspection of the building/structure to verify compliance with NBC referral codes, law and ordinances.		180 minutes on site	Engineering staff (BPLO)
	b. The assigned staff prepares the inspection report detailing violations, if any.		15 minutes	Engineering staff (BPLO)
	c. The staff explains to the applicant the necessary corrections for them to comply with the requirements listed in the inspection		10 minutes	Engineering staff (BPLO)



	report. Afterwards, inform the OBO if the corrections have been made.			
2. The applicant receives the Order of Payment and proceeds to the City Treasurer's Office for the Official Receipt.	1. Assigned staff reviews documents and if complete, issues the Order of Payment.	Permit fees are based on the IRR of the National Building Code (PD 1096)	10 minutes	Engineering staff (BPLO)
3. The applicant shall submit the Official Receipt to the City Engineering Office and receives the approved business permit.	1. Assigned staff receives the Official Receipt and checks the documents for final approval of the Building Official 2. The City Engineer/Building Official evaluates and approves the application. 3. Assigned staff releases the approved business permit application.	None	15 minutes	Engineering Staff (BPLO) City Engineer/Building Official
END OF TRANSACTION				



Certificate of Occupancy Application

Application for Certificate of Occupancy

Office or Division:	City Engineering Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Applicants with approved building permit prior to occupancy.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Completion Form		Office of the City Engineer/Building Official		
2. List of Requirements based on the National Building Code of the Philippines		Office of the City Engineer/Building Official		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant submits the requirements and accomplished form to assigned staff and waits for the schedule of inspection.	1. The assigned staff receives and checks the form and requirements submitted and notifies the client of the schedule of site inspection and verification	None	10 minutes	Engineering staff
	2. Assigned staff inspects the site to verify its status and submits inspection report.		1 day	Engineering Staff
2. If documents are complete, the applicant is issued the Order of payment and proceeds to the City Treasurer's Office for Official Receipt.	1. If documents are complete, the assigned staff issues the Order of payment.	Payment fees are based on the IRR of the National Building Code of the Philippines	10 minutes	Engineering Staff
3. The applicant shall submit the Official Receipt to the City Engineering Office and receives the approved Certificate of Occupancy.	1. Receives the Official Receipt and checks the documents for final approval of the Building Official 2. The City Engineer/ Building Official	None	15 minutes	Engineering Staff City Engineer/Building Official



	evaluates and approves the application. 3. Assigned staff releases the approved Certificate of Occupancy			
END OF TRANSACTION				



Reassessment/Reclassification

Office or Division:	Office of the City Assessor			
Classification:	Simple/Complex			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)		
Land Reclassification pursuant to Section 217 of Republic Act 7160 : Letter-Request Zoning Certificate Inspection Report Latest Real Property Payment or Tax Clearance <i>Note : Authorization Letter and valid ID of both the owner and representative shall be required if availed via a representative</i>		Property Owner City Planning and Development Office Appraiser (City Assessor's Office)		
Reassessment of Building based on its current Condition and/or due to renovation : a. Approved Building Permit b. Certificate of Occupancy c. Certificate of Completion d. Building Plan as Built e. Photos of the Building f. Report of Inspection		City Engineering Office City Engineering Office City Engineering Office Building Official Property Owner Tax Mapper/Appraiser		
Latest Real Property Payment or Tax Clearance		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Proceed to the designated window, register on the Transaction Log Book and present the requirements.</p> <p>For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page</p>	<p>1.1 Verification of submitted documents and assessment of fees</p> <p>1.2 Attach Routine Slip and turn-over documents to the Tax Mapping Division</p>	None	30 minutes	Receiving Clerk
<p>2. Accompany the field appraisers on the site and receives claim stub</p>	<p>2.1 Conducts Ocular Inspection</p>		2 hours (may vary depending on the location of the property)	Tax Mapper/ Appraiser
	<p>2.2 Updating of tax map, assignment of Property Identification Number (PIN) and preparation of the first part of the Field Appraisal and Assessment Sheet (FAAS)</p>		30 minutes	Tax Mapper
	<p>2.3 Completion of the FAAS, (Appraisal, assessment) and preparation of the Tax Declaration and Notice of Assessment</p>		20 minutes	Appraiser
	<p>2.4 Final review and pre-approval of the transaction</p>		15 minutes	Assistant City Assessor
			10 minutes	City Assessor



	2.5 Approval of the Transaction Recording/ posting transaction for release		15 minutes <i>Note : 3 days for single 7 days more complex ones 15 days for highly technical/ multiple units eg. Condominium</i>	Assessment Clerk
3. Receives copy of the new tax declaration	3.1 Releasing of Owner's Copy and Notice of Assessment and requiring client to sign on the Receiving Log Book		30 minutes	Releasing Officer
END OF TRANSACTION				



Application for Issuance of New Tax Declaration (Transfer of Ownership)

Office or Division:	Office of the City Assessor			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)		
Transfer Certificate of Title of new owner Deed of Conveyance registered with the Registry of Deeds/Condominium Certificate of Title		Register of Deeds		
Electronic-Certificate Authorizing Registration (eCAR)		Bureau of Internal Revenue		
Transfer Tax Receipt Latest Real Property Payment or Tax Clearance		City Treasurer's Office		
<i>Note :Authorization Letter and valid ID of both the owner and representative shall be required if availed via a representative</i>				
A penalty shall be imposed for late declaration filed sixty days from date of transfer based on the Assessed Value		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window, register on the Transaction Log Book and present the requirements. For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page	1.1 Verification of submitted documents and assessment of fees 1.2 Attach Routine Slip and turn-over documents to the Tax Mapping Division	Penalty for late declaration : ₱300.00 for properties with Assessed Value of less than ₱1M ₱500.00 for properties with Assessed Value of more than ₱1M to ₱5M and ₱1,000.00 for properties with Assessed Value of more than ₱5M	20 minutes	Receiving Clerk



2. Pay the corresponding amount due if there's any and receives a Claim Stub	2.1 Updating of tax map, assignment of Property Identification Number (PIN) and preparation of the first part of the Field Appraisal and Assessment Sheet (FAAS)		45 minutes	Draftsman/Tax Mapper
	2.2 Completion of the FAAS, (Appraisal, assessment) and preparation of the Tax Declaration and Notice of Assessment		30 minutes	Appraiser
	2.3 Final review and pre-approval of the transaction		15 minutes	Assistant City Assessor
	2.4 Approval of the Transaction		10 minutes	City Assessor
	2.5 Recording/ posting transaction for release		15 minutes	Assessment Clerk
			*Transfer of Lot only – 1 day Transfer of Lot with Improvement – 3 days	
3. Receives copy of the new tax declaration	3.1 Releasing of Owner's Copy and Notice of Assessment and requiring client to sign on		5 minutes	Releasing Officer



	the Receiving Log Book			
END OF TRANSACTION				

Note: Processing Period : Depends on the number of parcels/real property units (RPU) involve and the complexity of Transaction/s involve Simple - involves transfer of lot only or single condominium unit transaction; Complex -involves transfer of lot with improvement/s and/or 2 or more condominium unit transactions or maximum of 5 transactions



Application for Issuance of New Tax Declaration (Subdivision/Consolidation)

Office or Division:	Office of the City Assessor			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)		
Transfer Certificate of Title of new owner Deed of Conveyance registered with the Registry of Deeds		Register of Deeds		
Electronic-Certificate Authorizing Registration (eCAR)		Bureau of Internal Revenue		
Transfer Tax Receipt Latest Real Property Payment or Tax Clearance		City Treasurer's Office		
Approved Plan (survey, location, subdivision/consolidation plan)		Geodetic Engineer		
<i>Note :Authorization Letter and valid ID of both the owner and representative shall be required if availed via a representative</i>				
A penalty shall be imposed for late declaration filed sixty days from date of transfer based on the Assessed Value		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window, register on the Transaction Log Book and present the requirements. For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page	1.1 Verification of submitted documents and assessment of fees 1.2 Attach Routine Slip and turn-over documents to the Tax Mapping Division	Penalty for late declaration : ₱300.00 for properties with Assessed Value of less than ₱1M ₱500.00 for properties with Assessed Value of more than	30 minutes (Turned over by batch)	Receiving Clerk



		₱1M to ₱5M and ₱1,000.00 for properties with Assessed Value of more than ₱5M		
2. Pay the corresponding amount due if there's any and receives a Claim Stub	2.1 Updating of tax map, assignment of Property Identification Number (PIN) and preparation of the first part of the Field Appraisal and Assessment Sheet (FAAS)		2 days or more depending on the number of real property units involve	Draftsman/Tax Mapper
	2.2 Completion of the FAAS, (Appraisal, assessment) and preparation of the Tax Declaration and Notice of Assessment		2 days depending on the number of real property units involve	Appraiser
	2.3 Final review and pre-approval of the transaction		2 days depending on the number of real property units involve	Assistant City Assessor
	2.4 Approval of the Transaction		1 day depending on the number of real property units involve	City Assessor
	2.5 Recording/posting		30 minutes depending on	Assessment Clerk



	transaction for release		the number of real property units involve	
3. Receives copy of the new tax declaration	3.1 Releasing of Owner's Copy and Notice of Assessment and requiring client to sign on the Receiving Log Book		30 minutes	Releasing Officer
END OF TRANSACTION				

Note: Processing Period : Depends on the number of parcels/real property units (RPU) involve and the complexity of Transaction/s Complex – processing period may take 6 to 7 days while Highly Technical transactions may take 8 to 20 days.



Application for Issuance of New Tax Declaration (Undeclared Land and Newly Discovered Building)

Office or Division:	Office of the City Assessor		
Classification:	Simple/Complex		
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens		
Who may avail:	Concerned individuals or their authorized representative.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)	
Undeclared Land : 1. Certified Copy of Free Patent, Homestead or Miscellaneous Sales Application, if Titled 2. If Untitled : a. Approved Plan b. CENRO Certification of Alienability/Disposability c. Affidavit of Ownership d. Affidavit of Adjoining Owners e. Barangay Certification		Register of Deeds Licensed Geodetic Engineer CENRO Property Owner Barangay Captain	
3. Building and Other Structures a. Approved Building Permit b. Certificate of Occupancy c. Certificate of Completion d. Building Plan as Built e. Photos of the Building f. Report of Inspection g. In the absence of Items "a" to "d" an accomplished Affidavit of Ownership or a Notarized Sworn Statement of the True Current and Fair Market Value of Real Properties h. Lease Contract if the owner of the building is not the same owner of the land where the building is built		City Engineering Office City Engineering Office City Engineering Office Building Official Property Owner Tax Mapper/Appraiser	
4. Machineries Duly accomplished and Notarized Sworn Statement of the True Value of the Machinery, kind, original cost to the owner, date of acquisition and commencement of commercial operation		Property Owner	
Note :Authorization Letter and valid ID of both the			



<i>owner and representative shall be required if availed via a representative</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window, register on the Transaction Log Book and present the requirements. For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page	1.1 Verification of submitted documents and assessment of fees 1.2 Attach Routine Slip and turn-over documents to the Tax Mapping Division	None	30 minutes	Receiving Clerk
2. Accompany the field appraisers on the site and Receives claim stub	2.1 Conducts Ocular Inspection		2 hours (may vary depending on the location of the property)	Tax Mapper/ Appraiser
	2.2 Updating of tax map, assignment of Property Identification Number (PIN) and preparation of the first part of the Field Appraisal and Assessment Sheet (FAAS)		30 minutes	Tax Mapper
	2.3 Completion of the FAAS, (Appraisal, assessment) and preparation of the Tax Declaration and Notice of Assessment		20 minutes	Appraiser
	2.4 Final review		15 minutes	Assistant City



	and pre-approval of the transaction 2.5 Approval of the Transaction 2.6 Recording/ posting transaction for release		10 minutes 15 minutes <i>Note : 3 days for single 7 days more complex ones 15 days for highly technical/ multiple units eg. Condominium</i>	Assessor City Assessor Records Officer
3 Receives copy of the new tax declaration	3.1 Releasing of Owner's Copy and Notice of Assessment and requiring client to sign on the Receiving Log Book		30 minutes	Releasing Officer
END OF TRANSACTION				



Issuance of Certified Copy of Tax Declarations, Tax Maps and Other Assessment Records

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)		
Letter-Request Valid Identification Card Proof of ownership in case of newly acquired property Photo copy of the Title and other document reference for property identification Official Receipt of Certification Fee <i>Note : Authorization Letter and valid ID of both the owner and representative shall be required if availed via a representative</i>		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window, register on the Transaction Log Book and present the requirements. For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page	1.1 Verification of submitted documents and assessment of fees 1.2 Attach Routine Slip and turn-over documents to the Records Management Division		10 minutes	Receiving Clerk
2. Pay the corresponding fee to the Treasurer's Office and presents the copy of the receipt to the Assessor's Office	2.1 Verifies requested property record 2.2 Prints the	₱150.00	15 minutes	Assessment Records Officer

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Issuance of Certification of Land Holdings and Certificate of No Property

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)		
Filled-out Client's Request Form/ Letter-Request Valid Identification Card Proof of ownership in case of newly acquired property Photo copy of the Title and other document reference for property identification Official Receipt of Certification Fee <i>Note : Authorization Letter and valid ID of both the owner and representative shall be required if availed via a representative</i>		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window, register on the Transaction Log Book and present the requirements. For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page	1.1 Verification of submitted documents and assessment of fees 1.2 Attach Routine Slip and turn-over documents to the Records Management Division		10 minutes	Receiving Clerk
2. Pay the corresponding fee to the Treasurer's Office and presents the copy of the receipt to the Assessor's Office	b. Verifies requested property record c. Prepares the	₱150.00	15 minutes	Assessment Records Officer City



	requested certification d. Approval of the certification, e. Recording/posting transaction for release			Assessor/Asst. City Assessor/Chief of the Records Division in the absence of the City Assessor Records Officer
3. Receives the requested certified copy	3.2 Releasing of the requested copy and requiring client to sign on the Receiving Log Book		5 minutes	Releasing Officer
END OF TRANSACTION				



Issuance of Certificate of No Improvement

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government, G2B-Government to Business, G2C-Government to Citizens			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Properly filled out Client's Request Form		Office of the City Assessor (Receiving Window)		
Filled-out Client's Request Form/ Letter-Request Valid Identification Card Official Receipt of Certification Fee Affidavit of No Improvement/ Inspection Report <i>Note :Authorization Letter and valid ID of both the owner and representative shall be required if availed via a representative</i>		Property Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated window, register on the Transaction Log Book and present the requirements. For Online Transaction: Submit the requirements thru office email address: cao_binan@yahoo.com or thru Biñan City Assessor's Facebook page	1.1 Verification of submitted documents and assessment of fees 1.2 Attach Routine Slip and turn-over documents to the Records Management Division		10 minutes	Receiving Clerk
2. Pay the corresponding fee to the Treasurer's Office and presents the copy of the receipt to the Assessor's Office <i>Note : Ocular inspection maybe</i>	2.1 Verifies requested property record 2.2 Prepares the requested	₱150.00	15 minutes/ Additional of 2 hours in case an ocular inspection is required	Assessment Records Officer City Assessor/Asst.



<i>required on special cases</i>	certification 2.3 Approval of the certification 2.4 Recording/posting transaction for release			City Assessor/Chief of the Records Division in the absence of the City Assessor Records Office
3. Receives the requested certified copy	3.1. Releasing of the requested copy and requiring client to sign on the Receiving Log Book		5 minutes	Releasing Officer
END OF TRANSACTION				



Registration of Certificate of Live Birth(COLB) - Timely (Physical)

Birth Registration is the permanent and official recording of a person's existence. It serves to define and protect a person's human and civil rights on society. The COLB must be registered within thirty (30) days upon the birth of the child.

Office or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Biñan Born persons/individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth (Form 102) (4copies)		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot)		
2. Two (2) copies of duly Notarized Affidavit to Use the Surname of the Father (AUSF) for Illegitimate children.		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of duly Accomplished Live Birth Certificate	1.1Receive the certificates 1.2Check the completeness of information in the Certificate of Live Birth 1.3Register and Assign Registry number. 1.4The Civil Registrar/ Authorized Officer shall sign the document	None	10 mins	-Registration of Birth Counter(Birth Registration Division) -Birth Registration Division - Civil Registrar/ Authorized Officer
2. Receive the original copy of Birth Certificate and sign the Birth Registration logbook.	2.1 Record in the logbook 2.2 Release the Registered document to the informant or authorized institution. 2.3 File copy of	None	3 mins	-Registration of Birth Counter(Birth Registration Division) - Records Division



	registered document.			
END OF TRANSACTION				



Registration of Certificate of Live Birth (COLB)-Timely (Hybrid)

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Biñan born persons/individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Live Birth (Form 102) (4copies)		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot) ,others		
2. Two (2) copies of duly Notarized Affidavit to Use the Surname of the Father (AUSF) for Illegitimate children.		Hospitals, health centers, lying-ins, registered midwife, traditional midwife (hilot) , others		
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished Certificate of Live Birth (Form 102) online through Official BCCRO email or Official BCCRO Facebook page	1.Pre-evaluation and Pre-approval of documents for registration. Check the completeness of information in the Certificate of Live Birth	None	5 mins	-Online Section
2. Present the original birth certificate at Binan City Civil Registrars Office	2.1Receiving of documents 2.2 Register, Assign Registry Number 2.3 The Civil Registrar/ Authorized Officer shall sign the document	none	5 mins	- Registration of Birth Counter (Birth Registration Division) -Civil Registrar /Authorized Officer
3. Receive the original copy of the Birth Certificate	3.1 Record in the logbook 3.2 Release the	none	3 mins	-Registration of Birth Counter(Birth Registration



and sign the Birth Registration logbook	Registered document to the informant or authorized institution. 3.3 File copy of registered document.			Division) - Records Division
END OF TRANSACTION				



Registration of Marriage- Timely (Physical)

Marriage Registration is the permanent and official recording of the union between a man and a woman in accordance with the law. It serves to establish conjugal and family life.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All couples married in Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of duly accomplished and signed Certificate of Marriage (4copies)		-Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers		
2. Affidavit of Cohabitation if Marriage is solemnized under Article 34 of Family Code (4 copies)		-Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers		
3. Certification of Authority to solemnize marriage (if applicable)		-Solemnizing Officers		
4. Photocopy of notarized pre-nuptial agreement (if applicable)		-couple/concerned party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Marriage Certificate (Form 97) with Marriage License or Marriage Certificate with Article 34 Affidavit of Cohabitation	1.1 Receive and Check the completeness of information in the certificate of marriage including the requirements. 1.2 Register and Assign registry number. 1.3 The Civil Registrar shall sign the document	none	10 mins	-Registration of Marriage Counter (Marriage Registration Division) -Marriage Registration Division - Civil Registrar
2. Receive the original copy of Marriage Certificate and	2.1 Record in the logbook 2.2 Release the Registered document	none	3 mins	-Marriage Registration Counter



sign the receiving logbook.	to the informant or authorized institution. 2.3 File copy of registered document.			-Records Division
END OF TRANSACTION				



Registration of Marriage (Hybrid)

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All couples married in Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copies of duly accomplished and signed Certificate of Marriage (4copies)		-Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers		
2. Affidavit of Cohabitation if Marriage is solemnized under Article 34 of Family Code (4 copies)		-Churches, Office of Justices, Judges, Reverend, Imam or Solemnizing Officers		
3. Certification of Authority to solemnize marriage (if applicable)		-Solemnizing Officers		
4. Photocopy of notarized pre-nuptial agreement (if applicable)		-couple/concerned party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of duly accomplished Certificate of Marriage (Form 97) with Marriage License or Certificate of Marriage (Form 97) with Article 34 Affidavit of Cohabitation thru Official BCCRO email or Official Facebook page for evaluation and pre-approval request	1. Pre-evaluation of documents for registration. Check the completeness of information in the certificate of marriage including the requirements	none	5 mins	-Online Section
2. Present the original Marriage Certificate with attachment at City Civil Registrars Office	2.1 Register and Assign Registry number 2.2 The Civil Registrar shall sign the document	none	5 mins	- Registration of Marriage Counter -Marriage Registration Division



				-Civil Registrar
3. Receive the original copy Marriage Certificate and sign on the receiving logbook	3.1 Record in the logbook 3.2 Release the Registered document to the informant or authorized institution. 3.3 File copy of registered document.	none	3 mins	- Registration of Marriage Counter (Marriage Registration Division) -Records Division/ Officer
END OF TRANSACTION				



Registration of Death – Timely

Death registration is the permanent and official recording of person's death.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Concerned Individuals			
CHECKLIST OF REQUIREMENTS		CHECKLIST OF REQUIREMENTS		
1. Original copies of Certificate of Death (Form 103) or Certificate of Fetal Death (Form 103A) duly accomplished and signed by concerned signatories.		-Hospital / Clinics/City Health Office/ Funeral Service Provider		
2. Medico Legal (if applicable)		-Medico Legal Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Death (Form 103) or the Certificate of Fetal Death (Form 103A) with requirement	1. Check the completeness of information in the Certificate of Death including the requirement if applicable.	None	10 mins	- Registration of Death Counter (Death Registration Division)
2. Payment	2.1 Issue Official Receipt 2.2 Record the Certificate of Death with receipt. Assign registry number. 2.2 The Civil Registrar/ Authorized Officer shall sign the document.	Burial/ Cremation Php 100.00 Transfer Php 150.00	5 mins	-City Treasurer's Office Collecting Officer (for payment) -Death Registration Division -City Registrar / Authorized Officer Civil Registrar/ Authorized Officer
3. Receive the registered	3.1 Release the	None	3 mins	- Registration of



original copy of Death Certificate and sign the Registration of Death logbook.	registered document affixing Official seal 3.2 File copy of registered document.			Death Counter (Death Registration Division) -Records Division
END OF TRANSACTION				



Issuance of Civil Registry Documents -Birth,Death & Marriages (Certificates and Certification)

Civil Registry Documents are records of individual's fact of ,marriage or death. A Certified True Copy/Certification from this office is issued to concerned party who needs proof of birth,marriage or death in the City of Binan.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All parties born/married/died in Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CERTIFICATE OF LIVE BIRTH 1. Request Form 2. Valid ID of Document Owner 3. ID of mother if document owner is minor *Note: Authorization letter and valid IDs shall be required if availed by a representative)		-form from City Civil Registrar Office -Document owner -Mother or Father if he is indicated in the Certificate of Live Birth of the Child		
CERTIFICATE OF MARRIAGE 1. Request Form 2. Valid ID of either husband, wife or children provided that they show link/proof of relationship to the couple *Note: Authorization letter and valid IDs shall be required if availed by a representative)		- form from City Civil Registrar Office -Husband/Wife or children of couple		
CERTIFICATE OF DEATH 1. Request Form 2. Valid Id card of Surviving Spouse, Children 3. If not married : Valid ID of mother, father, siblings in the order mentioned provided that they show link/relationship to the deceased		-form from City Civil Registrar Office - Wife/Husband, Children of the deceased -Mother, father, or siblings if informant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled out request form and requirements.	1.1 Office personnel verify the existence or non existence of the record requested. 1.2 Print the requested certificate or	None	5 mins	-Verification Counter (Records Division)



	certification.			
2. Payment	2.1 Issue receipt 2.2 Check the receipt and record in the logbook 2.3 Civil Registrar/ Authorized Officer shall sign the certificate (CTC) or certification.	Certificati on, Mun. Form 1A,2A, 3A : Php 150.00 CTC: Php 100.00	10 mins	-City Treasurer's Office (Collecting Officer) -Records Division -Civil Registrar/ Authorized Officer
3. Receive the requested document and sign the releasing logbook.	3.Release the requested document to the client		3 mins	- Verification Counter (Records Division)
END OF TRANSACTION				



Application of Marriage License (Physical)

Marriage License is required when a man and a woman intend to marry.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Biñan Residents (either one or both of the contracting parties are residents of Biñan)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of both parties 2. Certificate of No Marriage 3. Pre-Marriage Seminar Certificate 4. Valid Government ID / Community Tax Certificate		-PSA/Local Copy(City Civil Registrars Office) -PSA -City Population Office -ID of Couple		
Consent of Parents – for applicant 18 years old but below 21 years old Advise of Parents - for applicant 21 years old but below 25 years old		-Parent -Consent form from City Civil Registrars Office -Parent -Advise form from City Civil Registrars Office		
Certificate of Legal Capacity to Marry – if applicant is a foreigner Authenticated copy of Certificate of Marriage with Annotation of Decision and Finality Copy of Decision and Finality – if applicant is annulled Certificate of Death – if applicant is widow/widower		-Respective Embassy here in the Philippines -PSA -City Civil Registrar -RTC -PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application Form with all the necessary requirements	1.1 Review and check all the information in the Application Form and other documents submitted. 1.2 Advised the client to register for Marriage Counseling Seminar and Pay the corresponding	None	5 mins	-Marriage License Counter (Marriage License Division)

	fee for application of Marriage License			
2. Payment	<p>2.1 Issue the Official Receipt</p> <p>2.2 Receive the document and receipt</p> <p>2.3 Prepare Notice for Publication and Post it for 10 days at the Civil Registrar's bulletin board.</p> <p>2.4 Prepares Marriage License and other supporting documents,</p> <p>2.5 Assign registry number.</p> <p>2.6 Approval and Signing of Marriage License</p>	<p>Fee:</p> <p>Civil Wedding – Php 600.00</p> <p>Church Wedding -Php 400.00</p>	10 mins	<p>-City Treasurer's Office Collecting Officer</p> <p>- Marriage License Counter (Marriage License Division)</p> <p>-City Civil Registrar</p>
3. Receive the registered Marriage License and sign the Marriage License Logbook	3. Release the Marriage License to the applicant or authorized representative.	Php 10.00	2 mins	- Marriage License Counter (Marriage License Division)
END OF TRANSACTION				



Application of Marriage License (Hybrid)

Office or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Biñan Residents /(either one or both of the contracting parties are residents of Biñan)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of both parties 2. Certificate of No Marriage 3. Pre-Marriage Seminar Certificate 4. Valid Government ID / Community Tax Certificate		-PSA/Local Copy(City Civil Registrars Office) -PSA -City Population Office -ID of Couple		
Consent of Parents – for applicant 18 years old but below 21 years old Advise of Parents - for applicant 21 years old but below 25 years old		-Parent -Consent form from City Civil Registrars Office -Parent -Advise form from City Civil Registrars Office		
Certificate of Legal Capacity to Marry – if applicant is a foreigner Authenticated copy of Certificate of Marriage with Annotation of Decision and Finality Copy of Decision and Finality – if applicant is annulled Certificate of Death – if applicant is widow/widower		-Respective Embassy here in the Philippines -PSA -City Civil Registrar -RTC -PSA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit ONLINE (Official Facebook) the accomplished Application Form with all the necessary requirements.	1.Review and check all the information in the Application Form and other documents submitted.	None	5 mins	-Online Section
2. Submit original application and requirements at the City Civil Registrar's Office	2.1 Receive and review the documents submitted 2.2 Advised the client to register for Marriage Counseling Seminar and to Pay the corresponding fee for application of Marriage License	None	3 mins	-Marriage License Counter (Marriage License Division)
3. Payment	3.1 Issue the Official Receipt 3.2 Receive the document and receipt 3.3 Prepare Notice for	Fee: Civil Wedding – Php 600.00 Church	10 mins	-City Treasurer's Office Collecting Officer - Marriage License Counter (Marriage



	Publication and Post it for 10 days at the Civil Registrar's bulletin board. 3.4 Prepares Marriage License and other supporting documents, 3.5 Assign registry number. 2.6 Approval and Signing of Marriage License	Wedding -Php 400.00		License Division) -Civil Registrar
4. Receive the registered Marriage License and sign the Marriage License Logbook	4. Release the Marriage License to the applicant or authorized representative.	Php 10.00	2 mins	- Marriage License Counter (Marriage License Division)
END OF TRANSACTION				



Registration and Annotation of Court Decree

This process is to register Court Decisions pertaining to correction of errors in the Certificate of Live Birth that are not covered by the provisions of Republic Act 9048, Adoption, Declaration of Nullity of Marriage, Annulment, Recognition of Foreign Judgment (Divorce), Presumptive Death, Legitimation thru court, use of father's surname by an illegitimate child.

Office or Division:	Office of the City Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Concerned Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
-Certified Machine Copy of Court Decision (4 sets) -Certified Machine Copy of Certificate of Finality(4sets) -Certificate of Confirmation of Authenticity and Certificate of Registration and Authenticity -Certified Machine Copy of Registration and Authentication -Recognition for Foreign Judgment (for annotation purposes) -Civil Registry Documents Authorization Letter with ID (for representative)		- Regional Trial Court - Regional Trial Court -Regional Trial Court - City Civil Registrars Office -CCR Manila City Hall - Regional Trial Court -City Civil Registrars Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Court Decision and Certificate of Finality together with Certificate of Authenticity	1.Review and verify the authenticity of the submitted documents	none	10 mins	- Court Decree Receiving Counter (Court Decree Division)
2. Payment	2.1 Issue Official Receipt 2.2Assign Registration number for Certificate of Registration and Annotation	Fees: Registration and Annotation- PHP3000.00 Late Registration- Php 300.00	5 mins	-City Treasurer's Office Collecting Officer - Court Decree Division -City Civil Registrar



	2.3City Civil Registrar shall sign the document 2.4Record in the Book for Court Decree			- Court Decree Division
3. Received the registered document and sign the releasing logbook.	3.1Record in the logbook 3.2 Release the registered document 3.3 File copy of registered document	None	5 mins	- Court Decree Receiving Counter (Court Decree Division)
END OF TRANSACTION				



Delayed Registration (Birth, Marriage, Death)

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All concerned parties born/married/died in Binan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR DELAYED BIRTH REGISTRATION/DELAYED OUT-OF-TOWN REGISTRATION OF BIRTH				
A. Duly Accomplished Certificate of Live Birth		-Hospital, Health Centers, Lying-In, Registered Midwife, Traditional Midwife		
B. Negative result of birth		-PSA		
C. Any two of the following documentary evidences:				
-Baptismal Certificate		-Church		
-School Records		-School		
-Income Tax Return of Parents		-BIR		
-Insurance Policy		-Insurance Company		
-Medical Records		-Hospital/Clinic		
D. Certificate of Marriage of Parents (if applicable)/Informant		-PSA		
E. Affidavit of two disinterested persons present during the birth of child		-Biñan City Civil Registrars Office/Notary		
F. Community Tax Certificate of the Informant (Cedula)		-City Treasurer's Office		
G. Duly Authorized Affidavit to Use the Surname of the Father(AUSF) if applicable		- Biñan City Civil Registrars Office		
FOR DELAYED REGISTRATION OF MARRIAGE				
A. Original Copy of Marriage Certificate		-Church or Solemnizing Officer		
B. Negative Result of Marriage		-PSA		
C. Certified True Copy of Marriage License (if available)		-Issuing Office where the License was obtained		
D. Certification from Solemnizing Office based from the record		-Church or Solemnizing Officer		
E. Affidavit for Delayed Registration		--Church or Solemnizing Officer		
FOR DELAYED REGISTRATION OF DEATH				
A. Original copy of duly accomplished Certificate of Death		-Hospital, City Health Office, Funeral service Provider		
B. Negative Result of Death		-PSA		
C. Certification from Funeral Services		-Funeral Service Provider		
D. Other documents showing the date and place of death				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the duly Accomplished Civil Registry Certificates with requirements	1.Pre-evaluation/ Pre-approval of documents for Registration	None	10 mins	-Late Registration Counter (Birth Registration Division/Marriage Registration Division/Death Registration Division)
2. Payment	2.1 Issue Official Receipt 2.2 Shall receive the receipt and record in the logbook 2.3 The Civil Registrar/Authorized Officer shall sign the document /approved certificate.	Php 300.00	10 mins	-City Treasurer's Office Collecting Officer - Late Registration Counter (Birth Registration Division/Marriage Registration Division/Death Registration Division) -Civil Registrar/Authorized Officer
3. Received the Delayed Registered documents and sign the logbook.	3.1 Assign Registry Number and record in the logbook 3.2 Release the delayed registered document	None	5 mins	-Late Registration Counter (Birth Registration Division/Marriage Registration Division/Death Registration Division)
END OF TRANSACTION				



Delayed Registration-Hybrid (Birth, Marriage, Death)

Office or Division:	Office of the City Civil Registrar		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All parties born/married/died in Biñan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
FOR DELAYED BIRTH REGISTRATION/DELAYED OUT-OF-TOWN REGISTRATION OF BIRTH A. Duly Accomplished Certificate of Live Birth B. Negative result of birth C. Any two of the following documentary evidences: -Baptismal Certificate -School Records -Income Tax Return of Parents -Insurance Policy -Medical Records D. Certificate of Marriage of Parents (if applicable)/Informant E. Affidavit of two disinterested persons present during the birth of child F. Community Tax Certificate of the Informant (Cedula) G. Duly Authorized Affidavit to Use the Surname of the Father(AUSF) if applicable		-Hospital, Health Centers, Lying-In, Registered Midwife, Traditional Midwife -PSA -Church -School -BIR -Insurance Company -Hospital/Clinic -PSA/ City Civil Registrars Office -Biñan City Civil Registrars Office/Notary -City Treasurer's Office - Biñan City Civil Registrars Office	
FOR DELAYED REGISTRATION OF MARRIAGE A. Original Copy of Marriage Certificate B. Negative Result of Marriage C. Certified True Copy of Marriage License (if available) D. Certification from Solemnizing Office based from the record E. Affidavit for Delayed Registration		-Church or Solemnizing Officer -PSA -Issuing Office where the License was obtained -Church or Solemnizing Officer -Notary	
FOR DELAYED REGISTRATION OF DEATH A. Original copy of duly accomplished Certificate of Death B. Negative Result of Death C. Certification from Funeral Services D. Other documents showing the date and place of death		-Hospital, City Health Office, Funeral service Provider -PSA -Funeral Service Provider	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ONLINE(Official Facebook) the duly Accomplished Civil Registry Certificate with requirements	1.Pre-evaluation/ Pre-approval of documents for Registration	None	10 mins	-Online Section
2. Submission of Original documents with requirements at City Civil Registrars Office	2.1Receive and check the documents 2.2 Advise the client to pay the delayed registration fee.	None	3 mins	--Late Registration Counter (Birth Registration Division/Marriage Registration Division/Death Registration Division)
3. Payment	2.1 Issue Official Receipt 2.2 Shall receive the receipt and record in the logbook 2.3The Civil Registrar/Authorized Officer shall sign the document /approved certificate.	Php 300.00	10 mins	-City Treasurer's Office Collecting Officer - Late Registration Counter (Birth Registration Division/Marriage Registration Division/Death Registration Division) -Civil Registrar/Authorized Officer
4. Received the Delayed Registered documents	3.1 Assign Registry Number and record in the logbook	None	5 mins	-Late Registration Counter (Birth Registration



	3.2Release the delayed registered document			Division/Marriage Registration Division/Death Registration Division)
END OF TRANSACTION				



Petition for Correction or Clerical Error/Change of First Name

Office or Division:	Office of the City Civil Registrar			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All concerned parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PETITION FOR CHANGE OF FIRST NAME/CORRECTION OF DATE AND MONTH IN THE DATE OF BIRTH/CHANGE OF SEX A. Certificate of Live Birth B. School Records (form 137) C. Medical Records D. Certificate of Baptism/Other Religious Certificate E. Voter's Registration Record F. GSIS, SSS, or other Insurance Certificate G. NBI Clearance H. Police Clearance I. Employer's Certificate/Affidavit of Non-Employment J. Newspaper Publication (once a week for 2 consecutive weeks) K. Affidavit of Publication from Publisher L. Other documents: -PhilhelathID, Pag-ibig ID, Driver's License, PRC License M. Community Tax Certificate (CEDULA) N. Certificate of Marriage (if married)		-PSA -School -Hospital, Clinic -Church -Comelec -GSIS, SSS, Insurance company -NBI -Police Station -Company -Newspaper Company -Newspaper Company -Philhealth, Pag-Ibig, LTO, PRC -City Treasurer's Office -PSA /City Civil Registrars Office		
PETITION FOR CLERICAL/TYPOGRAPHICAL ERROR A. Birth, Marriage, Death Certificate to be corrected B. Certificate of Birth, Certificate of Marriage of Parents/Birth Certificate of Siblings C. Certificate of Baptism D. Voters Registration Record E. Employment/Service Record F. GSIS, SSS Record G. School Records (Form 137)		-PSA -PSA -Church -Comelec -Company -GSIS/SSS -School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Petition for	1.1 Shall Check and	None	15 mins	-Petition for



Correction of Civil Registry Documents or Change of Name accompanied with the necessary documents	review the requirements submitted 1.2 For City Civil Registrar's approval			Correction Division -City Civil Registrar
2. Payment	2.1 Issue Official Receipt	Fee: Correction for Clerical error 1000.00 Change of Name: Php 3000.00 with Publication Php 2000.00 Migrant Petition: Php 500.00	5 mins	City Treasurer's Office-Collecting Officer
3. Received the corrected documents.	3.1 File the Petition approved by the City Registrar and then submit to PSA for finality of the petition, then which the PSA will submit back to Biñan City Civil Registrars Office 3.2 Release the corrected document and Record in the logbook. 3.3 File copy of registered document.	None	Releasing of corrected document: 3 mins *Note: The total length of period for processing takes an approximate of 4-6 months upon receipt of application.	-Petition for Correction Division
END OF TRANSACTION				



Legal Instruments

(Affidavit of Acknowledgement /Admission of Paternity ; Affidavit of Legitimation;
Affidavit to Use the Surname of the Father)

Office or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All individual born in Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legitimation 1. Cenomar (Father/Mother) 2. Marriage Certificate of Parents 3. Certificate of Live Birth 4. Affidavit of Legitimation 5. Community Tax Certificate AUSF 1. Birth Certificate 2. Community Tax Certificate or Valid ID of Parents Affidavit of Acknowledgement/Admission of Paternity 1. Certificate of Live Birth 2. Affidavit of Acknowledgement/Admission of Paternity Form; 3. Community Tax Certificate or Valid ID of Father		-PSA -PSA/City Civil Registrar Office -PSA/City Civil Registrar Office -Notary -City Treasurers Office -PSA - City Treasurers Office -Notary -City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Civil Registry Documents With supporting documents	1.1 Evaluation of document 1.2 Approval and Signing of document	None	10 mins	-Legal Instrument Division - City Civil Registrar
2. Payment.	2.1 Issuance of Official Receipt(CTO) 2.2 Record in the logbook	Legitimation : Php 500.00 AUSF Fee: Php 200.00	10 mins	-City Treasurers Office - Legal Instrument Division
3. Receive the	3.1 Releasing of			-Legal Instrument



documents and Sign the Releasing Logbook	document			Division
END OF TRANSACTION				



Supplemental Report of Civil Registry Documents

(Birth, Marriage, Death)

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All individual born/married/died in Biñan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Civil Registry Certificate 2. Affidavit of Supplemental Report 3. Community Tax Certificate or Valid ID of Father		- PSA/City Civil Registrar Office -Notary -City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Civil Registry Documents (Birth, Death, Marriage Certificates) With Affidavit of Supplemental Report	1.1 Evaluation of document 1.2 Approval and Signing of document	None	10 mins	-Registration Division - City Civil Registrar
2. Payment.	2.1 Issuance of Official Receipt(CTO) 2.2 Record in the logbook	Supplemental Report Fee: Php 100.00	10 mins	-City Treasurers Office - Registration Division
3. Receive the documents and Sign the Releasing Logbook	3.1 Releasing of document	None	5 mins	- Registration Division
END OF TRANSACTION				



Payment of Real Property Tax

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owners or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following: <ul style="list-style-type: none">Latest Real Property Tax (Amilyar) Receipt				
<ul style="list-style-type: none">Tax Declaration		To be secured from the City Assessor’s Office		
2. Statement of Account (SOA)		To be secured from City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for presentation of requirement.	1. Verification of document for issuance of SOA (Statement of Account).	None	5 minutes	Assessment Personnel
2. Proceed to payment window for submission of SOA and payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the SOA	5 minutes	Revenue Collection Clerk
2.1 Receive and double check your Real Property Tax (Amilyar) receipt.		1% of assessed value for Basic and additional levy of 1% assessed value for SEF, plus 2% penalty per month for unpaid taxes		
END OF TRANSACTION				



Online Payment of Real Property Tax

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Real property owners with no tax delinquency		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RPT Google Form		To be secured from the Office of the City Treasurer		
2. Scanned copy of: <ul style="list-style-type: none"> • Latest Real Property Tax (Amilyar) receipt; <u>or</u> • Tax Declaration 		To be secured from the City Assessor's Office (Tax Declaration)		
3. Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the google form available on the official Facebook page of Treasury: Binan City Treasurer's Office-Online Service	1. Verification of documents.	None	5 minutes	IT/Assessment personnel
	1.1 Sending of SOA (Statement of Account) via email.		10 minutes	
2. Receive your scanned copy of SOA and click the payment link attached in the email for payment: link.bizportal (LAND BANK)	2. Issuance of official receipt 2.1. Sending of scanned copy of official receipt via email.	As stated in the SOA plus banking charge	10 minutes *but payment will be credited to Land bank within 1 to 5 working days depending on your payment channels/ mode of payment	Revenue Collection Clerk
3. Receive your scanned copy of official receipt via email, supporting an SMS notification. * Present the scanned copy of OR and your ID upon claiming your physical OR at the Treasury Office.				
END OF TRANSACTION				



Payment of Local Business Tax

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Company/Business owners or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Form for Business Permit		To be secured from the Business Permit and Licensing Office		
2. Tax Order of Payment (TOP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of requirements.	None	5 minutes	Revenue Collection Clerk
2. Pay the corresponding taxes.	2. Issuance of official receipt.	As stated in the TOP	5 minutes	Revenue Collection Clerk
2.1. Receive and double check your official receipt.				
END OF TRANSACTION				



Online Payment of Local Business Tax

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Company/Business owners with no tax delinquency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to link.bizportal or to this link https://www.lbp-eservices.com/egps/portal/index.jsp for payment.	1. Validation of payment.	Tax due plus banking charge	5 minutes * but payment will be credited to Land bank within 1 to 5 working days depending on your payment channels/ mode of payment	IT/Assessment personnel
	1.1 Issuance of official receipt.	None	3 minutes	Revenue Collection Clerk
	1.2 Sending of scanned copy of official receipt via email.		5 minutes	IT/Assessment personnel
2. Receive your scanned copy of official receipt via email, supporting an SMS notification. * Present the scanned copy of OR and your ID upon claiming your physical OR at the Treasury Office.				
END OF TRANSACTION				



Requisition of Real Property Tax Clearance

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owners or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Requisition and Payment Slip		To be secured from the Office of the City Treasurer		
2. Official Receipt of Payment for Tax Clearance Request that costs Php150 per copy				
3. Photocopy of Latest Real Property Tax (Amilyar) Receipt				
4. Photocopy of Registered Owner’s Valid ID *Note: Special Power of Attorney and valid IDs shall be required if availed via a representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of documents.	150.00 per copy	4 hours * Tax exempted properties shall be released on the following working day	Assessment Personnel
	1. Preparation and issuance of Tax Clearance.			
2.1 Receive and double check your Tax Clearance.				
END OF TRANSACTION				



Payment of 2% Gross Income Tax (PEZA)

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PEZA-accredited company/business owners or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Income Tax Return/Financial Statements				
2. Tax Order of Payment (TOP)		To be secured from the Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of requirements.	None	20 minutes	Assessment Personnel
	2. Approval and issuance of TOP.	None	3 minutes	Approving Officer/Immediate Supervisor
2. Proceed to payment window for payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the TOP	5 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.		2% of the gross income plus 2% penalty per month for unpaid taxes		
END OF TRANSACTION				



Payment of Amusement Tax

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Amusement place owners or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Statement of Issued Admission Ticket				
2. Reprinted Copy of First and Last Issued Ticket				
3. Tax Order of Payment (TOP)		To be secured from the Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of requirements.	None	10 minutes	Assessment Personnel
	1.1 Approval and issuance of TOP.	None	3 minutes	Approving Officer/Immediate Supervisor
2. Proceed to payment window for payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the TOP	5 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.		10% of the gross receipts from the admission fees plus 2% penalty per month and 25% surcharge for unpaid taxes		
END OF TRANSACTION				



Payment of Franchise Tax

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owners of business enjoying franchise or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Photocopy of Sworn Declaration of the Gross Annual Receipts for the Preceding Calendar Year				
2. Tax Order of Payment (TOP)		To be secured from the Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of requirements.	None	10 minutes	Assessment Personnel
	1.1 Approval and issuance of TOP.	None	3 minutes	Approving Officer/Immediate Supervisor
2. Proceed to payment window for payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the TOP	5 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.		75% of 1% or 0.0075 of the annual gross receipts plus 2% penalty per month and 25% surcharge for unpaid taxes		
END OF TRANSACTION				



Payment of Transfer Tax of Real Property Ownership

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owners/buyers or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Whichever is applicable: <ul style="list-style-type: none">• Photocopy of Deed of Absolute Sale• Photocopy of Deed of Donation• Photocopy of Extra Judicial Settlement *Note: Special Power of Attorney and valid IDs shall be required if availed via a representative		To be secured from the City Assessor’s Office		
2. Photocopy of Latest Tax Declaration (House and Lot)				
3. Photocopy of Certificate of No Improvement, if no building				
4. Photocopy of Latest Tax Clearance (House and Lot)		To be secured from the Office of the City Treasurer		
5. Tax Order of Payment (TOP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of requirements.	None	4 hours	Assessment Personnel
	1.1 Approval and issuance of TOP.	None		Approving Officer/Immediate Supervisor
2. Proceed to payment window for payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the TOP	5 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.		0.0075 of the Selling Price or Fair Market Value, whichever is higher, plus 2% penalty per		



		month and 25% surcharge for unpaid taxes		
END OF TRANSACTION				



Payment of Professional Tax

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Licensed professionals who have passed examinations conducted by Professional Regulation Commission (PRC) or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Professional Regulation Commission (PRC) ID *Note: Authorization letter and valid IDs shall be required if availed via a representative				
2. Latest Cedula with Declared Annual Gross Income		To be secured from the Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding taxes.	2. Issuance of official receipt.	P300.00 - Highly Professionals	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.		P250.00 - Professionals Plus 25% surcharge if payment is later than January		
END OF TRANSACTION				



Payment of Occupational or Calling Fee

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Professionals not requiring government examinations or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID *Note: Authorization letter and valid IDs shall be required if availed via a representative				
2. Latest Cedula with Declared Annual Gross Income		To be secured from the Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding taxes.	2. Issuance of Official Receipt.	P300.00 - Highly Professionals	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.		P260.00 - Professionals Plus 25% surcharge if payment is later than January		
END OF TRANSACTION				



Payment of Community Tax Certificate (Cedula) for Individuals

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employed individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula Data Form *Note: Authorization letter and valid IDs shall be required if availed via a representative		To be secured from the Office of the City Treasurer		
2. One Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for submission of requirements.	1. Assessment of tax to pay.	None	5 minutes	Revenue Collection Clerk
2. Pay the corresponding taxes.	2. Issuance of cedula.	P1.00 for every P1,000.00 of gross income derived from business or profession plus P5.00 for basic community tax plus 2% penalty per month if payment is later than February	4 minutes	Revenue Collection Clerk
3. Receive and double check your cedula. Sign and imprint your right	3. Secure the duplicate and triplicate	None	1 minute	Revenue Collection Clerk



thumb mark on the space provided.	copies of duly signed cedula.			
END OF TRANSACTION				



Payment of Community Tax Certificate (Cedula) for Businesses and Corporations

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Company/Business owners or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Form for Business Permit		To be secured from the Business Permit and Licensing Office		
2. Tax Order of Payment (TOP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Assess-ment of tax to pay.	None	5 minutes	Revenue Collection Clerk
2. Pay the corresponding taxes.	2. Issuance of cedula.	P2.00 for every P5,000.00 of gross income derived from business plus P2.00 for every P5,000.00 of assessed value of Real Property plusP500.00 for basic community tax plus 2% penalty per month if payment is later than February	4 minutes	Revenue Collection Clerk
3. Receive and double check your cedula. Sign and imprint your right thumb mark on the space provided.	3. Secure the duplicate and triplicate copies of duly signed cedula.	None	1 minute	Revenue Collection Clerk
END OF TRANSACTION				



Payment of Clearance and Certification Fees

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Payment Slip		To be secured from concerned office		
2. One Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment for presentation of requirements.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the payment slip	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Civil Registration Fees

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate		To be secured from the Local Civil Registry Office		
2. Payment Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the payment slip	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Cemetery Fees

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Death Certificate		To be secured from the Local Civil Registry Office		
2. Payment Slip		To be secured from the City Cemetery Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the payment slip	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Permit Fees for Building, Electrical, and Occupancy

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of Payment		To be secured from the City Engineering Office		
2. Building/Electrical/Occupancy Data Form		To be secured from the Office of the City Treasurer		
3. Photocopy of Contractor’s Tax Official Receipt (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of requirements.	None	5 minutes	Assessment Personnel
	1.1. Approval of transaction.	None	3 minutes	Approving Officer/Immediate Supervisor
2. Proceed to payment window for payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the Order of Payment	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Zoning Clearance Fee

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Concerned individuals or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of Payment		To be secured from the City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assessment window for submission of requirements.	1. Verification of documents.	None	5 minutes	Assessment Personnel
	1.1 Approval of transaction.			
2. Proceed to payment window for payment of corresponding taxes.	2. Issuance of official receipt.	As stated in the Order of Payment	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Traffic Violation Fees

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Ordinance Infraction Ticket		To be secured from the City Marshall Office/ (BTFRB) Biñan Tricycle Franchising and Regulatory Board/ (POSO) Public Order and Safety Office/ Biñan Police Station		
2. Order of Payment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for submission of requirement.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the Order of Payment	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Public Market Stall Rental and Electric Fees

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Stallholders or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Statement of Account (SOA)		To be secured from the Office of the City Treasurer		
2. Latest Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the SOA	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Sealing and Licensing Fees of Weights and Measures

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Authorized representative of private market and gasoline stations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Pump/Weight/Measure License Data Form		To be secured from the Office of the City Treasurer		
2. Weighing Scale License Information Sheet (applicable to weights only)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirements.	1. Verification of documents.	None	5 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt and seal.	As stated in the data form	5 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt and seal.				
END OF TRANSACTION				



Payment of Franchising and Licensing Fees

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle owners or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of Payment		To be secured from the (BTFRB) Biñan Tricycle Franchising and Regulatory Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for presentation of requirement.	1. Verification of documents.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the Order of Payment	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Payment of Rental Fees of Real Properties Owned by the City

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Concerned individuals or their authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Order of Payment		To be secured from the City Vice Mayor’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to payment window for submission of requirement.	1. Verification of document.	None	2 minutes	Revenue Collection Clerk
2. Pay the corresponding amount.	2. Issuance of official receipt.	As stated in the Order of Payment	3 minutes	Revenue Collection Clerk
2.1 Receive and double check your official receipt.				
END OF TRANSACTION				



Schedule of Civil Wedding

Processing of the solemnization for Local Civil Wedding for qualified applicants.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Concerned Individuals or their authorized representative.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Qualified applicant as set by Local Civil Registrar <ul style="list-style-type: none"> • Marriage License Fee Receipt • Pre-marriage certification • Pre-marriage Seminar 			City Civil Registrar's Office – Binan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Marriage License fee receipt and Pre-marriage certification to the person responsible.	Checking of the completeness of requirements	None	3 minutes	Mayor's Office Staff-in-charge
Set the Date and Time of Wedding	Get the information of the couple and record it in Schedule of Civil Wedding Logbook.		2 minutes	Mayor's Office Staff-in-charge
	The Mayor's Office Staff will record the date of wedding, couple's name in Incoming/Outgoing Civil Wedding Logbook.	None	2 minutes	Mayor's Office Staff-in-charge
	The Mayor's Office Staff will endorse the document to the City Civil Registry.	None	5 minutes	Mayor's Office Staff-in-charge
	The City Civil Registry Staff will receive the document and sign in Incoming/Outgoing Civil Wedding Logbook.	None	3 minutes	Mayor's Office Staff-in-charge
END OF TRANSACTION				



Processing of Request/Reports/Correspondence from Agencies, NGO'S, Private Individuals

Documents and/or request will confidentially reviewed by the recipient and ensure follow up response.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Concerned Individuals or their authorized representative.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter 2. Necessary documents			To be secured from the requesting Private Individuals, Corporation, Agencies, NGO'S, LGU, National Government	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request/ reports/ correspondence	The Mayor's Office staff will record the request/ correspondence/ reports/ in Correspondence Logbook	None	3 minutes	Mayor's Office Staff – Information Desk
	The Mayor's Office staff will endorse the request/ reports/ correspondence to the City Mayor/ City Admin. for approval.	None	1 day	Mayor's Office Staff
	The Mayor's Office Staff will release the reviewed and approved report/ request/ correspondence to the concerned department/ Office individual and will record the action taken in Correspondence Logbook.	None	5 minutes	Mayor's Office Staff
END OF TRANSACTION				



Mayor's Clearance

This document is usually issued to individuals for various purposes. The clearance is being required for the following purposes: (a) for employment (b) PNP Application (c) for firearms license (d) legal purposes.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance or NBI Clearance 2. Cedula/ Residence Certificate 3. Any valid Government ID		PNP/ NBI City Treasurer's Office - Binan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the documentary requirements to the person responsible.	Check documentary requirement, record the transaction in the logbook	None (non-residence of Binan P100)	2 minutes	Mayor's Office Staff-in-charge
For Non-residence an order of payment will be issued. Pay to the City Treasurer's Office.		Php 100.00	3 minutes	Cashier Office of the City Treasurer
	Prepares Mayor's Clearance for signature.		2 minutes	Mayor's Office Staff-in-charge
Approval of the Mayor's Clearance	The City Mayor or his authorized representative signs the MC.		2 minutes	City Mayor or City Administrator
Release of Clearance to the client, client leaves 1 copy with the records Section for file.			1 minute	Mayor's Office Staff-in-charge
END OF TRANSACTION				



HAPI Card – Health Assistance Program for Indigent Families

The Office of the Mayor provides medical assistance for poor, marginalized, vulnerable, and disadvantaged individuals.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Indigent individuals who confined in accredited hospitals: (Ospital ng Binan, Binan Doctor's Hospital, UPH Dr. Jose Tamayo Medical Center, Unihealth Hospital and Batangas Medical Center.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Hospital Bill 2. Valid Government ID's for verification of residency 4. For minor patient – Valid Government ID of parent.		Hospital Certain individuals/ client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Photocopies of requirements to the person responsible	Check and evaluate requirements, record the transaction in the logbook.	None	2 minutes	Mayor's Office Staff-in-charge
	Prepares HAPI Certification for the signature of the Mayor or Administrator.		2minutes	Mayor's Office Staff-in-charge
Approval of the HAPI Certification	The City Mayor or his authorized representative signs the Certification.		2 minutes	City Mayor or City Administrator
Release of Certification, client leaves all requirements with the records Section for submission to Accounting Office.	Mayors' Office Staff-in-charge		1 minute	Mayor's Office Staff-in-charge
END OF TRANSACTION				



Meralco Waiver

The Office of the Mayor provides Meralco Waiver for applicant to who was approved by the City Engineer/Building Official Office.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C Government to Citizen		
Who may avail:		Any qualified individuals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Electrical Permit from City Engineer/Building Official Office 2. Approved Inspection on the propose Electrical works submitted to City Engineer/Building Official Office		City Engineer/Building Official Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the approved documentary requirements issued by City Engineer Office to the person responsible.	Checks/ verify documentary requirement and record the transaction in the logbook.	None	2 minutes	Mayor's Office Staff-in-charge
	Prepares Certification for the approved application.		2 minutes	Mayor's Office Staff-in-charge
	The City Mayor or his authorized representative signs the Certification.		3 minutes	City Mayor or City Administrator
Release of Certification to clientand sign in the Logbook.	Releases/ issues the requested Meralco waiver.		1 minute	Mayor's Office Staff-in-charge
END OF TRANSACTION				



Securing Legislative Document

Application for Payment of Securing Legislative Document.

Office or Division:	Office of the City Vice Mayor/ SP & Secretary to the Sanggunian			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Constituents of the City of Biñan Government Agencies / Offices Different Organizations / Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip (2 copies)		Office of the City Vice Mayor / SP & Secretary to the Sanggunian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Slip, Receiving Log Book, and Request Slip	<p>1. SUBMISSION OF REQUEST</p> <p>a) Shall fill-up the Request Slip (Form No. CVMO-012-Ø) form specifying the needed document, purpose and other details.</p> <p>b) Record the accomplished Request Slip to the Receiving Log Book (Form No. CVMO-013-Ø).</p> <p>Note: Shall require additional information as necessary, if disapproved, the Secretary shall advise requesting party. If request made is "FOR AGENDA</p>	N/A	2 minutes	SP Staff Records Officer



	INCLUSION ONLY", no payment will be required, but if the requestor is asking for a certification then comply with the process and proceed to the next step			
2.Assessment of Fees	<p>2.PAYMENT OF FEES</p> <p>a) Shall hand over the same to the personnel-in-charge of the records who shall check availability of the documents requested, assess the fees to be paid (Form No. CVMO-014-Ø), indicate the same in the letter request and secure approval from the Secretary to the Sanggunian.</p> <p>b) Shall proceed to the Office of the City Treasurer, Cash Division, present the assessed fee and settle the payment.</p> <p>Note: The Official Receipt number shall be indicated in the Request Form.</p>	<p>P100.00 / page</p> <p>(As Amended by City Ordinance No. 4-B(2022))</p>	20 minutes	<p>Revenue Collection Clerk/ City Treasurer</p> <p>SP Staff</p> <p>Records Officer</p>



3. Official Receipt and Certified True Copy of document(s) requested	<p>3. PREPARATION OF DOCUMENTS</p> <p>a) Shall check Official Receipt upon presentation by Requestor</p> <p>b) Shall prepare / produce the documents, stamp "Certified True Copy" and have it signed by the Secretary to the Sanggunian or any authorized signatory.</p> <p>3.1 ISSUANCE / RELEASE OF DOCUMENTS</p> <p>c) Shall secure acknowledgment of receipt from the requestor duly recorded in the letter request and release the requested document.</p>	N/A	<p>1 minute</p> <p>5 – 10 minutes</p> <p>(Depending on the Number of Pages of the Documents / Copies Requested)</p> <p>1 minute</p>	<p>SP Staff</p> <p>Records Officer</p>
END OF TRANSACTION				



ICTO Tech4ed Center Training (Online / Face to Face)

Free ICT-related trainings and relevant ICT-enabled services from City Government of Biñan through ICTO-Tech4ed Center

Office or Division:	Information and Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Email Account		Citizen or Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check for training schedule posted thru Tech4ed Center Biñan Page	1.1. Post training announcement schedule thru Facebook page.	None	5 minutes	Tech4ed Center Manager
2. Click the link included in the post to open the registration form [Google form]. Fill out carefully all necessary information requested.		None	5 minutes	Tech4ed Center Manager
3. Receive a confirmation email from ICT Office regarding online registration	3.1. Send Confirmation Email to client <i>Note: The concerned government agency must respond within 1 working day from the day of registration.</i>	None	1 day	Tech4ed Center Manager ICTO Administrative Division
4. Receive final reminder email from ICT Office one day before the training.	4.1. Send final reminder Email to registrant. For Online: A unique link is included in the email to join the session.	None	1 day	Tech4ed Center Manager ICTO Administrative Division
TRAINING PROPER				
5. For Online: Click the JOIN link from the email to begin attending the	5.1. Conduct training and facilitate the program flow and	None	Actual duration of the ICT-related training	Tech4ed Center Manager



training. For Face to Face: Proceed to Tech4ed Center Biñan on the exact schedule of the training.	workshops For Online: Host and Monitor the training		is on a per schedule basis.	Resource Person/s ICTO Assigned Personnel
6. Fill out the <i>Post Training Evaluation</i> form For Online: Click the link provided before the end of the training and/or sent through email. Complete, attach and email the required online activities to ICTO.	6.1. Distribute the <i>Post Training Evaluation</i> form to participants. For Online: Send a link to the participants for the <i>Post Training Evaluation</i> .	None	1 day	Tech4ed Center Manager
7. Receive Training Certificate and Handout thru email <i>Note: For participants who complied with the requirements and completed the post training evaluation.</i>	7.1. Send Training certificate and handout to participants through email.	None	1 day	Tech4ed Center Manager
END OF TRANSACTION				



ICTO Tech4Ed Center Walk in Clients

Free ICT-related and relevant ICT-enabled services from City Government of Biñan through ICTO-Tech4ed Center

Office or Division:	Information and Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of City Government of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
User Log Sheet (Log-in details)		Tech4ed Center – Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name, date, time in, purpose of visit, and signature in the user log sheet.	1.1 Check completeness of required information	None	3 minutes	Tech4ed Center Manager
2. Proceed to the assigned computer and perform the needed task. <i>Note: Maximum 1 hour per client</i>	2.1 Assign available computer and record computer station number in the log sheet	None	3 minutes	Tech4ed Center Manager
3. If printing or scanning is needed, inform the Tech4ed Center Manager.	3.1 Print / scan documents as requested (printing is maximum of 5 pages per user – with minimal images).	None	5 minutes	Tech4ed Center Manager
4. Inform the Tech4ed Center Manager once he/she is done using the computer. Write time out in the user log sheet.	4.1 Check the workstation of the user before allowing him/her to leave the center.	None	2 minutes	Tech4ed Center Manager
END OF TRANSACTION				



Recruitment

Application for vacant published positions.

Office or Division:	Human Resources Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified applicants within the publication period. Residency is required for Department Head positions.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter stating the position, item number and office where the vacancy exists (1 copy)		Applicant will prepare this		
2. Properly accomplished Personal Data Sheet with Work Experience Sheet (CS Form No. 212, rev. 2017), with recent passport size picture (1 set)		Downloaded from CSC Website (csc.gov.ph)		
3. Individual Performance Commitment Rating/Performance evaluation (1 copy)		HR of previous or current employment; not required for new graduates without work experience		
4. Authenticated Copy of Transcript of Records / Form 137 (1 copy)		College or University where applicant graduated from; Form 137 for positions requiring Elementary or High School graduate		
5. Authenticated Copy of Certificate of Eligibility (1 copy)		Civil Service Commission / Professional Regulation Commission		
6. Photocopy of Valid NBI Clearance (1 copy)		National Bureau of Investigation		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents.	Receive, and assess documents submitted.	None	5minutes	HRMA / Clerk
2. Submit Application Applications with complete requirements may be submitted personally at the HRD Office, 3/F City Hall Building. As an innovation, applications may be submitted online in PDF Format to cityhrd.binan.recruitment@gmail.com .	Receive applications with complete requirements within the publication period.	None	5 minutes for walk-in applicants; Maximum of 3 business days for applications submitted online. ***All applications	HRMO I



			received after 5:00PM or during weekends and holidays are deemed received at 8:00 AM of the next business day.	
END OF TRANSACTION				



Selection

Selection of applicants to vacant published positions.

Office or Division:	Human Resources Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Qualified applicants within the publication period. Residency is required for Department Head positions.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All requirements from recruitment shall be carried over; no need to resubmit		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Take the employment examination on the scheduled day. Examination dates are included in the publication.	1.1 Notify the applicant and facilitate the administration of the employment examination on the scheduled day covering written, personality temperament test and functional examination.	None	2 hours	HRMO I (Licensed Psychometrician)
	1.2 Check, tally, validate and record the results.		5 days	HRMO I/ HRMO II/ HRMO III
	1.3 Applicants shall be informed via email of the results of the examinations. Only those who meet the threshold set shall be scheduled for the online HRMPSB Interview. Applicants without email shall be informed thru their contact numbers.		3 days	HRMO I/ HRMO II/ HRMO III
2. Attend the HRMPSB Interview per schedule via face to face or video conference.	2. Interview the applicants and prepare matrix of the applicants for consideration of the	None	40 minutes	HRMO (HRMPSB Secretariat); HR Head/Alternate; Department Head

END OF TRANSACTION



Placement

Proposed appointees are issued appointment papers.

Office or Division:	Human Resources Development Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Proposed appointee.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Properly accomplished Personal Data Sheet with Work Experience Sheet (CS Form No. 212, rev. 2017), with recent passport size picture (3 sets, original)	Downloaded from CSC Website (csc.gov.ph)
2. Statement of Assets, Liabilities and Networth (3 copies, original)	Downloaded from CSC Website (csc.gov.ph)
3. Authenticated Copy of Transcript of Records Form 137 (1 original and 2 certified copies)	School where applicant graduated from
4. Valid NBI Clearance (1 original and 2 photocopies)	National Bureau of Investigation
5. Police Clearance (1 original and 2 photocopies)	PNP Station
6. MTC and RTC Clearance(1 original and 2 photocopies)	Municipal Trial/ Regional Trial Courts
7. Mayor's Clearance(1 original and 2 photocopies)	Office of the Mayor
8. Authenticated Copy of Certificate of Eligibility (1 original and 2 certified copies)	Civil Service Commission / Professional Regulation Commission
9. Medical Certificate with results(1 original and 2 photocopies)	Downloaded from CSC Website (csc.gov.ph); Medical Exam conducted by government physician
10. Diploma (1 original or Authenticated Copy and 2 photocopies)	School where applicant graduated from
11. PSA Birth Certificate(1 original and 2 photocopies)	Philippine Statistics Authority/ psa.gov.ph
12. PSA Birth Certificate of Dependents(1 original and 2 photocopies)	Philippine Statistics Authority/ psa.gov.ph
13. Philhealth Members Data Record(1 original and 2 photocopies)	Philhealth
14. TIN ID or Verified TIN(1 original and 2 photocopies)	Bureau of Internal Revenue
15. Pag-Ibig ID or Members Data Form(1 original and 2 photocopies)	Pag-Ibig Fund

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Application for Referral Letter

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<p>vacancies posted at the bulletin board.</p> <p>PESO ID holders: Browse preferred position on job vacancies using the PESO kiosk machine located at the Employment Facilitation Area.</p> <p>Online Applicants: Browse/Search for preferred position on job vacancies posted in PESO Binan Facebook page or in PESO website (www.citypeso.wixsite.com/pesobinan)</p>				
<p>Walk-in Applicants: 3. Undergo initial interview and Pre-Employment Orientation Seminar</p> <p>Online Applicants: Fill-up form containing details similar to a resumé.</p>	<p>Walk-in Applicants 2. Assess applicant information and qualifications and conduct Pre-Employment Orientation Seminar. Issue referral letter as necessary.</p> <p>Online Applicants Review and ensure complete details is provided by the applicant</p>	None	<p>10 minutes</p> <p>2 minutes</p>	<p>PESO Services Personnel</p> <p>PESO Technical Personnel</p>
<p>Walk-in Applicants: 4. Claim referral letter to be attached in the</p>		None	1 minute	PESO Technical Personnel



<p>resumé that will be submitted to chosen company for job application.</p> <p>Online applicants: Print the forwarded PDF form of referral letter to be attached in the resumé that will be submitted to chosen company for job application.</p>				PESO Technical Personnel
<p>Walk-in Applicants: 5. Leave a copy of resumé or bio-data at the Resumé Drop Box located at the Employment Facilitation Area.</p>	<p>Walk-in Applicants 5. Encode details of resumé or bio-data to PESOapplicants database.</p>	None		PESO Technical Personnel
END OF TRANSACTION				



Company Accreditation

Application for accreditation to be able to join in PESO programs and activities.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of Intent 2. Company Profile 3. DTI or SEC Registration 4. Business / Mayor's Permit 5. DOLE Certificate 6. BIR Registration 7. SSS Registration 8. Phil Job net Registration 9. List of Tied up Companies (for local agencies only) 10. Latest Job Vacancies for posting 		Company Documents		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of intent addressed to Mr. Romualdo A. Garcia, City PESO Officer thru e-mail address pesobinanjobfair@gmail.com.	1. Provide a list of documentary requirements to be submitted	None	2 minutes	PESO Services Personnel
2. Submit soft copies	2. Issuance of PESO	None	5 minutes	PESO Services



of complete documentary requirements as listed thru e-mail address pesobinanjobfair@gmail.com	Clearance upon validation of requirements			Personnel
3. Receive the scanned copy of PESO Clearance as proof of an accredited PESO partner		None		
4. Request letter of intent to join on upcoming activities thru e-mail address pesobinanjobfair@gmail.com	4. Acknowledge receipt of e-mail and send invitation of scheduled upcoming activity with confirmation slip, if available	None	3 minutes	PESO Services Personnel
5. Send filled-up and signed confirmation slip thru e-mail address pesobinanjobfair@gmail.com	5. Acknowledge receipt of e-mail. Update client for further instructions.	None	2 minutes	PESO Services Personnel
END OF TRANSACTION				



OFW Help Desk

Assistance for Overseas Filipino Workers

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OFW Families and Returnees from Biñan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Termination from POLO or employer abroad 2. Travel Documents with date of arrival (e.g. passport, plane ticket)		OFW returnee documents		
3. OFW form for returnees 4. Case Intake Sheet		To be secured from the Public Employment Service Office		
5. OWWA Membership Registration *Note: Authorization letter and valid IDs shall be required if availed via a representative)		To be secured from OWWA Regional Welfare Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Returnees' Financial Assistance from PESO: 1. Submit photocopies of Certificate of Termination and travel documents. Original documents must be presented.	Returnees' Financial Assistance from PESO: 1. Collect photocopies, counter-check original documents. Provide OFW form and Case Intake Sheet.	None	3 minutes	OFW Help Desk Focal Person
Benefits from OWWA: 1. Inquire applicable benefits provided	Benefits from OWWA: 1. Provide list of programs and	None	2 minutes	OFW Help Desk Focal Person



by OWWA	services, list of requirements and forms needed. Refer to OWWA for submission.			
Returnees' Financial Assistance from PESO: 2. Fill up OFW form and Case Intake Sheet	Returnees' Financial Assistance from PESO: 2. Verification of filled-up forms and documents.	None	3 minutes	OFW Help Desk Focal Person
Returnees' Financial Assistance from PESO: 3. Claim assistance on scheduled date of release.	Returnees' Financial Assistance from PESO: 3. Releasing of financial assistance	None	2 minutes	OFW Help Desk Focal Person
END OF TRANSACTION				



Availing Special Program for Employment of Students

Application for a 20-day employment program for students

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students aged 15-30 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form 2. School Certificate to be signed and sealed by the school (if school may not provide) 3. SPES Employment Contract 4. Certificate of Employment for SPES		To be secured from the Public Employment Service Office		
5. Original copy of School Certificate (if the school may provide) 6. Student Registration Form 7. Copy of Grades		To be secured from the respective school of the student		
8. Photocopy of birth certificate		To be secured from the Philippine Statistics Office of Local Civil Registrar		
9. Certificate of Indigency of parent or legal guardian		To be secured from the student's respective barangay of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit hard copies of requirements with one (1) photocopy of each document to PESO.	1. Counter-checking and verification of submitted documents	None	5 minutes	SPES Focal Person
2. SPES beneficiary shall register and attend to scheduled orientation	2. Scheduling of 20-day work period and specific work will be assigned.	None	2 hours	City PESO Officer SPES Focal Person
3. SPES beneficiary shall submit Accomplishment Report and Daily Time Record	3. Counter-checking and verification of submitted documents	None	3 minutes	SPES Focal Person



4. SPES beneficiary shall claim salary on a scheduled date	4. In-charge of salary distribution	None	2 minutes	SPES Focal Person PESO personnel
END OF TRANSACTION				



Application of Environmental Clearance

Application and Issuance of Environmental Clearance

Office or Division:	Office of the City Environmental and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Environmental Data Sheet		City Environment and Natural Resources Office (CENRO)		
2. Barangay Business Clearance		Barangay where the business is located		
3.Homeowners Association Clearance/ Certification (if applicable)		Homeowners Association where the business is located		
4.ECC (if applicable)		DENR-EMB		
5.CNC (if applicable)		DENR-EMB		
6. Zoning Clearance		City Engineering Office		
*Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO and secure Environmental Data Sheet and submit requirements.	1. Receive filled-up Environmental Data Sheet and verify the application and requirements as to completeness and validity.	Refer to standard cost and fees set by DENR-EMB	10 minutes	CENRO Staff
	Shall recommend approval of the Environmental Clearance	For local environmental fee, see Article T, Section 3T-02 of the 2016	10 minutes	CENRO Staff
	Shall review, approve and sign the Environmental		10 minutes	City ENRO



	Clearance	Revised Revenue Code		
2. Shall receive the Clearance. Only new applicants shall sign in the Releasing Logbook. Submit Clearance to BPLO as requirement for business permit.	2. Shall release Environmental Clearance	None	5 minutes	CENRO Staff
END OF TRANSACTION				



Registration of Waste Transporter

Registration of Waste Transporter

Office or Division:	Office of the City Environmental and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Waste Transporter Registration Form		City Environment and Natural Resources Office (CENRO)		
2. CNC or ECC		DENR-EMB		
3.Permit to Transport Hazardous Waste to DENR (if applicable)		DENR		
4.Business Permit		LGU where the business is located		
5.Copy of ECC of NTP issued by DENR to the disposal site		DENR		
6. OR/CR of Transport Vehicle/s		LTO		
*Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO and secure Waste Transporter Form and submit requirements.	1. Receive filled-up Environmental Data Sheet and verify the application and requirements as to completeness and validity. Shall prepare and issue order of payment	None	10 minutes	CENRO Staff CENRO Staff
2. Shall pay corresponding	2. Shall receive	Registration	15 minutes	City Treasury



registration fee as per order of payment and present official receipt.	payment and issue official receipt.	Fee: -Annual registration fee of Php1,000.00 for waste collector -Annual registration fee of Php500.00 per waste transport vehicle Security Seal Fee: Php50.00 Inspection Fees: -Six-wheel trucks/vehicles & below Php100.00 per truck/trip -Above six-wheel trucks/vehicles Php200.00 per truck/trip -Trailer truck Php300.00 per truck/trip	15 minutes	Office
	Shall prepare the Waste Transporter Certificate and recommend approval.			CENRO Staff
	Shall review, approve and sign the	None	15 minutes	City ENRO



	Registration Certificate.			
3. Shall receive the Waste Transporter Certificate and sign in the Releasing Logbook.	3. Shall release the Waste Transporter Certificate.	None	3 minutes	CENRO staff
END OF TRANSACTION				



Securing Permit to Cut Trees

Application and Issuance of Certificate of No Objection to cut trees

Office or Division:	Office of the City Environmental and Natural Resources Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Party		
2. Barangay Certificate of No Objection		Barangay where the tree is located		
3. HOA Certificate of No Objection (if applicable)		Homeowners Association where the tree/s is/are located		
4. Transfer Certificate of Title (TCT)		Land where the tree is located		
5. Pictures (3R)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO and submit letter request and requirements.	1. Shall verify submitted requirements. If complete and in order, shall set schedule for inspection	None	10 minutes	CENRO Staff
	Shall conduct inspection and make recommendation.		Maximum of 2 days	CENRO Staff
2. Shall pay corresponding security seal fee as per order of payment and present official receipt.	2. Shall receive payment and issue official receipt.	Security Seal Fee: Php50.00	15 minutes	City Treasury Office
	Issuance of Certificate of No Objection and endorsement to DENR-PENRO who will issue tree cutting permit.		20 minutes	City ENRO



3. Shall receive the Certificate of No Objection/Endorsement and sign in releasing logbook.	3. Shall release Environmental Clearance	None	3 minutes	CENRO Staff
END OF TRANSACTION				



Provision of Equipment and Technical Assistance to Barangay MRF

Request for MRF Equipment, Structure or Trainings for Barangay MRF

Office or Division:	Office of the City Environmental and Natural Resources Officer			
Classification:	Moderate			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request		Concerned Barangay		
2. Project/Training Proposal				
3.Proof of Authority (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO and submit letter request and requirements.	1. Shall verify submitted requirements. If complete and in order, shall set schedule for inspection	None	10 minutes	CENRO Staff
	Shall conduct validation, site inspection and make recommendation.		Maximum of 3 days	CENRO Staff
	Shall endorse & recommend approval to Mayor.		1 day	City ENRO
2. Shall receive approved proposal.	2. Shall approve proposed project or training subject to standard disbursement and accounting procedures.	None	2 days	Mayor
END OF TRANSACTION				



Establishment of Tree Parks and Greenbelts Urban Ecosystem Development

Request and approval for the establishment of Urban Tree Parks and Greenbelts on Public Land.

Office or Division:	Office of the City Environmental and Natural Resources Officer			
Classification:	Moderate			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter Request		Concerned Barangay		
2. Proof of Authority (if applicable)				
3.Geotagged Photos				
4. Brief Project Description				
5.Site Development Plan				
6.Environmental Impact Assessment and Management Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO and submit letter request and requirements.	1. Shall verify submitted requirements. If complete and in order, shall set schedule for inspection	None	10 minutes	CENRO Staff
	Shall conduct validation, site inspection and make recommendation.		Maximum of 3 days	CENRO Staff
	Shall endorse & recommend approval to Mayor.		1 day	City ENRO
2. Shall receive approved proposal.	2. Shall approve proposed project.	None	2 days	Mayor
END OF TRANSACTION				



Pre-Marriage Orientation and Counseling

Application for Pre-Marriage Orientation and/or Counseling.

Office or Division:	Office of the City Population Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Would-be couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Marriage License		To be secured from City Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register for the Pre-Marriage Orientation and/or Counseling (PMOC) Session (walk-in; email; FB messenger); Accomplish Marriage Expectation Inventory (MEI) form; Receive the reminders and schedule for PMO/C session.	Interview applicant couples for Responsible Parenthood and Family Planning Form-1. Administer Marriage Expectation Inventory (MEI) form to those applicant couples: Provide schedule for the PMO Session for applicant couples for contracting parties with one or both parties who are 18-25 years old. Instruct applicant couples on things to bring and reminders on their schedule PMO/C.	None	10 minutes	Population Personnel
2. Attend Pre-Marriage Orientation (PMO) Session; and Attend Pre-Marriage Counseling (PMC) Session	1. Facilitate face to face Pre-Marriage Orientation session in the morning and Pre-Marriage Counseling session in the afternoon. 2. Upon completion, Certificate of Completion and Certificate of Marriage Counseling shall be issued.	None	PMO – 4 hours PMC – 3 hours	Trained Pre-Marriage Orientation and Counseling Team
3. Issuance of Certificate of Compliance and Certificate of Marriage Counseling	Release of Certificate	None	5 minutes	Population Personnel
END OF TRANSACTION				



Assistance in the Conduct of Pre-Registration Seminar(PRS)

Application for the Conduct of PRS.

Office or Division:	Office of the City Cooperatives Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Prospective members having a common bond of interest who are willing to form a primary cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Accomplished Training Request Form (TRF) Letter of Request to conduct a Pre-Registration Seminar (PRS) addressed to the CDA Regional Director Note: Include in your letter the list of names and contact numbers of your prospective members who will attend the PRS (at least 15 persons) Photocopy of a valid ID of all prospective members (at least 15 persons) listed in the Letter of Request Active e-mail address and contact number where CDA and CCO can coordinate with for the confirmation of the PRS schedule 		CCO Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out a Training Request Form (TRF) which can be secured from CCO Office, at 3rd Floor, Biñan City Hall	Receive the TRF and instruct the client to prepare and submit the required documents for the conduct of PRS.	None	10 minutes	CCO Staff (Alicia A. Yambao)
2. E-mail the required Letter of Request to conduct PRS with attached valid IDs of participants , to CDA at r4a@cda.gov.ph and copy furnish CCO at ccdoofficebinan@gmail.com	<ol style="list-style-type: none"> Receive the Letter of Request together with the attached valid IDs. Coordinate with CDA Regional Office and Biñan CDA Specialist for the acknowledgment of request and confirmation of schedule. 	None	5 minutes	CCO Staff (Anne Marie M. Del Mundo)



<p>3. Coordinate with other attendees the schedule given by the CDA. Confirm your availability with CCO through the ff:</p> <p>1.1 Office landline number: (049) 513-5000</p> <p>1.2 Personal visit at CCO Office</p> <p>1.3 Facebook Page: City Cooperatives Office – Biñan, or</p> <p>1.4 Email address: ccdofficebinan@gmail.com</p>	<p>1. Finalize the schedule of PRS with the CDA Specialist and Client – date, venue, time and platform (virtual or face-to-face)</p> <p>2. Prepare venue and meals for face-to-face set-up.</p>	None	5 minutes	CCO Staff (Alicia A. Yambao)
<p>4. Attend the scheduled PRS</p>	<p>Assist in the conduct of PRS</p>	None	<p>1st Session - 2 hours and 10 minutes</p> <p>2nd Session - 2 hours</p>	<p>CCO Staff (Marivic Joyce P. Gonzales)</p>
END OF TRANSACTION				



Online Inquiry

Sending of online inquiries and other information.

Office or Division:	Office of the City Information Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Public or Concerned Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A formal letter of request or inquiry attached to the email or Facebook page.		Online		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry or request to hello.binan@gmail.com or Biñan City Information Office Facebook page.	1. Assess inquiry or information needed.	None	3 minutes	Catanghal, April Joy Carencia, Roman
2. Receive information needed.	2. Issue needed information or provide answer to the inquiry.	None	2 minutes	Catanghal, April Joy Carencia, Roman
END OF TRANSACTION				



Phone Inquiry

Provision of necessary and needed information thru phone call.

Office or Division:	Office of the City Information Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Public or Concerned individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Phone Call		N/A		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call Biñan City Information Office at (049) 513-5028 or (049) 523-5438 for inquiries.	1. Answer phone call and provide needed information.	None	3 minutes	All CIO Staff
END OF TRANSACTION				



Full Disclosure Policy Portal (FDPP)

Collection and posting of Full Disclosure Policy Documents.

Office or Division:	Office of the City Information Officer			
Classification:	Simple			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	Government Offices and Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Full Disclosure Policy Documents		City Hall Lobby Sentrong Pangkultura ng Biñan Ospital ng Biñan		
N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. View Full Disclosure Policy Portal (FDPP) documents at www.binan.gov.ph or check the FDPP boards at the City Hall Lobby, Sentrong Pangkultura ng Biñan and Ospital ng Biñan.	1. Publish the Full Disclosure Policy Portal (FDPP) documents at www.binan.gov.ph and display it at the City Hall Lobby, Sentrong Pangkultura ng Biñan and Ospital ng Biñan.	None	5 minutes	Carencia, Roman Esperon, Rosario Tabuno, Joel
END OF TRANSACTION				



Early Childhood Care and Development Program

Provide structured learning activities for children below 4.11 and other activities that will promote early childhood care for their wholistic development.

Office or Division:	City Social Welfare and Development Office			
Classification:	Non-business Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Children below 4.11 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ECCD Registration Form		From the Child Development Center in the place of residence.		
2. Birth Certificate		Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the nearest Child Development Center (CDC) in the Barangay of Residence to fill up the Registration Form For Online Transaction: Fill-up the Online Registration https://bit.ly/eccdonline-enrollment Should there be additional inquiry, online applicants can make an inquiry to email add: cswdobinan@yahoo.com , or via phone call to (049) 513-50-40	Interview, validation of requirements, and inform parents of the scheduled Parent Orientation. Coordinate with the child's parent / guardian. Schedule visit to school for Interview to submit copy of child's birth certificate and ECCD Registration Form. Encoding of Child's Information in the ECCD-IS	None	15 minutes	Child Development Worker Child Development Worker
2. Attend in the Parent Orientation	Orient the parent / guardian on the ECCD Program including the rules and regulations that is provided in the Parent/Student Handbook.	None	2 hours	Child Development Worker
3. Attend in the Day Care	Shall conduct sessions	None	2 hours from	Child Development



Sessions	based on the session plan and curriculum.		Monday to Friday (for 10 months)	Worker
Participate in Special Activities / Event (Dental and Health Consultation; Feeding Program; Children's Month, Linggo ng Wika; etc.)	Prepare programs to reinforce learning among children.			
4. Undergo assessment and evaluation.	Conduct assessment and evaluation to track progress of each learner.	None	30 mins (every semester)	Child Development Worker
5. Recognition Program	Organize a recognition program and closing ceremony.	None	3 hours	Child Development Worker, CSWDO, & SWO
END OF TRANSACTION				



Self Employment Assistance Program

Request for assistance / capital in starting up a livelihood activity.

Office or Division:		City Social Welfare and Development Office		
Classification:		Non-business Transaction		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Biñan Residents with entrepreneurial skills who are in need of capital.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Residency		Barangay		
Community Tax Certificate		City Treasury Office		
Filled-up Mungkahing Proyekto		CSWDO		
Certificate of Eligibility		CSWDO		
Kasunduan sa Pangungutang		CSWDO		
Valid ID		Government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive requirements and attend in the program orientation. Client can apply online via the ff link: https://bit.ly/selfemploymentassistance Wait for confirmation. Should there be additional inquiry, online applicants can make an inquiry to email add: cswdobinan@yahoo.com , or through phone call to (049) 513-50-40	Provide list of requirements and orient applicant on the process. For online applicants: Review e-copy of documents and notify client to confirm receipt of application, and inform of the scheduled date and time of the supervised Preparation of "Mungkahing Proyekto".	None.	15 mins	Social Welfare Officer I
2. Fill-up / Prepare the "Mungkahing Proyekto", sign the "Kasunduan sa Pangungutang, and present the requirements.	Review, verify requirements, prepare certificate of eligibility, and recommend amount for approval. Approval of the "Mungkahing Proyekto", and recommended amount, and signing of	None.	1 hr	Social Welfare Officer I City Mayor



	"Kasunduan sa Pangungutang"			
3. Notarization of the Kasunduan sa Pangungutang	Endorse documents to CBO, OCA, CTO for processing of request. Note: Processing will take about 2 weeks by the concerned department. Once funds are ready for disbursement, SWA will notify clients of the scheduled date and time.	None.	15 mins	Social Welfare Officer I
4. Receive proceeds of Employment Assistance	Facilitate the signing of Payroll with clients.	None.	5 mins	Social Welfare Officer I
5. Monthly Payment of Loan to City Treasury Office, and provide proof of payment to CSWDO.	Record proof of payment to client's ledger, and update client about remaining loan balance.	None.	15 mins	Social Welfare Officer I
END OF TRANSACTION				



Assistance to Individuals in Crisis Situation (AICS)

Medical Assistance, Burial Assistance, Eyeglass Subsidy, Balik Probinsya Program

Office or Division:	City Social Welfare and Development Office			
Classification:	Non-business Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Biñan Residents who are in need Medical Assistance, Burial Assistance, and Eyeglass Subsidy for Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Action Slip		Front Desk		
2. Certificate of Residency		Barangay client is presently residing		
3. Valid ID of Patient & Representative				
4. Medical Certificate, Prescription Slip, & Billing Statement (If for Medical Assistance)		From attending physician		
Death Certificate, & Service Contract from Funeral Parlor (If for Burial Assistance)		From LCR and Attending Funeral Parlor		
Receipt of Eyeglasses (If for Eyeglass Subsidy for Senior)		From Optical Shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare requirements and Secure Action Slip Client can apply online via the ff link: https://bit.ly/cswdoassis tance Wait for confirmation. Should there be additional inquiry, online applicants can make an inquiry to email add: cswdobinan@yahoo.com , or through phone call to (049) 513-50-40	Validate action slip, verify completeness of requirements For online applicants: Review e-copy of documents and notify client to confirm receipt of application, and inform of the scheduled date and time of release.	None.	2 min	Social Welfare Aide
2. Undergo Intake Interview.	Conduct intake interview, assess eligibility, recommend amount to be granted, prepare Certificate of Eligibility for cash assistance.	None.	10 mins	Social Welfare Aide



	Review and approval of recommended amount	None.	3 mins	Dept Head and City Mayor
	Prepare payroll with the corresponding approved amount for disbursement.	None.	5 mins	Social Welfare Aide
3. Receive cash assistance. Note: For online applicants: Present original copy of documents submitted online, and prepare for a brief interview for verification.	Disbursement of financial assistance and Encoding of client's name in the electronic registry of AICS recipients.	None.	2 mins.	Social Welfare Aide
END OF TRANSACTION				



Social Pension for Biñan-OSCA Registered Senior Citizens

Provide Social Pension to Registered Senior Citizens

Office or Division:	City Social Welfare and Development Office			
Classification:	Non-business transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens who passed the criteria for the program.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Action Slip		Front Desk		
2. Senior Citizen ID		OSCA-Binan		
3. Filled-up Social Pension Form		OSCA-Binan		
4. Certificate of Residency		Barangay where client is presently residing.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare requirements and Secure Action Slip	Validate action slip, verify completeness of requirements and duly filled up form.	None.	2 mins	Social Welfare Aide & JO
2. Undergo Intake Interview	Conduct intake interview, assess eligibility	None.	10 mins	Social Welfare Aide & Social Welfare Officer (SWO)
	Review and approval Senior Citizen's Inclusion to Social Pension, and printing of Social Pension ID	None.	5 mins	Dept Head and City Mayor
3. Receiving of Social Pension ID	Release of Social Pension ID	None.	1 min.	Social Welfare Aide
	Prepare certificate of eligibility with the corresponding approved amount for disbursement, and endorse document to CBO, OCA, & CTO for processing <i><u>(Note: Payout is held every months of April and December)</u></i>	None.	1 hour	Social Welfare Aide CSWDO, & City Mayor



4. Receive the Financial Assistance and sign the payroll.	Notify client of the scheduled payout, disbursement of financial assistance, and tagging of client's name in the List of Social Pension Beneficiaries once paid.	None.	10 mins	Social Welfare Assistant, SWO, & CSWDO
END OF TRANSACTION				



Issuance of Person With Disability (PWD) and Senior Citizen ID

Application of Senior Citizen and PWD ID

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen (SC) and Person with Disability (PWD)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Form:				
If Senior Citizen: Senior Citizen Information Sheet		CSWD-OSCA Office		
If PWD: Philippine Registry Form for PWD		CSWD-PWD Office		
2. Birth Certificate or Baptismal / Valid ID with Date of Birth (For Senior Citizen)		Local Civil Registry or PSA		
3. Voter's ID / National ID or Certificate of Residency		COMELEC / PSA / Barangay where client is presently residing.		
4. Disability Certificate (for PWD)		From attending doctor, or City Health Office		
5. Picture Taking If unable to appear in person, representative should bring 2 pcs - 2 x 2 picture, & authorization letter.		CSWD Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirement and fill-up SC Information Sheet or PRF for PWD. Client can opt to apply online via the ff link: Requirements are in the link. For Senior Citizen ID - https://bit.ly/idapplication-senior For PWD ID - https://bit.ly/idapplication-pwd	Interview applicant / representative and verify completeness of requirements and if application form is duly filled up. Client will be notified through text or email confirming receipt of application, including schedule date of visit to CSWDO-OSCA or PDAO	None.	10 mins	Social Welfare Aide
2. Picture & signature taking. (for walk-in clients)	Shall prepare the ID	None.	10 mins	Social Welfare Aide



	Signing of Senior Citizen ID by OSCA Head, and PWD ID by the City Mayor.	None.		OSCA Head and City Mayor
3. Receive Senior Citizen ID or PWD ID, Booklet, and sign in the registry.	Release ID and Booklet, and record transaction in the "Releasing of ID" "Releasing of Booklet". Note. For online-applicants, they can claim their ID on the schedule date.	None.	2 mins	Social Welfare Aide & JO personnel
	For Senior Citizen: Register data of SC in the Registry of Senior Citizen For PWD: Register data of client to DOH's Philippine Registry of PWD.	None.	5 mins	Social Welfare Assistant
END OF TRANSACTION				



Social Case Study Report, Referral and Certification

Request for a Social Case Report, Referral and Certification for use in securing assistance from other agencies.

Office or Division:	City Social Welfare and Development Office			
Classification:	Non-business Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	City Binan residents needing assistance for THEIR medical needs, hospital bills, burial assistance for deceased relative, and those needing certificate of indigency to avail of assistance from Public Attorney’s Office (PAO) or from other government and private medical facilities.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Action Slip		Front Desk		
2. Certificate of Indigency		Barangay where client is presently residing		
If for Social Case Study Report and Referral				
3. Hospital Bill (if confined)		Hospital where patient is confined		
4. Promisory Note (if with balance from hospital bills)		Hospital where patient was confined		
5. Medicine Prescription		Attending physician		
6. Protocol Quotation (if undergoing surgery, hemodialysis, chemotherapy treatment)		Hospital / Doctor		
7. Voter’s ID or Certification / Senior ID / PWD ID		COMELEC / OSCA-Binan / PDAO-Binan		
8. Death Certificate with registry no. (for funeral assistance)		Local Civil Registry		
9. Funeral Contract (if with existing balance)		Funeral parlor		
10. Authorization letter (if patient is represented by relative)		From patient		
If for Certification of Indigency (for PAO)				
11. Copy of case under litigation		Prosecutor’s office		
12. Certificate of no business		Business Processing and Licensing Office		
13. Certificate of no property		Assessor’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare requirements and secure action slip Client can apply online via the ff link: https://bit.ly/socialcasestudyandcert Wait for confirmation. Should there be additional inquiry, online applicants can	Verify completeness of requirements and endorse the same to Social Welfare Officer For online applicants: Notify client to confirm receipt of documents and inform of the scheduled date and time of release. (Proceed to Step 3)	None.	1 min	Social Welfare Aide / Job Order



make an inquiry to email add: cswdobinan@yahoo.com , or through phone call to (049) 513-50-40				
2. Undergo Intake Interview	<p>Conduct interview to applicant and prepare Social Case Study Report, Referral and Certification or review.</p> <p>If needing additional information based on SWO's assessment: Conduct home visit for collateral interview, or make a phone call to the applicant.</p> <p>Shall review and sign the report</p>	None.	<p>15 mins</p> <p>(within 3 working days)</p>	<p>Social Welfare Aide</p> <p>Social Welfare Officer & CSWDO</p>
<p>3. Receiving of Social Case Study Report, Referral and Certification, and affix signature in the "Releasing of SCSR".</p> <p>For those who applied online: Bring original copy of documents during the scheduled visit to CSWDO for the release of requested document.</p>	<p>Record and release the document being requested.</p> <p>Note: Prior to release of document, SWA to review the original copy of document vis-à-vis e-copy.</p>	None.	2 mins	Social Welfare Aide
END OF TRANSACTION				



Registration of Solo Parent and Issuance of Identification Card

Application of Solo Parent ID

Office or Division:	City Social Welfare and Development Office
Classification:	Non-business transactions.
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Solo Parents who are residents of Biñan City
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Filled up Solo Parent Application Form	
2. <i>Photocopy of Birth Certificate of Children</i>	Local Civil Registry or PSA
3. Sworn Statement declaring sole parental care and support of child at the time of the execution of affidavit.	Notary Public
4. Photocopy of Income Tax Return or Certificate of no income, or Affidavit of no Employment, or Proof of Income	BIR / Notary Public
▪ Social Case Study Report	CSWDO
Depending on the circumstances of the applicant.	
▪ Complaint Affidavit (for victims of rape)	Client
▪ Medical Record on the incident (for victims of rape)	Medico-legal Officer
▪ <i>Affidavit of a barangay official attesting applicant's residency and child's care and custody.</i>	Barangay Hall
▪ Marriage certificate (for death of spouse; detained spouse; or Affidavit of cohabitation if spouse is mentally incapacitated;& OFW spouse)	Civil Registrar / Notary Public
▪ Death Certificate of spouse (for death of spouse)	Civil Registrar
▪ Sworn statement declaring that applicant is not cohabitating and has the sole parental care and support of minor child/ren. (for death of spouse; detained spouse; mentally incapacitated spouse; for de facto separation; annulled marriage; for legal guardian;	Notary Public
▪ Medical records, medical abstract, or cert of confinement in the NCMH (for mentally incapacitated spouse;	Attending Physician / Hospital
▪ Judicial decree of legal separation, or incase of de facto separation, an affidavit of 2 disinterested persons (for defacto separation)	Family Court
▪ Affidavit of 2 disinterested persons (for de facto separation; abandoned spouse;	Notary Public
▪ Marriage contract with annotation (for annulled marriage)	Civil Registry
▪ Judicial decree of nullity or annulment (for annulled marriage)	Family Court
▪ Affidavit of 2 disinterested persons attesting to the	Notary Public



fact of abandonment of spouse (for abandoned spouse;				
▪ POEA-Employment Contract (for OFW spouse)		POEA		
▪ Photocopy of OFWs passport with stamps (for OFW)		Client		
▪ Proof of Income of the OFWs spouse		Client		
▪ CENOMAR (for unmarried father or mother)		PSA		
▪ Proof of guardianship (for legal guardian or foster parent)		Family Court		
▪ Proof of relationship (for OFW spouse/relative; relative w/in 4 th degree of consanguinity or affinity)		Civil Registry		
▪ Medical record of pregnancy (for pregnant women)		Applicant's Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form for Solo Parent ID and list of requirements. Client can opt to apply online via the ff link: https://bit.ly/soloparent-id Wait for confirmation. Should there be additional inquiry, online applicants can make an inquiry to email add: cswdobinan@yahoo.com , or through phone call to (049) 513-50-40	Interview, register name of applicant in the Registry of Solo Parent for Home Visitation, and provide application form. Shall conduct home visit to gather collateral information and prepare report using "Solo Parent Home Visitation Form" as basis in determining if qualified or not. Notify applicant of the result, and advise to attend the Solo Parent Orientation if found qualified.	None.	5 mins Within 5 working days	Social Welfare Aide Social Welfare Officer & Social Welfare Aide
2. Submit the application form and requirements, and attend in the Orientation on RA 8792 or the Solo Parent Welfare Act.	Verify completeness of requirements and information indicated in the application form.	None.	30 mins	Social Welfare Officer & Social Welfare Aide
3. Picture & signature taking.	Shall prepare the ID	None.	5 mins	Social Welfare Aide
	Signing of Solo Parent ID.	None.	1 min	Dept Head and City Mayor
4. Receive Solo Parent ID	Release ID and record	None.	2 mins	Social Welfare Aide



and sign in the logbook as proof of receipt.	transaction in the electronic Registry of Solo Parents			
END OF TRANSACTION				



Assistance to Children-in-Conflict with the Law (CICL) and Children-at-Risk (CAR)

Conduct of Reformation program for children in conflict with the law, and provision of assistance to children-at-risk.

Office or Division:		City Social Welfare and Development Office		
Classification:		Non-business transactions.		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Children-In-Conflict with the Law (CICL) and Children-At-Risk (CAR)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter		PNP / Referring agency		
Court Order		Regional Trial Court		
Medical Certificate		Attending Physician of client.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referral of minor client to CSWDO by Law enforcement officers (LEO) / Barangay / or parents.	<p>Receive referral and review documents.</p> <p><i>Note: All steps will be undertaken based on the Case Management Protocol issued by DOJ-Committee for the Special Protection of Children and VAWC Referral System by the Philippine Commission on Women.</i></p>	None.	15 mins.	Social Welfare Officer (as the case manager)
	<p>Interview child and referring party to determine if case is for community-based intervention / diversion / or for admission in Bahay Pag-asa.</p> <p>If case is for community-based intervention / diversion: Coordinate with Barangay Council for the Protection of Children (BCPC) for Diversion Proceeding or Intervention Planning.</p> <p><i>Note: Proceed with the</i></p>		30 mins	Social Welfare Officer



	<p><i>Protocol in Managing Cases of CICL & CAR issued by Juvenile Justice and Welfare Council (JJWC) and DILG.</i></p> <p><u><i>If with court order for child to be placed in a residential facility:</i></u> Facilitate child's placement to Bahay Pag-asa.</p>			
1. Participation of client, his or her parents / guardian in rehabilitative programs and activities.	Facilitate community-based or center-based intervention / diversion programs and activities geared toward client's rehabilitation.		6 mos to 1 yr or upon the order of the courts.	Social Welfare Officer & other Bahay Pag-asa Personnel
2. Case Termination or Reunification / Discharge to Parents.	Pre-discharge conference to assess client's condition, for discharge or for further rehabilitation.		3.5 hrs.	Social Welfare Officer & Case Management Team
END OF TRANSACTION				



Assistance to Victims of Domestic Violence, VAW, and Child Victims of Abuse

Provide timely assistance to victims of domestic violence, VAW and child victims of abuse, and conduct of psycho-social activities that will facilitate their healing and recovery.

Office or Division:		City Social Welfare and Development Office		
Classification:		Non-business transactions.		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Victims of Domestic Violence and Child Victims of Abuse		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None.			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report incident to the CSWDO.	Front desk officer receiving the report should endorse client to Social Welfare Officer (SWO) immediately.	None.	1-1.5 hrs	Social Welfare Officer (as the case manager)
(If it is a walk-in client)	SWO shall conduct intake interview and Risk Assessment: <u><i>If client is found "Safe":</i></u> Escort back to family or guardian.			
(If report is from a concerned citizen)	<u><i>If client is found "At-Risk":</i></u> Facilitate client's admission to residential facility for protective custody and/or request for Barangay Protection Order (BPO)			
	If found, after report verification that child/client is indeed at-risk, coordinate with PNP-WCPD for the immediate conduct of rescue			



	<p>operation and place subject to residential facility for protective custody.</p> <p>If case requires legal action: Refer case to law enforcement agency for victim's Sworn Statement, and evidence gathering.</p> <p><i>Note: All steps will be undertaken based on the Case Management Protocol issued by DOJ-Committee for the Special Protection of Children and VAWC Referral System by the Philippine Commission on Women.</i></p>			
	<p>Commencement of the Multi-Disciplinary Case Management:</p> <p>Conduct Needs Assessment through home visit, collateral interviews, and/or referral to developmental pediatrician / psychologist / psychiatrist.</p>	None.	5 days	Social Welfare Officer with Multi-Disciplinary Team
2. Attendance to scheduled Psycho-Social Interventions for Recovery and Healing.	Come-up with a Treatment plan and facilitate activities designed for client's recovery and healing, and services as mandated by RA 9262.	None.	6 mos, max of 2 years.	Social Welfare Officer with Multi-Disciplinary Team; Bahay Pag-asa Staff
	Conduct of multi-disciplinary case conference to track client's progress.	None.	1 hr.	Social Welfare Officer with Multi-Disciplinary Team; Bahay Pag-asa Staff
3. Reunification to family	Reintegration or	None.	2 hrs	Social Welfare



or Discharge for independent living.	Independent Living / Case Termination			Officer
END OF TRANSACTION				



Community-Based Reformation Program of Drug Personalities

Conduct center-based and community-based reformation activities for drug personalities.

Office or Division:		City Social Welfare and Development Office		
Classification:		Non-business transactions.		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Drug personalities who availed the plea bargaining agreement, and those released from jail and was ordered by courts to undergo community-based rehabilitation.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		From issuing government office		
2. Court Order		Criminal Court handling the client's case.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Report to CSWDO and present a Valid ID and Court Order advising client to undergo community-based rehabilitation and aftercare.	Review document and conduct intake interview. Provide client the scheduled activity.	None.	15 mins.	Social Welfare Officer
5. Participate in the monthly group dynamic sessions / individual counseling, and other rehabilitative programs and activities.	Facilitate rehabilitative activities, coordinate with BADAC, and prepare quarterly progress report for submission to the referring courts.	None.	1.5 hrs.	Social Welfare Officer & Other Balay Silangan Personnel
6. Case Termination.	Assess the progress of the client and prepare terminal report for submission in the referring court.	None.	12 – 18 mos. depends on court order.	Social Welfare Officer & Other Balay Silangan Personnel
END OF TRANSACTION				



Processing of PhilHealth Refund

Processing of disbursement vouchers and processing of PhilHealth refunds.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed certification from ONB that the PhilHealth member is already entitled for refund.		PhilHealth, Ospital ng Biñan		
2. Pre-numbered disbursement vouchers, payrolls and duly signed accountable forms with complete supporting documents				
3. Fund Utilization Request and Status (FURS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PhilHealth members entitled for PhilHealth Refund will check with Accounting if said refund is already available.	1. Will look for the claimant's documents.	None	Simple – average of 2 minutes; Complex – average of 5 minutes	Accounting Staff
	2. If documents are already available, disbursement voucher and FURS will be prepared. If not, will notify the staff from Ospital ng Biñan so they can follow-up with PhilHealth.	None	2 minutes	Accounting Staff
	3. Check disbursement voucher and its supporting documents and review its	None	2 minutes	Accounting Staff



	completeness.			
	4. City Accountant shall sign and approve the disbursement voucher.	None	2 minutes	City Accountant
	5. Forward signed disbursement vouchers to the Mayor's Office.	None	2 minutes	Accounting Staff
	6. Upon receipt of the signed disbursement vouchers from the Mayor's Office, it will be forwarded to Treasurer's Office for check preparation.	None	2 minutes	Accounting Staff
	7. Encode Accountant's Advice for all local checks issued by the City Treasurer.	None	2-5 minutes	Accounting Staff
	City Accountant shall sign and approve the Accountant's Advice.	None	2 minutes	City Accountant
	All signed Accountant's Advice shall be transmitted to the bank.	None	30 minutes	Accounting Staff
	8. Forward issued checks for the signature and approval of the City Mayor.	None	2 minutes	Accounting Staff



	9. Forward approved checks by the City Mayor to Treasurer's Office.	None	2 minutes	Accounting Staff
2. Claim check at Treasurer's Office	1. Release check to claimant.	None	2 minutes	Treasury Staff
END OF TRANSACTION				



Request for Free Legal Advice

The City Legal Department gives free legal advice to Biñan City constituents. The client will register and be interviewed by the receiving clerk and refer to the City Legal Officer.

Office or Division:	Office of the City Legal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration in the logbook	1.Referal of assignment	None	5 minutes	Receiving Clerk City Legal Margie O. Lerio
	2.Interview of Client	None	5 minutes	Margie O. Lerio
	3.Refer to Legal Officer for consultation	None	5 minutes	City Legal Officer
	4. Rendering of Legal advice	None	30 minutes	Assigned Lawyer City Legal Department
END OF TRANSACTION				



Submission of Request for Contract Review

For request seeking legal opinion and/ or representation, the concerned party must submit a written request with supporting documents.

Office or Division:	Office of the City Legal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Biñan City Government Officials and Employees and Biñan City constituents.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal request for contract review		Biñan City Government Department /Office seeking Legal Opinion/Representation		
Supporting Documents/Records				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents to the receiving Section OR Email the requires documents to biñan.city.legal.offic e@gmail.com	1.Receive the required documents and check for completeness	None	5 minutes	Receiving Clerk City Legal Department OR Designated Email Administrator City Legal Department
	2.Review contracts and provide comments	None	30 minutes	Designated Legal Officer
	3.Return of reviewed documents with comments and revision	None	5 minutes	Designated Legal Officer
END OF TRANSACTION				



Certified/Hybrid Seeds and Fertilizer Assistance (Subsidy)

Distribution of Certified/Hybrid Seeds and Fertilizer to Rice Farmers.

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail?		Registered Biñan Rice Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the office of City Agriculture and look for the Rice Technician.	Interview the client and verify the personal information thru rice farmer's masterlist.	None	3 minutes	Agricultural Technologist I- Rice Technician
2. Fill up acceptance and duly sign form	Issuance of Certified seeds or Fertilizer to farmer. Proper documentation of the accepting process (Photo)	None	7 minutes	Agricultural Technologist I- Rice Technician
END OF TRANSACTION				



Seedlings Distribution

Distribution of fruit trees or vegetable seedlings (can be for tree planting purposes)

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Biñan residents and venue of tree planting is in Biñan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Option: Submit a letter of request to Agriculture Office if the quantity requested is fifteen (15) or more.		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the Office the City Agriculturist for the availability of tree planting materials	Check the availability of planting materials Approval of letter request	None	5 mins	Agricultural Technologist I-HVCDP technicians City Agriculturist
2. Fill up the Tree Planting Record Log Book	Provide methods and pointers on handling planting materials and transplanting	None	2 mins	Agricultural Technologist I-HVCDP technicians
3. Receiving of tree planting materials and gate pass to be submitted to the guard on duty at the gate	Issuance of tree planting materials and Gate Pass	None	5 mins	Agricultural Technologist I-HVCDP technicians
END OF TRANSACTION				



Vegetable Seeds Distributions

Distribution of assorted vegetable seeds

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Biñan City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NOT APPLICABLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist and fill up the vegetable recipients form	Preparation of vegetable seeds	None	2 mins	Agricultural Technologist I- HVCDP technicians
2. Acceptance of requested vegetable seeds	Issuance of Vegetable seeds and inform the client about proper seed storage	None	3 mins	Agricultural Technologist I- HVCDP technicians
END OF TRANSACTION				



Trainings and Seminar

For those who want to request for training/seminar regarding agricultural and fisheries related topics.

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Biñan City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the Office of the City Agriculturist	<p>Check for the availability of technician who will handle the seminar/training</p> <p>Approval of the trainings</p>	None	10 mins	Agricultural Technologist I- HVCDP technicians
2. Take note of the materials that will be needed for the training/seminar	Informing the client of the materials needed for the seminar	None	5 mins	Agricultural Technologist I- HVCDP technicians
END OF TRANSACTION				



Municipal Fishing Vessel And Gear Registration System (Boatr)

Registration of boats to be used for fishing

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Residing in Biñan and doing activities related to fishery activities like selling, trading and manufacturing of fishery and other fishery aquatic products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist and fill up the BoatR application form	Encode data in Municipal Fishing Vessel and Gear Registration System (http://www.boat-r.bfar.da.gov.ph/)	None	5-10mins	Agricultural Technologist I- Fisheries Technician
2. Issuance of generated registration number	Generate registration number	None	3 mins	Agricultural Technologist I- Fisheries Technician
END OF TRANSACTION				



Municipal Fisherfolk Registration Program (FishR)

For those who want to be registered as fisherman/fisherfolk of the city.

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Residing in Biñan and doing activities related to fishery activities like selling, trading and manufacturing of fishery and other fishery aquatic products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Office of the City Agriculturist and fill up the Application Form for Municipal Fisherfolk Registration	Encode data to the website of MFRS (http://mfrs.bfar.da.gov.ph/)	None	5-10mins	Agricultural Technologist I- Fisheries Technician
2. Issuance of generated Fisherfolk registration number	Generate Fisherfolk registration number	None	5 mins	Agricultural Technologist I- Fisheries Technician
END OF TRANSACTION				



Fish Pen Registration (Business Permit)

Registration of the fish pen

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	Residing in Biñan and doing activities related to fishery activities like selling, trading and manufacturing of fishery and other fishery aquatic products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fisherfolk registration number				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of generated Fisherfolk registration number	Verification of the registration number	None	5 mins	Agricultural Technologist I- Fisheries Technician
2 Issuance of CFARMC Clearance	Upon verifying, the ATs will issue Clearance signed by the CFARMC chairperson	None	5 mins	Agricultural Technologist I- Fisheries Technician
3. Proceed to BPLO	Advised the client to proceed to the BPLO			
END OF TRANSACTION				



Issuance of Certification for Local Transport Permit

Issuance of certificate for transporting fish and fishery aquatic products and by products

Office or Division:	Office of the City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail?	For those who will transport fish and other aquatic products outside Biñan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification Fee/ Official receipt 2. List of commodities to be transported		Treasury Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements: List of commodities to transport / deliver and type and plate number of vehicles	Verify the requirements	None	3 mins	Agricultural Technologist I- Fisheries Technician
2. Pay for certification and presentation of the official receipt	Advised the client to proceed to the Treasury Office for the payment of certification fee	Php 100.00	5-10 mins	Agricultural Technologist I- Fisheries Technician
3. Acceptance of the Certificate and Fill up the releasing logbook	Issuance of the Certificate	None	2 mins	Agricultural Technologist I- Fisheries Technician
END OF TRANSACTION				



Issuance of Locational Clearance for Business Permit

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified application form		Business Permit and Licensing Office		
2. List of requirements (under negative list)		City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure unified application form at Business Permit and Licensing Office and *submit additional requirements if included in negative list	1.1. Receive, verify and validate the requirements as to compliance and completeness	None	3 minutes	BPLO staff/CPDO staff
	Negative List <i>If included at negative list:</i>			
	1.a. Provide list of requirements to the applicant;	None	2 minutes	CPDO staff
	1.b. Conduct site inspection	None	180 minutes	CPDO staff
	1.2. Prepare and issue electrically signed Locational Clearance for business and endorse it to BPLO staff for releasing	Php. 200.00	3 minutes	CPDO staff/CTO staff/BPLO staff
END OF TRANSACTION				



Issuance of Locational Clearance for Land Development (Prior to issuance of Building Permit - Simple Transaction)

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		Office of the City Engineer		
2. Locational Clearance requirements (3 copies)		City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for Locational Clearance at Office of the City Engineer and	1.1. Receive and review all submitted documents from Office of the City Engineer <i>If incomplete:</i> Return the application and documents to the Office of City Engineer.	None	3 minutes	CPDO staff
	1.2. Verify the Zoning Classification <i>If compliant:</i> 1.2.a. Certification Zoning Classification shall be prepared.	None	2 minutes	CPDO staff
	<i>If not compliant:</i> 1.2.b. Site inspection shall be conducted.	None	180 minutes	CPDO staff
2. Receive Order of Payment, pay the corresponding amount for certificates and clearances	2. Assess fees and issue Order of Payment for	Locational Clearance :	3 minutes	CPDO staff



at Office of the City Treasurer and receive Official Receipt.	certificates and clearances	Fees are based on the provisions stated in the HLURB Regulatory Board 2013 Schedules of Fees which takes into consideration the type of structure and cost of the project.		
3. Submit photocopy of Official Receipt at Office of the City Engineer and receive certificates/clearances	<p>3.1 Prepare Locational Clearance</p> <p>3.2. Endorse Approved Locational Clearance and Certificate of Zoning Classification to Office of the City Engineer</p> <p><i>Note:</i> The Office of the City Engineer shall release the Locational Clearance and Certificate on Zoning Classification to the client.</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>1 minute</p>	<p>CPDO staff</p> <p>CPDO staff</p>
END OF TRANSACTION				



Issuance of Locational Clearance for Land Development (Prior to issuance of Building Permit - Complex Transaction)

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Locational Clearance		City Planning and Development Office		
2. Locational Clearance requirements (3 copies)		City Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for Locational Clearance and submit requirements at Office of the City Planning & Development Coordinator	1. Receive and review all submitted documents;	None	10 minutes	CPDO staff
	<i>If incomplete:</i> Return the application and documents to the applicant for compliance.			
	1.2. Verify the Zoning Classification;		7 minutes	
	<i>If compliant:</i> 1.2.a. Certificate on Zoning Classification shall be prepared.	None		CPDO staff
	<i>If not compliant:</i> 1.2.b. Site inspection shall be conducted	None	*180 minutes	CPDO staff
2. Receive Order of Payment, pay the corresponding amount for certificates and clearances	2. Assess fees and issue Order of Payment for	*Permit fees are based on	5 minutes	CPDO staff



at Office of the City Treasurer and receive Official Receipt	certificates and clearances	the provision stated at HLURB Regulatory Board (2013) Schedule of Fees which also takes into consideration the type of occupancy , total land/floor area of the project and total project cost.		
3.Submit photocopy of Official Receipt and receive Locational Clearance and Certificate of Zoning Classification.	3.Prepare Locational Clearance. 3.1.Release the Locational Clearance and Certificate on Zoning Classification to the client.	None	10 minutes	CPDO staff CPDO staff
END OF TRANSACTION				



Submission of Housing Application Requirements (Assistance)

Office or Division:	City Human Settlements and Livelihood Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SFHC Checklist on CMP/Socialized Housing Application		City Human Settlements Livelihood Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documents needed for an application of socialized housing required by social housing finance corporation.	Receive and check the submitted documents for compliance with the requirements needed for a socialized housing before endorsing to SHFC.	None	5 days	Perlita San Agustin Julie Icaualo
END OF TRANSACTION				



Submission of HOA Registration Requirements (Assistance)

Office or Division:	City Human Settlements and Livelihood Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DHSUD Checklist on HOA Registration		DHSUD WEBSITE https://dhsud.gov.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documents needed for registration of homeowners association required by department of human settlements and urban development.	Receive and check the submitted documents for compliance with the requirements needed for registration of HOA before endorsing to DHSUD.	None	10 days	Jenny Abellada
END OF TRANSACTION				



Submission of HOA Requirements for Annual Updating (Assistance)

Office or Division:	City Human Settlements and Livelihood Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DHSUD Checklist on HOA Updating		DHSUD WEBSITE https://dhsud.gov.ph/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documents needed for updating of homeowners association required by department of human settlements and urban development.	Receive and check the submitted documents for compliance with the requirements needed for annual updating of HOA before endorsing to DHSUD.	None	10 days	Jenny Abellada Emely Pollescas
END OF TRANSACTION				



Submission of HOA Requirements for Livelihood Program (Assistance)

Office or Division:	City Human Settlements and Livelihood Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CHSLO checklist on livelihood program application		City Human Settlements Livelihood Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all documents needed for the application of the livelihood program per CHSLO guidelines.	Receive and check the submitted documents for compliance with the requirements needed for the livelihood program.	None	5 days	EmelyPollescas
END OF TRANSACTION				



Submission of Complaint Letter (Assistance)

Office or Division:	City Human Settlements and Livelihood Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter		City Human Settlements Livelihood Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the complaint letter for documentation of the issues and concerns.	Receive and check the submitted complaint letter for reference and validation which is a requirement for the inquiry and investigation.	None	2 hours	Percival Mariquit
END OF TRANSACTION				



CITY HALL

Non-Frontline Services



ICTO Online Helpdesk

Technical Support request from employees of City Government of Biñan for ICT related issues

Office or Division:	Information and Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of City Government of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BCH Employee Account (Employee No. and Password)		Information and Communications Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in BCH employee account through ICTO Helpdesk (system): https://icto.binan.gov.ph/support to create a ticket. For walk-in clients: Proceed to ICTO Kiosk computer. Log-in BCH employee account through ICTO Helpdesk (system): https://icto.binan.gov.ph/support to create a ticket.	a. Shall monitor incoming tickets through the ICTO help desk and ensure that all tickets will be attended. b. Receive and identify the type of request	None	5 minutes	ICTO Administrative Division
2. May check the status of the ticket through ICTO Helpdesk. <i>Note: Shall also receive system generated notifications regarding the ticket.</i>	2.1 Claim support ticket <i>Note: Administrative division may assign unclaimed tickets to team/personnel to perform the service request</i>	None	5 minutes	ICTO Technical Division - System Development & Management - IT Infrastructure Management & Maintenance - Graphics & Design
	2.2.a. Review Graphics & Design	None	15 minutes	ICTO Graphics & Design Division



	<p>request/ support</p> <ul style="list-style-type: none"> ▪ Design and Layout (forms, certificates, cards, etc) ▪ Infographics (social media, website, banner) ▪ Video Editing ▪ Photo Editing <p>2.2.b. Review System request/ support</p> <ul style="list-style-type: none"> ▪ Website Content Update ▪ Employee Account - Enrollment ▪ Employee Account - Password Reset ▪ Employee Account - Record Correction/Validation ▪ Employee Account - Biometrics Enrollment <p>2.2.c. Review Network (Infrastructure) request/ support</p> <ul style="list-style-type: none"> ▪ Internet connection ▪ Network Configuration ▪ Bandwidth Allocation Assistance ▪ Telephone Assistance 	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>15 minutes</p>	<p>ICTO System Development & Management Division</p> <p>ICTO IT Infrastructure Management & Maintenance Division</p>
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	2.2.d. Review other ICT Technical request/ support <ul style="list-style-type: none"> ▪ Hardware/Software Assistance (meetings/presentations) ▪ Operating System Installation ▪ Installation of Software Applications ▪ Back up and Recovery ▪ Printer Setup / Maintenance ▪ Desktop and Laptop Setup / Maintenance ▪ Online meeting/ presentation Schedule Reservation 	None	15 minutes	ALL ICTO personnel / Agent
	2.3 Perform appropriate action & recommendation <i>i.e - not repairable, recommends replacement</i>	None	Depends on the complexity of the request.	Assigned ICTO Personnel / Agent
3. Close the ticket created and rate the service. <i>Note: The client shall rate the service after their ticket has been solved. Clients can also leave a comment if they want to express their opinion.</i>	3.1 The agent or client may close the ticket after the completion of the request. 3.2 Validate completion of the ticket <i>Note: Reports of all ICT tickets were generated and compiled monthly in ICTO Online Help desk Log.</i>	None	5 minutes	Assigned ICTO Personnel / Agent ICTO Administrative Division
END OF TRANSACTION				



ICTO Project Request

Project request from employees of City Government of Biñan for ICT related project

Office or Division:	Information and Communications Technology Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Employees of City Government of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Project Request Form and Project Charter		Information and Communications Technology Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Project Request Form and attach Project Charter at ICTO front desk <i>Note: Project Charter Template will be provided by ICT Office</i>	1.1 Receive the request form/ attachment and transmit to the division-in-charge and Department Head	None	5 minutes	ICTO Administrative Division
	1.2 Assessment of the requested project. (Review and discussion)	None	Depends on scope of work	ICTO System Development & Management Division ICTO Department Head
2. Receive a confirmation email of the request and confirm the meeting schedule.	2.1 Send email to the requesting party regarding meeting schedule for the discussion of project requirements and proposed project timeline	None	5 minutes	ICTO Administrative Division ICTO System Development & Management Division
Stage 1: Requirements Gathering				
Discussion of request during meeting with ICTO office				
Stage 2: Project Development				
<ul style="list-style-type: none"> Construction of design (architectural/database /system/data flow) Project Development / Coding /Testing 				
<i>Note: 1~12 months (Processing time depends on the complexity of the project)</i>				
Stage 3: Presentation of Project Prototype				
Stage 4: Project Implementation, deployment and operation				



3. Confirm the completion of the project by signing the Project Request form.	<p>3.1 Update the Project Request form and forward to respective signatories upon completion of the request.</p> <p><i>Note: ICTO Department Head shall acknowledge and sign Project Request Form after Completion of the Work.</i></p>	None	15 minutes	ICTO System Development & Management Division
	<p>3.2 Validate completion of the Form and update Project Request Log.</p> <p><i>Note: Logs of all Project Requests were compiled yearly.</i></p>	None	5 minutes	ICTO Administrative Division
END OF TRANSACTION				



Travel Order for Officials

Travel Order for Official forms are reviewed and signed by the City Mayor or City Administrator.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		Local Government Elected Officials and Department Heads.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully signed Travel Order Form 2. Invitation/ if Official Business			Human Resource Development Office and Office of the City Mayor.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up and sign the Travel Order for Official Form		None	5 minutes	Mayor's Office Staff
Submit the Travel Order for Official Form			2 minutes	Mayor's Office Staff
	Endorse the Travel Order form to City Mayor/ City Administrator for approval.		5 minutes	City Mayor/ City Administrator
	The City Mayor's Office Staff will release the form to the client		2 minutes	Mayor's Office Staff
Submit the Travel Order for Officials form to City Human Resource Development Office			2 minutes	
END OF TRANSACTION				



Obligation Slip/ Vouchers/ Purchase Request/ RS/ Purchase Order/ Cheque

Obligation Slip, Vouchers, Purchase Requests, Requisition Slip, Purchase Orders, and Cheques are reviewed and signed by the City Mayor/ or City Administrator accordingly.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2G Government to Government		
Who may avail:		Binan Local Government Unit.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Voucher 2. Request Letter 3. Requisition Slip 4. Purchase Request Form 5. Purchase Order Form 6. Resolution (If applicable)			Concerned Offices – LGU Binan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the documents: Obligation Slip/Voucher/Purchase Request/Requisition Slip/Purchase Order form to the person responsible.	The Mayor's Office staff will record the transaction in the logbook	None	3 minutes	Mayor's Office Staff – Information Desk
	Checking of the completeness of requirements		5 minutes	Mayor's Office Staff– Information Desk
	It will endorse the Obligation Slip, Voucher, RS/PR/PO and Cheque to City Mayor/ City Administrator for approval.		15 minutes	City Mayor/ City Administrator
	The City Mayor's Office Staff will release the Obligation Slip, Voucher, RS/PR/PO and Cheque to concerned department		5 minutes	Mayor's Office Staff



The concerned Client/s will receive the Obligation Slip, Voucher, RS/PR/PO and Cheque & sign in respective/ assigned Logbook.			5 minutes/ depending upon the volume of transaction.	Mayor's Office Staff- Information Desk
END OF TRANSACTION				



Securing Personal Documents from the 201 Files

Issuance of Service Record, Certificate of Employment, File copy of SALN, File Copy of PDS, Individual Training History, Certificate of Performance Evaluation, etc.

Office or Division:	Human Resources Development Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Government			
Who may avail:	Officials and employees of the City Government of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Records Request Form (1 copy); or online record request form		City HRDO or via cityhrd.binan.records@gmail.com		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit properly filled-up Request Form (1 copy)	1.Assess and receive request form	None	Dropbox/ Online: 1 day ***All applications received after 5:00PM or during weekends and holidays are deemed received at 8:00 AM of the next business day.	HRMA / Clerk
2. Acknowledge receipt of the document	2.1 Prepare the requested document 2.2 Validate the data and sign the requested document. 2.3 Release the document	None	2 days	Bookbinder/ Data Controller HRMO I/ HRMO IV/ HRDO Head HRMO I
END OF TRANSACTION				



Issuance of Obligation Slip

Office or Division:	Office of the City Budget Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All offices in the City Government of Biñan and DepEd			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll and/or Certification - For Salaries and Other Personnel Benefits		City Human Resources and Development Office DepEd		
2. Signed PR and PO - For Supplies and Equipment		City General Services Office DepEd		
3. For Infra Projects - Approved Budget for the Contract (ABC), Notice of Award and Contract of Works/Program of Works		City Engineering Office DepEd		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present applicable requirements stated above	1.1 Receive and assess as to the completeness of the requirements	None	1 – 2 minutes	Fe C. Serino Gabriel M. Ochoa Miguelito D. Dakis Mariel C. De Leon Armando C. Aquino Evangelito G. Mercado Christopher L. Reyes Conrad A. Casupang
	1.2. Verify (as to availability of appropriations), and prepare Obligation Slip	None	5 minutes (per transaction, under normal circumstances)	Fe C. Serino Gabriel M. Ochoa Miguelito D. Dakis Mariel C. De Leon Armando C. Aquino Conrad A. Casupang
	1.3. Certify and Sign the Obligation Slip	None	1 minute	Octavio A. Almenanza, Jr. Fe C. Serino



	1.4. Record and release of Obligation Slip	None	1 - 2 minutes	Gabriel M. Ochoa Miguelito D. Dakis Mariel C. De Leon Armando C. Aquino Evangelito G. Mercado Christopher L. Reyes Conrad A. Casupang
END OF TRANSACTION				



Procurement Control Procedure

Requisition to acquisition of goods and/or services

Office or Division:	Office of the City General Services Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All offices in the City Government of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (RS) / Purchase Request (PR)		To be secured from the City General Services Office		
2. Payment Slip – N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation, approval and acceptance of RS/PR		N/A	1 day	Supplier
	Posting in PhilGEPS	N/A	1 day	CGSO staff
Submission of supplier’s quotation		N/A	3 days	Supplier
	Preparation and approval of canvass, abstract, resolution, NOA and PO	N/A	5 days	CGSO staff
	Forwarding of documents to Budget Office, COA and Accounting Office	N/A	5 days	CGSO staff
	Preparation and approval of IAR and PAR	N/A	Shall be based on the delivery period	CGSO staff
END OF TRANSACTION				



Tarpaulin Printing

Printing of tarpaulin for information dissemination.

Office or Division:	Office of the City Information Officer			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Government Offices and Other Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tarpaulin Job Request Form		City Information Office		
Receiving Logbook for Tarpaulin				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Tarpaulin Job Request Form to the City Information Office or send it at hello.binan@gmail.com .	1. Receive the Tarpaulin Job Request Form.	None	3 minutes	Catanghal, April Joy Esperon, Rosario Tabuno, Joel
2. Send PSD or JPEG file of tarpaulin layout at hello.binan@gmail.com .	2. Receive the file and check the content. Print.	None	1-2days	Tabuno, Joel
3. Pick up the tarpaulin once notified thru a phone call. Sign the receiving logbook.	3. Notify the client once tarpaulin is done. Let the client sign the receiving logbook.	None	5 minutes	Catanghal, April Joy Esperon, Rosario Tabuno, Joel
END OF TRANSACTION				



Processing of Disbursement Vouchers for Check Preparation (Employees' Payroll, Claims of suppliers)

Receipt of complete and duly signed documents from the concerned offices for the preparation of disbursement vouchers and processing of payments to employees and suppliers.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-numbered disbursement vouchers, payrolls and duly signed accountable forms with complete supporting documents (i.e. Purchase Request, Purchase Order, Contract, etc.)		Requesting Office, General Services Office Human Resource Development Office Budget Office		
2. Obligation Slip				
3. N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present duly signed and complete requirements.	1. Prepare disbursement voucher.	None	Simple – average of 2 minutes; Complex – average of 5 minutes	Accounting Staff
	2. Check disbursement voucher and its supporting documents and review its completeness.	None	Simple – average of 2 minutes; Complex – average of 5 minutes	Accounting Staff
	3. City Accountant shall sign and approve the disbursement voucher.	None	2 minutes	City Accountant
	4. Forward signed	None	2 minutes	Accounting Staff



	disbursement vouchers to the Requesting Office.			
	5. Upon receipt of the signed disbursement vouchers from the Requesting Office, it will be forwarded to the Mayor's Office.	None	2 minutes	Accounting Staff
	6. Upon receipt of the signed disbursement vouchers from the Mayor's Office, it will be forwarded to Treasurer's Office for check preparation.	None	2 minutes	Accounting Staff
	7. Encode Accountant's Advice for all local checks issued by the City Treasurer.	None	2-5 minutes	Accounting Staff
	City Accountant shall sign and approve the Accountant's Advice.	None	2 minutes	City Accountant
	All signed Accountant's Advice shall be transmitted to the bank.	None	30 minutes	Accounting Staff
	8. Forward issued checks for the signature and	None	2 minutes	Accounting Staff



	approval of the City Mayor.			
	9. Forward approved checks by the City Mayor to Treasurer's Office.	None	2 minutes	Accounting Staff
2. Claim check at Treasurer's Office	1. Release check to claimant.	None	2 minutes	Treasury Staff
END OF TRANSACTION				



Issuance of Net Take Home Pay

This service prepares, issues and certifies the payslips of employees which may be used for the application/availing of loans of employees to various government institutions such as Pag-ibig or other private entities.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Regular Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pay-slip		Biñan City Timekeeper (Payslip), Information and Communications Technology Office Form from the institution where the loan will be availed.		
2. Applicable form/s from the institution where the loan will be availed.				
3. N/A				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the forms/documents.	1. Will receive the form and the staff-in-charge will check or fill-up the information of the employee on the form provided.	None	5 minutes	Accounting Staff
	2. Issue a certified copy of the employee’s pay slip.		2 minutes	Accounting Staff
	3. Staff-in-charge shall sign and certify the form.		1 minute	Accountant
2. Receive the pay slip and other submitted forms.	4. Release certified pay slip and forms.	None	1 minute	Accounting Staff
END OF TRANSACTION				



CITY HEALTH OFFICE I AND II

Frontline Services



Issuance of Certificate of Potability

Issued monthly to water stations and food services.

Office or Division:		City Health Office 1		
Classification:		Simple		
Type of Transaction:		G2B-Government to Business		
Who may avail:		Registered businesses in the food and water industries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Microbiological Test Results (1 copy)		Laboratory		
2. Physical-Chemical Results (1 copy)		Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client shall pay the required fees	1. Issues Official receipt.	P100.00/ certificate	5 minutes	Revenue Collection Clerk; City Treasurer
2. Email the requirements to CHO 1 (chosanitarypermit@gmail.com)	2.1 Assesses the documents, checks the records if business had been issued a Sanitary Permit to Operate, validates the results with the laboratory and acknowledges receipt thereof. 2.2 Prepares the Certificate of Potability; 2.3 Reviews and signs the document	None	2 days	Admin. Assistant/ Sanitation Inspector assigned at the Business One Stop Shop Admin. Assistant City Health Officer
3. Receives the Certificate of Potability	3.1 Emails the Certificate of Potability. Client has the option to receive the physical copy at the office.	None	5 minutes	OIC/Sanitation Inspector; Admin. Assistant
END OF TRANSACTION				



Post Inspection of Business Establishments

Inspection of business establishments after issuance of Sanitary Permit included in the Business One Stop Shop.

Office or Division:		City Health Office 1		
Classification:		Simple		
Type of Transaction:		G2B-Government to Business		
Who may avail:		Business Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sanitary Permit to Operate (1 copy)		BOSS (Office of the City Health Officer)		
2. Health Card/Certificate (1 copy for each employee)		Office of the City Health Officer		
3. Certificate of Potability (for food and water)		Office of the City Health Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Client acknowledges the presence of the inspectors. 1.2 shall show the documents upon inspection.	1. Inspection Team shows the business a copy of the Mission Order issued by the City Health Officer and proceeds to inspect the premises. Sanitary conditions shall be taken into consideration.	None	1 hour	Sanitation Team – CHO 1
2. Acknowledges the violations/demerits, if any.	2.1 Informs the client of the best practices, violations/demerits and attaches a Sanitation standard Sticker to the door / entrance of the establishment. Issues a Sanitation Order, if necessary, as approved by the City Health Officer.	None	2 working days and 7 hours	Sanitation Team – CHO 1 City Health Officer
END OF TRANSACTION				



Issuance of Health Card/Health Certificate

Issued to workers on an annual basis.

Office or Division:	City Health Office 1			
Classification:	Simple			
Type of Transaction:	G2B-Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest XRay results (1 copy)		Hospital/Radiology Clinic/CHO		
2. Fecalalysis Result (1 copy)		Laboratory/CHO		
3. Urinalysis Result (1copy)		Laboratory/CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits the requirements.	1. Assesses the completeness of the documents.	None	1 minute	Admin. Assistant/ Clerk
2.Client Pays and secures the Official Receipt.	2.1 Issuance of Official Receipt. 2.2 Data recording. 2.3 Preparation of the Health Certificate/Card. 2.4 Signature of City Health Officer	P150.00/ certificate	4 minutes	Revenue Collection Clerk; City Treasurer/ Bonded Health employee Admin. Assistant/ Clerk City Health Officer
3.Receives the Health Card/Certificate	3 Releases the Health Card/Certificate	None	1 minutes	Admin. Assistant/ Clerk
END OF TRANSACTION				



Availment of Out Patient Services

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Population, Patient with Diabetes and Hypertensive			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet		To be secured from City Health Office II		
2. PhilHealth ID/MDR				
3. Medical Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform Triage In charge of medical condition for consultation	OPD Triage New Patient: Data Sheet/Forms. Old Patient: Retrieve records	None	5-10 mins.	BHW Nurse
2. Proceed to Vital Sign Area	Get Vital Sign (BP, temperature, weight, height, RBS) Interview and examine patient Get Laboratory results if available	None	20 mins.	BHW on Duty Nurse on Duty
3. Proceed to Consultation Area	Diabetes Clinic: Hypertension Clinic: General Check-Up Give Prescription for medicines and request form	None	5-10 mins.	Andres Ebison MD Ma. Rhodora Hilario MD Angelo Tristan Prieto MD



4. .Proceed to Triage Nurse for further instruction	<p>Give healthy lifestyle if applicable</p> <p>Insulin Management Instruction, instruct dosage and interval</p> <p>Advise on follow up check up</p>	None	5-10 mins	Triage Nurse
5. Referral to hospital for complicated cases	<p>Coordinate transfer to hospital of choice</p> <p>Prepare ambulance for patient conduction</p>	None	5 mins.	Triage Nurse
END OF TRANSACTION				



Availment of Animal Bite Treatment Services

Provision of Post Exposure Prophylaxis to Rabies

Office or Division:	City Health Office II				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Animal Bitten Clients				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.Patient Data Sheet		To be secured from City Health Office II			
2. PhilHealth ID/MDR					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Proceed to CHO II Animal Bite Treatment Center and accomplish PDS.	ABTC Triage New Patient: assess the animal bite injury and complete Patient Data Sheet/Forms. Old Patient: Retrieve records and proceed to vaccination as scheduled	None	5-10 mins.	ABTC staff/nurse	
2. Attend to Rabies Awareness Lecture	Provide Health Education regarding Rabies, provide IECs if any.	None	20 mins.	ABTC Nurse	
3. Consultation	Review of case and assess patient. Prescribed medication as necessary.	None	5-10 mins.	ABTC Physician	
4. Submit for Anti-Rabies Vaccination	Anti-Rabies Vaccination RIG (Rabies Immunoglobulin	None	5 mins.	ABTC Physician/Nurse	



	Infiltration)			
5. For patients administered Rabies Immunoglobulin, stay for 1 hour monitoring to observe adverse event reaction.	Monitor patient in 1 hour for Adverse Event Reaction	None	1 hr.	ABTC Nurse
6. Received Post Exposure Prophylaxis Card and follow next vaccination visit indicated.	Issue Post Exposure Prophylaxis Card, and provide instruction for follow-up vaccination visit.	None	1-2 mins.	ABTC Staff
END OF TRANSACTION				



Availment of TB Dots Services

Screening and Consultation for Presumptive TB patients and DOT of diagnosed TB.

Office or Division:	City Health Office II				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Presumptive and diagnosed TB patients.				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1.Patient Data Sheet.		To be secured from TB DOTS			
2.GeneXpert Result.					
3. PhilHealth ID/MDR					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Presumptive TB patient proceed to TB DOTS for initial encounter/consult	Identify and diagnose TB cases with signs and symptoms presumptive of tuberculosis. Accomplish Patient Data Sheet. Issue Gene Xpert Request and instruct for submission at CHO II Laboratory.	None	10 mins.	TB DOTS Staff/Nurse/Community Volunteer	
2. Submit 1 specimen with Gene Xpert Request to Laboratory	Process Specimen and result. CHO II will notify patient thru sms or call, once result is available.	None	48-72 hrs	CHO II Laboratory TB DOTS Staff/Nurse/Community Volunteer	
3. Follow-up consultation with Gene Xpert Result and other requested	Conduct consultation Screen patient for Diabetes thru Random Blood	None	20 mins.	DOTS Physician TB DOTS Staff/Nurse/Community Volunteer	



diagnostic work-ups.	<p>Sugar.</p> <p>Provide TB Health Education.</p> <p>Register the patient and assign TB Case Number.</p> <p>Accomplish requirement for PhilHealth</p>			
4. HIV Counseling and screening	<p>Accomplish HIV Patient Demographic Profile and secure consent.</p> <p>Provide HIV Pre-counseling and screening.</p> <p>Provide Screening Result, and conduct Post-Test Counseling</p>	None	15-20 mins.	TB DOTS Nurse
5. Direct Observed Treatment	Initiate Treatment by reinforcing the patient to undergo Standard Regimen treatment based from approved protocols.	None	5 mins.	TB DOTS Staff/Nurse/Community Volunteer
6. Submit specimen follow-up for monitoring purposes on 2 nd , 5 th and 6 th month of Treatment for Bacteriologically Confirmed TB patients and on 2 nd month for Clinically Diagnosed TB patients.	<p>Evaluate the patient's condition by inquire how he/she has been since the last clinic visit. Refer to Implementing Guidelines</p> <p>Monitor response to treatment by follow-up DSSM according to Schedule of Follow-up DSSM by Category stated in NCPP Manual of Procedure.</p>	None	5 mins.	<p>TB DOTS Physician</p> <p>TB DOTS Staff/Nurse/Community Volunteer</p>



	Refer to Implementing Guidelines			
7. Consultation at the end of treatment	<p>Re-evaluate the patient's condition by inquire how he/she has been since the last clinic visit. Refer to Implementing Guidelines.</p> <p>Once patient, got negative result at the DSSM acknowledge patient's completion by documenting treatment outcome as Cured/Completed in the TB Treatment/IPT Card and issue a Certificate of Completion/Cure.</p>	None	5-10 mins.	<p>TB DOTS Physician</p> <p>TB DOTS Staff/Nurse/Community Volunteer</p>
END OF TRANSACTION				



Availment of Adolescent Health and Development Services

Provide information on Teenage Pregnancy and Development during Adolescent Stage and HIV/STI counseling

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Adolescent 10-19 years old in thirteen (13) Barangays covered by City Health Office II namely: Bo. Biñan, Bungahan,Casile, Ganado, Loma,Langkiwa, Mamplasan, Malamig, Malaban,Platero,SanAntonio,Timbao Zapote			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet		To be secured from		
2. Phil Health ID/MDR/ PIN				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inform triage that the patient is for counseling. Adolescent together with their parents or guardian will be accompanied by our BHW to the Adolescent Counseling Room.	Adolescent Youth and Health Development (AYHD) Form. Old Patient: Retrieve record in Adolescent Clinic	None	5-10 mins.	BHW Triage Nurse
2.Proceed to Vital Sign Area	Get Vital Sign (BP, temperature, weight, height)	None	5-10 mins.	BHW on Duty Triage Nurse
3.Assessment, Consultation/Counseling	Assess patient according to his/her needs, interview using AYHD (HEADDSS tool) and provide lecture/ counseling: -Normal Changes	None	30 mins.	Raquel San Pascual RN



	during Adolescence Stage For Teen Pregnancy provide lectures on : -Consequences of teen pregnancies -Importance of Ante natal Care -Babies Immunization -Exclusive Breast Feeding -Family Planning -HIV/STI			
4. Interviewed clients will be then referred accordingly to Ospital ng Biñan for further Ante natal care, City Social Welfare if clients had history of bullying, harassment, etc.	Nurse will prepare referral form accordingly	None	10-20 mins.	Raquel San Pascual RN Midwife on Duty
END OF TRANSACTION				



Availment of E-Konsulta Package

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Population			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet / Medical Record		To be secured by E-konsulta Encoder		
2. Phil Health ID/MDR/ PIN				
3. Request for Authorization Transaction Code (RATC) and Authorization Transaction Code (ATC)				
4. Annex J : List of minimum personal Information for the first encounter				
5. Encoding and Printing of Electronic KonsultaAvailment Slip (eKAS)				
Electronic Prescription Slip (sPresS)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inform Triage (18 years below should be accompanied by parents or guardian)	Get filled up PhilhealthKonsulta Registration Form and Request of Authorization Code (RATC)	None	1-2 mins.	BHW Triage Nurse
2.Proceed to E-konsulta Encoder	Send e-mail to PhilhealthCalamba Wait Authorization Transaction Code	None	30 mins.	Encoder
3.Undergo health screening and assessment	Health Screen and Assess the patient and get Vital sign	None	5-10 mins.	BHW Triage Nurse



4.Proceed to Consultation Area	Consultation and giving medical advised	None	5-10mins	Doctor In charge
5.Avail Laboratory procedure	Perform laboratory test	None	5-10mins	Medical Technologist on Duty
6.Proceed to Pharmacy Section	Dispense medicines	None	10-15 mins.	Pharmacist on Duty
7. Go back to E-konsulta encoder and signed the eKAS and ePresS	Encode and print the Electronic KonsultaAvailment Slip (eKAS) and Electronic Prescription Slip (sPresS)	None	1-2mins.	Encoder E-konsulta
END OF TRANSACTION				



Availment of Family Planning Services

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women of Reproductive Age (WRA) 10-49 years old in thirteen (13) Barangays covered by City Health Office II namely: Bo. Biñan, Bungahanan,Casile, Ganado, Loma,Langkiwa, Mamlasan, Malamig, Malaban,Platero,SanAntonio,Timbao Zapote,Casile,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet		To be secured from Family Planning Clinic		
2. Phil Health ID/MDR				
3. Medical Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inform Triage Triage For New Acceptors, clients should be accompanied by her husband, 18 years below should be accompanied by parents or guardian	Family Planning Forms. Old Patient: Retrieve records	None	5-10 mins.	BHW Midwife on Duty
2.Proceed to Vital Sign Area	Get Vital Sign (BP, temperature, weight, height) Interview and examine patient	None	20 mins.	BHW on Duty Raquel San Pascual RN



3.Assessment and Consultation (For Progestion Only Pill & Combined Oral Contraceptives & Barrier)	Get pertinent information and log to FP form/card: no. of children , Last Day of Menstruation Assess if New Acceptors, Other Acceptors, Changing method, changing clinic or re-starter. Lectures on Family planning: advantage and disadvantages of Family Planning Methods	None	5-10 mins.	Raquel San Pascual RN Midwife on Duty
4.Vaccination (DMPA) IUD insertion	Advised to come back: DMPA: 3mos from the date of initial injection. IUD insertion: after 7 days, 6 mons 1 year for assessment.	None	10-15 mins.	Raquel San Pascual RN Midwife on Duty
END OF TRANSACTION				



Availment of Laboratory Services

Provision of laboratory tests

Office or Division:	City Health Office II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Referred patients from OPD, TB DOTS and Biñan Birthing Home			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Laboratory Request		To be secured from OPD Consultation, TB DOTS or Biñan Birthing Home		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the laboratory upon receipt of laboratory requests.	<p>Patient verification of information noted in the request.</p> <p>Check the availability of the laboratory tests, refer to referral centers if tests are not available.</p>	None	2 minutes	<p>Laboratory Aide</p> <p>Medical Technologist</p> <p>Laboratory Aide</p> <p>Medical Technologist</p>
2. Provision of specimen appropriate in the laboratory test requested.	<p>Receiving and checking of the specimen.</p> <p>Extraction of blood for blood tests.</p>	None	5-10 minutes	<p>Laboratory Aide</p> <p>Medical Technologist</p> <p>Medical Technologist</p>
3.Wait for the release of laboratory results.	<p>Perform laboratory tests.</p> <p>Release laboratory results.</p>	None	<p>30 minutes – 1 hour</p> <p>1 to 2 days for TB DOTS specimen</p>	Medical Technologist
END OF TRANSACTION				



Availment of Prenatal and Antenatal Care Services

Provision of antenatal care services available to all reproductive age and/or pregnant women. Schedule of Services every Monday to Friday 8am-5pm.

Office or Division:	City Health Office II- Biñan Birthing Home			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Reproductive age and/or pregnant woman			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Face Mask, Alcohol or Hand Sanitizer, Ballpen		Patient's Personal Belongings To be secured from City Health Office II- Binan Birthing Home		
2. PHILHealth ID/MDR				
3. Patient Data Sheet/Prenatal Record				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Health Office II- Binan Birthing Home (BEmONC) facility to avail Antenatal Care Services. Register and accomplish patient Prenatal Record	Observe asepsis/antisepsis technique Verify patient's information in the Prenatal Record. Give Mother and Baby book.	None	1-2 minutes	Midwife/Nurse on duty
2. Initial Assessment	Do initial and thorough assessment, History taking and Baseline Vital signs. Classify category of patient following Protocols for Low and High- Risk Patients. >IF upon initial assessment. patient	None	5-10 minutes *may vary	Midwife/ Nurse on duty <

END OF TRANSACTION



	Spontaneous Delivery.			
3.For Labor Monitoring. Go to Labor room. For Normal Spontaneous Delivery, go to Delivery room.	<p>Prepare patient's chart and secure consent for the procedure.</p> <p>Observe antisepsis/antisepsis technique. Assist patient to Labor/delivery room with proper gown.</p> <p>Perform Normal Spontaneous Delivery</p>	PhilHealth Coverage	<p>< 5 minutes</p> <p>2-5 minutes</p> <p>30 minutes – 1 ½ hour <i>*may vary depends on the progress of labor and delivery</i></p>	Midwife/ Nurse on duty Medical Doctor
4.Post-partum Care	<p>After delivery, patient together with her newborn baby will be transferred to Ward Room for monitoring.</p> <p>Give proper medication and Health Teaching.</p>	PhilHealth Coverage	24 hours	Midwife/Nurse on duty
5.Discharge	<p>Thorough post-evaluation of postpartum woman. Advice Discharge Instructions and Follow up Consultation</p> <p>Ensure proper documentation. Accomplish all records including Birth Certificate and PhilHealth Forms</p>	None	30 minutes	<p>Midwife/ Nurse on duty Medical Doctor</p> <p>PhilHealth Coordinator</p>
END OF TRANSACTION				



Availment of Newborn Screening Test Services

Provision of newborn screening services to newborn babies 24 hours after birth.

Available to In-patient or Out-patient 24/7.

Office or Division:	City Health Office II- Biñan Birthing Home			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Newborn Babies (shortly after 24 hours of birth)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Face Mask, Alcohol or Hand Sanitizer, Ballpen.		Patient's Personal Belongings To be secured by Binan Birthing Home record		
2. PhilHealth ID/MDR of the Mother or Father				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the City Health Office II- Binan Birthing Home (BEmONC) facility to avail Newborn Screening Test Services.	Observe minimum health standard protocol Verify patient information and get Newborn Record.	None	>5 minute	Administrative aide/ Midwife on duty
2. Newborn Screening test	Advice Breastfeeding the newborn before the procedure. Fill Up Newborn Screening Filter Card with proper information. Perform Newborn screening test following antisepsis technique. Advise when to come back for newborn screening test result process	PhilHealth Coverage	5-15 minutes <i>*may vary</i>	Trained Newborn Screening Test facilitator
END OF TRANSACTION				



Availment of Free Drugs and Other Medicine

Provision of Medicines.

Office or Division:	City Health Office II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patients of 13 barangay (San Antonio, Malaban, Platero,Bo. Biñan, Langkiwa, Malamig, Timbao, Loma, Ganado, Mamplasan, Zapote,Casile, Bungahan) covered by City Health Office II.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Updated prescription		To be secured from OPD		
2. Philhealth ID/ MDR				
3. BIDA/BIHT Booklet (for maintenance medicines)				
*Note: Authorization letter and valid IDs shall be required if availed via a representative)		To be secured from Pharmacy Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to pharmacy and present the requirements.	Receive & check prescription/booklet for completeness, validity & availability of medicines. *note: return prescription/ booklet if medicine is not available.	None	1-2 minutes	Pharmacist/ Pharmacy Assistant
2. Fill up of patient's information in medicine consumption form	Prepare medicines & update record of patient's prescription/ booklet and medicine consumption form for medicines to be dispensed.	None	3-5 minutes	Pharmacist/ Pharmacy Assistant
3. Receive medicines available and	Dispense medicines available & return of	None	1 minute	Pharmacist/ Pharmacy



requirements submitted.	submitted requirements to patient or representative; patient counseling.			Assistant
END OF TRANSACTION				



Availment of Anti-Dengue Misting Services

Office or Division:	City Health Office II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned citizens of Biñan Laguna			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reported Dengue Case		To be secured from City Health Office II		
2. Clustering of cases				
3. Request letter of fumigation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Sanitation Department and give the request letter of fumigation.	Reviewing the request. Surveying the area Checking if there is a clustering of cases in the area. Fumigation Recommendation	None	2 hours 3 cycles 1 week interval	Sanitation Inspector Spray Man
END OF TRANSACTION				



Availment of Child Care and Nutrition Services

Provision of vaccination and supplementation for children and Breastfeeding Section

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Infants and Children (0-59months old) From thirteen (13 Barangays: San Antonio, Malaban, Platero, Bo. Binan, Langkiwa,Malamig, Timbao, Loma, Ganado, Mamplasan, Zapote, Casile, Bungahan)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Immunization Record		To be secured from City Health Office II		
2. PhilHealth ID/MDR of Parent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CHO II OPD section and accomplish PDS.	Triage Section New Patient: complete Patient Data Sheet/Forms. Old Patient: Retrieve records and proceed to vaccination as scheduled	None	5-10 mins.	BHW
2. Assess and evaluate the child for proper vaccine administration, proper dosage of	Mother brings their child for routine immunization/ vitamin A supplementation /	None	20 mins.	Midwife/ Nurse



supplementation	deworming and submit their child vaccination card			
3. Gives health education on importance of breastfeeding, complementary feeding, proper nutrition , immunization, supplementation and importance of deworming and WASH	Provide Health Education, provide IECs if any. Assess and evaluate the child Easy access to Breastfeeding Corner and provided privacy	None	5-10 mins.	Nutritionist Dietitian
4. Routine immunization and giving of Vitamin A proper dosage supplementation	Vaccination Proper	None	5 mins.	Midwife/ Nurse
5. Stay for at least 15 minutes for monitoring to observe adverse event reactions.	Monitor child in 15 minutes for Adverse Event Reaction	None	15 mins	Midwife/ Nurse
6. Received Vaccination Card and follow next visit indicated.	Issue Vaccination Card, and provide instruction for follow-up vaccination visit.	None	1-2 mins.	ABTC Staff
END OF TRANSACTION				



Availment of Visual Inspection With Acetic Acid

Screening for possible detection of cervical precancerous lesions and early invasive cancer.

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Women of Reproductive age From thirteen (13 Barangays: San Antonio, Malaban, Platero, Bo. Binan, Langkiwa,Malamig, Timbao, Ioma, Ganado, Mamplasan, Zapote, Casile, Bungahan)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet		To be secured from City Health Office II		
2. PhilHealth ID/MDR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Outpatient Department	Secure Consent Interview patient with forms.	None	5 mins.	VIAA Trained Nurse/midwife/doct or
2.Proceed to Consultation Room	Prepare patient for Physical Examination. Take Vital Signs Examine Breast.	None	10 mins.	VIAA Trained Nurse/midwife/doct or
3.Proceed to Examining Room for screening	Prepare patient in lying position with knees flexed.	None	15-20 mins.	VIAA Trained Nurse/midwife/doc.



	<p>Check for any discoloration, lesion and redness.</p> <p>Examine the abdomen for mass. Examine the extremities for gross deformity.</p> <p>Perform Pelvic examination. Check for urethral discharge. Perform Bimanual and speculum examination.</p>			
4. Rest and wait for result at waiting area.	<p>Record all findings on the form.</p> <p>Explain to the patient the result.</p>	None	10 mins.	VIAA Trained Nurse/midwife/doctor
END OF TRANSACTION				



Availment of Dental Services

Mouth Exam, Diagnose and Dental Treatment

Office or Division:	City Health Office II			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All ages of Biñanense			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet		To be secured from Dental Services		
2. Appointment Slip				
3. PhilHealth ID/MDR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure dental schedule	Schedule thru walk-in or Facebook/Messenger	None	1 day	Dentist/Dental Aide
Go to the BHS/CHO to avail dental service	Register client's pertinent data and get his/her vital signs. Assign client a number which he/she has to wait to be called.	None	10 mins	Dentist/Dental Aide
Once assigned number is called , proceed to dental examination.	Perform initial screening and dental examination.	None	15 mins	Dentist
Proceed to dental room for tooth extraction.	Perform tooth extraction. Gives dental care instruction and issues prescription if needed.	None	15 – 20 mins	Dentist



Proceed to pharmacy	Check the prescription and give the available medication.	None	5 mins	Pharmacist
END OF TRANSACTION				



Issuance of Medical Certificate

Application for Medical Certificate.

Office or Division:	City Health Office II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	PWD, Senior Citizen and Person with Comorbidities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Declaration Form		To be secured from City Health Office II		
2. Patient's Data Sheet		To be secured from City Health Office II		
3. PWD ID/OSCA ID/any ID *Note: Authorization letter and valid IDs shall be required if availed via a representative)		To be secured by the patient		
4. Proof/Abstract of Disability from Medical Specialist		To be secured by the patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated Triage window and present the requirements (filled-up forms and ID). For Online Transaction: submit the same requirements in Facebook at Biñan CHO II – Online Service subject for assessment.	1. Receive patient and take the vital signs	None	2 minutes	Barangay Health Worker
	Assess patient	None	2 minutes	Nurse
2. Proceed to the consultation area.	Evaluate patient's health condition. For PWD, identifying the category of Disability.	None	10 minutes	Physician



	Encoding of Patient's Details and Doctor's Assessment and Prescription. Printing of Medical Certificate.	None	1 minute	Clerk/Encoder
	Verification and signing of Encoded Medical Certificate.	None	1 minute	Physician
Proceed to the waiting area	Releasing of Medical Certificate with Dry Seal	None	1 minute	Barangay Health Worker
END OF TRANSACTION				



Issuance of Vaccination Card/Replacement for Lost Card

Application for Lost Card Replacement.

Office or Division:	City Health Office II			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Vaccinated Citizen who lost their card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Declaration Form		To be secured from City Health Office II		
2. Request Letter		To be secured by the patient		
3. Photocopy of any ID / Picture of Lost Card *Note: Authorization letter and valid IDs shall be required if availed via a representative)		To be secured by the patient		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated Triage window and present the requirements (filled-up forms, Request Letter and photocopy of ID).	Receive client and take the requirements. Instruct the client to wait for the clerk/encoder for the status of their data in Vax Cert. BHW endorses the request to the Clerk's Office.	None	1 minute	Barangay Health Worker
	Clerk/encoder checks and verify the client's file in the database. Verified data will be recorded in the blank card for replacement. Vaccinators will be notified to report in the office for signature in the replaced card.	None	5 minutes	Clerk/Encoder
2. Return on the scheduled day of return.(depending on the status in Vax Cert database but may receive on the same day if without problem.)	Releasing of replaced lost card	None	1 minute	Barangay Health Worker
END OF TRANSACTION				



COMMAND CONTROL AND COMMUNICATION CENTER

Frontline Services



Emergency and Medical Assistance

Office or Division:		City Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Any individuals within the Area of Responsibility		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call to Biñan 911 and report the incident and asked for assistance needed	1. Verification and assessment of incident/accident reported	None	1-2 minutes	<ul style="list-style-type: none"> • Call Center Unit • Monitoring Unit
	2. Dispatching of appropriate vehicle and responder based on the need of accident.	None	1-2 minutes	<ul style="list-style-type: none"> • Monitoring Unit
	3. Provision of assistance in terms of fire rescue, medical or police	None	3-5 minutes	<ul style="list-style-type: none"> • Monitoring Unit • BERU • City Fire Auxiliary • PNP
	4. Transport of patient to the nearest hospital if needed	None	5-10 minutes	<ul style="list-style-type: none"> • BERU • City Fire Auxiliary
END OF TRANSACTION				



Heavy Equipment Assistance and Clearing Operations

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any individuals within the Area of Responsibility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request (2 copies)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Letter address to the City Mayor thru the DRRM Officer requesting for the assistance or equipment needed	1. Scheduling of Manpower that will do the requested task	None	12-24 hours	<ul style="list-style-type: none"> Operations and Warning Officer
	2. Verification and assessment in in the area	None	12-24 hours	<ul style="list-style-type: none"> Operations and Warning Officer
	3. Dispatching of appropriate tools and equipment based on the need in the request.	None	Depend on the situation	<ul style="list-style-type: none"> City Fire Auxiliary
END OF TRANSACTION				



CCTV Record Review

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any individuals within the Area of Responsibility			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blotter/Police Report (2 copies)		1. Biñan Police Station		
2. DRRM-014-0 – CCTV Record Review Request Form (2 copies)		2. CDRRM Information Officer		
3. USB Flash Drive of the Police Investigator		3. Police Investigator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients shall file an appropriate Blotter/Police Report and must present it to the C3 Information Desk	1. Information officer will issue the DRRM-014-0 – CCTV Record Review Request Form	None	10-15 minutes	<ul style="list-style-type: none"> CDRRM Information Officer
2. Clients shall fill out the CCTV Record Review Request Form in the Information Desk of Command, Control and Communication Center (C3)	2. Information officer will sign and attested that the DRRM-014-0 – CCTV Record Review Request Form are fill out correctly	None	5-10 minutes	<ul style="list-style-type: none"> CDRRM Information Officer
3. Clients will proceed to the Office of the City Mayor for the Approval of the Request	3. City Mayor or the City Administrator will approved the request	None	15-30 minutes	<ul style="list-style-type: none"> Office of the City Mayor
4. Upon the approval of the Office of the City Mayor, Clients will get a tag and may proceed to Command, Control and Communication Center (C3) for viewing	4. Record viewing of the incident reported.	None	Depend on the incident to be reviewed	<ul style="list-style-type: none"> Monitoring Unit
5. If video footages are seen which has relation to the incident. Only Police Investigators are	5. Monitoring Unit will cut and save the necessary file and shall hand over the copy to the Police	None	Depend on the incident to be copied	<ul style="list-style-type: none"> Monitoring Unit



allowed to have a copy of footages.	Investigator			
END OF TRANSACTION				



Payment for the Release of Confiscated Driver's License

Office or Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Ordinance Infraction Ticket (OIT)		Issued upon apprehension of POSO field enforcer.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Verifying Section present requirements (Ordinance Infraction Ticket) to the person in-charge	1. Verification of submitted Ordinance Infraction ticket.	None	3 minutes	POSO staff
2. Wait for the appraisal	2. Assessment of fees and charges	None	3 minutes	POSO staff
3. Proceed to Window 11 (Treasury Office, 1 st Floor, City Hall Building) for payment	Payment	Offense per Violation 1 st P200.00 2 nd P300.00 3 rd P500.00 Open Muffler per Violation 1 st P1000.00 2 nd P2000.00 3 rd P3000.00	5 minutes	City Treasury Officer
4. After the payment, go again to Public Order and Safety Office for Releasing	Releasing	None	2 minutes	POSO staff
END OF TRANSACTION				



Payment for Truck Ban Exception Sticker (6-8 wheelers only)

Office or Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle's Official Receipt (OR) and Certificate of Registration (CR)		1. Manufacturer of vehicle for Official Receipt. 2. Land Transportation Office for Certificate of Registration.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Verifying Section present requirements (Official Receipt), (Certificate of Registration) to the person in-charge	1. Application Filing and Verification	None	3 minutes	POSO staff
2. Wait for the appraisal	2. Processing	None	3 minutes	POSO staff
3. Proceed to Window 9 (Treasury Office, 1 st Floor, City Hall Building) for payment	3. Payment	P 750.00	5 minutes	City Treasury Officer
4. After the payment, go again to Public Order and Safety Office for record purposes of Official Receipt	4. Control and Record Purposes	None	5 minutes	POSO staff
END OF TRANSACTION				



ALONTE SPORTS AREA

Frontline Services



Deworming and Others

Office or Division:	Office of the City Veterinarian			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the City of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Certificate/Veterinary Records		To be secured from City Veterinary Office or Private Clinics.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Shall seek assistance to the City Veterinary Office.	Shall identify the nature of the client's request. Shall collate data/s relative to the client's request. Shall institute the necessary/needed veterinary intervention for prevention, treatment and Vitamin-Mineral supplementation and shall be monitored and recorded in the Animal Health Monitoring Services Form.	None	Real time	City Veterinarian, Livestock Inspector, Animal Keeper
END OF TRANSACTION				



Anti Rabies Mass Vaccination

Office or Division:	Office of the City Veterinarian			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of the City of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Certificate/Veterinary Records		To be secured from City Veterinary Office or Private Clinics.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Shall request for anti-rabies mass vaccination service.	Shall accept request. Shall set the appropriate date for the anti-rabies mass vaccination of animals. Shall conduct and record anti-rabies mass vaccination of animals. Issuance of vaccination Certificate. Vaccination Certificate issued to owner.	None	Real time	City Veterinarian, Livestock Inspector, Animal Keeper
END OF TRANSACTION				



Localized Youth Organization Registration Program

Application for Registration Program of Youth and Youth Serving Organizations

Office or Division:	Office of the City Youth and Sports Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Concerned youth and youth serving organization or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.YASDO Form 003-0: Official Registration Form (LYORP)		To be secured from City Youth and Sports Development Office		
2. YASDO Form 004-0: Directory of Officers and Adviser/s				
3. YASDO Form 005-0:List of Members in Good Standing				
4. Youth and Youth Serving Organization’s By-laws or Constitution		To be secured by the youth and youth organization		
5. Endorsement or Certification from proper Authority		To be secured from the following authority: a. For School-Based Organizations: certificate should be from any school authority. b. For Community-Based, out of school youth, youth with special needs: certificate should from any government official within the community (Mayor, Barangay Officials, etc.) c. For Religious-Based Organizations: certificate should be from parish priest/ head pastor, head of a congregation, head of religious sect, etc.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Submission of requirements <i>For Online Transaction: Submit the same requirements via official email of Binan City Youth and Sports Development Office: yasdoyouthdivision@gmail.com with the subject – [Name of Youth</i>	1. Verification and assessment of submitted documents.	None	5 minutes The following working day; within 24 hours.	Youth Development Officer and Youth Development Assistant



<i>Organization_LYORP_Date of Application].</i>				
2. Orientation and Issuance of Certificate <i>For Online Orientation and Issuance Certificate, zoom application is preferred online platform.</i>	2. Conduct of Orientation and Issuance of Certificate	None	30 minutes The following working day; within 24 hours.	Youth Development Officer
3. Evaluation and Recording of Organization in the list of Registered Youth Organization. <i>For online evaluation google form link shall be forwarded right after the online orientation. Hardcopy of certificate shall be released upon schedule.</i>	3. Releasing of evaluation form and recording of Youth Organization in the listing.	None	5 minutes The following working day; within 24 hours.	Youth Development Assistant
END OF TRANSACTION				



Process for the Search of Junior City Officials Program

Application for the search of Junior City Officials Program

Office or Division:	Office of the City Youth and Sports Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Aspiring Biñan youth resident ages 13 to 17 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. YASDO Form 001-0: Junior City Official Application Form		To be secured from City Youth and Sports Development Office		
2. 2pcs. Photo (White Background)		To be secured by the applicant		
3. Recommendation Letter		To be secured by the applicant to be requested from their School Officials, Teacher, Adviser)		
4. 1 Valid ID (School ID, Barangay ID, etc.)		To be secured by the applicant		
5. Photocopy of Birth Certificate (optional)		To be secured by the applicant		
6. True Copy of Grades/Form 137 (last school year) (optional)		To be secured by the applicant		
7. Photocopy of Certificates (Participation, Recognition, Appreciation, Merit) (optional)		To be secured by the applicant		
<i>Note: For out-of-school youth applicants please provide application form, 2pcs of 2x2 photo and recommendation letter from his/her parent/guardian or from respected authority. Other requirements stated above are optional for the out-of-school youth.</i>		To be secured by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of requirements <i>For Online Transaction: Submit the same requirements stated above via official email of Binan City Youth and Sports Development Office: yasdoyouthdivision@gmail.com with the subject – [Name of Applicant_JCO_Date of Application].</i>	1. Verification and assessment of submitted documents.	None	5 minutes	Youth Development Officer and Youth Development Assistant
2. Panel Interview <i>For Online Interview, zoom application is preferred online platform.</i>	2. Conduct of Panel Interview	None	30 minutes The following working day; within 24 hours.	Youth Development Officer and Selection Committee



<p>3. Election of Major Positions and Appointment of Department Heads.</p> <p><i>For online election form, link shall be forwarded right after the online panel interview. Winning candidates shall be announced via zoom application.</i></p>	<p>3. Election of Major Positions, Canvassing of Votes, and Approved appointed Junior City Officials Department Heads</p>	None	1 hour	Youth Development Officer and Youth Development Assistant
<p>4. Orientation on the responsibilities of Junior City Officials and Team building Activity</p> <p><i>For online orientation and team-building activity are subject for assessment.</i></p>	<p>4. Conduct of Orientation on the responsibilities of Junior City Officials and Team building Activity</p>	None	8 hours of capacity team-building	Youth Development Officer and Youth Development Assistant
<p>5. Oath-Taking Ceremony, Office Immersion and Plenary Session</p> <p><i>For online oath-taking ceremony, office immersion, and plenary are subject for assessment.</i></p>	<p>5. Conduct of Oath-Taking Ceremony, Office Immersion and Plenary Session</p>	None	1 hour	Youth Development Officer and Youth Development Assistant
<p>6. Evaluation of Junior City Officials Process</p> <p><i>For online evaluation, google form link shall be forwarded to the applicants.</i></p>	<p>5. Conduct of evaluation process</p>	None	5 minutes	Youth Development Officer and Youth Development Assistant
END OF TRANSACTION				



Procedure on Request for Borrowing of Sports Equipment

Application for the request of borrowing of Sports Equipment

Office or Division:	Office of the City Youth and Sports Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Biñan City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Valid ID		To be secured by the applicant		
2. YASDO Form 002-1: Borrowing of Sports Equipment Request Form		To be secured from City Youth and Sports Development Office		
3. YASDO Form 020-0: Borrowing of Sports Equipment Contract				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on the availability of the Sports Equipment and filling out of Request Form <i>For Online Transaction:</i> <i>Submit the same requirements stated above via official email of Binan City Youth and Sports Development Office with the inquiry of availability of sports equipment:</i> yasdosportsdivision@gmail.com with the subject – [Name_Inquiry_Sports_Equipment_ Date of Application].	1. Verification of availability of sports equipment and assessment of submitted documents.	None	5 minutes	Sports Development Division Staff
2. Releasing of the Sports Equipment <i>Claim the borrowed sports equipment physically at the Binan City Youth and Sports Development Office</i>	2. Record and release the borrowed sports equipment	None	5 minutes	Sports Development Division Staff



3. Returning of the sports equipment	3. Record and release the valid ID of the requestor	None	5 minutes	Sports Development Division Staff
END OF TRANSACTION				



Process on Youth and Sports Development Programs

Procedures in the conduct of Youth and Sports Development Programs

Office or Division:	Office of the City Youth and Sports Development Officer			
Classification:	Simple			
Type of Transaction:	Government Program			
Who may avail:	N/A			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Youth and Sports Development Programs Proposal Letter		To be secured by City Youth and Sports Development Office		
2. YASDO Form 006-1: Attendance Sheet				
3. YASDO Form 018-0: Accomplishment Report				
4. YASDO Form 011-1: Feedback and Evaluation Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Planning	1. Conduct of planning and/or coordination meeting for the project	None	N/A	Youth and Sports Development Officer
2. Approval of the Local Chief Executive (LCE)	2. Submit the Youth and Sports Development Programs Proposal Letter and discuss it with the LCE	None	N/A	Youth and Sports Development Officer
3. Implementation	3. Record the attendance and do the documentation	None	N/A	Youth Development Division Staff Sports



				Development Division Staff Administrative Division Staff
4. Evaluation of the Program	4. Conduct the feed and evaluation process	None	N/A	Youth Development Division Staff Sports Development Division Staff Administrative Division Staff
END OF TRANSACTION				



Procedures on Reservation of People's Center & Park (for private clients)

Procedures on the reservation of People's Center and Park (*for private clients*)

Office or Division:	Office of the City Youth and Sports Development Officer				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Biñan City residents				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Facility Calendar			To be secured from City Youth and Sports Development Office		
2. YASDO Form 022-0:Facility Quotation					
3. YASDO Form 012-0:Facility Request Form					
4. YASDO Form 024-0: Statement of Account					
4. Request Letter approved by Mayor’s Office			To be secured by the client		
5. Official Receipt (OR)			To be secured from City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Inquiry on the availability of the facility	1. Check the availability of the facility in the “facility calendar”.	None	5 minutes	Administrative Division Staff People’s Center Supervisor	
2. Ocular on the facility	2. Conduct ocular in the facility	None	5 minutes	Administrative Division Staff People’s Center Supervisor	
3. Fill-out the Reservation Form and submit the approved request letter	3. Record the reservation form and validate the approved request letter from the Office of the Mayor	None	5 minutes	Administrative Division Staff People’s Center Supervisor	
4. Issuance and Approval of Statement of Account	4. Release the Statement of Account	None	5 minutes	Administrative Division Staff People’s Center Supervisor Staff	
5. Payment	5. Release of Official Receipt	Ground Floor- P 15,000.00	5 minutes	City Treasurer’s Office Staff	



		2 nd Floor- P 15,000.00 3 rd Floor P 30,000 People's Park P 6,000.00 Note: Additional fees for succeeding hours		
6. Record	6. Book the final schedule in the Facility Calendar	None	5 minutes	Administrative Division Staff People's Center Supervisor Staff
END OF TRANSACTION				



Procedures on Reservation of People's Center & Park (for government use)

Procedures on the reservation of People's Center and Park (*for government use*)

Office or Division:	Office of the City Youth and Sports Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Biñan City residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Facility Calendar		To be secured from City Youth and Sports Development Office		
2. YASDO Form 012-0: Facility Request Form				
3. Request Letter approved by Mayor’s Office		To be secured by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry on the availability of the facility	1. Check the availability of the facility in the “facility calendar”.	None	5 minutes	Administrative Division Staff People’s Center Supervisor
2. Fill-out the Reservation Form and submit the approved request letter	3. Record the reservation form and validate the approved request letter from the Office of the Mayor	None	5 minutes	Administrative Division Staff People’s Center Supervisor
3. Approval and Record	6. Book the final schedule in the Facility Calendar	None	5 minutes	Administrative Division Staff People’s Center Supervisor Staff
END OF TRANSACTION				



Procedures on Usage of Biñan Fitness Center (GYM)

Procedures on the usage of Biñan Fitness Center (Gym)

Office or Division:	Office of the City Youth and Sports Development Officer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Biñan City residents and government employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. YASDO Form 014-0: Biñan City Fitness Center (Gym) Logbook		To be secured from City Youth and Sports Development Office		
2. Valid ID		To be secured by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry and scheduling of	1. Check the availability of the facility in the “facility calendar”.	None	5 minutes	Administrative Division Staff People's Center Supervisor
2. Fill-out the Reservation Form and submit the approved request letter	2. Record the reservation form and validate the approved request letter from the Office of the Mayor	None	5 minutes	Administrative Division Staff People's Center Supervisor
3. Approval and Record	3. Book the final schedule in the Facility Calendar	None	5 minutes	Administrative Division Staff People's Center Supervisor Staff
END OF TRANSACTION				



OSPITAL NG BINAN

Frontline Services



Hemodialysis Procedures

Application for Hemodialysis procedures

Office or Division:	Ospital Ng Biñan – Hemodialysis Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Hemodialysis Out-Patients / In-Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Dialysis Order		Office of the affiliated Nephrologist		
2. Latest Laboratory Results 3. Hepatitis Profile 4. Philhealth MDR				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements, sign consent and settle applicable fees	1.Orient patients and relative on policies and give health teachings	None Php 2,600 (PHIC, PCSO and ALAGAN G Len may be used)	30 minutes	Renal Nurse
	Receive payment and issue official receipts			Cashier
Present copy of official receipt	Record OR number in the log book			Renal Nurse / Staff
2. Cooperate in the procedure of initiation and termination of dialysis treatment	2.Conduct initial assessment, monitor treatment process and post dialysis assessment	None	5 hours	Renal Nurse
3. Get an appointment for the next treatment schedule	Set appointment	None		Dialysis Unit
END OF TRANSACTION				



Receiving of Laboratory Request Forms, Specimen Analysis and Releasing of Results

Office or Division:	Ospital ng Biñan – Laboratory Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPD / Walk In Patients, Admitted Patients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Form			To be secured from Requesting Physician	
2. Charge Slip			To be secured from Laboratory Receiving Area	
3. Laboratory Results			To be secured from Laboratory Receiving Area	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Laboratory request form. The reception area is responsible for reviewing and evaluating the request form (In and OUT patient)	Verification of submitted request form and assessment of fees.	None	3 minutes	Laboratory Assistant on duty
2. Charging of laboratory request and issuance of laboratory payment slip	Issuance of charge slip after blood extraction or specimen collection	None	2 minutes	Laboratory Assistant on duty
3. Pay the corresponding amount and receive your Official Receipt from the cashier.				
4. Return the Official Receipt to Laboratory receiving area	Payment verification and recording of O.R. number	None	1 minute	Laboratory Assistant on duty



Laboratory Price List				
<u>HEMATOLOGY</u>				
Complete Blood Count (CBC)		80.00		
Platelet Count		75.00		
Hemoglobin / Hematocrit		60.00		
WBC Count / Differential Count		60.00		
Clotting Time / Bleeding time		60.00		
Toxic Granules		50.00		
<u>CLINICAL MICROSCOPY AND PARASITOLOGY</u>				
Urinalysis		40.00		
Fecalalysis		40.00		
Pregnancy Test		150.00		
Urine Ketones		30.00		
Fecal Occult Blood Test (FOBT)		65.00		
Gram Stain		150.00		
KOH		110.00		
<u>SEROLOGY</u>				
HBsAg (Qualitative)		200.00		
RPR / VDRL (Anti TP)		150.00		



HIV 1 and 2		None		
CD4		None		
<u>BLOOD CHEMISTRY</u>				
HGT /CBG		60.00		
Fasting Blood sugar (FBS), Random Blood Sugar (RBS), 2HPPBS		120.00		
Blood Urea Nitrogen (BUN)		120.00		
Creatinine (Crea)		120.00		
Blood Uric Acid (BUA)		150.00		
Total Cholesterol		150.00		
Triglycerides		150.00		
SGOT / AST		200.00		
SGPT / ALT		200.00		
Lipid Profile		600.00		
Magic 8 / Chemistry 8		1,110.00		
Magic 10 / Chemistry 10		1,510.00		
Magic 12 / Chemistry 12		2,110.00		



Sodium (Na ⁺)		300.00		
Potassium (K ⁺)		300.00		
Chloride (Cl ⁻)		300.00		
Electrolyte Package (Na ⁺ , K ⁺) or (Na ⁺ , K ⁺ , Cl ⁻)		600.00		
OGCT		500.00		
OGTT		650.00		
Hbaic		1000.00		
TSH, T3, T4 (each)		800.00		
PSA		800.00		
TROP I (QUALI)		600.00		
TROP I (QUANTI)		1,000.00		
CKMB		1,000.00		
NS1Ag		800.00		
Dengue IgM IgG		1,000.00		
Procalcitonin (PCT)		2,500.00		
D-Dimer		1,500.00		
C-Reactive Protein		600.00		
CRP / PCT (2 in 1)		3,100.00		
<u>HISTOPATHOLOGY</u>				
Biopsy (Small)		700.00		



Biopsy (Medium)		900.00		
Biopsy (Large)		1,300.00		
PAP Smear		150.00		
<u>NEWBORN SCREENING</u>				
Expanded Newborn Screening		1800.00		
<u>BLOOD BANK</u>				
Crossmatching		200.00		
Blood Typing		140.00		
5. Specimen Collection				
Submission of Urine and stool sample	Receiving of patient's sample or specimen (Urine, Stool).	None	2 minutes	Laboratory Assistant on duty
Blood sample	Blood extraction OUT Patient		10 minutes	Medical Technologist
	IN Patient		15 minutes	
	Newborn Screening		30 minutes	
6. Specimen processing	Processing of specimen Urinalysis Centrifuge the urine sample	None	10 Minutes	Medical Technologist
	Fecalalysis		5 Minutes	
	Blood for CBC, PC, H & H, Toxic Granules		15 Minutes	



	Blood Chemistry and Serology		30-45 Minutes	
	Blood Typing		30 Minutes	
7. Specimen analysis	<p>Routine and special specimen analysis</p> <p>Hematology Make a blood smear, air dry and stain. Centrifuge the capillary tube with blood for Hematocrit.</p> <p>Mix the whole blood 8 times. Make sure the Hematology machine is ready. Feed the blood and wait for the result on the screen.</p> <p>Clinical Microscopy and Parasitology For Urine Analysis.</p> <p>For Stool analysis.</p> <p>Blood Chemistry Magic/Chemistry 8, 10, 12</p> <p>Fully Automated Machine. Calibrate the Machine. Run the control.</p>	None	<p>20 Minutes (Manual)</p> <p>5 Minutes (Automated)</p> <p>10 Minutes</p> <p>10 Minutes</p> <p>1- 2 Hours (Automated)</p> <p>2 Hours (Automated)</p>	Medical Technologist



	<p>Encode the patient's data. Place the sample on the carousel. Click Start and wait for the result.</p> <p>Semi-Automated Machine. Place all the reagents on room temperature. Mix the reagent and serum. Stand the sample on room temp depends on the manual. Feed and wait for the result</p> <p>Electrolytes (Na+, K+, Cl-) Every day running of cleaning solution, Na conditioner and QC.</p> <p>Serum sample running.</p> <p>Special Blood Chemistry PSA, Troponin I (Quanti), CKMB, TSH, T3, T4, Hbaic, Procalcitonin, D-Dimer, C-Reactive Protein, CPR/PCT combo.</p> <p>Sample preparation. Check and insert chip into the</p>		<p>3 Hours (Manual)</p> <p>30 Minutes</p> <p>5 Minutes</p> <p>10 minutes</p>	
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	<p>machine.</p> <p>Sampling and Testing</p> <p>Serology HBsAg and VDRL</p> <p>HIV CD4</p> <p>Cross matching</p>		<p>20 minutes</p> <p>1 Hour</p> <p>1 Day 2 hours</p> <p>2 Hours</p>	
8. Recording of results	<p>Recording of Results</p> <p>Hematology</p> <p>Clinical Chemistry</p> <p>Urinalysis</p> <p>Fecalysis</p> <p>Serology</p> <p>Blood Typing</p> <p>Cross matching</p> <p>HIV and other STIs</p>		30 minutes	Medical Technologist
<p>9. Releasing of results</p> <p>Blood Transfusion Form</p> <p>Charge slip and Receipt</p> <p>Forward to Nurse station</p>	<p>Blood cross matching result form and blood component (Blood Transfusion)</p> <p>Blood Chemistry</p> <p>In Patient Result (Hema, Micro Para, Serology)</p>		<p>15 Minutes after cross matching procedure</p> <p>3:00 in the afternoon</p> <p>1 Hour</p>	Medical Technologist or Laboratory Assistant on duty



Charge slip and official receipt	Out Patient Result (Hema, Micro Para, Serology)		1 – 2 Hours	
Charge slip and official receipt	Newborn Screening		3 Weeks	
Official receipt	Histopathology		2-3 Weeks	
END OF TRANSACTION				



Fills Prescription & Dispenses Pharmaceutical Product

Office or Division:	Ospital Ng Biñan -Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPD Patients Ospital ng Biñan- In Patient and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Prescription		To be secured from Pharmacy Section		
2.Sale Invoice				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the Pharmacy Section window and present the requirements.	1. Verification of prescription checking of data (name of patient and prescribing doctor) &checking of availability of the stocks .	None	3 minutes	Pharmacy Staff
2. Pay the corresponding amount and receive your Official Receipt.	2.Preparation of sales invoice.	Total amount of Medicines and Medical Supplies	2 minutes	Cashier Section
	3.Assemble of stocks to be dispense and counter checking the expiry dates.		2 minutes	Pharmacy Staff



3.Checked medicine and medical supplies	4.Releasing of stocks and patients counseling.	None	2 minutes	Pharmacy Staff
	5.Recording of dispensed medicines/medical supplies.		2 minutes	Pharmacy Staff
END OF TRANSACTION				



Philhealth 4P's/NBB/Sponsored/Senior Citizen Emergency Purchase

Office or Division:	Ospital Ng Biñan -Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPD Patients Ospital ng Biñan Admitted Patients(NBB Sponsored, Philhealth 4P's and Senior Citizen)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Prescription		To be secured from Pharmacy Section		
2. Official receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nurse on duty Proceed to the Pharmacy Section window and present the requirements.	1. Verification of prescription checking of data (name of patient and prescribing doctor) & checking of availability of the stocks .	None	30 seconds	Pharmacy Staff
	2.Call Mercury Drug / Drugstore or other nearby hospital to check availability and price inquiry	None	2 minutes	Pharmacy Staff
	3.Preparation of Emergency Purchase Form, and pass slip for the staff that will purchase the unavailable medicine/medical supplies. And request cash to cashier for the	None	2 minutes	Pharmacy Staff



	emergency purchase.			
	4.Sending out the staff that purchase the unavailable medicine/medical supplies	None	1 hour	Transport Section or Task Force
	5. Preparation of sales invoice and releasing of emergency purchased medicines/medical supplies to Nurse on duty.	None	1 minute	Pharmacy Staff
	6.Liquidation of the requested cash to cashier	None	1 minute	Pharmacy Staff
END OF TRANSACTION				



Return/Refund/Replace of Pharmaceutical Product

Office or Division:	Ospital Ng Biñan -Pharmacy Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPD Patients Ospital ng Biñan– In patient and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Sale invoice		To be secured from Pharmacy Section		
2. Official Receipt				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Pharmacy Section window and present the requirements.	1.Receiving and checking the physical condition of the returned item accompanied with sales invoice.	None	3 minutes	Pharmacy Staff
	2.Preparation of Return/Refund form.	None	1 minute	Pharmacy Staff
	2.Patient/Relative of the patients fills-up the needed information in the return/refund form such as name person who return the item, relationship with the patient and signature.	None	1 minute	Patient/Relative of the Patient



3. Forward the return/refund form to cashier with the sale invoice	3. Received and Recording of return/refund medicines/medical supplies.	None	2 minutes	Pharmacy Staff
END OF TRANSACTION				



Receiving Mammogram Request form and CT Scan Request form

Office or Division:	Ospital ng Biñan – RADIOLOGY Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPD / Walk In Patients, Admitted Patients			
1.Request Form		To be secured from Requesting Physician		
2. Charge Slip		To be secured from Radiology Receiving Area		
3. Mammogram results and CT Scan results		To be secured from Radiology Receiving Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Mammogram Request form and CT Scan Request form The reception area is responsible for viewing and evaluating the request form (In,OUT Patient) . Charging of request and issuance of chargeslip		None	3 minutes	Radiologic Technologist on duty
Charging of Mammogram and CT Scan Request procedures	Charge slip	None	5 minutes	Radiologic Technologist on duty
Pay the corresponding amount and receive your Official Receipt from the cashier.				



Mammography	Mammogram	1500.00	20 minutes	Radiologic Technologist on duty
CT Scan procedures	Plain Cranial	3500.00	20-25 minutes	Radiologic Technologist on duty
	PlainWhole Abdomen	8000.00		Radiologic Technologist on duty
	Plain Chest	4500.00		Radiologic Technologist on duty
	CT Stonogram	5500.00		Radiologic Technologist on duty
	Plain Neck	4500.00		Radiologic Technologist on duty
	Plain Mastoid	4000.00		Radiologic Technologist on duty
	Plain Lumbar	4000.00		Radiologic Technologist on duty
	PlainLower Abdomen	4500.00		Radiologic Technologist on duty
	PlainUpper Abdomen	4500.00		Radiologic Technologist on duty
	Plain CT extremities	4500.00		Radiologic Technologist on duty
	Plain Thoracic spine	5600.00		Radiologic Technologist on duty
	Plain Cervical	4000.00		Radiologic Technologist on duty
	Plain Orbits	4000.00		Radiologic Technologist on duty
	Plain Paranasal Sinuses	4000.00		Radiologic Technologist on duty
END OF TRANSACTION				



Receiving Ultrasound Request

Office or Division:	Ospital ng Biñan – Radiology Department			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	OPD / Walk In Patients, Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		To be secured from Requesting Physician		
2. Charge Slip		To be secured from Radiology Receiving Area		
3. Ultrasound Results		To be secured from Radiology Receiving Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ultrasound request form. The reception area is responsible for viewing and evaluating the request form (In,OUT Patient) . Charging of request and issuance of chargeslip		None	3 minutes	Radiologic Technologist on duty
Charging of Ultrasound	Charge slip	None	2 minutes	Radiologic Technologist on duty
Pay the corresponding amount and receive your Official Receipt from the cashier.				
Ultrasound procedures	WHOLE ABDOMEN UPPER ABDOMEN LOWER ABDOMEN	1300.00 1050.00 1050.00	15-20 minutes 15 minutes	



	APPENDIX	500.00	30 minutes	
	CONGENITAL	1500.00	20 minutes	
	ANOMALLY SCAN			
	HBT-PANCREAS	900.00	15 minutes	
	KUB-PROSTATE	900.00	15 minutes	
	KUB	900.00	10 minutes	
	LIVER	750.00	15 minutes	
	BREAST	500.00	20 minutes	
	SCROTAL	1200.00	15 minutes	Radiologist/ Sonologist
	CHEST w/ mapping	900.00	15 minutes	
	KIDNEYS/RENAL	600.00	10 minutes	
	TRANSVAGINAL	600.00	15 minutes	
	TRANSRECTAL	600.00	20 minutes	
	PELVIC	600.00	15 minutes	
	BPS	600.00	15 minutes	
	NECK w/ doppler	800.00	15 minutes	Radiologist/ OB GyneSonologist
	MSK	1500.00	10 minutes	
	SOFT TISSUE	1200.00	15 minutes	
	MASSTHYROID WITH	1000.00	15 minutes	
	DOPPLER		15 minutes	
	CHEST ULTRASOUND	900.00	15 minutes	Radiologist/ Sonologist
	MASS WITH DOPPLER	1000.00	10 minutes	
	INGUINAL			
	INGUINOSCROTAL	1500.00	20 minutes	
	DOPPLER			
END OF TRANSACTION				



Receiving of X-Ray Request Forms

Office or Division:		Ospital ng Biñan – X-ray Department		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		OPD / Walk In Patients, Admitted Patients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form		To be secured from Requesting Physician		
2. Charge Slip		To be secured from X-ray Receiving Area		
3. X-ray Results		To be secured from X-ray Receiving Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
X-ray request form. The reception area is responsible for viewing and evaluating the request form (In,OUT Patient) . Charging of request and issuance of chargeslip		None	3 minutes	Radiologic Technologist on duty
Charging of x-ray	Charge slip	None	2 minutes	Radiologic Technologist on duty
Pay the corresponding amount and receive your Official Receipt from the cashier.				



X-ray Procedure	Routine procedures			
	Lung			
	Chest Pa (Adult)	160.00	10 minutes	Radiologic Technologist on duty
	Chest Pa(Portable)- ER	160.00	20 minutes	
	Chest AP/L	210.00	15 minutes	Radiologic Technologist on duty
	ApicoLordotic view	140.00	15 minutes.	
	Lateral Decubitus	160.00	10 minutes	
	Babygram APL	300.00	30 minutes	
	Babygram APL (portable NICU)	300.00	15 minutes	
	Abdomen			
	Abdomen Supine	180.00	10 minutes	Radiologic Technologist on duty
	Abdomen Supine/Upright	450.00	15 minutes	
	Upper Extremities			
	Shoulder AP	180.00	10 minutes	Radiologic Technologist on duty
	Shoulder IN/External rotation	350.00	10 Minutes	
	Shoulder Scapular Y	180.00	15 minutes	Radiologic Technologist on duty
	Arm APL (Humerus)	180.00	15 Minutes	
	Elbow joint APL	180.00	15 Minutes	Radiologic Technologist on duty
	Forearm APL	170.00	15 Minutes	
	Wrist APL	170.00	15 Minutes	Radiologic Technologist on duty
	Hand APOL	170.00	15 minutes	
	Lower Extremities			
	Pelvis AP	170.00	15 minutes	Radiologic Technologist on duty
	Thigh APL	180.00	15 Minutes	
	Knee joint APL	190.00	15 minutes	Radiologic Technologist on duty
	Leg APL	180.00	15 minutes	
	Ankle APL	170.00	15 minutes	Radiologic Technologist on duty
	Foot APOL	170.00	15 minutes	
	Calcaneus (Axial)	170.00	15 minutes	Radiologic Technologist on duty
	Pelvis AP / Frogleg view	350.00	15 minutes	
	Whole spine APL	620.00	15 minutes	Radiologic Technologist on duty
	Lumbosacral APL	310.00	15 minutes	
	Cervicothoracic APL	530.00	15 minutes	Radiologic Technologist on duty
	Cervical APL	260.00	15 minutes	
	Thoracic Spine APL	310.00	15 minutes	Radiologic Technologist on duty
	Scoliosis Series	850.00	15 minutes	
	Thoracic cage AP	180.00	20 minutes	Radiologic Technologist on duty
	Special procedures w/o Contrast	260.00	10 minutes	
	Skull APL	260.00	20 minutes	Radiologic Technologist on duty



Special Procedures	Skull Series	390.00	25 minutes	Radiologic
	Townes view	260.00	15 minutes	Technologist on
	Waters view	260.00	15 minutes	duty
	Caldwells view	260.00	15 minutes	Radiologic
	Paranasal sinuses	395.00	15 minutes	Technologist on
	Soft tissue lateral	260.00	15 minutes	duty
	SMV	260.00	20 minutes	
	Upper and Lower Extrimities done in the operating room		1 to 2 hours	Radiologic Technologist on duty
END OF TRANSACTION				



Processing of Medico Legal Certificate

Application for Medical Legal Certificate

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Patient or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PNP request for Medical/Physical Examination.		To be secured from Medical Records Section		
2. Duplicate of Charge Slip / OR *Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form.		None	2 minutes	Patient or authorized representative.
	Check the patient PDS.	None	3 minutes	Medical Records Staff
2. Pay the corresponding amount at the Cashier.	Issuance of Charge Slip.	350.00	3 minutes	Medical Records Staff
	Prepare the Medico Legal Certificate and have it signed by ROD.	None	10 minutes	Medical Records Staff
3. Present the Official Receipt and return the duplicate copy of charge slip.	Release the Medico Legal Certificate.	None	2 minutes	Medical Records Staff
END OF TRANSACTION				



Processing of Medical Abstract (CTC)

Application for Payment of Medical Abstract (CTC) Fees

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Patient or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form		To be secured from Medical Records Section		
2. Payment Slip				
*Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up the request form.	Request form will be attached to the chart and will be given to the respective ROD.	None	5 minutes	Patient or authorized representative.
	Preparation of requested documents such as Discharge summary report, OR Tech and other.	None	10 working days	Medical Records Staff
Pay the corresponding amount at the cashier	Issuance of Charge Slip.	150.00	1 minute	Medical Records Staff
Show the Official Receipt and return the duplicate copy of charge slip.	Prepare the requested documents, stamped with CTC, affix signature and release.	None	5 minutes	Medical Records Staff
END OF TRANSACTION				



Processing of Medical Certificate

Application for Medical Certificate

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Patient or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts		To be secured from Medical Records Section		
2. Duplicate of Charge Slip.				
*Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up request form.		None	2 minutes	Patient or authorized representative.
	Check the patient PDS.	None	3 minutes	Medical Records Staff
Pay the corresponding amount at the Cashier.	Issuance of Charge Slip.	100.00	3 minutes	Medical Records Staff
	Prepare the Medical Certificate and have it signed by ROD.	None	10 minutes	Medical Records Staff
Present the Official Receipt and return the duplicate copy of charge slip.	Release the Medical Certificate.	None	2 minutes	Medical Records Staff
END OF TRANSACTION				



Processing of Fetal Death Certificate

Application for Fetal Death Certificate.

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Immediate family or Relative only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Valid ID of Immediate Family or Relative.		To be secured from Medical Records Section		
2. Payment Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay the corresponding amount at the cashier.	Issuance of Charge Slip.	30.00	5 minutes	Immediate Family or Relative.
Fill up the draft of Fetal Death Cert. form.		None	2 minutes	Medical Records Staff
For interview of Medical records staff.	To interview the relative with regards to the deceased detail.	None	1 minute	Medical Records Staff
	Prepare the Fetal Death Certificate, record to Logbook and Signature of ROD..	None	15 minutes	Medical Records Staff
Present the Official Receipt and return the duplicate copy of Charge slip.	To sign by the immediate family or relative in the Logbook and Releasing of Fetal Death Certificate.	None	5 minutes	Medical Records Staff
END OF TRANSACTION				



Processing of Death Certificate

Application for Death Certificate

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Immediate family or Relative only.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Valid ID of Immediate Family or Relative.		To be secured from Medical Records Section		
2. Payment Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding amount at the cashier.	1.Issuance of Charge Slip.	30.00	5 minutes	Immediate Family or Relative.
2. Fill up the draft of Death Cert. form.		None	2 minutes	Medical Records Staff
3. For interview of Medical records staff.	1.To interview the relative with regards to the deceased detail.	None	1 minute	Medical Records Staff
	2.Prepare the Death Certificate, record to Logbook and Signature of ROD..	None	15 minutes	Medical Records Staff
4. Present the Official Receipt and return the duplicate copy of Charge slip.	4.To sign the Immediate family or relative in the Logbook and Releasing of Death Certificate.	None	5 minutes	Medical Records Staff
END OF TRANSACTION				



Processing of Certificate of Confinement

Application for Certificate of Confinement

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Patient or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipts		To be secured from Medical Records Section		
2. Duplicate of Charge Slip. *Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up request form.		None	2 minutes	Patient or authorized representative.
	1 Check the patient PDS.	None	3 minutes	Medical Records Staff
2. Pay the corresponding amount at the Cashier.	2 Issuance of Charge Slip.	100.00	3 minutes	Medical Records Staff
	3 Prepare the COC and have it signed by Medical Records Head.	None	10 minutes	Medical Records Staff
3. Present the Official Receipt and return the duplicate copy of charge slip.	4 Release the COC.	None	2 minutes	Medical Records Staff
END OF TRANSACTION				



Processing of Birth Certificate

Application for Birth Certificate

Office or Division:	Medical Records Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Patient or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Marriage Certificate for Married. 2. Cedula of Parents for Not Married. 3. Charge Slip and Statement of Account. <small>*Note: Authorization letter and valid IDs shall be required if availed via a representative)</small>		To be secured from Medical Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the corresponding amount at the Cashier..	1. Issuance of Charge Slip.	30.00	5 minutes	Patient or authorized representative.
2. Fill up the draft of Birth Certificate form.		None	10 minutes	Patient or authorized representative.
3. For interview of Medical Records Staff.	1. To interview the patient or authorized representative with regards to the detail of Birth Cert.	None	3 minutes	Medical Records Staff
	2. Prepare the Birth Certificate and record to Logbook.	None	10 minutes	Medical Records Staff
	3. Submit to the Serbisyong Arman for notary (Not Married) then LCR for registration.	None	10 working days	Medical Records Staff
4. Present the Charge	1. Issuance the Birth	None	3 minutes	Medical Records



Slip or Official receipt and the Statement of Account. Submit the Authorization letter of the representative together with the photocopy of ID.	Certificate.			Staff
END OF TRANSACTION				



Philhealth / Benefits Section

Office or Division:	Ospital ng Biñan (Benefits Section)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Patients or Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Eligibility form		To be secured from Admitting Section		
2. Eligibility Status				
*Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Benefits section transaction window for Proper accomplishment of forms	1. Checking of detailed information for Philhealth eligibility checking	None	15 minutes	Benefits clerk
2. Submit Philhealth documents when necessary	2. Screens/Checks completeness, accuracy and validity of submitted documents and or Philhealth eligibility	None	15 minutes	Benefits clerk
3. Review/Check documents	3. Prepares Philhealth forms for Member or Representative's signature	None	15 minutes	Benefits clerk
	4. Provide the applicable benefit for the member/patient	None	15 minutes	Benefits clerk
	5. Submit to Billing for Final Bill computation	None	3 minutes	Benefits clerk



	6. Double check documents for claims filing	None	1 hour	Benefits clerk
	7. Prepare necessary documents needed for processing of claims	None		
	8. Submit claim documents through online system (Eclaims)	None		
END OF TRANSACTION				



Billing Services

Settlement of hospital fees and dues

Office or Division:	Accounting/Billing Section			
Classification:	Simple			
Type of Transaction:	H2C – Hospital to Citizen			
Who may avail:	Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Application Form		To be secured from Biller Office		
2. Payment Slip				
*Note: Authorization letter and valid IDs shall be required if availed via a representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Accounting documents when necessary	1. Checks completeness of submitted documents	None	15 minutes The following working day; within 8 hours.	Accounting clerk
2. Checked documents from Accounting	2.Pre pares Billing documents for Statement of account.	None	15 minutes	Accounting clerk
3. Proceed to Billing window for computation of Final Bill	3. Computes/ Prepare Patients Final Bill	None	15 minutes	Billing clerk
4. For PAY Patients: Must present Final Bill to the CASHIER to settle account.	4. For PAY Patients: Must issue computed Final Bill	None	15 minutes	Billing clerk



5. For CHARITY / INDIGENT Patients: Must present Final Bill to the CASHIER to be stamped and signed.	5. For CHARITY / INDIGENT Patients: Must present Final Bill to the CASHIER to be stamped and signed. Excess from Philhealth will be cleared (Considered as No Balance)	None	15 minutes	Billing clerk
6. For CHARITY (NON-INDIGENT) Patients: Must present Final Bill to the Medical Social Worker	6. For CHARITY (NON-INDIGENT) Patients: Must present Final Bill to the Medical Social Worker for assessment	None	15 minutes	Billing clerk
7. For CHARITY (NON-INDIGENT) Patient, Discounted Final Bill by the Medical Social Worker must be presented to Billing window	7. Will check if discount has been given, if so, will make adjusted Final bill for payment to the CASHIER	None	15 minutes	Billing clerk
8. For CHARITY (NON-INDIGENT) Patients: Must present Final Bill to the Medical Social Worker	8. For CHARITY (NON-INDIGENT) Patients: Must present Final Bill to the Medical Social Worker for assessment	None	15 minutes	Billing clerk
9. For ALL patients: Present Final Bill, stamped and signed by the CASHIER	9. Will check if documents presented are valid, if so, Statement of Account will be generated	None	15 minutes	Billing clerk
END OF TRANSACTION				



Out-Patient Services

Availment of regular out-patient services at Ospital ng Biñan

Office or Division:		Ospital ng Biñan		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General public / Out patient		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet (1 copy)		OPD Help Desk		
2. Patient's Chart(1 copy)		OPD Records Department		
3. Laboratory and/or Diagnostic tests with results (as needed) (1 copy)		ONB Laboratory Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Patient Data Sheet Note: Protocol of hand washing, wearing face mask and social distancing should be strictly followed.	1. The OPD staff will issue OPD consultation number. 1.1 Interview 1.2 Checking of vital signs	None	1 minute 5-7 minutes 3-5 minutes	OPD staff
2. Submit laboratory results, if needed, and wait for his/her turn, for check-up by ROD	3. Consultation with OPD Medical Officer/Specialist 2.1 Issuance of Prescription 2.2 Conduct of Health Teaching and post consultation reminders	None	15-25 minutes	OPD Medical Officer; OPD Medical Specialist; OPD Nurse
END OF TRANSACTION				



Emergency Room Services

Availment of medical emergency services at Ospital ng Binan

Office or Division:		Ospital ng Biñan		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Sheet(1 copy)		ER Front line/ Help Desk		
2. Laboratory and/or Diagnostic tests with results (as needed) (1 copy)		Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient present himself/herself at the Emergency room. Note: Protocol of hand washing, wearing face mask and social distancing should be strictly followed.	1. The ER Security/ER Staff on duty assist the patient. 1.1 Interview, gather and record data of the patient in the Patient data sheet 1.2 Issuance of hospital number for new patients 1.3 Checking of vital signs	None	2-3 minutes	ER Security
			3-5 minutes	ER staff
			1 minute	
			5 minutes	
2. The patient receives check-up and assessed by the ER ROD.	2. Conduct of Health assessment of patient 2.1 Issuance of request for laboratory/diagnostic procedure rs, if needed.	None	Depends upon the condition of the patient	ER Medical Officer Resident Doctor
			3 minutes	



3. The patient receives final assessment if for admission or for discharge	3.The ROD issued admitting orders, if for admission, if not, the ROD will prescribe medicines (if needed) and give home instruction and post consultation reminders prior to discharge.	None	3-5 minutes	ER Medical Officer Resident Doctor; Medical Specialist; Medical Director
END OF TRANSACTION				



Information / Admitting Services

Admission of problematic and/or emergency medical cases at Ospital ng Biñan.

Office or Division:		Ospital ng Biñan		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General public / Admitted Patient		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Admission Notice(1 copy)			ER Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient /patient's relative present himself/herself at the Information/ Admitting Section, fill-up draft Personal data Sheet, signs consent for admission. Note: Protocol of wearing face mask and social distancing should be strictly followed.(strictly window transaction only)	1. The Info staff will check and verify the admitting notice. 1.1 Check availability of room/ bed vacancy 1.2 Check and verify Philhealth eligibility 1.3 Fill-up Personal Data Sheet 1.4 Issuance of notice of admission and Philhealth stub	None	2 minutes 1 minute 5 minutes 7 minutes 2 minutes	Admitting staff
2. Patient receives name tag, and informed of the confinement policies and procedures.	2. The Info/Admitting staff completes the admission process, orient the patient of the confinement policies and procedures. 2.1 The info staff notifies the area/ward for admission.	None	5 minutes	Admitting staff
END OF TRANSACTION				



Medical Social Services

Availment of Medical Social Services Section Medical Social Assistance

Office or Division:	Ospital ng Biñan			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Admitted and Out Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement Letter(1 copy)		Medical Social Worker		
2. Referral Form(1 copy)		Medical Social Worker		
3. Intake Sheet(1 copy)		Medical Social Worker		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents himself to the Medical Social Services Section staff on duty. Note: Protocol of hand washing, wearing face mask and social distancing should be strictly followed.	1. Intake interview done by Medial Social Worker 1.1 Assessment and classification of indigency: Alagang Len Philhealth Ng Masa MAIP PCSO	None	7-10 minutes	Medical Social Worker
	1.2 Discussion of requirements and processing <ul style="list-style-type: none"> • Medical certificate • Barangay Indigency • Voter's Certification/ ID/Stub • Charge slip 		5 minutes	Medical Social Services Clerk



	<ul style="list-style-type: none"> • Medical Abstract • Statement of account and final bill • Referral letter • Request letter for medical assistance (if necessary) • Promissory Note (if necessary) • Guarantee Letter (if necessary) 			
2. Submission of all requirements.	<p>2. Verification of submitted required documents by MSW/ MSW Clerk</p> <p>2.1 Approval of Request for medical assistance</p> <p>2.2 Submission of approved requirements to the Social Services Department (strictly window transaction only)</p> <p>2.3 Processing of medical assistance request based on the approved mode of assistance</p>	None	<p>3 minutes</p> <p>3-5 minutes</p> <p>2 minutes</p> <p>15-30 minutes</p>	<p>Medical Social Worker</p> <p>Medical Social Services Clerk</p> <p>Hospital Administrator</p>
3. Patient notified of the approved assistance,	3. Issuance of Official receipt	Depends on the total amount to	5-10 minutes	Billers; Cashier



received the Charge slip, Statement of Account, and/or Final bill and settle the remaining balances (if applicable to the cashier dept.)		be settled		
END OF TRANSACTION				



Payment of Hospital Patients

Application for Payment of Hospital Fees.

Office or Division:	Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government Hospital to Citizen			
Who may avail:	Concerned individuals or their authorized representative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Consultation to Doctor/s		To be secured from the Cashier Office		
2. Charge Slip/s				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prescribed charge slip/s, hospital bill/s are presented.	1. Verification of submitted document/s and assessment of fees.	None	1-5 mins./ patient	Revenue Collection Clerk/ Cashier Staff
2. Payments are done. Charge slip marked with “PAID” are considered temporary receipts. Official Receipts are issued.	1. Issuance of Official Receipt.	-Hospital Bill -Medical Certificate -Medical Abstract -Birth Certificate -Death Certificate -Medico Legal -Medicines -Pharmacy supplies -Laboratory procedure/s -X-ray	1-5 mins./ patient	Revenue Collection Clerk/ Cashier Staff



		procedure/s -Oxygen -ER procedures		
3. Disbursement of Revolving Fund <ul style="list-style-type: none"> - Patients should be approved by PHIC staff as Indigent or NBB. - Doctors' prescriptions, official receipts of laboratory done, medicines/supplies purchased are required to submit to avail the fund. - Petty Cash Voucher should be signed by the requesting Official and for the Hospital Head Officials' approval. - Amount approved is given to patient. 	1.Verification and assessment of submitted documents.	Amount approved indicated on the Petty Cash Voucher.	5-10 mins. transaction if w/ complete requirements	Revenue Collection Clerk/ Cashier Staff
END OF TRANSACTION				



PUP Building (City Education Office)

Frontline Services



Acceptance of Application for Scholarship

Office or Division:	City Education Office				
Classification:	Simple				
Type of Transaction:	G2C – Government to Citizen				
Who may avail:	Senior High School students from DepEd Schools in Biñan				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Application Form		DepEd Senior High School			
2. Certificate of Graduation		DepEd Senior High School			
3. Certificate of Completion from DepEd Junior High School		DepEd Junior High School			
4. Certificate of Residency & actual photo of residence		Barangay Hall			
5. PSA Birth Certificate		Philippine Statistics Authority			
6. Voter's Certification of both parents		Comelec			
7. Certified True Copy of Grades		DepEd Senior High School			
8. ITR or Certificate of Non-Filing of Tax of both Parents		BIR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Secure Application Form from INB Senior High School and attach the necessary requirements and submit to the City Education Office	1. Receive, verify and validate the requirements as to compliance and completeness	None	5 minutes	CEdO staff	
	2. Verify the authenticity of the submitted documents and conduct pre-interview	None	15 minutes	CEdO staff	
END OF TRANSACTION					



Acceptance of Application for Financial Assistance Program

Office or Division:	City Education Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Junior High School students from DepEd Schools in Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		DepEd Senior High School		
2. PSA Birth Certificate		DepEd Senior High School		
3. Photocopy of latest grade 10 report card.		DepEd Junior High School		
4. Certificate of Academic Standing		Barangay Hall		
5. Voter's Certification of Parents		Philippine Statistics Authority		
6. Certificate of Employment of parent (if applicable)		Comelec		
7. Certificate of Indigency		DepEd Senior High School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form from INB Senior High School and attach the necessary requirements and submit to the City Education Office	1. Receive, verify and validate the requirements as to compliance and completeness	None	5 minutes	CEdO staff
	2. Verify the authenticity of the submitted documents and conduct pre-interview	None	15 minutes	CEdO staff
END OF TRANSACTION				



Issuance of Enrollment Permit

Office or Division:	City Education Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified Iskolar Ng Biñan Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School I.D.		Current INB Partner school		
2. Completion of clearance		INB officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your school I.D. and submit the completion of clearance to the CEEdO staff (by school)	1. Receive, verify and validate the requirements as to compliance and completeness	None	20-43 mins	CEEdO staff
	2. Issue the enrolment permit	None	2 mins	CEEdO staff
END OF TRANSACTION				



Issuance of Guarantee Letter

Office or Division:	City Education Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified Iskolar Ng Biñan Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account / Billing Statement		Current INB Partner school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your statement of account / billing statement to the CEdO staff	1. Receive, verify and validate the document	None	4 mins	CEdO staff
	2. Issue the guarantee letter	None	1 min	CEdO staff
END OF TRANSACTION				



Issuance of Certification of Scholarship Grant

Office or Division:	City Education Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified Iskolar Ng Biñan Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Statement of Account / Billing Statement		Current INB Partner school		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your school I.D. / Registration Form to the CEEdO staff	1. Receive, verify and validate the document	None	4 mins	CEEdO staff
	2. Issue the Certification of Scholarship Grant	None	1 min	CEEdO staff
END OF TRANSACTION				



Issuance of Clearance

Office or Division:	City Education Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified Iskolar Ng Biñan Grantee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Iskolar Ng Biñan Booklet		City Education Office		
2. Certification of Community Service		City Education Office		
3. Certification of Activity Preparation		City Education Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present your Iskolar Ng Biñan booklet, certification of community service, and certification of activity preparation to the CEdO staff	1. Receive, verify and validate the document	None	4 mins	CEdO staff
	2. Issue the clearance	None	1 min	CEdO staff
END OF TRANSACTION				



Sentrong Pangkultura ng Binan

Frontline Services



Venue Reservation

Request for venue usage to facilities in the histo-cultural attractions in the City of Biñan.

Office or Division:	BCHATO-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Government offices and non-government organizations. Limited to personal usage such as birthdays, debut, and pre-nup.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent <i>*Note: Letter of intent must be addressed to the City Tourism and Cultural Affairs Officer.</i>		Client		
2. Accomplished Venue Reservation Form BCHATO-002-3		Biñan City Culture, History, Arts and Tourism Office Administrative Division Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of intent to the Sentrong Pangkultura ng Biñan addressed to the City Tourism and Cultural Affairs Officer/ BCHATO Department Head. <i>*For online transaction: email the letter of intent to binanchato2016@gmail.com</i>	Receive the letter submitted by the client.	N/A	10 seconds	Public Assistance Complaints Desk (Front Office)
Fill out all necessary details in the Venue Reservation Form. Number of attendees must be included in the form. Submit accomplished form.	Assist client in accomplishing the Venue Reservation Form. Verify for proper identification.	N/A	2 minutes	Administrative Division staff
Wait for the approval of the City Tourism and Cultural Affairs Officer.	Seek approval of request to the Department Head	N/A	1 minute	Department Head
END OF TRANSACTION				



Academic and Commercial Shoots

Request for photo/ video shoots either for academic or commercial purposes.

Office or Division:	BCHATO-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Government offices and non-government organizations/ agencies and companies. Limited to personal usage such as birthdays, debut, and pre-nup.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent <i>*Note: Letter of intent must be addressed to the City Tourism and Cultural Affairs Officer.</i>		Client		
2. Accomplished Permission Request Form BCHATO-015-3		Biñan City Culture, History, Arts and Tourism Office Administrative Division Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of intent to the Sentrong Pangkultura ng Biñan addressed to the City Tourism and Cultural Affairs Officer/ BCHATO Department Head. <i>*For online transaction: email the letter of intent to binanchato2016@gmail.com</i>	Receive the letter submitted by the client.	N/A	10 seconds	Public Assistance Complaints Desk (Front Office)
Fill out all necessary details in the Permission Request Form. Number of people in the photo/video shoot must be listed in the form. Submit accomplished form.	Assist client in accomplishing the Permission Request Form	N/A	2 minutes	Administrative Division staff
Wait for the approval of the City Tourism and Cultural Affairs Officer.	Seek approval of request to the Department Head	N/A	1 minute	Department Head



Conduct of Academic and Commercial shoots	Assist venue users in the academic and commercial shoots.	N/A	Depends on the needed time of the user	Administrative Officer
END OF TRANSACTION				



Interview Request

Request for Interview about culture, history, arts and tourism of the City of Biñan.

Office or Division:	BCHATO-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, researchers and organizations interested in the study of culture, history, arts and tourism of the City of Biñan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent <i>*Note: Letter of intent must be addressed to the City Tourism and Cultural Affairs Officer.</i>		Client		
2. Accomplished Appointment Request Form BCHATO-014-3		Biñan City Culture, History, Arts and Tourism Office Administrative Division Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of intent to the Sentrong Pangkultura ng Biñan addressed to the City Tourism and Cultural Affairs Officer/ BCHATO Department Head. <i>*For online transaction: email the letter of intent to binanchato2016@gmail.com</i>	Receive the letter submitted by the client.	N/A	10 seconds	Public Assistance Complaints Desk (Front Office)
Fill out all necessary details in the Appointment Request Form. Submit accomplished form.	Assist client in accomplishing the Appointment Request Form	N/A	2 minutes	Administrative Division staff
Wait for the approval of the Department Head	Seek approval of request to the Department Head	N/A	1 minute	Administrative Officer
Wait for the availability of the interviewee.	Check the availability of the staff.	N/A	1 minute	Administrative Officer
Conduct of Interview	Assist requester to interview concerned staff	N/A	Depends on the needed time of the interviewer	Administrative Officer
END OF TRANSACTION				



Requisition of Document

Request printed and/or soft copy of document pertaining to culture, history, arts and tourism of the City of Biñan.

Office or Division:	BCHATO-Administrative Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, researchers and organizations interested in the study of culture, history, arts and tourism of the City of Biñan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent <i>*Note: Letter of intent must be addressed to the City Tourism and Cultural Affairs Officer.</i>		Client		
2. Accomplished Document Request Form BCHATO-016-3		Biñan City Culture, History, Arts and Tourism Office Administrative Division Staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of intent to the Sentrong Pangkultura ng Biñan addressed to the City Tourism and Cultural Affairs Officer/ BCHATO Department Head. <i>*For online transaction: email the letter of intent to binanchato2016@gmail.com</i>	Receive the letter submitted by the client.	N/A	10 seconds	Public Assistance Complaints Desk (Front Office)
Fill out all necessary details in the Document Request Form. Submit accomplished form.	Assist client in accomplishing the Document Request Form	N/A	2 minutes	Administrative Division staff
Wait for the approval of the Department Head	Seek approval of request to the Department Head	N/A	1 minute	Administrative Officer
Receive the copy of document	Provide a copy of the requested document either in soft or hard copy	N/A	1 minute	Administrative Officer
END OF TRANSACTION				



BCPA Cultural Performance Engagement

Request for arranged cultural performances from the official performing arts group in the City of Biñan, the Biñan City Centre for Performing Arts (BCPA).

Office or Division:	BCHATO-Cultural Heritage and Artistic Creation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Government offices, companies, agencies and other non-government organizations conducting events.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent <i>*Note: Letter of intent must be addressed to the President of Biñan City Centre for Performing Arts.</i>		Client		
2. Accomplished BCPA Reservation Form BCHATO–012– 2		BCHATO-Cultural Heritage and Artistic Creation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of intent addressed to the President of the Biñan City Centre for Performing Arts (BCPA) to engage specified performing group/s for cultural performances. <i>*For online transaction: email the letter of intent to binancpa@gmail.com</i>	Receive the letter submitted by the client.	N/A	10 seconds	Public Assistance Complaints Desk (Front Office)
Wait for the approval of the President of the Biñan City Centre for Performing Arts (BCPA)	Seek approval of request	N/A	1 minute	CHAC Division Staff
Fill out all necessary details in the BCPA Reservation Form. Submit accomplished form.	Assist client in accomplishing the BCPA Reservation Form	N/A	2 minutes	Public Assistance Complaints Desk (Front Office)



Issue a generic COA by the client after the cultural performance of BCPA	Receive COA	N/A	1 minute	BCPA Group Head
END OF TRANSACTION				



Walk-In Tours

Access to Biñan City Museums (Biñan City Museum, Alberto Mansion, and School of Rizal Site and Museum.

Office or Division:	BCHATO-Historical Conservation and Preservation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Museum Visitor Registry BCHATO–001–2		Public Assistance Complaints Desk (Front Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in to Museum Visitor Registry before entering the building/ facility.	Assist the guests in filling out the necessary information in the registry	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
Read and understand the museum guidelines	Discuss and explain the museum guidelines	N/A	1 minute	HCP Division
Tour	<ul style="list-style-type: none"> Facilitate the visitors in the tour. Keenly observes the compliance of the visitors to the Museum Guidelines. Answers questions and queries of the visitors. 	N/A	Depends on the needed time of the visitor	Tour Guide from HCP Division
Log-out to Museum Visitor Registry	Assist the guests in signing out in the registry	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
END OF TRANSACTION				



Acquisition of Collection by Donation

Acquisition of Museum Collection by Donation.

Office or Division:	BCHATO-Historical Conservation and Preservation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent <i>*For online transaction:</i> email the letter of intent to historicaldivision.bchato@gmail.com		Client/ Donor		
2. Accomplished Entry Form of Museum Collections BCHATO-018-3		BCHATO-Historical Conservation and Preservation Division		
3. Accomplished Sworn Statement BCHATO-021-2		BCHATO-Historical Conservation and Preservation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send a letter of expressing his/ her intention to donate an object. The object shall be subjected for approval of the Department Head <i>*For online transaction:</i> email the letter of intent to historicaldivision.bchato@gmail.com	Receive the letter submitted by the donor.	N/A	10 seconds	Public Assistance Complaints Desk (Front Office)
Fill-out Entry Form of Museum Collections for the collection/s received subject for approval.	Assist the donor in accomplishing the Entry Form	N/A	1 minute	HCP Division Staff
Receive Letter of Acceptance	Send letter to the donor accepting the donation	N/A	10 seconds	HCP Division Head



Fill-out the Sworn Statement	Assist the donor	N/A	1 minute	HCP Division Staff
END OF TRANSACTION				



Acquisition of Collection by Loan

Acquisition of museum collection on loan for temporary installation and exhibition.

Office or Division:	BCHATO-Historical Conservation and Preservation Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Receipt of Collections for Exhibitions BCHATO-010-2		BCHATO-Historical Conservation and Preservation Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive letter from the Historical Conservation and Preservation Division	Prepare letter of invitation to potential exhibitors requesting to loan their collections to be displayed in the museum's permanent and temporary exhibitions	N/A	10 seconds	HCP Division
Accomplish the receipt of collections form bound by terms and conditions.	Assist in filling out the Receipt of Collections for Exhibition form	N/A	3 minutes	HCP Division Staff
Entrusts the object to BCHATO	Include the object acquired in the security list of the collections on loan.	N/A	3 minutes	HCP Division Head
Receives the object on the agreed due date	Return the collection on loan on the due date agreed. The date of return must be reflected in the receipt of collections.	N/A	1 day	HCP Division Staff
END OF TRANSACTION				



Access to Reading Lounge

Access to Biñan City Studies Center's Reading Lounge.

Office or Division:	Biñan City Studies Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished BCSC Visitor Registry BCHATO–017–2		Biñan City Studies Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in to Biñan City Studies Center Visitor Registry before entering the library.	Assist the guests in filling out the necessary information in the registry	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
Leave bags/personal belongings at the baggage area.	Assist the students/ library clientele	N/A	10 seconds	Biñan City Studies Center Staff
Usage of the facility for reading or other academic purposes.	Facilitate the compliance of the clients in the rules and regulations observed in the Studies Center	N/A	Depending on the needs of the students/ clients	Biñan City Studies Center Staff
Claim their belongings and log – out to the BCSC Visitor Registry	Assist the students/ library clientele in logging out in the Visitor Registry	N/A	1 minute	Biñan City Studies Center Staff
END OF TRANSACTION				



Access to Books/ Audio-Visual (AV) Materials

Usage of books and/or audio-visual materials.

Office or Division:	Biñan City Studies Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished BCSC Visitor Registry BCHATO–017–2		Biñan City Studies Center		
2. Accomplished Book Card BCHATO–007–2				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in to Biñan City Studies Center Visitor Registry before entering the library.	Assist the guests in filling out the necessary information in the registry	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
Leave bags/personal belongings at the baggage area.	Assist the students/ library clientele	N/A	10 seconds	Biñan City Studies Center Staff
Consult the BCSC staff at the circulation desk for the desired title of the books or AV materials	Assist the students/ library clientele	N/A	3 minutes	
Usage of books and/or audio-visual materials	Assist the students/ library clientele	N/A	1 minute	
Register at the Record Book for monitoring of the daily usage of books and AV materials	Assist the students/ library clientele	N/A	1 minute	
Return the books/ AV materials to the librarian.	Receive the books/ AV materials from the library clientele	N/A	1 minute	
Claim their belongings and log – out to the BCSC Visitor Registry	Assist the students/ library clientele in logging out in the Visitor Registry	N/A	1 minute	
END OF TRANSACTION				



Access to Internet

Usage of Internet Services ONLY for research and other academic purposes.

Office or Division:	Biñan City Studies Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished BCSC Visitor Registry BCHATO–017–2		Biñan City Studies Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in to Biñan City Studies Center Visitor Registry before entering the library.	Assist the guests in filling out the necessary information in the registry	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
Leave bags/personal belongings at the baggage area.	Assist the students/ library clientele	N/A	10 seconds	Biñan City Studies Center Staff
Log – in to the BCSC Internet User Account Record Book	Shall assist the clientele and encode the necessary information to create client’s account.	N/A	1 minute	Biñan City Studies Center Staff
Usage of computer units	Assist the students/ library clientele	N/A	Depending on the needs of the students/ clients	
Claim their belongings and log – out to the BCSC Visitor Registry	Assist the students/ library clientele in logging out in the Visitor Registry	N/A	1 minute	
END OF TRANSACTION				



Acquisition of Learning Materials by Donation

Acquire Library Collections by Donation.

Office or Division:	Biñan City Studies Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter expressing an intention to donate learning materials	Receive letter of intent form the client	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
N/A	Evaluate the potential learning material for the Biñan City Studies Center	N/A	3 minutes	Biñan City Studies Center Librarian
Receive a Certificate of Donation from the librarian	Issue a Certificate of Donation	N/A	1 minute	Biñan City Studies Center Librarian
END OF TRANSACTION				



Arranged Tours

Acquire Library Collections by Donation.

Office or Division:	BCHATO–Tourism Development and Promotion Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All - General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Client		
2. Accomplished Tour Reservation Form BCHATO–013–2		BCHATO–Tourism Development and Promotion Division		
3. Accomplished BCSC Visitor Registry BCHATO–017–2 and BCM Visitor Registry BCHATO–001–2				
4. Visitor Tour Evaluation Form BCHATO–019–2				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter of intent requesting for a tour. *For online transaction: email the letter of intent to tourismdivision.bchato@gmail.com	Receive letter of intent from the client and confirm the availability of the desired date of the tour	N/A	1 minute	BCHATO-TDP Division
*Remarks: If the tour is not available on the desired date, kindly coordinate with the OIC for possible re-arrangement. If the tour is available on the desired date, please proceed to Step 2.				
Fill out Tour Reservation Form	Facilitate the requesting party in fillingout the Tour Reservation Form	N/A	3 minutes	Public Assistance Complaints Desk (Front Office)
Log-in to the visitor registry including time– in.	Assists the visitors in logging-in in the Visitor Registry	N/A	1 minute	
Start of the tour	<ul style="list-style-type: none">Facilitate the visitors in the tour.Keenly observes the compliance of the visitors to the Tour Guidelines.	N/A	30-45 minutes	Tour Guide



	<ul style="list-style-type: none"> Answers questions and queries of the visitors. 			
Accomplish the Visitor Tour Evaluation	Assist the visitors/ tourists	N/A	1 minute	BCHATO-TDP Division
Log – out tin the Visitor Registries	Assist the visitors/ tourists	N/A	30 seconds	Public Assistance Complaints Desk (Front Office)
END OF TRANSACTION				



Issuance of Registration Certificate of Local Tourism Enterprise

Issuance of RCLTE in the City of Biñan.

Office or Division:	BCHATO–Tourism Development and Promotion Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tourism Enterprises in the City of Biñan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit, DOT Accreditation and Safety Seal		Client		
2. Statement of Account (SOA)		BCHATO–Tourism Development and Promotion Division		
3. Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the necessary requirements such as business permit, DOT accreditation and safety seal to the Tourism Information and Assistance Center	Receive the requirements submitted by the client	N/A	2 minutes	Tourism Information and Assistance Center
Receive SOA from the TDP Division and shall pay the amount at the City Treasurer's Office	Assist the owner/ representative of the tourism enterprises	Php 500.0	5 minutes	Public Assistance Complaints Desk (Front Office)
Submit the Official Receipt	Receive the Official Receipt from the client	N/A	2 minutes	Tourism Information and Assistance Center
Fill-out the necessary information needed in the RCLTE Logbook	Issue Registration Certificate of Local Tourism Enterprises	N/A	1 minute	Tourism Information and Assistance Center
END OF TRANSACTION				



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill up the Feedback Form and drop it at any of the Drop boxes located at the Public Assistance and Complaints Desk (lobby) or entrance of each service office.
How feedbacks are processed	<p>The HR staff collects these every Monday morning. It records and informs the concerned offices within 3 days for feedbacks that need appropriate action. These are consolidated and discussed during Management Review.</p> <p>For feedback/follow-up, clients may contact the following telephone numbers: 049-513-5013</p>
How to file a complaint	<p>Fill up the Complaint Form and drop it at any of the Dropboxes located at the Feedback and Complaints Desk (lobby) or entrance of each office OR personally submit it to Human Resources located at the 3rd Floor of the City Hall Building.</p> <p>For feedback/follow-up, clients may contact the following telephone numbers: 049-513-5013</p>
How complaints are processed	<p>The HR staff collects these from the dropbox every Monday. Records and informs the concerned offices within 24 hours. Concerned heads of office are given 5 days to conduct an investigation. HR Reports the result of investigation to the City Mayor for appropriate action. Feedback is given once complaints are resolved.</p> <p>For feedback/follow-up, clients may contact the following telephone numbers: 049-513-5013</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 8478-5091 8478-5093 8478-5099 PCC: *8888 CCB: 0908-881-6565 (SMS)</p>



List of Offices

Office	Address	Contact Information
Office of the City Mayor	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5002/ (049)513-5003
Office of the City Vice Mayor	2nd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5006 / 513-5007
City Human Resources Development Office	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5013/ cityhrd.binan.recruitment@gmail.com
Office of the City Population Officer	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5070
Office of the City Budget Officer	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5009
Office of the City Legal Officer	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5022/ (049)513-5023
Office of the City General Services Officer	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5010/ (049)513-5011
Information and Communications Technology Office	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5288
Office of the City Planning and Development Coordinator	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5018/ (049)513-5019
Office of the Engineer	3 rd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5027/ (049)513-5026



List of Offices

Office	Address	Contact Information
Office of the City Public Employment Services Officer	2 nd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5008/ (049)513-5075
Office of the City Information Officer	2 nd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5028/ (049)513-5029
Office of the Sangguniang Panlungsod	2 nd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5064
Office of the City Accountant	2 nd Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5012
Office of the City Treasurer	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5072/ (049)513-5004
Office of the City Civil Registrar	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5087/ (049)513-5089
Office of the Social Welfare and Development Officer	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5041/ (049)513-5040
Office of the City Environment and Natural Resources Officer	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5096
Office of the City Agriculturist	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5031
Office of the City Business Permits and Licensing Officer	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5084
Office of the City Assessor	1 st Floor, City Hall Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5079 (049)513-5078



List of Offices

Office	Address	Contact Information
Disaster Risk Reduction and Management Office	Communication and Command Center C3) Building, City Hall Grounds, Brgy. Zapote, City of Binan, Laguna	(049)513-9111
Public Order and Safety Office	Communication and Command Center C3) Building, City Hall Grounds, Brgy. Zapote, City of Binan, Laguna	(049)513-8888
City Youth and Sports Development Office	Ground Flr. Alonte Sports Arena, City Hall Grounds, Brgy. Zapote, City of Binan, Laguna	(049)513-5254
Office of the City Veterinarian	Ground Flr. Alonte Sports Arena, City Hall Grounds, Brgy. Zapote, City of Binan, Laguna	(049)513-5103
Office of the City Education Officer	1 st Floor, PUP Building, Brgy. Zapote, City of Binan, Laguna	(049)513-5015
Binan Culture, History, Arts and Tourism Office	SentrongPangkultura ng Binan (Old Municipal Hall), Brgy. Poblacion, City of Binan, Laguna	(049)511-8479
Office of the City Health Officer (CHO I)	Main Health Center, Brgy. Sto. Domingo, City of Binan, Laguna	(049)511-8142/ (049)511-3009
City Health Office – Category II	Binan Lying-In Center, Brgy. San Antonio, City of Binan, Laguna	(049)511-7918
Ospital ng Biñan	ONB Main Building, Brgy. Canlalay, City of Binan, Laguna	(049)511-4119 (049)511-3079