



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2025 – 1st Edition



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing Ramdam na Reporma in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





CITY HEALTH SERVICES OFFICE

External Services





1. Certified Death Certificate (Medico Legal Cases)

Pagpirma sa Sertipiko ng pagpanaw

Office or Division :		City Health Services Office - Sanitation and Information Section		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sertipiko ng Pagpanaw		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Sertipiko ng Pagpanaw	1.1 Suriin ang Sertipiko ng pagpanaw	Walang babayaran	5 minuto	Administrative Aide IV
	1.2 Beripikahin at Lagdaan ang Sertipiko ng pagpanaw		5 minuto	Medical Officer III
2. Tanggapin ang Sertipiko ng Pagpanaw at magtungo sa Tanggapan ng Civil Registry Office para magparehistro.	2. Itala at ibigay ang Sertipiko ng Pagpanaw		1 minuto	Administrative Aide IV
TOTAL :		None	11 minuto	





2. Pag-gawa ng Sertipiko ng Pagpanaw

Pag-gawa ng Sertipiko ng pagpanaw

Office or Division :	City Health Services Office - Sanitation and Information Section			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Data Form		CHO Sanitation and Information Section		
2. Medical Records		Hospital		
3. Birth Certificate, Baptismal Certificate at Marriage Certificate		Civil Registry Office / Church		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan at isumite ang Data Form	1.1 Itala ang mga impormasyon sa Sertipiko ng pagpanaw	Walang babayaran	5 minuto	Administrative Aide IV
	1.2 Iproseso ang Sertipiko ng Pagpanaw		10 minuto	
2. Sumangguni sa doctor	2. Kapanayamin ukol sa sanhi ng kamatayan at paglagda sa Sertipiko ng pagpanaw		10 minuto	Medical Officer III
3. Tanggapin ang Sertipiko ng Pagpanaw at magtungo sa Tanggapan ng Civil Registry Office para magparehistro.	3. Itala at ibigay ang Sertipiko ng Pagpanaw	1 minuto	Administrative Aide IV	
TOTAL :		None	26 minuto	





3. Pag-gawa ng Sertipiko ng Paglipat ng Labi ng Patay

Pag-gawa ng Sertipiko ng paglipat ng labi ng patay

Office or Division :		City Health Services Office - Sanitation and Information Section		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sertipiko ng Pagpanaw		CHO Sanitation and Information Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Sertipiko ng Pagpanaw.	1. Tanggapin, suriin at itala ang Sertipiko ng Pagpanaw	Walang babayaran	5 minuto	Administrative Aide IV
	1.2 Iproseso ang Sertipiko ng Paglipat ng labi ng patay.			
2. Tanggapin ang dokumento	2. Ipagkaloob ang Sertipiko ng Paglipat ng Labi ng Patay		2 minuto	Medical Officer III
3. Magtungo sa Tanggapan ng Civil Registry Office para sa Order of Payment				
TOTAL :		None	7 minuto	





4. Exhumation Permit

(Pahintulot sa paghukay muli sa inilibing)

Office or Division :	City Health Services Office - Sanitation and Information Section			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		CHO Sanitation and Information Section		
2. Sertipiko ng Pagpanaw		City Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at isumite ang mga kinakailangang dokumento	1. Kapanayamin at iproseso ang dokumento	Walang babayaran	5 minuto	Administrative Aide IV
2. Tanggapin ang dokumento	2. Lagdaan at Ibigay ang Exhumation Permit		2 minuto	Medical Officer III
3. Magtungo sa Tanggapan ng Civil Registry Office para sa Order of Payment				
TOTAL :		None	7 minuto	





5. Permit Pangkalusugan

Pag-iisyu ng Permit Pangkalusugan

Office or Division :		City Health Services Office - Sanitation and Information Section		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resulta ng laboratoryo <ul style="list-style-type: none"> • <i>Chest X-ray</i> • <i>Urinalysis and Fecalysis</i> • <i>Hepatitis Screening</i> 		CHO Sanitation and Information Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga laboratory results.	1. Tanggapin at suriin ang laboratory results at kapanayamin	Walang babayaran	5 minuto	Sanitation Inspector III
	1.2 Bigyan ng Order of Payment			
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Php 50.00	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang Permit Pangkalusugan	3. Pagbibigay ng ID ng Permit Pangkalusugan	Walang babayaran	5 minuto	Sanitation Inspector III
TOTAL :		Php 50.00	12 minuto	





6. Permit ng Sanitasyon

Pag-iisyu ng Permit ng Sanitasyon

Office or Division :	City Health Services Office - Sanitation and Information Section		
Classification :	Simple		
Type of Transaction :	G2C – Government to Citizen		
Who may avail :	Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Kumpletong dokumento ayon sa uri ng Negosyo :		CHO Sanitation and Information Section (LG04)	
Water Refilling Station		40 hrs seminar from DOH, Health Certificate Operational Permit Water Analysis (PhysicoChemical)	
Lying-In, Hospital, DiagnosticClinic		LTO from DOH / Healthcare Waste	
Funeral Parlor		Embalmer License, MOA	
Drug Store / Pharmacy		LTO from FDA	
Company (Food/Non-Food)		Annual APE, Vermin Control Program, Health Certificate, Water Analysis (Physico/Chemical)	
Rehabilitation Center		DOH Accreditation	
Public/Private Schools		Sanitary Permit / Annual Medical	
Water Provider / All Existing Water Supply		Certificate of Potability, Water Analysis (Physico/Chemical)	
Bakeries / Bakeshop		Medical / Health Card	
Salon / Spa		Medical / Health Card / License	
Night Clubs		VDRL / Medical / Smear	
Swimming Pools		Water Analysis	
Gasoline Station		Chest X-ray	
Carinderia / Eatery / Canteen		Medical / Health Card	
All other establishment		Medical Health Certificate	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Application Form at mga kinakailangan dokumento	1.1 Tanggapin, beripikahin at itala ang mga dokumento	Walang babayaran	5 minuto	Sanitation Inspector V
	1.2. Kapana-yamin at ibgyan ng order of payment at Ipro- seso ang dokumento		10 minuto	
2. Magbayad ng kaukulang halaga	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Base sa kita ng kumpanya /establi- mento	2 minuto	Revenue Collection Clerk III Treasury Office
	2.2 Aktuwal na Inspection ng Establisimento (Para sa mga bagong establisimento)	Walang babayaran	1 araw	Sanitation Inspector III
3. Ipresinta ang opisyal na resibo at tanggapin ng Permit ng Sanitasyon	3. Ibigay ang Permit ng Sanitasyon (sa <i>City Health Office</i>)		2 minuto	Sanitation Inspector VI
	TOTAL :	Base sa kita ng kumpanya /establi- mento	1 araw at 19 minuto	





7. Pag-susuri ng Ngipin

Pagsusuri sa Ngipin / Pagbunot ng ngipin

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dental Record		City Health Office Main Health Center		
2. Referral Letter		Barangay Midwife		
3. Cedula		Barangay Hall		
4. Barangay Clearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala ng Pangalan	1.1 Kapanayamin ang pasyente at kunin ang Vital Signs	Walang babayaran	10 minuto	Dental Aide
	1.2. Aktwal na pamamaraan		30 minuto	Dentist II Dentist III
	1.3. Ituro ang paraan ng pag-inom ng gamot			
2. Tanggapin ang Gamot	2. Ibigay ang gamot		5 minuto	Dental Aide
TOTAL :		None	45 minuto	



8. Serbisyon Pang-Laboratoryo

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Laboratory Request Specimen 		City Health Office Main Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Laboratory Request, Specimen na kailangan at ipatala ang pangalan.	1.1 Tanggapin at suriin ang Laboratory Request at kolektahin ang specimen na kailangan at kapanayamin ang pasyente	Walang babayaran	25 minuto	Medical Technologist II
	1.2 Aktuwal na Pagsusuri		1 oras	Medical Technologist I
	1.3 Ibigay ang resulta ng Laboratoryo		2 minuto	
2. Ipasuri ang Resulta ng Laboratoryo sa Doctor	2.1 Suriin ang resulta ng laboratory	Walang babayaran	30 minuto	Medical Officer III Medical Officer IV
	2.2 Bigyan ng reseta ng gamot			
3. Tanggapin ang gamot	3. Ibigay ang gamot		5 minuto	Nutrition Officer I
TOTAL :		None	2 oras at 2 minuto	



9. Serbisyong Konsultasyon para sa mga Pasyente

Pagsuri at Pag-gamot sa Pasyente

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Talaan ng pasyente at Referral mula sa Barangay Midwife		City Health Office Main Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang referral na galing sa barangay midwife	1.1 Tanggapin at beripikahin ang referral na galing sa barangay midwife at itala ang pasyente	Walang babayaran	3 minuto	Administrative Aide VI
	1.2 Kuhanin ang Vital Signs at kapanayamin ang pasyente		10 minuto	Nurse IV
	1.3 Aktuwal na pagsusuri sa pasyente		30 minuto	Medical Officer III Medical Officer IV
	1.4 Bigyan ng preskripsyon o reseta ng gamot			
2. Tanggapin ang gamot	2. Ibigay ang gamot		5 minuto	Nutrition Officer I
TOTAL :		None	48 minuto	





10. Pag-plano para sa Pagbuo ng Pamilya

Pagsuri at pagbigay ng tamang Family Planning method sa pasyente

Office or Division :	City Health Office			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Talaan ng Pag-plano para sa Pamilya		City Health Office Main Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala sa City Health Office		Walang babayaran	5 minuto	Nurse IV
2. Pumunta o lumapit sa Coordinator	2.1 Kapanayamin ang pasyente at bigyan ng payo ukol sa tamang pagpapalano ng pamilya		10 minuto	
	2.2 Aktuwal na proseso (maliban sa pagtatali sa lalaki at babae)		15 minuto	
3. Maghanda sa napiling pamamaraan	3. Pagbibigay ng mga pangangailangan para sa pagpapalano ng pamilya	5 minuto		
TOTAL :		None	35 minuto	





11. Serbisyong Pagbabakuna

Serbisyong Pagbabakuna

Office or Division :	City Health Office			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Talaan ng Medical Records ng bata		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala at isumite ang dokumento	1.1 Tanggapin at suriin ang dokumento	Walang babayaran	5 minuto	Barangay Midwife Nurse
	1.2 Kuhanin ang timbang at temperatura ng bata		10 minuto	
	1.3 Kapana-yamin ang magulang ng bata at ipaliwanag ang Edukasyong Pangkalusugan		15 minuto	
	1.4 Aktuwal na pagturok ng bakuna		5 minuto	
2. Tanggapin ang Gamot	2. Ibigay ang gamot (kung kinakailangan)		5 minuto	
TOTAL :		None	40 minuto	





12. Mga Serbisyo para sa mga Bago at Pagkatapos Manganak

Tulong serbisyo para sa mga manganak pa lamang at tapos nang manganak

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Talaan bago Manganak		Barangay Health Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala at pagbibigay ng impormasyon	1.1 Itala ang impormasyon ng pasyente at kunin ang Vital Signs	Walang babayaran	5 minuto	Barangay Midwife
	1.2. Kapanayamin ang pasyente		5 minuto	
	1.3 Aktuwal na pamamaraan (Maneuver)		10 minuto	
	1.4 Pagtuturok ng <i>Tetanus Toxoid</i> sa pasyente (kung nabigyan na noon, gawin ang susunod na pamamaraan)		5 minuto	
2. Pagtanggap ng mga Gamot /Bitamina	3. Pagbibigay ng bitamina		5 minuto	
TOTAL :		None	35 minuto	



13. Newborn Screening

Newborn Screening para sa sanggol na edad 48-72 oras pa lamang

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sanggol na edad 48-72 oras pa lamang		City Health Office Main Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumpletuhin at isumite ang mga dokumento	1.1 Suriin at itala ang impormasyon ng pasyente	Walang babayaran	5 minuto	Nurse II
	1.2 Kapanayamin ang magulang o kasamang nakatatanda		5 minuto	
	1.3 Bigyan ng Impormasyong pangkalusugan ukol sa 5 karamdaman		15 minuto	
2. Ihanda at i-masahe ang kaliwang sakong ng sanggol.	2. Pagkuha ng dugo sa pamamagitan ng pagtusok sa sakong ng sanggol at pagpapatuyo ng <i>filter card</i>		15 minuto	
	3. Pagpoproseso		3 linggo	New Born Screening Center (Southern Luzon, Tanauan)



4. Pagtanggap ng Resulta	4.1 Paglalabas ng resulta galling sa Health Center	Walang babayaran	5 minuto	Nurse II
	4.2 Pag asiste sa mga pasyenteng may positibong resulta		1 araw	
TOTAL :		None	1 araw at 45 minuto	

Note: Makukuha ang resulta ng New Born Screening makalipas ang tatlong (3) linggo sapagka't dadalhin pa ito sa New Born Screening Center sa Southern Luzon, Tanauan.

14. Serbisyong Konsultasyon Laban sa Tuberculosis

Pagsusuri, Panimula ng gamutan at pagkakaroon ng gamot Anti-Tuberculosis at Pagsubaybay ng Gamutan ng Matatanda

Office or Division :	City Health Office	
Classification :	Simple	
Type of Transaction :	G2C – Government to Citizen	
Who may avail :	Mamamayan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Plema mula sa pasyente	Kliyente	
2. Natapos na Laboratory request form		
3. NTP referral form		
4. Kasunduan Household Interview Form		
5. Chest X-ray.	City Health Office	
6. Voter's ID	Comelec	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagpapatala ng Impormasyon.	1. Kapanayamin at Itala ang mga Impormasyon at Pagbibigay ng request ng X-Ray	Walang babayaran	10 minuto	Nurse III
2. Isumite ang resulta ng x-ray at ipasa ang mga kailangan dokumento	2.1 Suriin ang resulta ng x-ray at iproseso ang mga dokumento		15 minuto	
	2.2 Suriin ang resulta ng X-ray Kapag positibo: Mag pasa ng plema para sa Gen Expert Kapag negatibo: Sumangguni sa Espesyalista.		10 minuto	
	2.3. Pagbibigay ng Impormasyon Pangkalusugan ukol sa TB Ed at HIV		5 minuto	Medical Officer III
	2.4. Suriin ang HIV		10 minuto	
3. Tanggapin ang Gamot	3. Pagbibigay ng Gamot o reseta (kung kinakailangan)		3 minuto	
TOTAL :			None	53 minuto





15. Serbisyong Konsultasyon laban sa Tuberculosis ng mga Bata

Pagsusuri, Pagkakaroon ng Gamot Anti-Tuberculosis at pagsubaybay ng Gamutan ng Bata

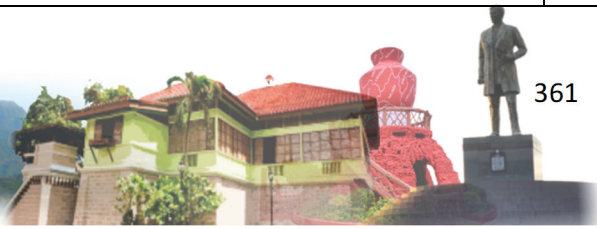
Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PPD Test		City Health Office Main Health Center (TBDOTS)		
2. Plema mula sa Pasyente				
3. Natapos na Laboratory Request Form				
4. NTP Referral Form				
5. Kasunduan Household Interview Form				
6. Chest X-ray		Laboratory Clinic		
7. Voter's ID		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagpapatala ng Impormasyon	1.1 Kapanayamin at Itala ang impormasyon ng Pasyente	Walang babayaran	15 minuto	Nurse III
	1.2 Pagsasagawa ng pagsusuri ng PPD at pagpasa ng resulta		5 minuto	
2. Magpatala sa Programa ng Edukasyong Pangkalusugan	2. Itala at pagbibigay ng impormasyon sa pasyente		30 minuto	Nurse III
3. Tanggapin ang gamot.	3. Ibigay ng gamot	3 minuto		
Total :		None	53 minuto	



16. Pre-Natal Services at Birthing Facility

Mga Serbisyo at Konsultasyon bago manganak

Office or Division :		City Health Office				
Classification :		Simple				
Type of Transaction :		G2C – Government to Citizen				
Who may avail :		Mamamayan				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
Talaan ng bago manganak “Booklet ni Mommy at Baby”		Barangay Health Station				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
1. Magpatala o magparehistro ng pangalan	1.1 Beripikahin at Itala ang dokumento at kuhanin ang Vital Signs	Walang Babayaran	5 minuto	Barangay Midwife Nurse		
	1.2 Kapanayamin ang Buntis na Ina		5 minuto			
2. Aktwal na Pamamaraan at Pagbibigay ng mga Laboratory Result ng Ina.	2.1 Aktwal na pamamaraan (<i>Leopold's maneuver pagsuri sa kalagayan ng sanggol</i>)		10 minuto			
	2.2 Paghiling ng Laboratory Test		5 minuto			
	2.3 Pagturok ng Tetanus Toxoid sa pasyente		10 minuto			
	2.4. Pagbibigay ng impormasyon hingil sa Edukasyong Pangkalusugan		5 minuto			
3. Tanggapin ang mga Gamot / Bitamina	3. Pagbibigay ng bitamina				5 minuto	
TOTAL :			None		40 minuto	





17. Gamutan para sa mga Nakagat ng Hayop

Pagbabakuna sa mga nakagat ng hayop

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Investigation Report		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala ng pangalan at isumite ang Barangay Investigation Report	1.1 Kapanayamin at Itala ang impormasyon ng pasyente	Walang Babayaran	10 minuto	Nurse III Nurse II
	1.2 Pagbibigay ng impormasyon pangkalusugan at schedule ng turukan			
	1.3 Pagtuturok ng <i>anti-rabies</i>		15 minuto	
	1.4 Pagtuturok ng Equine Rabies Immunoglobulin (ERIG) para sa category III		1 oras	
Total :		None	1 oras at 25 minuto	



18. Adult Psychiatric Consultation

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Kumpirmasyon ng schedule		Mental Health hotline number o sa City of Calamba - Mental Health program page.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala o magparehistro	1.1 Beripikahin ang impormasyon ng pasyente	Walang babayaran	5 minuto	Guard on Duty
	1.2 Pagbibigay impormasyon sa Program Coordinator na kumpirmado ang iskedyl at pagsumite ng mga kailangan dokumento		10 minuto	Program Coordinator or Assistant Program Coordinator
	1.3. Bigyan ng request slip kung sakaling kinakailangan ng pasyente ang agarang laboratory test		5 minuto	
	1.4 Pagkuha ng history, assessment at angkop na pamamaraan / gamutan.		30 minuto	Neuro-psychiatrist
2. Tanggapin ang gamot	2. Bigyan ng libheng gamot ang pasyente	5 minuto		
Total :		None	55 minuto	





19. Adult Counselling

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Kumpirmasyon ng schedule		Mental Health hotline number o sa City of Calamba - Mental Health program page.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpatala o magparehistro	1.1 Beripikahin ang impormasyon ng pasyente	Walang babayaran	5 minuto	Guard on duty
	1.2 Pagsusuri sa kinakailangang pagpapayo sa kliyente at pagsasagawa ng psycho-therapy kung kinakailangan		1 oras	Nurse Counselor or Psychologist
	1.3 Pagsusuri ng resulta			
Total :		None	1 oras at 5 minuto	





20. Issuance of Pink Card

Office or Division :		City Health Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • VDRL Laboratory Result • Hepatitis B Screening Result • X-ray, Urine, Stool, Drug Test Results • Health Certificate / Card 		Hospital / Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kailangan dokumento	1. Tanggapin at suriin ang mga dokumento	Walang babayaran	5 minuto	Sanitation Inspector I
	1.2 Pag-issue ng Pink Card If Compliant Results: Bigyan ng Pink Card If not Compliant Results: Irefer sa Social Hygienic Clinic para masusing pagsusuri at pamamahala		3 minuto	
Total :		None	8 minuto	





VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none">1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none">1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565