



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 PLANNING & DEVELOPMENT OFFICE

External Services





1. Researching Data Information

(Pagkalap ng mga Datos at iba pang Impormasyon)

Provide Data Information ukol sa lungsod, ang nakaraan nito, socio-economic at physical profile lalo na ang development thrusts, comprehensive land use and plan, comprehensive development plan, local climate change adaption plan at iba pa.

Office or Division :		CPDO – Research, Monitoring and Evaluation Division		
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"> ❖ Valid School o Company Identification Card (ID) ❖ Sulat-kahilingan na ipinangalan sa Punong Lungsod sa pamamagitan ng City Planning and Development Coordinator na nakasaad ang bagay ng pagsasaliksik at ang layunin nito 		<p>School</p> <p>Kliyente</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Para sa mga Student Researchers: (sa opisina ng CPDO / Walk-in)</i>				
1. Isumite ang sulat kahilingan at mag presinta ng ID at Itanong kung ang kailangang datos ay makukuha.	1.1 Itala sa logbook ang mga impormasyon ng researcher at pakay nila	Walang Babayaran	2 minuto	Project Evaluation Assistant Economic Researcher
	1.2 Ibigay ang mga reference materials.		15 minuto	
2. Ibigay ang listahan ng mga pahina na kokopyahin at ipa-photocopy	2. Kunin ang ID bago irelease ang mga reference materials		5 minuto	
3. Ibalik ang hiniram na mga reference materials.	3. Tanggapin ang mga reference materials.	Walang Babayaran	15 minuto	Project Evaluation Assistant Economic Researcher
TOTAL :		None	37 minuto	





Para sa mga hindi estudyanteng nagsasaliksik: (sa opisina ng CPDO / Walk-in)

1. Isumite ang sulat kahilingan at mag presinta ng ID at Itanong kung ang kailangang datos ay makukuha.	1.1 Suriin ang Sulat Kahilingan at itala ang impormasyon ng kliyente	Walang Babayaran	2 minuto	Project Evaluation Assistant Economic Researcher
	1.2 Ibigay ang mga reference materials		15 minuto	
2. Ibigay ang listahan ng mga pahina na kokopyahin	2. Kunin ang ID bago irelease ang mga reference materials at bigyan ng Order of Payment		15 minuto	
3. Magbayad sa Treasury Office	3. Bigyan ng Opisyal na Resibo	Php2.00 bawat pahina	2 minuto	Revenue Collection Clerk III Treasury Office
4. Ipresinta ang Opisyal na Resibo at ipa-photocopy ang reference materials	4. Beripikahin ang resibo at ibigay ang mga reference materials	Walang babayaran	2 minuto	Project Evaluation Assistant Economic Researcher
5. Ibalik ang mga reference materials	5. Tanggapin ang mga reference materials.	Walang Babayaran	15 minuto	
Total :		Php 2.00 bawat pahina	43 minuto	





Online / Email :				
1. Isumite ang pormal na sulat kahilingan sa cpdo@calambacity.gov.ph cc: cpdo.rme@gmail.com (nagsasaad ng kadahilanan kung bakit kailangan o saan gagamitin ang mga impormasyon o datos na hinihingi. Ang liham ay dapat mayroong lagda at iba pang contact details).	1.1 Pagpapadala ng automatic reply bilang tanda na ang kanilang sulat ay natanggap na ng opisina (acknowledging receipt)	Walang babayaran	10 minuto	Supervising Administrative Officer Administrative Officer
	1.2. I-endorso ang nasabing sulat sa kinauukulang division	Walang babayaran	15 minuto	Supervising Administrative Officer Administrative Officer
	1.3 Suriin at isangguni ang sulat para sa mga kinakailangang datos o impormasyon	Walang babayaran	30 minuto	Project Evaluation Assistant Economic Researcher
	1.4 Ihandang sagot o mga datos at impormasyong kinakailangan		2 araw	
2. Pagsagot o pagpapadala ng kinakailangang datos o impormasyong hinihingi sa pamamagitan ng email	2. Ibigay ng sagot o impormasyong kinakailangan		15 minuto	
	Total :	Walang babayaran	2 araw, 2 oras at 15 minuto	





2. Land Use Reclassification

Pagproseso ng pagre-reclassify ng mga lupaing sakop ng Agriculture and Fisheries Modernization Act (AFMA)

Office or Division :	CPDO – Planning, Land Use, & Zoning Division		
Classification :	Complex		
Type of Transaction :	G2C – Government to Citizen		
Who may avail :	Registered Landowners of Lots in Calamba City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request, addressed to City Mayor thru CPDO;		1. Applicant's personal file	
2. Authority of the requesting party, if other than registered lot owner		2. Applicant's file	
3. Transfer Certificate of Title (TCT), Tax Declaration (TD), and Current Tax Receipt of property;		3. Registry of Deeds (RD), City Assessor's Office, and City Treasury & Management Office	
4. Survey Plan and Vicinity Map		4. Licensed Geodetic Engineer	
5. Clearance from Municipal Agrarian Reform Office (MARO)		5. MARO / PARO	
6. Certification from the National Irrigation Authority (NIA)		6. NIA	
7. Barangay Resolution (endorsing the re-classification)		7. Barangay Hall	
8. Certification from the Barangay Agrarian Reform Council (BARC) Chairman		8. Barangay Hall	
9. Affidavit of Non-Tenancy or Waiver of Tenant.		9. Applicant's file, duly notarized by a Notary Public.	





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Isumite ang sulat kahilingan para sa re-classification ng lupa at mga kinakailangang dokumento	1. Suriin ang mga dokumento. Kapag kumpleto: <i>Tatakan ng "Received"</i> at Isumite sa Sanggunian Panlungsod Kapag hindi kumpleto: <i>Ibalik sa kliyente at tatakan ng "For Completion / Correction,"</i>	Walang Babayaran	10 minuto	Zoning Officer I Zoning Officer II
	1.2 Isagawa ang Inspeksyon at gawaan ng Inspection Report		1 araw	Zoning Officer I & II Zoning Inspector
2. Humingi ng kopya ng Ordinansa sa Sanggunian Panlungsod at isumite	2. Tanggapin ang kopya ng Resolusyon at Ordinansa (for filing and recording)		1 minuto	Zoning Officer II
TOTAL:		None	1 araw at 11 minuto	

Notes: Ang resolusyon at ordinansa na manggagaling sa Sanggunian Panlungsod ay tatagal ng higit isang (1) buwan.



3. Application for Preliminary Approval-Locational Clearance (PALC) and Development Permit (DP).

Pagproseso ng aplikasyon para sa PALC at DP ng mga subdivision developments.

Office or Division :	CPDO – Planning, Land Use, & Zoning Division
Classification :	Highly Technical
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Licensed Land Developers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> a. Duly accomplished Zoning Administration (ZA) form/s for PALC and DP (6 sets of each). <ul style="list-style-type: none"> a. <i>ZA Forms for PALC:</i> <ul style="list-style-type: none"> a. <i>No. 7 – Residential Subd.</i> b. <i>No. 13 – Cemetery / Memorial Park</i> c. <i>No. 15 – Commercial and Industrial</i> d. <i>No. 17 – Farm Lot Subd.</i> b. <i>ZA Forms for DP:</i> <ul style="list-style-type: none"> a. <i>No. 8 – Residential Subd.</i> b. <i>No. 14 – Cemetery / Memorial Park</i> c. <i>No. 16 – Commercial / Industrial</i> d. <i>No. 18 – Farm Lot Subd.</i> 1.3 <i>ZA Form for Alteration – No. 9</i> b. Subdivision Plans with engineering plan details (6 sets. Signed and sealed); c. Certified Copy of Transfer Certificate of Title (TCT), Tax Declaration (TD), and Current Tax Receipt of property (2 sets each); d. Approved Survey Plan (2 sets), as described in TCT; e. Conversion or Exemption Clearance from DAR (2 sets), if applicable; f. Access to the property or ROW; g. Barangay Resolution (2 sets); h. Project Study/Profile (2 sets); i. NWRB Permit (2 sets), if applicable; j. Environmental Compliance Certificate (ECC. 2 sets); k. Traffic Impact Assessment (TIA. 2 sets); l. Financial Statement (2 sets); m. Land Specifications and Cost Estimates (2 sets); 	<ul style="list-style-type: none"> 1. CPDO; 2. Applicant's file; 3. Registry of Deeds (RD), City Assessor's Office, and City Treasury & Management Office; 4. Geodetic Engineer; 5. Department of Agrarian Reform (DAR) office; 6. Applicant's file; 7. Sangguniang Barangay; 8. Applicant's file; 9. National Water Resources Board (NWRB); 10. Department of Environment and Natural Resources (DENR); 11. Transportation Engineer 12. Applicant's file; 13. Applicant's file;





<p>n. Photocopy of PRC IDs/PTRs of signing engineers, architects, and environmental planners (2 sets);</p> <p>o. For Alterations:.</p> <ol style="list-style-type: none"> 1. (6 sets) subdivision plans showing the alterations, signed and sealed; 2. (2 sets) copy of Approved Subdivision Plans; 3. written explanation for alteration; 4. Sworn Statement that affected lots have not been sold; 5. Written conformity of the Homeowners' Association, if applicable; 6. Brgy. Resolution; and, 7. Certified True Copy of TCT. 	<p>14. Professionals who signed the plans;</p> <p>15. Applicant's file.</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
<p>1. Isumite ang notaryadong Application Form at mga kinakailangang dokumento</p>	<p>1. Suriin ang Application Form at ang mga dokumento.</p> <p>Kapag kumpleto: <i>Tatakan ng "Received" at isumite sa Sanggunian Panlungsod</i></p> <p>Kapag hindi kumpleto: <i>Ibalik sa kliyente ang lahat ng dokumento at sabihan na kailangang kumpletuhin muna ang lahat ng dokumentong kailangan bago ibalik muli sa CPDO.</i></p>		<p>5 minuto</p>	<p>Zoning Officer II Planning Officer IV</p>





2. Humingi ng kopya ng Resolusyon sa Sangguniang Panlungsod	2.1 Tanggapin ang kopya ng Resolusyon at Ordinanza (for filing and recording)	Walang Babayaran	1 minuto	Draftsman II Administrative Assistant III
	2.2. Bigyan ng Order of Payment		2 minuto	Zoning Officer I Planning Officer I Zoning Officer II Planning Officer II Project Development Officer III
	2.3 Iproseso ang clearance (PALC) at permit (DP)		10 minuto	
3. Magbayad sa Treasury Office at isumite ang photocopy ng resibo	3. Bigyan ng Opisyal na Resibo	Ayon sa schedule of Fees	2 minuto	Revenue Collection Clerk III Treasury Office
4. Tanggapin ang PALC at DP	4. Ibigay at palagdaan ang kopya ng PALC at DP kasama ang Approved Subdivision Plans.		5 minuto	Draftsman II Administrative Assistant III
TOTAL:		Ayon sa schedule of Fees	25 minuto	





4. Issuance of Zoning Certificate

Pagproseso ng pagpapalabas ng Zoning Certificate.

Office or Division :	CPDO – Planning, Land Use, & Zoning Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Registered Landowners of Lots in Calamba City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Duly accomplished Zoning Certificate Application Form (ZA Form No. 5); Authority of the requesting party, if other than registered landowner; Transfer Certificate of Title (TCT), Tax Declaration (TD), and Current Tax Receipt of property; Survey Plan and Vicinity Map; <p><i>Additional Requirements (as needed):</i></p> <ol style="list-style-type: none"> Affidavit of Non-Tenancy; Waiver of Tenant; Neighborhood Consent; Barangay Clearance. 		<ul style="list-style-type: none"> CPDO; Applicant's file; Registry of Deeds (RD), City Assessor's Office, and City Treasury & Management Office; Licensed Geodetic Engineer; Notary Public; Notary Public; Applicant's file, with signature from neighbors; Barangay Hall; 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. isumite ang application form kalakip ang mga kailangang dokumento.	1.1 Suriin ang Zoning Application kasama ang mga kailangang dokumento	Walang Babayaran	13 minuto	Zoning Officer I Zoning Officer II
	1.2 Bigyan ng Order of Payment		2 minuto	Zoning Officer I Zoning Officer II Planning Officer IV
	1.3 Iproseso ang Zoning Certificate		5 minuto	
2. Magbayad sa Treasury Office at isumite ang photocopy ng resibo	2. Bigyan ng Opisyal na Resibo	Ayon sa Schedule ng Zoning Certificate Fees	2 minuto	Revenue Collection Clerk III Treasury Office





3. Tanggapin Zoning Certificate	3. Ibigay at palagdaan ang kopya ng Zoning Certificate		1 minuto	Draftsman II Administrative Assistant III
TOTAL :		Ayon sa Zoning Certificate Fees	26 minuto	

5. Infrastructure Project Inspection

Pagproseso ng pagsisiyasat ng mga proyektong pang-imprastruktura ng Pamahalaang Lungsod ng Calamba

Office or Division :		CPDO – Planning, Land Use, & Zoning Division		
Classification :		Complex		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Registered Landowners of Lots in Calamba City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Request for Inspection Form, signed by the Contractor or duly authorized representative; Construction Plans and Program of Works. 		<ul style="list-style-type: none"> CPDO City Engineering and Infrastructure Development Department; 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Punan ang Request for Inspection Form at isumite kalakip ang kopya ng aprubadong plano at Program of Works	1.1 Suriin ang Request for Inspection Form at mga kalakip na dokumento.	Walang Babayaran	5 minuto	Draftsman II Planning Officer I
	1.2 Magtungo sa lugar ng proyekto at suriin ang mga natapos na bahagi ng kontruksyon at kung naayon sa aprubadong plano at Program of Works		1 oras at 30 minuto	Planning Officer I Architect II Planning Officer III Planning Officer IV CPD Coordinator





	1.3 Gawin ang Project Evaluation Report at palagdaan ang kopya ng pagtanggap.		2 minuto	
2. Tanggapin ang ang kopya ng Project Evaluation Report	2. Bigyan ng kopya ang contractor o authorized representative.	Walang Babayaran	2 minuto	Draftsman II Administrative Assistant III
TOTAL :		None	1 oras at 39 minuto	

6. Issuance of Locational Clearance (LC) and Certificate of Exemption from Locational Clearance (LC-Ex)

Pagproseso ng pagpapalabas ng LC at LC Ex

Office or Division :	CPDO – Planning, Land Use, & Zoning Division
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Landowners or Lessees of Lots in Calamba City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • ZA Form No. 1, duly accomplished, signed, and notarized (for LC) / ZA Form No. 3 (for LC-Ex); • Any of the following Proof of Ownership / right to use: <ul style="list-style-type: none"> ○ Transfer Certificate of Title (TCT); ○ TCT & Notarized Deed of Absolute Sale or Notarized Contract to Sell; ○ TCT & notarized Lease Agreement or notarized Contract of Lease; ○ TCT & Affidavit of Consent. • Tax Declaration and Current Tax Receipt of lot; • Brgy. Clearance for Building/Construction Permit; • Building Plans (2 sets, signed and sealed). Project Cost/Bill of Materials. Technical Specifications (signed and sealed). Copy of PRC ID & PTR; • Special Power of Attorney (SPA); • Secretary's Certificate; 	<ol style="list-style-type: none"> 1. CPDO; 2. <ul style="list-style-type: none"> • Registry of Deeds (RD); • RD and Notary Public; • RD and Notary Public; • RD and Notary Public. 3. City Assessor's Office and City Treasury & Management Office; 4. Brgy. Hall; 5. Licensed Civil Engineers, Architects, Mechanical Engineers, Electrical Engineers, and Sanitary Engineers; 6. Applicant's file; 7. Applicant's file;





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Isumite ang notaryadong Zoning Application Form No. 1 o 3 at mga kailangang dokumento	1.1 Tanggapin at suriin ang Zoning Application Form kasama ang lahat ng mga kailangang dokumento	Walang Babayaran	10 minuto	Draftsman II Administrative Assistant II
	1.2 Bigyan ng Order of Payment	Walang Babayaran	2 minuto	Zoning Officer I Zoning Officer II Planning Officer I Planning Officer III Project Development Officer III Planning Officer IV
	1.3 Iproseso ang Locational Clearance (LC) o Certificate of Exemption from Locational Clearance (LC-Ex)		5 minuto	
2. Magbayad sa Treasury Office at isumite ang photocopy ng Resibo	2. Bigyan ng Opisyal na Resibo	Ayon sa Schedule of Fees	2 minuto	Revenue Collection Clerk III Treasury Office
3. Tanggapin ang Locational Clearance (LC) o Certificate of Exemption from Locational Clearance (LC-Ex)	3. Ibigay ang Locational Clearance (LC) o Certificate of Exemption from Locational Clearance (LC-Ex) kasama ang approved plans.	Walang Babayaran	2 minuto	Draftsman II Administrative Assistant II
TOTAL :		Ayon sa Schedule of Fees	21 minuto	





Notes:

SCHEDULE OF FEES for LC		
Project Type	Fees	
Residential (single dwelling)	First 30 sq.m. For every sq.m. in excess	PhP 500.00 PhP 5.00
Apartment/Townhouse/Rowhouse/Dormitories (and other similar uses)	First 50 sq.m. For every sq.m. in excess	PhP 600.00 PhP 10.00
Private Resort	First 50 sq.m. For every sq.m. in excess	PhP 1,000.00 PhP 30.00
Non-Profit Institutional	First 100 sq.m. For every sq.m. in excess	PhP 500.00 PhP 5.00
Profitable Institution	First 100 sq.m. For every sq.m. in excess	PhP 1,000.00 PhP 15.00
Commercial and Industrial	First 20 sq.m. For every sq.m. in excess	PhP 1,000.00 PhP 20.00
Other Projects (not included in the above classifications)	First PhP50,000 of Project Cost For every PhP50K in excess of fraction thereof	PhP500.00 PhP50.00
*UPLR Fee	1% of total	
**Processing and Filing Fees	PhP100.00	

SCHEDULE OF FEES for LC-Ex	
LC-Ex	PhP8.00/sq.m.
Processing and Filing Fees	PhP100.00

SCHEDULE OF FEES for Zoning Certificate		
Zoning Certification Fee	Below 1 ha.	PhP0.02/sq.m.
	1 ha. or more	PhP0.04/sq.m.
Processing and Filing Fees		PhP100.00





ADDITIONAL REQUIREMENTS (as may be needed)

- | | |
|---|--|
| <ul style="list-style-type: none">• Traffic Impact Assessment (TIA);• Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage (CNC);• Homeowners' Association's Board Resolution;• Barangay Resolution;• Neighborhood Consent;• Cost and Specifications of machineries and equipment;• Certified true copy of Provisional Authority or Certificate of Public Convenience and Necessity;• Height Clearance;• Radiation Protection Evaluation Report;• Site Clearance;• DAR Conversion/Exemption Clearance;• City Engineer's Certification;• Certification / Clearance from DPWH• Proof of Payment of fees / Official Receipt | <ul style="list-style-type: none">• Licensed Transportation Engineer;• Department of Environment and Natural Resources (DENR);• Homeowners' Association;• Brgy. Hall;• Applicant's file, with signature from neighbours;• Applicant's file;• National Telecommunications Commission (NTC);• Air Transportation Office (ATO);• Department of Health;• City Health Services Office;• Department of Agrarian Reform (DAR);• City Engineering and Infrastructure Development Department;• Department of Public Works and Highways (DPWH);• 21. City Treasury and Management Office. |
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INTERNAL SERVICES

7. Computer Repair

Pagkukumpuni ng mga Computer

Office or Division :		CPDO – Information and Communications Technology		
Classification :		Simple		
Type of Transaction :		G2E – Government to Government		
Who may avail :		Empleyado ng Pamahalaang Lungsod		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer Repair Form		ICT Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tumawag para sa pagkumpuni ng sirang computer	1.1 Tanggapin ang tawag at punan ang Computer Repair Form	Walang Babayaran	2 minuto	Administrative Assistant III
	1.2 Iproseso ang Pagkumpuni sa Computer		1 araw	Computer Maintenance Technologist I Computer Maintenance Technologist II Administrative Assistant II
2. Kuhanin ang nakumpuning Computer	2. Tawagan ang Kliyente at ipaalam na nagawa na ang computer.		2 minuto	ICT Support Staff
Total :		None	1 araw at 4 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