



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER 2023



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.





OFFICE OF THE CITY MAYOR
External Services



1. Pagtugon sa Kahilingan

Pagtugon sa mga Sulat Kahilingan (Solicitation Letter)

Office or Division :	Office of the City Mayor			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Sulat Kahilingan (para sa Samahan at kailangan may pirma ng lahat ng opisyal) Price Quotation ng hinihiling Voter's ID (photocopy) 		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Idaan sa MOPAC (automated system) ang aplikasyon ng kliyente upang mabigyan ng receipt.	1. Siguraduhing mayroong MOPAC receipt at kumpleto ang requirements.	Walang babayaran	3 minuto	MOPAC Staff
2. Ipasa sa nakatalaga ang mga rekisitos gaya ng sulat kahilingan at photocopy ng voter's id.	2. Tatanggapin at sisiyasatin ng nakatalaga ang mga rekisitos at tatatakan na ito ay tinanggap.		10 minuto	
3. Pagsesertipiko ng tinangtanggap ng sulat kahilingan	3. Tatakan ang sulat kahilingan at pagbibigay ng ikalawang kopya ng MOPAC receipt sa kliyente.			



4. Mag-antay ng tawag – tumawag sa tanggapan upang malaman ang kalagayan ng kahilingan	4.1 Itatala sa listahan at ipapasa sa Executive Assistant IV o sa Punong Lungsod para aprubahan.	Walang Babayaran	5 minuto	Executive Assistant Staff
	4.2 Pag-apruba sa kahilingan o pag-kausap sa kliyente kung kinakailangan			Executive Assistant IV Punong Lungsod
	4.4 Tawagan ang kliyente para malaman na pwede ng kunin ang tseke o anumang tulong			Bookbinder III Security Agent I
Total :		None	18 minuto	

**** Ang pagpoproseso ng tseke ay dumaraan sa Finance Committee at naipoproseso sa loob ng dalawampung (20) araw.***



2. “Guarantee Letter” *Pambayad sa Hospital, Gamot, Laboratory Test, Rehabilitation Therapy, Dugo at Ilang sesyon ng Dialysis*

Tulong Pinansyal sa pamamagitan ng “Guarantee Letter”

Office or Division :	Office of the City Mayor			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. HOSPITAL				
<ul style="list-style-type: none"> • Partial or Final Bill • Clinical Abstract (if Final Bill) • Voter’s ID / Certification 		Hospital		
		Comelec		
B. GAMOT				
<ul style="list-style-type: none"> • Reseta • Price Quotation • Voter’s ID / Certification 		Doctor		
		Accredited Pharmacy		
		Comelec		
C. LABORATORY				
<ul style="list-style-type: none"> • Laboratory Request • Price Quotation • Voter’s ID / Certification 		Doctor		
		Accredited Diagnostic Clinic / Hospital		
		Comelec		
D. DUGO				
<ul style="list-style-type: none"> • Doctor’s Request • Voter’s ID / Certification 		Doctor		
		Comelec		
E. DIALYSIS				
<ul style="list-style-type: none"> • Price Quotation • Medical Certificate • Voter’s ID / Certification 		Accredited Dialysis Center		
		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Idaan sa MOPAC (automated system) ang aplikasyon ng kliyente upang mabigyan ng queuing number.	1. Siguraduhing mayroong MOPAC receipt at kumpleto ang requirements.	Walang babayaran	3 minuto	MOPAC Staff



2. Ipasa sa nakatalaga ang mga dokumento na kailangan	2. Siyasatin ng nakatalaga ang mga dokumento kung kompleto, itatala sa listahan.	Walang Babayaran	5 minuto	MOPAC Staff
3. Pagproseso ng Guarantee Letter	3.1 Awtomatikong pagprint ng "Guarantee Letter" matapos ang kumpirmasyon ng pagtatala.			
	3.2 Pag-apruba sa "Guarantee Letter" ng Punong Lungsod o sa ibang Kawani ng Mayor's Office na awtorisado na mag-apruba o lumagda sa "Guarantee Letter"		7 minuto	Punong Lungsod Executive Assistant IV
4. Tanggapin ang "Guarantee Letter" na inaprubahan at dalhin sa Hospital/Laboratory o Rehabilitation Center / Red Cross of the Philippines o ibang pasilidad na may kasunduan sa Lungsod.	4. Pagbibigay ng aprubadong "Guarantee Letter" at pagkausap sa kliyente kung kinakailangan	Walang Babayaran	2 minuto	MOPAC Staff
Total :		None	17 minuto	



3. Hospitalization and Medical Assistance

Tulong pinansyal para sa mga pasyente sa mga Hospital at Medical Assistance

Office or Division :		Office of the City Mayor		
Classification :		Highly Technical		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Hospitalization Assistance <ul style="list-style-type: none"> Personal Letter Address to Mayor Roseller H. Rizal Final Bill Clinical Abstract or Medical Certificate Promissory Note Voter's I.D or Voter's Certification 		Kliyente		
		Hospital		
		Comelec		
B. Medical Assistance (Medicine) <ul style="list-style-type: none"> Personal Letter Address to Mayor Roseller H. Rizal Doctor's Prescription w/ Price Quotation Medical Certificate Voter's I.D or Voter's Certification 		Kliyente		
		Doctor		
		Comelec		
C. Medical Assistance (will undergo on a operation) <ul style="list-style-type: none"> Personal Letter Address to Mayor Roseller H. Rizal Quotation for the operation Medical Certificate Voter's I.D or Voter's Certification 		Kliyente		
		Hospital		
		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Idaan sa MOPAC (automated system) ang aplikasyon ng kliyente upang mabigyan ng MOPAC receipt.	1. Siguraduhing mayroong MOPAC receipt at kumpleto ang requirements.	Walang babayaran	3 minuto	MOPAC Staff



2. Ipasa sa nakatalaga ang dokumento ng kailangan para sa "Hospitalization Assistance"	2.1 Tatanggapin at sisiyasatin ng nakatalaga ang mga dokumento kung valid at kumpleto .	Walang Babayaran	5 minuto	MOPAC Staff
3. Pag-apruba at pag-endorso ng aplikasyon ng kliyente	3.1 Itatala sa listahan at ipapasa sa Executive Assistant IV o sa Punong Lungsod para aprubahan.		7 minuto	Executive Assistant Staff
	3.2 Paghahanda ng mga intake sheet at validated na rekisitos.			Executive Assistant IV Punong Lungsod
	3.3 Pag-apruba sa aplikasyon ng kliyente.		Executive Assistant Staff Finance Committee	
	3.4 Pag-endorso ng aprubado na kahilingan at intake sheet sa Finance Committee.*			
Total :		None	15 minuto	

**** Ang pagpoproseso ng tseke ay dumaraan sa Finance Committee at naipoproseso sa loob ng dalawampung (20) araw.***



4. Tulong pinansyal para sa mga namatayan (Burial Assistance)

Tulong pinansyal para sa mga namatayan

Office or Division :		Office of the City Mayor		
Classification :		Highly Technical		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Personal Letter Address to Mayor Roseller H. Rizal Death Certificate (Original or Certified True Xerox Copy) Funeral Contract (Original or Certified True Xerox Copy) Voter's I.D or Voter's Certification 		Kliyente Civil Registry Office Funeral Service Comelec Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Idaan sa MOPAC (automated system) ang aplikasyon ng kliyente upang mabigyan ng receipt.	1. Siguraduhing mayroong MOPAC receipt at kumpleto ang requirements.	Walang babayaran	3 minuto	MOPAC Staff
2. Ipasa sa nakatalaga ang mga rekisitos.	2. Tatanggapin at sisiyasatin ng nakatalaga ang mga dokumento.		5 minuto	
3. Pag-apruba at pag-endorso ng aplikasyon ng kliyente	3.1 Itatala sa listahan at ipapasa sa Executive Assistant IV o sa Punong Lungsod para aprubahan.		7 minuto	Executive Assistant Staff
	3.2 Paghahanda ng mga intake sheet at validated na rekisitos.			



	3.3 Pag-apruba sa kahilingan ng kliyente			Executive Assistant IV City Administrator Punong Lungsod
	3.4 Pag-endorso ng aprubado na kahilingan at intake sheet sa Finance Committee.*		3 minuto	Executive Assistant Staff Finance Committee
Total :		None	18 minuto	

***Ang pagpoproseso ng tseke ay dumaraan sa Finance Committee at naipoproseso sa loob ng dalawampung (20) araw.**

5. Tulong pinansyal para sa Edukasyon (Educational Assistance)

Tulong pinansyal para sa Edukasyon

Office or Division :	Office of the City Mayor			
Classification :	Highly Technical			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ● Personal Letter Address to Mayor Roseller H. Rizal ● Certificate of Enrollment (Certified True Photocopy) ● Copy of Grades ● School I.D ● Voter's I.D or Voter's Certification 		<ul style="list-style-type: none"> ● Kliyente ● School ● Comelec Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Idaan sa MOPAC (automated system) ang aplikasyon ng kliyente upang mabigyan ng receipt.	1. Siguraduhing mayroong MOPAC receipt at kumpleto ang requirements.	Walang babayaran	3 minuto	Executive Assistant Staff



2. Ipasa sa nakatalaga ang dokumento ng kailangan para sa "Educational Assistance"	2.1 Tatanggapin at sisiyasatin ng nakatalaga ang mga dokumento.		5 minuto	
3. Pag-apruba at pag-endorso ng aplikasyon ng kliyente	3.1 Itatala sa listahan at ipapasa sa Executive Assistant IV o sa Punong Lungsod para aprubahan.		7 minuto	Executive Assistant Staff
	3.2 Paghahanda ng mga intake sheet at validated na rekisitos.	Walang babayaran		Executive Assistant IV Punong Lungsod
	3.4 Pag-apruba sa kahilingan ng kliyente		3 minuto	Executive Assistant Staff Finance Committee
	3.5 Pag-endorso ng aprubado na kahilingan at intake sheet sa Finance Committee.*			
Total :		None	20 araw at 26 minuto	

***Ang pagpoproseso ng tseke ay dumaraan sa Finance Committee at naipoproseso sa loob ng dalawampung (20) araw.**



6. Pagtugon sa reklamo ng nakakatandang mamamayan

Pagtugon sa reklamo ng mga nakakatandang mamamayan ng Calamba

Office or Division :		Office of the City Mayor		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		OSCA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Idadaan sa helpdesk ang reklamo upang makakuha ng complaint form	1. Siguraduhing mabigyan ng complaint form ang nagrereklamo	Walang babayaran	3 minuto	Helpdesk Officer
2. Paggawa ng reklamo o pagbibigay ng nakasulat na reklamo / karaingan	2. Pagtanggap ng sulat / reklamo / karaingan, bigyan ng kopya ang kliyente at ilista sa logbook		5 minuto	
3. Pagtugon sa reklamo	3.1 Pagdadala ng sulat sa inirereklamo ng empleyado o opisina.	Walang babayaran	20 minuto	Administrative Officer III
	3.2 Pagtugon ng empleyado o opisina		1 araw	
	3.3 Tatawagan / magtetest sa kliyente o magbigay ng kopya ng kasagutan sa nagrereklamo.			
Total :		None	1 araw at 28 minuto	



7. Pag-apruba ng Mayor's Clearance sa mga sumusunod:

- ✚ *Para makapagtrabaho (Lokal o Ibang Bansa)*
- ✚ *Para makapagtrabaho sa Lungsod bilang Security Guard at Uniformed Personnel*
- ✚ *Para sa Firearms Permit*
- ✚ *Para makabili / makakuha ng eksplosibo o kinontrol na kemikal*
- ✚ *Para sa mga sumusunod na pangangailangan: BIR Requirement, Marriage Clearance (magpapakasal sa uniformed personnel), Aplikasyong ng VISA, at Real State Sales Agents*

Office or Division :		Office of the City Mayor		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Kumpletong Dokumento		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang kumpletong dokumento	1.1 Suriin ang dokumento at ililista sa computer	Walang babayaran	2 minuto	MO Support Staff
	1.2 Pagkausap sa kliyente kung kinakailangan at pag-apruba ng Clearance		2 minuto	Executive Assistant II
2. Tanggapin ng dokumento	2. Ibigay ng Mayor's Clearance		1 minuto	MO Support Staff
TOTAL :		None	5 minuto	



OFFICE FOR THE SENIOR CITIZENS AFFAIRS (OSCA)

8. Pagbibigay ng Pagkakilanlan ng mga nakatatanda (Sr. Citizens ID)

Pagbibigay ng Sr. Citizens ID

Office or Division :	Office of the City Mayor– OSCA
Classification :	Simple
Type of Transaction :	G2C – Government to Citizen
Who may avail :	Mamamayan ng Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Para sa mga bagong Aplikante	
1. Accomplished Form	Office of Senior Citizen Affairs (OSCA)
2. 1x1 picture (3 pcs)	Kliyente
3. Certificate of Residency	Sa Barangay Hall
4.) Kahit anong balidong ID na nakasaad ang wastong kapanganakan (<i>Birth & Baptismal Certificate, SSS, GSIS, Postal ID, PRC ID, PassPort</i>) (<i>Photocopy</i>)	Kaukulang Tanggapan
5. Voters ID/ Voters Certificate (Photocopy)	Comelec
6. if citizen from other foreign country together with any Valid ID Dual Citizenship Certificate (Photocopy)	Embassy
Para sa mga bagong Lipat	
1. Accomplished Application Form	Office of Senior Citizen Affairs (OSCA)
2. Cancellation Letter / Certificate	From Previous City / Municipality (OSCA)
3. 1x1 picture (3pcs)	Aplikante
4. Certificate of Residency	Barangay Hall
5. Voters ID/Voter's Certificate (photocopy)	Comelec Office
6. Old Sr. Citizen's ID (if available)	Aplikante



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga dokumento upang masiyasat kung kumpleto.	1. Suriin ang mga dokumento kung kumpleto Approved: Tuloy ang proseso Disapproved: Kulang ang dokumento	Walang babayaran	2 minuto	Administrative Aide IV OSCA Staff
	1.2. Evaluation and Interview sa kliyente		5 minuto	Administrative Officer II
	1.3 Pag-apruba ng mga pinasang dokumento.		1 minuto	
2. Tanggapin ang Senior Citizens ID, Grocery / Medicine Booklet	3. Ibigay ang ID at Medicine / Grocery Booklet at palagdain sa logbook ang kliyente.		2 minuto	OSCA Staff
Total :		None	10 Minuto	



9. Tulong Pinansyal para sa Nakatatandang Mamamayan (Medical / Hospitalization / Burial Assistance)

Tulong Pinansyal para sa mga nakatatandang mamamayan ng Calamba

Office or Division :	Office of the City Mayor– OSCA			
Classification :	Complex			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Medical Assistance 				
Reseta ng Doctor (Orihinal/ Certified True Copy)		Doctor		
Senior Citizens ID (Photocopy)		OSCA/Kliyente		
<ul style="list-style-type: none"> Hospitalization Assistance 				
Hospital Bills/ Statement of Accounts (Orihinal/ Certified true Copy)		Hospital		
Resibo ng Pinagbayaran (Orihinal)				
Senior Citizens ID (Photocopy)		OSCA/Kliyente		
For Claimant: Voter's ID / Certification		Comelec		
<ul style="list-style-type: none"> Burial Assistance 				
Sertipiko ng pagkamatay		City Civil Registry		
Funeral Contract (Orihinal/ Certified True Copy)		Funeral Services		
Senior Citizens ID (Photocopy)		OSCA / Kliyente		
For Claimant : Voter's ID / Certification		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangan dokumento.	1.1 Suriin ang mga dokumento	Walang babayaran	3 minuto	Administrative Aide IV OSCA Staff
	2.2 Ipaliwanag ang proseso at bigyan ng claim stub		5 minuto	



2. Magdala ng Senior Citizens ID ✚ <i>If claimant, magdala ng voter's ID / Certification (photocopy) at authorization letter galing sa Sr. Citizen (original)</i>	2. Pagbibigay ng tulong pinansyal (perbatch/ group)		5 minuto / recipient	Cash Clerk IV Treasury Office OSCA Staff
Total :		None	13 minuto	

Paalala: Matatanggap ang tulong pinansyal sa loob ng dalawampung (20) araw dahil dadaan pa ito sa proseso sa tanggapan ng mga sumusunod na opisina: Mayor's Office, Budget Office, Accounting Office at Treasury Office.

10. Pagtugon sa reklamo hinggil sa hindi tamang pagbibigay ng Sr. Citizen Discount

Pagtugon sa reklamo hinggil sa hindi tamang pagbibigay ng Sr. Citizen Discount

Office or Division :		Office of the City Mayor– OSCA		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter		Nagreklamong Sr. Citizen		
2. Senior Citizens ID (Photocopy)		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang reklamo o karaingan	1.1 Suriin ang sulat reklamo / karaingan at itala sa logbook.	Walang babayaran	5 minuto	Administrative Officer III
	1.2. Isagawa ang Usapan O Pulong		10 minuto	



	1.3 Gawin ang sulat at dalhin sa inerereklamo	Walang babayaran	1 oras at 30 minuto	
	1.4 Hintayin ang kasagutan mula sa inerereklamo		3 araw	
2. Hintayin ang kasagutan mula sa inerereklamo	2. Abisuhan o tawagan hinggil sa sagot o tugon ng inerereklamo		10 minuto	
Total :		None	3 araw at 35 minuto	



PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)

10. Pagbibigay ng PWD ID, Medicine at Purchase Booklet

Pagbibigay ng PWD ID, Medicine at Purchase Booklet

Office or Division :		Office of the City Mayor – Person with Disability Affairs Office (PDAO)		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form with 2 pcs. 1x1 picture.		PDAO		
2. Valid ID with Proof of Residency				
3. Medical Certificate: ilagay ang Uri ng Kapansanan		Doktor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang application form at Isumite ang mga kinakailangang dokumento	1. Suriin ang mga dokumento	Walang babayaran	5 minuto	PDAO Staff
	1.2 Evaluation at Interview		5 minuto	Administrative Officer II / III
	1.3 Pag-apruba sa dokumento			
2. Tanggapin ang PWD ID, Purchase at Medicine Booklet.	2. Iproseso at ibigay ang PWD id, Medicine at Purchase Booklet.		5 minuto	PDAO Staff
Total :		None	15 minuto	



11. Pagbibigay ng Assistive Device (Wheel Chair, Hearing Aid, Crutches, Quadpad at iba pa)

Pagbibigay ng Assistive Device sa mga taong may kapansanan.

Office or Division :		Office of the City Mayor – Person with Disability Affairs Office (PDAO)		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Kliyente		
2. Any Valid ID				
3. Whole Body Picture (para sa nangangailangan ng Wheel Chair)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Request Form at mga kailangang dokumento	1. Suriin ang mga dokumento	Walang babayaran	1 minuto	PDAO Staff
	1.3 Pag-apruba sa dokumento		2 minuto	Administrative Officer V
2. Tanggapin ang Assistive Device	2. Ibigay ng Assistive Device		2 minuto	PDAO Staff
Total :		None	5 minuto	



LOCAL DISASTER RISK REDUCTION MANAGEMENT DIVISION

12. Pagbibigay ng iba't-ibang kaalaman at kasanayan para sa kahandaan sa kalamidad

Pagbibigay ng kaalaman at kasanayan tungkol sa Agarang Lunas (Standard First Aid), Pangunahing Suporta ng Buhay (Basic Life Support), Valley Fault System, Disaster Risk Reduction & Management, Pag-akma sa Pabago-bagong Klima (Climate Change Adaptation) at Earthquake Drill

Office or Division :		Mayor's Office – Local Disaster Risk Reduction Management Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mga paaralan, kompanya, komunidad, barangay, Non-Government Organizations, at ibang sangay ng Pamahalaan na nangangailangan ng training/ seminar/ drill		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan	1.1 Suriin ang Sulat Kahilingan	Walang Babayaran	2 minuto	LDRRMD Staff
	1.2 Kapanayamin ang kliyente		3 minuto	LDRRMO III LDRRMO II
	1.3 Pagsasagawa ng seminar / trainings / webinar		Ayon sa Schedule of Drills o pagsasanay	LDRRMO IV LDRRMO III LDRRMO II LDRRMO I
Total :		None	Ayon sa Schedule of Drills o pagsasanay	



Schedule of Drills o Pagsasanay:

- Standard First Aid – 2 araw
- Basic Life Support – 3 araw
- Valley Fault System – 3 oras
- Disaster Risk Reduction & Management – 3 oras
- Climate Change Adaptation – 3 oras
- Earthquake Drill – 30 minuto

13. Pagtugon sa mga aksidente o kalamidad

Pagbibigay ng agarang lunas sa mga aksidente

Office or Division :		Mayor's Office – Local Disaster Risk Reduction Management Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mga nangangailangan ng agarang lunas / atensyong medikal		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tawag o text				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagtawag o pagtext upang ibigay ang impormasyon ng aksidente	1.1 Pagtanggap ng tawag at mag di-dispatch ng responders	Walang Babayaran	2 minuto	Dispatcher/ LDRRMD Staff
	1.2 I-alerto ang pinakamalapit na Barangay Quick Response Team sa pinangyarihan ng aksidente		5 minuto	
	1.3 Pagpunta at pagresponde sa pinangyarihan ng aksidente		10 minuto	Nurse / Responders / LDRRMD Staff
Total :		None	17 minuto	



14. Pagpuputol ng mga puno o sanga na maaring magdulot ng aksidente sa komunidad

Pagpuputol ng mga puno o sanga na maaaring magdulot ng aksidente sa komunidad

Office or Division :		Mayor's Office – Local Disaster Risk Reduction Management Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mga malapit sa naturang lugar		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Liham Kahilingan 2. Pahintulot / Permit		1. Kliyente 2. Provincial Environment and Natural Resources Office (PENRO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Isumite ang Liham Kahilingan at Pahintulot / Permit mula sa Provincial Environment and Natural Resources Office (PENRO)	1.1 Suriin ang Liham Kahilingan at Pahintulot / Permit mula sa PENRO	Walang Babayaran	5 minuto	Dispatcher/ LDRRMD Staff
	1.2 Bigyan ng Schedule ng pagputol ng puno		5 minuto	
	1.2 Ia-alerto ang pinakamalapit na Barangay Quick Response Team sa lugar na pagpuputulan puno o sanga			
	1.3 Isagawa ang Pagputol ng puno o sanga		3 oras	LDRRMD Staff
Total :		None	3 oras at 10 minuto	



15. Pagsasa-ayos ng mga nakalaylay na kable ng kuryente (not live-wire) maaring magdulot ng sakuna

Office or Division :		Mayor's Office – Local Disaster Risk Reduction Management Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mga malapit sa naturang lugar		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tawag o text				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagtawag o text upang ibigay ang impormasyon ng insidente	1.1 Pagtanggap ng tawag at pag-dispatch	Walang Babayaran	2 minuto	Dispatcher/ LDRRMD Staff
	1.2 I-alerto ang pinakamalapit na Barangay Quick Response Team sa lugar na pag-aayusan ng kable ng kuryente.		5 minuto	
	1.3 Pagsasa-ayos ng mga nakalaylay na kable ng kuryente.		2 oras	
Total :		None	2 oras at 7 minuto	



16. Pagkaon o Pag-sundo ng pasyente mula sa bahay upang ihatid sa Hospital o mula sa Hospital upang ihatid sa kanilang bahay

Office or Division :		Mayor's Office – Local Disaster Risk Reduction Management Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mga Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tawag, text o sulat				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagbibigay ng impormasyon patungkol sa kalagayan o sitwasyon ng pasyente na dadalhin sa Hospital o ihahatid sa bahay galing hospital	1.1 Pagtanggap ng tawag, text o sulat ng dispatcher	Walang Babayaran	2 minuto	Dispatcher/ LDRRMD Staff
	1.2 Pagbibigay ng pahintulot ng LDRRM Officer at pag-schedule ng dispatcher Approved: Ipahiram ang sasakyan Disapproved: No Clearance from Doctor		10 minuto	LDRRMO IV LDRRMO III LDRRMO II LDRRMO I Dispatcher LDRRMD Staff
	1.3 Paghahatid sa bahay ng pasyente o sa hospital		2 oras	Nurse / Responder LDRRMD Staff
Total :		None	2 oras at 12 minuto	



17. Paglipat ng pasyente mula sa isang Hospital patungo sa ibang Hospital

Office or Division :		Mayor's Office – Local Disaster Risk Reduction Management Division		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Mga Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tawag o text at coordination mula sa pinanggalingang ospital at ospital na paglilipatan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pagbibigay ng impormasyon patungkol sa kalagayan o sitwasyon ng pasyente na lililipat ng Hospital	1. Pagtanggap ng tawag at pag-schedule ng pagsundo sa pasyente Approved: Ipahiram ang sasakyan Disapproved: No proper endorsement from hospital to hospital	Walang Babayaran	10 minuto	Dispatcher/ LDRRMD Staff
2. Pagsusumite ng coordination o Letter of Acceptance mula sa tatanggap na Hospital	2. Paghahatid sa pasyente sa Hospital na pinanggalingan, patungo sa Hospital na paglilipatan		2 oras	Nurse / Responder LDRRMD Staff
Total :		None	2 oras at 10 minuto	



18. Paghingi ng kopya ng CCTV

Office or Division :	Mayor's Office – Local Disaster Risk Reduction Management Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat Kahilingan		Kliyente		
2. Request Form		Public Order & Safety Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Sulat Kahilingan at punan ang Request Form	1.1 Suriin ang mga dokumento	Walang Babayaran	5 minuto	LDRRM Staff
	1.2 Aprubahan ang Sulat Kahilingan		2 minuto	Data Privacy Officer
2. Tanggapin ang kopya ng CCTV	2. I-save ang kopya ng CCTV footage sa USB		5 minuto	Nakatalagang tauhan sa CCTV room
Total :		None	12 minuto	