



Republic of the Philippines
Province of Davao del Sur

CITY GOVERNMENT OF DIGOS

CITIZEN'S CHARTER



CITY GOVERNMENT OF DIGOS

Jose Abad Santos St., Zone 3, Digos City, Davao del Sur

CITIZEN'S CHARTER



I. Vision

A city of choice to visit, dwell and live, propelled by highly competent and compassionate civil servants, championing people-centered and participatory governance, ensuring investment-friendly and sustainable economic development in a peaceful, safe, environmentally sound and disaster resilient communities, sustained by morally upright and responsible citizenry.

II. Objectives

To promote the welfare and interest of Digos City populace and to ensure that everyone shares the benefits of development. Towards this end, the City Government of Digos shall:

- Develop the technical capacity, good working atmosphere, and promote moral and spiritual value information of the organization;
- Encourage and facilitate maximum participation of all stakeholders in all development activities;
- Establish and operationalize a transparent, accountable, business-friendly and responsible local governance;
- Establish linkages and sustainable partnership with the private sectors, non-government organizations, government organizations; and community institutions for an intensified waste management system;
- Develop disaster resilient communities and provide investments for environmental protection & preservation; advocate & support climate change mitigation and adaptation programs and activities;
- Establish and strengthen Public-Private Partnership (PPP) in the provision of housing and other lifeline utilities;
- Increase and amplify investments in education, health, livelihood, water supply, waste management, and economic infrastructure; and
- Promote an atmosphere of social harmony and peace.

III. Goal

- To maintain high standard of ethics, quality, efficiency, gender sensitivity and transparency in the delivery of basic services to the constituents through productivity and skills capacity development of employees and all its functionaries.
- To improve performance on local governance through community-based engagements and participatory approach system which anchored in the context of sustainable development agenda of the national government to achieve holistic growth.
- To establish and operate a responsible system of governance that is conducive to economic, investment and tourism environment.



- To provide effective “Pro People Programs” for livelihood, health, education, sanitation, social welfare, infrastructure, environmental management to all sectors in the community.
- To create a clean and green city that is resilient to climate change.
- To sustain peace and order to ensure public safety and harmonized community to live.



Republic of the Philippines
Province of Davao del Sur
CITY OF DIGOS



CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act No. 11032: 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, and for other Purposes

I, **JOSEF F. CAGAS, RN, JD**, Filipino, of legal age, **MAYOR** of the **CITY GOVERNMENT OF DIGOS**, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

1) The **CITY GOVERNMENT OF DIGOS** including its 25 Offices has established its service standards known as the Citizen's Charter that enumerates the following:

- a. Vision and mission of the agency;
- b. Government services offered;
 - I. Comprehensive and uniform checklist of requirements for each type of application or request;
 - II. Step-by-step procedure to obtain a particular service;
 - III. Person responsible for each step;
 - III. Maximum time needed to conclude the process;
 - IV. Document/s to be presented by the applicant or requesting party, if necessary;
 - V. Amount of fees, if necessary; and
- c. Procedure for filing complaints.

2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could easily understood by the public.

3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.


4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.

5) The Citizen's Charter is uploaded on the agency website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.

6) There is an established Client Satisfaction measurement per service in the respective offices.

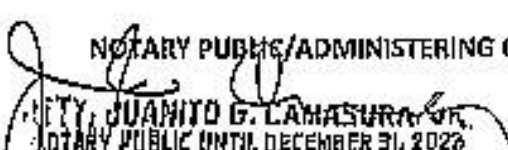
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 4th of November 2021 in the City of Digos, Province of Davao del Sur, Philippines.


JOSEF F. CAGAS, RN, JD

Mayor
City Government of Digos

SUBSCRIBED AND SWORN to before me this 5th day of November 2021 in the City of Digos, Province of Davao del Sur, Philippines, with affiant exhibiting to me his/her _____
Issued on _____, at _____.


NOTARY PUBLIC/ADMINISTERING OFFICER

JOY J. LAMASURAN, JR.
NOTARY PUBLIC UNTIL DECEMBER 31, 2022



Republic of the Philippines
Province of Davao del Sur
CITY OF DIGOS



CERTIFICATION OF COMPLIANCE

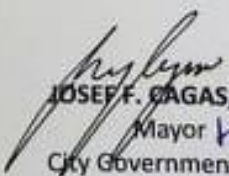
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 - b. Government services offered;
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 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
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Mayor ✓

City Government of Digos

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issued on _____, at _____.


NOTARY PUBLIC/ADMINISTERING OFFICER

MR. JUANITO G. CAMASURA JR.
NOTARY PUBLIC UNTIL DECEMBER 31, 2022
N.C. NO. 05-2021
ACT NO. 22040712 01/05/21. DIGOS CITY

Doc. No. 113

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CITY GOVERNMENT OF DIGOS



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OFFICE OF THE CITY MAYOR

CITIZEN'S CHARTER

I. Vision

Socially and economically developed City of Digos.

II. Mission

To promote the welfare and interest of the people of Digos and to ensure that everyone shares the benefits of development.

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1. MAYOR'S PERMIT

Permit required for applications such as: employment, fidelity bond and etc.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Hall		
Police Clearance		Local Police Station		
Cedula		City Treasury Office		
Mayor's Permit Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	Issue mayor's permit after all requirements are reviewed	Php 50.00	30 Minutes	Executive Assistant IV
TOTAL		Php 50.00	30 Minutes	

2. SPECIAL PERMIT

Permit required to conduct public activities, motorcade, rekorida, fun run, public space usage, etc.) This is a requirement as well for bidding application.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	General Public/ Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DTI Certification		DTI Office		
BIR Certification		BIR Office		
Mayor's Permit Receipt				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements; Issue special permit	None	30 Minutes	Executive Assistant IV
TOTAL		None	30 Minutes	

3. ACCREDITATION

Permit required for bidding purposes.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter;		Client		
Mayor's Permit Receipt		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements	Php 100.00	30 Minutes	Private Secretary I
TOTAL		Php 100.00	30 Minutes	

4. CERTIFICATE OF UNEMPLOYMENT

This certificate is required for educational assistance program and other specific services.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public/ Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly completed PDS		Client		
Barangay Clearance or Police Clearance (for local private company application)		Barangay/ Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements; Issue certificate of unemployment	None	1 Hour	Private Secretary I
TOTAL		None	1 Hour	

5. RECOMMENDATION LETTER

Letter to support application for employment.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public/Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification;		Barangay Hall		
Cedula		City Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements	Php 50.00	30 Minutes	Executive Assistant IV
TOTAL		Php 50.00	30 Minutes	

6. EDUCATIONAL ASSISTANCE PROGRAM

Processing of Application for Educational Assistance.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students residing in Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bio-data		Client		
2x2 Picture		Client		
Recent Grade		School attended		
Enrollment Form		School attended		
Barangay Certificate of Low-income		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application at Mayor's Office	Receive application and record	None	1-2 Hours	PESO Manager
2. Submit all requirements	Review and record submitted requirements			
3. Examination	Evaluate examination			
4. Interview	Conduct interview and give results for the application of educational assistance			
TOTAL		None	1-2 Hours	

7. ANTI-ILLEGAL DRUG PROGRAM

Community Based Drug Rehabilitation Program.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Drug Surrendererees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Enrollment				
Intervention Proper				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show up at the venue for profiling	Conduct Profiling of the surrendererees	None	1 month- General Intervention	-Anti-Illegal Drug Staff -PNP Officer -SK Chairman -BADAC Chairman -Faith-Based - Partners -CSWDO -City Health Officer
2. CSWD Intake	Intake interview conducted by cswd staff/ psychometricians		6 months - Regular Intervention	
3. ASSIST Tools				
4. Verification of Enrollment	Reviewed by a CADAC staff			
TOTAL		None	1-2 Hours	

8. PAUPER'S BURIAL AND EXHUMATION ASSISTANCE PROGRAM

Provide appropriate and immediate assistance to individuals seeking help arising from the financial difficulties caused by death.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Hall		
Death Certificate		Office of the City Civil Registry		
Valid I.D		Any national agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements; grant assistance	None	30 Minutes	CMO-CSPMO Staff
TOTAL		None	30 Minutes	

9. MEDICAL ASSISTANCE PROGRAM TO INDIGENT PATIENTS ADMITTED TO GOVERNMENT AND PRIVATE HOSPITALS

Provide appropriate and immediate assistance to indigent patients seeking help from the financial difficulties during the period of illness.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Hall		
Medical Certificate		Medical Hospital		
Doctor's Request		Medical Doctor		
Valid I.D		Any national agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements; grant assistance	None	30 Minutes	CMO-CSPMO Staff
TOTAL		None	30 Minutes	

10. COMPREHENSIVE ASSISTANCE PROGRAM TO INDIGENOUS PEOPLE AND OTHER MARGINALIZED SECTORS (LINGAP)

Provide appropriate and immediate assistance to indigent patients seeking help from the financial difficulties during the period of illness.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Indigency		Barangay Hall		
Medical Certificate		Medical Hospital		
Doctor's Request		Medical Doctor		
Valid I.D		Any national agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements; grant assistance	None	30 Minutes	CMO-CSPMO Staff
TOTAL		None	30 Minutes	

11. LIVELIHOOD ASSISTANCE PROGRAM

Provide assistance and sustainable livelihood to those individuals, organized and registered associations or cooperatives.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DOLE Registration		DOLE		
BIR Certification		BIR		
LAG Form				
CSWD Certification		CSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements	Review and record submitted requirements; grant assistance	None	30 Minutes	CMO-CSPMO Staff
TOTAL		None	30 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through email at digos.mayorsoffice@gmail.com
How feedbacks are processed?	An attending staff will review the feedback and refer to concern officer
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Mayor, this city.
How complaints are processed?	Complaints are reviewed and necessary actions are done accordingly
Contact Information	Email the Office of the City Mayor thru digos.mayorsoffice@gmail.com

OFFICE OF THE CITY VICE MAYOR

CITIZEN'S CHARTER

I. Vision

A socially and economically developed City of Digos, responsive to different gender roles and needs of women and men, characterized by political maturity and social harmony in a healthy and sustainable environment and gender fair society.

II. Mission

The overall mission of the City of Digos is to promote the welfare and interest of the people of Digos and to ensure that everyone shares the benefits of development.

LIST OF SERVICES

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1. ISSUANCE OF RECOMMENDATION LETTER

The Office of the City Vice Mayor issues Recommendation Letter to residents of Digos City for public and private employment purposes.

Office or Division:	Office of the City Vice Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Job Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Biodata		Client		
2. School Credentials		School		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement	1. The Private Secretary 1 will accommodate the client through verbal request or written request from the client and check the requirements presented and submitted.	None	30 Minutes	Private Secretary 1
	2. The Executive Assistant 1 will make the Recommendation Letter and present it to Vice Mayor to be signed.			Executive Assistant 1
2. Claim the Recommendation Letter	The Private Secretary 1 will present and give to the client the copy furnishes of the signed Recommendation Letter.	None	1 Minute	Private Secretary 1
TOTAL			31 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Please let us know we have served you by sending your feedback through cell no. 09500884746 or email at digos.ovm@gmail.com .
How feedbacks are processed?	<p>Clients are requested to fill up Customer Feedback Form pursuant to Department Order 169 series 2016.</p> <ol style="list-style-type: none">1. The Executive Assistant 1 will evaluate and consolidates each feedback form.2. For simple inquiries, the Private Secretary 1 will immediately provide a response.3. The answer of the office upon the advice of Vice Mayor is then relayed to the citizen concerned.4. For inquiries and follow-ups, clients may contact the following cell no. 09500884746.
How to file complaints?	<p>If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Vice Mayor, this city.</p> <p>If you are not satisfied with our service, your written/verbal complaint shall be immediately attended to the by the Executive Assistant I.</p>
How complaints are processed?	<ol style="list-style-type: none">1. The Executive Assistant 1 evaluates each complaint.2. For simple inquiries, the Private Secretary 1 will immediately provide the request information.3. The Executive Assistant 1 will give an update to the client.
Contact Information	Contact No. 09500884746 or email at digos.ovm@gmail.com

OFFICE OF THE SANGGUNIANG PANLUNGSOD (SECRETARIAT)

CITIZEN'S CHARTER

I. Vision

The Office of the Secretary to the Sanggunian envisions to build a strong community by promoting transparency through sound and responsive legislation geared towards progress and sustainable development.

II. Mission

1. Maintain utmost integrity and excellence in the work place;
2. Observe a deeper sense of responsibility in the fulfillment of our duties and functions;
3. Develops a fair and balance rapport with the clients and co-worker to establish a harmonious working environment.

List of Service/s:

Issuance of Ordinances and/or Resolutions enacted by the Sanggunian

Issuance of Ordinances and/or Resolutions enacted by the Sanggunian

Office or Division:	Office of the Sangguniang Panlungsod (Secretariat)			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens G2G – Government-to-Government			
Who may avail:	Residents & Non-Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written or Verbal Request		From the client/citizen requesting for copy of document		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Relay verbal or submit written request	1. The Secretary to the Sanggunian) will accommodate the client through verbal request or receipt of written request. 2. Advise the client to pay the required fee.	P 50.00/Set – Service Fee (up to 5 pages) P 5.00/Page – Service Fee (6 pages and up)	5 Minutes	Secretary to the Sanggunian
Pay Service Fee at the City Treasurer’s Office	1. The Revenue Collector will receive payment of the client. 1. Issue official receipt.		15 minutes	Revenue Collector (CTO)
Present Official Receipt and claim copy of the requested document.	1. The administrative Officer I will require the presentation of official receipt of payment. 2. Provide the client with the requested document.		10 minutes	Administrative Officer I
TOTAL			30 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Please let us know we have served you by sending your feedback through cell no. 09107791903 or email at spsec.digoscity@gmail.com .
How feedbacks are processed?	<p>Customers are requested to fill up Customer Feedback Form pursuant to Department Order 169 series 2016.</p> <ol style="list-style-type: none"> 1. The Action Officer evaluates and consolidates each feedback form. 2. For simple inquiries, the Action Officer immediately provides a response.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the SP Secretariat, this city.
How complaints are processed?	<ol style="list-style-type: none"> 1. The Action Officer evaluates each complaint. 2. For simple inquiries, the Action Officer immediately provides the request information. 3. The Action Officer will give an update to the client.
Contact Information	Contact No. 09107791903 or email at spsec.digoscity@gmail.com



OFFICE OF THE CITY ADMINISTRATOR

CITIZEN'S CHARTER



I. Vision

To provide quality services and equal opportunities for the welfare of Digoseños that are geared towards sustainable economy, people empowerment and ecologically-balanced environment through efficient, honest and upright public service.

II. Objectives

1. To administer and coordinate the activities and functions of the City Government of Digos, particularly of its officers and departments, in order to implement City ordinances and policies through the effective use of materials, resources, facilities, and time;
2. To direct and oversee the operations of the City in order to ensure optimum services to the community;
3. To exercise general supervision and control over all programs, projects, services and activities of the City Government which aims to put emphasis on prioritizing the citizens' needs.



LIST OF SERVICES

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1. Avail of request for CADO ambulance service

The City Government of Digos provides free transport to ferry patients within Davao region.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Confirmation by the City Administrator		Office of the City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logbook Request;	Give Logbook to the Client or call in request from Client	None	2 Minutes	Driver I
2. Review document;	Review request of Client, Issue verbal approval of request	None	3 Minutes	Administrative Aide I
3. Claim approved request and confirmed schedule	Confirm schedule and other support services needed by client	None	5 Minutes	Assistant City Administrator
TOTAL		None	10 Minutes	



2. Avail of request for use of government facility

The City Government of Digos provides use of government facilities.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G Government to Government G2C Government to Citizen			
Who may avail:	Bonafide Residents and all establishments and agencies of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request by from the City Mayor		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logbook Request;	Give Logbook to the Client or call in request from Client	None	1 Minute	Administrative Aide I
2. Review submitted document	Review request of Client, Issue verbal approval of request	None	3 Minutes	Assistant City Administrator
3. Claim approved request and confirmed schedule	Confirm schedule and other support services needed by client	None	6 Minutes	Assistant City Administrator
TOTAL		None	10 Minutes	



3. Avail of special request for use of government service

The City Government of Digos provides special government services to its residents.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G Government to Government G2C Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request by from the City Mayor		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logbook Request;	Give Logbook to the Client or call in request from Client	None	1	Administrative Aide I
2. Review submitted document	Review request of Client, Issue verbal approval of request	None	3	Assistant City Administrator
3. Claim approved request and confirmed schedule	Confirm schedule and other support services needed by client	None	7	City Administrator
TOTAL		None	10 Minutes	



4. Posting of Notice

The City Government provides bulletin boards for public use.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2G Government to Government G2C Government to Citizen			
Who may avail:	End User or other Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request and Notice/s for posting				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request to Post Notice	The LGU shall encode notice for reference and post the Notice on bulletin Board	None	5 Minutes	Administrative Aide IV
2. Claim Certificate of Completion after 14 days	The LGU shall fill-out Certification of Completion after 14 days, and have this approved by the LCE	None	5 Minutes (Excluding Posting of Notice)	Assistant City Administrator
TOTAL		None	10 Minutes	



5. Avail of Certification

The City Government of Digos provides special certifications as per request.

Office or Division:	Office of the City Administrator			
Classification:	G2C Government to Citizen G2G Government to Government			
Type of Transaction:	Simple			
Who may avail:	End User or other Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request by from the City Mayor		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved request	LGU shall record request and prepare Certification needed	None	15 Minutes	Administrative Aide I Assistant City Administrator City Administrator
TOTAL		None	15 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Feedback may be sent through call or text to cel no. (0949) 3549765 or Email at digos.cado@gmail.com
How feedbacks are processed?	<p>Every Friday, the Administrative Officer IV shall consolidate all incoming feedbacks, and make a summative report.</p> <p>All feedback requiring answers shall be forwarded to the relevant office/ section, and required to answer within 72 hours upon receipt of feedback.</p> <p>Answer to the feedback c=shall then be relayed to the client.</p>
How to file complaints?	If you have complaint about this office's service delivery, a letter of complaint may directly be submitted to the Office of the City Administrator, this city.
How complaints are processed?	<p>The Administrative Officer IV (designated Complaints Officer) opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of section for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 002-201</p>
Contact Information	For inquiries and follow-ups, clients may contact the following telephone number: 09493549765, or email at digos.cado@gmail.com

OFFICE OF THE CITY TREASURER

CITIZEN'S CHARTER

I. Vision

Strengthening the City Treasurer's Office of LGU Digos City.

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1. Payment of Real Property Taxes

The Office of the City Treasurer receives payment of real property taxes. The Tax is a percentage of the property's taxable value. Real Property Owners receive discount from prompt and advance payment.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government Citizen			
Who may avail:	Real property owners of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest Receipt of Real Property Tax Payment (Photocopy)		City Treasurer's Office		
Tax Declaration for new assessment (Photocopy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and request for computation/billing from Land Tax Division;	Verifies and Record documents	1. 1.5% of Assessed Value - Basic Tax 2. 1% % of Assessed Value - SEF 3. Discounts for Prompt and Advance payments	30 minutes	Local Revenue Collection Officer
2. Pay prescribed fees and obtain Official Receipt.	Received payment /issued official Receipt	10% for quarterly 15% for on or before January 20 20% before January 1		Revenue Collector
TOTAL			30 minutes	

2. Securing Real Property Clearance/Certificate

The Office of the City Treasurer provides Certificate of Non-Delinquency or Real Property Tax Clearance to all real property owners of Digos City. The certificate proves that the owner of real property is updated in the paying taxes.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owners of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Declaration (Original or Photocopy);		City Assessor's Office		
Transfer Certificate of Title or Original Certificate of title (photocopy);		Registered of Deeds		
Current Community Tax Certificate;		City Treasurer's Office		
Latest Official Receipt of Realty Tax Payment				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents;	Record Documents	Php 50.00 Service Fee per property or Tax declaration	30 minutes	Local Revenue Collection Officer
2. Pay prescribed fees;	Received payment/ issued Official receipt			Revenue Collector (CTO)
3. Claim Tax Clearance/Certificate	Release cert.			Local Revenue Collection Officer
TOTAL			30 minutes	

3. Payment of Transfer Tax

Transfer Tax is required for payments of transactions involving transfer of real properties acquired either through sale, barter, or any other mode of transferring ownership or title of real property. The tax is demandable within 60 days from the date of execution of the Deed of Sale or from the date of the property owner's death in case of transfer by succession. The Office of the City Treasurer receives payment of transfer tax.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real property owners of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Sale and/or other mode of property transfer document (photocopy);		Property Owner		
Tax Declaration (photocopy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents and request for computation/billing from Land Tax Division;	Verifies and record	Php 50.00 Service Fee per property or Tax declaration	30 minutes	Local Revenue Collection Officer
2. Pay prescribed fees and obtain Official Receipt.	Received payment and Issued official receipt			Revenue Collector (CTO)
TOTAL			30 minutes	

4. Securing Business Permit/License for Market Occupants

The City Government manages the operation of the city market. Individuals who want to engage in business in Digos City particularly for stall rental in the market need to obtain business permit. The Office of the City Treasurer issues business permit/license before start of any commercial operation in the city market.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Owners (Market Occupants)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of non-delinquency on the stall rental and types of goods available for sale from the Office of the City Economic Enterprise Manager (OCEEM);		License Section, City Treasurer’s Office		
Certificate of Non-Delinquency of Business Tax from the License Division of the City Treasurer's Office (for other business);		License Section, City Treasurer’s Office		
Lease Contract from the Mayor's Office ;		Mayor’s Office		
Pre-permit from Licensing Division of the City Treasurer's Office;		License Section, City Treasurer’s Office		
Current Community Tax Certificate for Business		City Treasurer’s Office		
Barangay Clearance where business is located;		Barangay were Business located		
Police Clearance from Digos City Police Office		Police Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Licensing Division for the preparation of the Application form for Business Permit and assessment of prescribed fees.	Verifies and record assessment	1. Php 70.00 - Certifcate Fee 2. Business Tax - (Based on the declared capital/gross sales) 3. Regulatory Fees - (Based on the ordinance)	2 weeks	Local Revenue Collection Officer
2. Secure signature from the following : a. Fire Department b. City Environment & Natural	Request order of payment and issued official receipt	Note: For delayed payment -		Revenue Collector (CTO)

Resources Office c. City Health Office d. City Treasurer's Office Real Property Tax Divison		surcharge of 25% of Tax Due + 2% interest per month based on 1st Quarter Tax Due.		
3. Pay prescribed fees;	Received payment and issued official receipt			Revenue Collector (CTO)
4. Present Application Form at the Licensing Division for final verification;	Check and validate			Local Revenue Collection Officer
5. Claim Business Certificate	release Cert.			Local Revenue Collection Officer
TOTAL			2 weeks	

5. Applying for Business Permits/License

Individuals who wants to establish business in the city are required to secure a business permit before start of any commercial operation. Business taxes for new enterprises are based on declared capital while the succeeding years tax due shall be computed based on gross receipts or sales. Business permits need to be renewed yearly and are secured at the Office of the City Treasurer.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-permit from the Licensing Division of the City Treasurer's Office;		City Treasurer's Office		
Current Community Tax Certificate for Business;		City Treasurer's Office		
Barangay Clearance where business is located;		Barangay were the business located		
Police Clearance from Digos City Police Office;		Police Station Office		
Sketch of business location		Business Owners		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the Licensing Division for the preparation of the Application form for Business Permit and assessment of prescribed fees.	Check and verifies assessment	1. Php 70.00 - Certificate Fee 2. Business Tax - (Based on the declared capital/gross sales)	2 weeks	Local Revenue Collection Officer
2. Secure signature from the following: a. Fire Department b. City Environment & Natural Resources Office c. City Health Office d. City Treasurer's Office Real	Request order of payment and issued official receipt	3. Regulatory Fees - (Based on the ordinance) Note: For delayed payment - surcharge of 25% of Tax Due + 2% interest per month based on 1st Quarter Tax Due.		Revenue Collector (CTO)

Property Tax Division				
3. Pay prescribed fees;	Received payment/Issued official receipt			Revenue Collector (CTO)
4. Present Application Form at the Licensing Division for final verification;	Check and verifies			Local Revenue Collection Officer
5. Claim Business Certificate	Release Cert.			Local Revenue Collection Officer
TOTAL			2 weeks	

6. Payment of Quarterly Business Taxes

The Office of the City Treasurer accepts payment of Business Taxes for operations of business enterprises in the city.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payments from the Licensing Division		License Section, City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from the Licensing Division of the City Treasurer's Office.	Request order of payment and record	Quarterly Tax - (Based on 1st quarter tax due)	30 minutes	Local Revenue Collection Officer
2. Pay prescribed fees and obtain Official Receipt.	Received payment/issued official receipt			Revenue Collector (CTO)
TOTAL			30 minutes	

7. Payment of Permit to Extract Sand, Gravel and Other Quarry Resources

The City Treasurer's Office receives payment of permit to extract sand, gravel and other quarry resources pursuant to Mines Administrative Order No. MRD - 27 Series of 1980.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Contractors and business owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of payment from the City Environment and Natural Resources Office (CENRO)		CENRO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from the City Environment and Natural Resources Office (CENRO).	Request order of payment	1. 10% OF FAIR Market Value per cu. M.	30 minutes	CENRO Officer
2. Pay prescribed fees and obtain Official Receipt.	Received payment/issued official receipt	2. Php 30.00 per stub-delivery receipt		Revenue Collector (CTO)
3. Claim permit at CENRO	Release permit	3. Php 60.00 - filing fee		
TOTAL			30 minutes	

8. Payment of Professional and Occupational/Calling Tax

The Office of the City Treasurer receives payment from all individuals engaged in the practice of profession or occupation/calling in Digos City. Professionals working in the government are exempted. Delayed payments are imposed surcharges and interest.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All professional and other practitioners requiring government examination			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Professional Regulation Commission (PRC)/Integrated Bar of the Philippines (IBP);		PRC Office		
Identification Card for Professional Tax		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from Licensing Division of the City Treasurer's Office;	Request order of payment	1. Php300.00 - Lawyer, Doctors, Dentists, CPAs and Engineers 2. Php200.00 - Teachers, Nurses and other Licensed Professional with 4-year course 3. Php150.00-for Other Professionals not included in the above category	30 minutes	Local Revenue Collection Officer
2. Pay prescribed fees.	Received payment and issued official receipt	4. Php 50.00 - practice of the occupation or calling not requiring Government Examination (e.g. Bartender, Beautician, etc.		Revenue Collector
TOTAL			30 minutes	

9. Registration of Weights and Measures

The Office of the City Treasurer registers weights and measures used by businessmen in the city.

Calibration of linear and metric weights is charged with appropriate fee.

Office or Division:		Office Of The City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Business Owner of Digos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Weighing/Measuring Scale		License Section, City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present weighing/ measuring scale to the Licensing Division of the City Treasurer's Office for calibration;	Check and Calibrate	Amount Fees: a. For sealing linear metric measures: Not over one (1) meter - Php3.00 Measurement over one (1) meter - Php6.00	20 minutes	Local Revenue Collection Officer
2. Pay prescribed fees.	Received payment and issued official receipt	b. For sealing metric measures of capacity: Not over ten (10) liters - Php3.00 Over ten (10) liters - Php6.00 c. For sealing metric instruments of weights: W/ capacity of not more than 30kg - Php6.00 W/ capacity of more than 30kg. but not more than 300kg - Php9.00 W/ capacity of more than 300kg but not more than 3,000kg. - Php15.00 With capacity of more than 3,000kg - Php18.00 d. For sealing apothecary balances of		Revenue Collector (CTO)

		<p>precision the fee should be double.</p> <p>e. For sealing scale of balances or other balances with complete set of weights for use therewith. Php3.00 For each extra weight Php1.50</p> <p>f. For each and every re-testing and re-sealing of scales including gasoline pumps outside the office upon request of the owner. Additional service charge - Php50.00</p>		
TOTAL			20 minutes	

10. Payment of Miscellaneous Fees and Other Taxes (Delivery Bicycle, Delivery Van and other transport vehicles engaged in delivery and distribution)

The City Treasurers Office receives payment of miscellaneous fees charged of businessmen with trucks and vans engaged in delivery and distribution of products in Digos City, Bicycle operations are also regulated. Delayed payments are charged with surcharge and interest.

Office or Division:	Office Of The City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government Citizen			
Who may avail:	Businessmen of Digos City/Bicycle owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts/Certificate of Registration of the Truck or Van		License Section, City Treasurer’s Office		
Proof of purchase of Bicycle (Official Receipt)		Bicycle Owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure order of payment from the Licensing Division of the City Treasurer's Office.	Request Order of Payment	TOTAL FEES/CHARGES: Php600.00 - Trailers (10 wheelers) 21,000kgs. and above Php 500.00 - Trucks (8 wheelers) 15,001-20,999 kgs Php 400.00 - Trucks (6 wheelers) 5,501-15,000 kgs Php 300.00 - Trucks (6 wheelers) 4,501-5,500kgs	35 minutes	Local Revenue Collection Officer
2. Pay prescribed fees.	Received payment and issued official receipt	Php 200.00 - Trucks 94 wheelers) 4,500 kgs below Php100.00 - Permit Fee Php50.00 - Sticker For Bicycle: Php30.00 - Registration Fee Php20.00 - Sticker		Revenue Collector (CTO)

		For delayed payment: a. surcharge - 25% b. interest - 2% per month		
TOTAL			35 minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Contact Number: 082-272-0156
How feedbacks are processed?	Gathered /Analyzed and act on it
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office Of The City Treasurer
How complaints are processed?	Review/analyzed and make solution
Contact Information	Call 082-272-0156



OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR

CITIZEN'S CHARTER



I. Mandate

Pursuant to Republic Act No. 8798 (An Act Converting the Municipality of Digos, Davao del Sur Province, into a Component City to be Known as the City of Digos)

SECTION 7. The Officials of the City of Digos.—(a) There shall be in the City: a city mayor, a city vice mayor, Sangguniang Panlungsod members, a secretary to the Sangguniang Panlungsod, a city treasurer and an assistant city treasurer, a city assessor and an assistant city assessor, a city accountant, a city budget officer, a city planning and development coordinator, a city engineer, a city health officer, a city civil registrar, a city administrator, a city legal officer, a city social welfare and development officer, a city veterinarian, a city general services officer, a city agriculturist and a city cooperatives officer;

II. Vision

A socially and economically developed Digos City, characterized by political maturity and social harmony in a healthy and sustainable environment and gender fair society.

III. Mission

To promote the welfare and interest of the people of Digos and to ensure that everyone share the benefits of development.

IV. Functions

- 1) Formulate integrated economic, social, physical and other development plans and policies for consideration of the City;
- 2) Conduct continuing studies, researches and training programs necessary to evolve plans and programs for implementation;
- 3) Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
- 4) Monitor and evaluate the implementation of the different development programs, projects and activities in the City in accordance with the approved development plan;
- 5) Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
- 6) Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the finance committee of the City as provided for under the Local Government Code of 1991;
- 7) Promote people's participation in development planning within the City;
- 8) Exercise supervision and control over the secretariat of the Local Development Council; and
- 9) Perform such other functions and duties and exercise such other powers as provided for under Republic Act No. 7160, otherwise known as the Local Government Code of 1991 and those that are prescribed by law or ordinance.



LIST OF SERVICES

Availing technical assistance in preparing Barangay AIP, Project Proposal/ Designs	58
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Securing Certification of site zoning classification	60-62
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Securing Locational Clearance (Complex)	66-69
Securing Preliminary Subdivision Development Permit (PSDP) under BP 220 and PD 957	70-72
7Securing Development Permit (DP) under BP 220 and PD 957	73-76



1. **Availing Technical Assistance in Preparing Barangay AIP, Project Proposal/Designs**

The City Planning Office provides technical assistance in the preparation of Barangay AIP, Project Proposal/Design to interested barangays that request assistance.

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Government Personalities/ Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from Barangay Captain with the endorsement of the city mayor		1. Concerned barangay 2. Office of the City Mayor or City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Written request submitted to City Mayor, City Mayor endorses to OCPDC, Present to CPDC the written request for assistance.	Receive request letter and referred to the division concerned for appropriate action	None	One (1) day per Barangay	<i>CGDH I (CPDC)</i> <i>PO III (Planning Officer III)</i> <i>Administrative Officer V</i> <i>Statistician Aide</i>
TOTAL		None		



2. Securing/Availing Various Data, Maps, And Other Documents

The City Planning Office provides various data, maps and other documents pertinent to programs and projects of the city.

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	<ul style="list-style-type: none">- Residents- Government Personalities- Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from requesting parties duly noted with consent by the City Mayor or City Administrator		1. Personal, private or government entity's written request;		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present to the CPDC the written request with consent by the City Mayor and/or the City Administrator	Receive request letter and referred to the division concerned for appropriate action	None	3 hours	<i>CGDH I</i> <i>CGADH (Asst. CPDC)</i> <i>PEO III (Project Evaluation Officer)</i> <i>Data Controller II</i> <i>Statistician I</i>
TOTAL		None	3 hours	



3. Securing Certification of Site Zoning Classification

The Certification pertains to the land classification within the City of Digos in accordance with the approved CLUP. A requirement to support realty tax assessment, sale or transfer of property rights and determining the potential land uses.

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B- Government to Business Entities			
Who may avail:	<ul style="list-style-type: none">- Residents- Government Personalities- Institutions- Landowners- Land Developers- Realtors- Land Assessors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished notarized application form (2 original)		Office of the City Planning and Development Coordinator – Zoning Division, Notary Public		
Site Location Plan (1 original)		Geodetic Engineer		
Land title or any proof of ownership and rights over the property (1 photocopy)		Registry of Deeds or Personal File		
Latest Tax Declaration of Real property (1 photocopy)		Office of the City Assessor		
Latest Real Property Tax Clearance (1 photocopy)		Office of the City Treasurer		
Representative				
Special Power of Attorney (1 photocopy)		Client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/accomplish application form	Receive duly accomplished application form together with the attached requirements	P250.00 per hectare	3 hours (Excluding Field Inspection/ Validation)	CGADH (Asst. CPDC) Zoning Officer Administrative Aide I
2. Submit for review and verification the duly accomplished form together with the required documents				
3. Secure order of payment				



4. After payment of prescribed fees at the CTO, claim the Zoning Certificate				
TOTAL			3 hours	



4. Securing Locational Clearance (Simple)

The service is an authority granted by the City Government pursuant to its Zoning Ordinance for establishment/ or Operation or any kind of Development/activity on a piece of land. It is also a requirement for the issuance of building permit for any proposed structures or subdivision projects.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
Who may avail:	<ul style="list-style-type: none"> - Residents - Government Personalities - Institutions - Landowners - Land Assessors 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished notarized application form (2 original)		Office of the City Planning and Development Coordinator – Zoning Division, Notary Public
Site Location Plan (1 original)		Geodetic Engineer
Site Development Plan signed and sealed by Geodetic Engineer/ or Civil Engineer (1 original)		Geodetic Engineer or Civil Engineer
Building Plans signed and sealed by Geodetic Engineer/ or Civil Engineer (1 set original)		Geodetic Engineer or Civil Engineer
Cost Estimates and Specifications (1 original)		Geodetic Engineer or Civil Engineer
Land title (1 photocopy) if registered in the name of applicant		Registry of Deeds or Personal File
Proof of ownership and rights over the property (1 photocopy) if not registered in the name of applicant		Personal File
Latest Tax Declaration of Real property (1 photocopy)		Office of the City Assessor
Latest Real Property Tax Clearance (1 photocopy)		Office of the City Treasurer
Environmental Clearance Certificate (ECC) or Certificate of Non-Coverage (CNC), if applicable (1 photocopy)		Department of Environment and Natural Resources (DENR)
Representative		
Special Power of Attorney (1 photocopy)		Client being represented



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/ accomplish application form	Receive duly accomplished application form together with the attached requirements	A. Single residential structure attached or detached P100,000.00 and below = P288.00 1. Over P100,000.00 to P200,000.00 = P576.00 2. Over P200,000.00 = P720.00 + 1/10 of 1% in excess of 200,000.00	1 – 3 days (Including Field Inspection/ Validation)	CGADH (Asst. CPDC) Zoning Inspector Zoning Officer Administrative Aide I
2. Submit for review and verification the duly accomplished form together with the required documents				
3. Secure order of payment (upon completion of requirements)				
4. After payment of prescribed fees at the CTO, claim the Locational Clearance		B. Apartments/ Townhouses 1. P500,000.00 and below = P1,440.00 2. Over P500,000.00 to 2 million = P2,160.00 3. Over 2 million = P3,600.00 + 1/10 of cost in excess of 2M regardless of the number of doors C. Dormitories 1. P2 Million and below = P3,600.00 2. Over P2 Million = P3,600.00 + 1/10 of 1% cost in excess of 2M regardless of the number of doors		



		<p>D. Institutional Project Cost Below P2 Million = P2,880.00</p> <p>1. Over P2 Million = P2,880.00 +1/10 of 1% cost in excess of 2M</p> <p>E. Commercial, Institutional and Agro-Industrial Project Cost Below P100,000.00 = P1,440.00</p> <p>1. Over P100,000.00 to P500,000.00 = P2,160.00</p> <p>2. Over P500,000.00 to P1 Million = P2,880.00</p> <p>3. Over P1 Million to P2 Million = P4,320.00</p> <p>4. Over P2 Million = P7,200.00 +1/10 of 1% cost in excess of 2M</p> <p>F. Special uses/Special Projects (Gasoline Station, cell sites, slaughterhouse, treatment plant, etc.)</p> <p>1. Below P2 Million = P7,200.00</p> <p>2. Over P2 Million = P7,200.00 +1/10 of 1% cost in excess of P2M</p>		
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		G. Alteration/ Expansion Same as original application (affected areas/ cost only)		
TOTAL			1 – 3 days	



5. Securing Locational Clearance (Complex)

The service is an authority granted by the City Government pursuant to its Zoning Ordinance for establishment/ or Operation or any kind of Development/activity on a piece of land. It is also a requirement for the issuance of building permit for any proposed structures or subdivision projects.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
Who may avail:	<ul style="list-style-type: none"> - Residents - Government Personalities - Institutions - Landowners - Land Assessors 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Duly accomplished notarized application form (2 original)		Office of the City Planning and Development Coordinator – Zoning Division, Notary Public
Site Location Plan (1 original)		Geodetic Engineer
Site Development Plan signed and sealed by Geodetic Engineer/ or Civil Engineer (1 original)		Geodetic Engineer or Civil Engineer
Building Plans signed and sealed by Geodetic Engineer/ or Civil Engineer (1 set original)		Geodetic Engineer or Civil Engineer
Cost Estimates and Specifications (1 original)		Geodetic Engineer or Civil Engineer
Land title or any proof of ownership and rights over the property (1 photocopy)		Registry of Deeds or Personal File
Latest Tax Declaration of Real property (1 photocopy)		Office of the City Assessor
Latest Real Property Tax Clearance (1 photocopy)		Office of the City Treasurer
Representative		
Special Power of Attorney (1 photocopy)		Client being represented
Additional Requirements for projects within Mt. Apo Natural Park (MANP)		
Site Location Plan (1 original) duly certified by the PASU		Geodetic Engineer, Office of the Protected Area Superintendent (PASU)
Special Agreement on Protected Area (SAPA) (1 original)		PASU
Protected Area Management Board (PAMB) Clearance		Protected Area Management Board (PAMB)



Environmental Clearance Certificate (ECC)		Department of Environment and Natural Resources (DENR)		
Free, Prior and Informed Consent (FPIC)		National Commission on Indigenous Peoples (NCIP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Secure/ accomplish application form	Receive duly accomplished application form together with the attached requirements	A. Single residential structure attached or detached P100,000.00 and below = P288.00 4. Over P100,000.00 to P200,000.00 = P576.00 5. Over P200,000.00 = P720.00 + 1/10 of 1% in excess of 200,000.00	1 – 3 days (Including Field Inspection/ Validation)	CGADH (Asst. CPDC) Zoning Inspector Zoning Officer Administrative Aide I
6. Submit for review and verification the duly accomplished form together with the required documents				
7. Secure order of payment (upon completion of requirements)				
8. After payment of prescribed fees at the CTO, claim the Locational Clearance		B. Apartments/ Townhouses 1. P500,000.00 and below = P1,440.00 2. Over P500,000.00 to 2 million = P2,160.00 6. Over 2 million = P3,600.00 + 1/10 of cost in excess of 2M regardless of the number of doors C. Dormitories 1. P2 Million and below = P3,600.00 2. Over P2 Million = P3,600.00 + 1/10 of 1% cost in excess of 2M		



		<p>regardless of the number of doors</p> <p>D. Institutional Project Cost Below P2 Million = P2,880.00</p> <p>2. Over P2 Million = P2,880.00 +1/10 of 1% cost in excess of 2M</p> <p>E. Commercial, Institutional and Agro-Industrial Project Cost Below P100,000.00 = P1,440.00</p> <p>5. Over P100,000.00 to P500,000.00 = P2,160.00</p> <p>6. Over P500,000.00 to P1 Million = P2,880.00</p> <p>7. Over P1 Million to P2 Million = P4,320.00</p> <p>8. Over P2 Million = P7,200.00 +1/10 of 1% cost in excess of 2M</p> <p>F. Special uses/Special Projects (Gasoline Station, cell sites, slaughterhouse, treatment plant, etc.)</p> <p>3. Below P2 Million = P7,200.00</p> <p>4. Over P2 Million</p>		
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		<div>= P7,200.00 +1/10 of 1% cost in excess of P2M</div> <div>G. Alteration/ Expansion Same as original application (affected areas/ cost only)</div>		
TOTAL			1-3 days	



6. Securing Preliminary Subdivision Development Permit (PSDP) under BP 220 and PD 957

The service is an authority granted by the City Government pursuant to its Zoning Ordinance for establishment/ or Operation on Subdivision Projects on a piece of land. It is also a requirement for the issuance of Development Permit for any subdivision projects.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
Who may avail:	<ul style="list-style-type: none">- Residents- Government Personalities- Institutions- Landowners- Land Developers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Site development plan (2 sets original) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and signed and sealed by any of the following licensed professional: a. An architect; b. A civil engineer; c. A geodetic engineer; d. An environmental planner		a. An architect; b. A civil engineer; c. A geodetic engineer; or d. An environmental planner
Vicinity map indicating the adjoining land uses, access as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project drawn to any convenient scale (2 original)		Geodetic Engineer
Topographic plan (2 original) to include existing condition as follows; (1) Boundary lines: bearings and distances or geographic coordinates of the reference or tie point (referred to as the BLLMN@); (2) Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision areas; (3) Utilities within and adjacent to the proposed Subdivision project, location, sizes and invert		Geodetic Engineer or Civil Engineer



<p>elevations of sanitary and storm or combined sewers; location of gas lines, fire hydrants, electric and telephone poles and street lights. If water mains and sewers are not within/adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable;</p> <p>(4) Ground elevation of the Subdivision: for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meters apart in all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50-meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings.</p> <p>(5) Water courses, marshes, rock and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks and other significant features;</p> <p>(6) Proposed public improvements: highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.</p>	
Land title (1 photocopy) if registered in the name of applicant	Registry of Deeds or Personal File
Proof of ownership and rights over the property (1 photocopy) if not registered in the name of applicant	Personal File
Latest Tax Declaration of Real property (1 photocopy)	Office of the City Assessor
Latest Real Property Tax Clearance (1 photocopy)	Office of the City Treasurer
Right to use or deed of sale of right-of-way for access road and other utilities when applicable, subject to just compensation for private land (1 photocopy)	Personal File
Representative	
Special Power of Attorney (1 photocopy)	Client being represented



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/ accomplish application form	Receive duly accomplished application form together with the attached requirements	Socialized Housing Processing Fee = P90/hectare Inspection Fee = P1,500/hectare Economic Housing Processing Fee = P216/hectare Inspection Fee = P1,500/hectare	1 – 3 days (Including Field Inspection/ Validation and Sangguniang Panglungsod Hearings)	CGADH (Asst. CPDC) Zoning Inspector Zoning Officer Administrative Aide I
2. Submit for review and verification the duly accomplished form together with the required documents				
3. Secure order of payment (upon completion of requirements)				
4. After payment of prescribed fees at the CTO, claim the PSDP				
TOTAL			1 – 3 days	



7. Securing Development Permit (DP) under BP 220 and PD 957

The service is an authority granted by the City Government pursuant to its Zoning Ordinance for establishment/ or Operation of Subdivision Projects on a piece of land. It also serves as Location Clearance for any subdivision projects.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business Entities	
Who may avail:	<ul style="list-style-type: none">- Residents- Government Personalities- Institutions- Landowners- Land Developers	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Subdivision Development Plan (2 sets original) consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any; b. Lot numbers, lines and areas and block numbers; c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces;		a. An architect; b. A civil engineer; c. A geodetic engineer; or d. An environmental planner
Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following: a. At least 2 copies of road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer; 1) Profile derived from existing topographic map signed and sealed by a licensed geodetic engineer showing the vertical		Civil Engineer



<p>control, designed grade, curve elements and all information needed for construction;</p> <p>2) Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs, gutters, sidewalks, shoulders, benching and others;</p> <p>3) Details of roadway and miscellaneous structure such as curb and gutter (barrier, mountable and drop), slope protection wall and retaining wall.</p> <p>b. At least 2 copies of storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer;</p> <p>1) Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line;</p> <p>2) Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.</p> <p>c. At least 2 copies of site grading plan with finished contour lines superimposed on the existing ground the limits of earth work embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer;</p>	
At least two 2 copies of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (hp) rating of 50 hp or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer;	Civil Engineer
Zoning Certification from HLURB Regional Office (1 photocopy)	HLURB
Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC),	DENR
At least 2 copies of project description for projects having areas of 1 hectare and above to include the following: Project profile indicating the cost of raw land and its development (total project	Applicant



<p>cost), amortization schedule, sources of financing, cash flow, architectural scheme, if any, and work program; (1 photocopy)</p> <ul style="list-style-type: none"> b. Audited financial statement for the last 3 preceding years; c. Income Tax Return for the last three 3 preceding years; d. Certificate of registration with Securities and Exchange Commission (SEC); e. Articles of Incorporation or Partnership; f. Corporation by-laws and all implementing amendments, and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program. 	
Plans specifications, bill of materials and cost estimates duly signed and sealed by the appropriate licensed professionals	Appropriate licensed professionals
Application for permit to drill from the National Water Resources Board (NWRB)	NWRB
Traffic impact assessment for projects 30 hectares and above	Appropriate licensed professionals
<p>List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:</p> <ul style="list-style-type: none"> a. Surname; b. First name; c. Middle name; d. Maiden name, in case of married women professional; e. Professional license number, date of issue and expiration of its validity; f. Professional tax receipt and date of issue; g. Taxpayer's identification number (TIN) 	Applicant
With Housing Component	
Three (3) sets of the following duly signed and sealed by Architect/ Engineer Housing plans including architectural drawing, sanitary, electrical, structural plans, specifications and cost estimates	Architect Civil Engineer
Sworn statement as to soundness of designs and specifications	Applicant



Other/Additional Requirements				
Certification from DASURECO that it can supply the electric power requirements of the proposed subdivision		DASURECO		
Certification from Digos City Water District (DCWD) that it can supply the proposed subdivision project with water		DCWD		
Representative				
Special Power of Attorney (1 photocopy)		Client being represented		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/ accomplish application form	Receive duly accomplished application form together with the attached requirements	Socialized Housing Processing Fee = P600/hectare Inspection Fee = P1,440/hectare Economic Housing Processing Fee = P1,500/hectare Inspection Fee = P1,500/hectare	1 – 15 days (Including Field Inspection/ Validation and Sangguniang Panglungsod Hearings)	CGADH (Asst. CPDC) Zoning Inspector Zoning Officer Administrative Aide I
2. Submit for review and verification the duly accomplished form together with the required documents				
3. Secure order of payment (upon completion of requirements)				
4. After payment of prescribed fees at the CTO, claim the DP				
TOTAL			1 – 15 days	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Please let us know how we have served you by sending your feedback directly through the Office of the City Planning and Development Coordinator (OCDPDC) or email at cityplanningdigos@gmail.com
How feedbacks are processed?	The Administrative Officer or Administrative Aide assigned for feedbacks calls the attention and forwards feedbacks to the concerned division and requires them to act immediately the customer's concern
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Planning and Development Coordinator or email at cityplanningdigos@gmail.com
How complaints are processed?	The Administrative Officer or Administrative Aide assigned for complaints calls the attention and forwards feedbacks to the concerned division and requires them to act immediately the customer's concern
Contact Information	Mobile No. 0963-060-2845 Email: cityplanningdigos@gmail.com

OFFICE OF THE CITY ACCOUNTANT

CITIZEN'S CHARTER

I. Vision

The City Accounting Office shall consistently demonstrate an effective, proficient and innovative attitude towards its duties and responsibilities in the agency and its maintenance of an internal audit and accounting system, in conformity with PPSAS and generally accepted accounting and auditing principles, to aid in the decision-making process for the City Government of Digos.

II. Mission

1. To install and maintain a precise accounting system that contemplates the actual financial conditions of the City and its 26 barangays, primarily presented in clear, accurate and reliable financial statements prepared on a regular basis;
2. To install and maintain an internal control system that will ensure the operative, proficient and socially receptive internal control for the City and all its 26 barangays;
3. To provide rational and accurate financial information on the City and all its 26 barangays to the City officials, other government agencies, the general public, and all other stakeholders, that will aid in their decision-making;
4. To provide and assist the fast and prompt delivery of services to clients, constituents and the general public; and
5. To formulate and uphold administrative policies and procedures in accordance with the recognized standards, principles and practices relative to personnel development as a means for enhancement of individual performance.

LIST OF SERVICES

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1. Issuing Tax Certificates (Certificate of Final Tax Withheld at Source, Creditable Withheld at Source and Compensation Payment/Tax Withheld)

The Office of the City Accountant issues Tax Certificates (Certificate of Final Tax Withheld at Source, Creditable Withheld at Source and Compensation Payment/Tax Withheld) to suppliers and regular employees/job-orders to indicate the amount of tax withheld from their transactions or income with the City Government of Digos.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Taxpayers (business-owners and regular employees/job orders) of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For BIR Form 2306/2307 – copy of paid disbursement voucher with TIN		Billing/Remittance Section of this office		
For BIR Form 2316 – employee’s copy of BIR F-2316 with BIR receipt		Billing/Remittance Section of this office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request from contractors, suppliers and employees/job-orders.		None	10 Minutes	City Accounting Staff under BILLING / REMITTANCE Section
2. Accounting staff prepares, validates and reviews requests and supporting documents.				
3. Review/check the accuracy of tax certificates by the accounting staff.				
4. Approve and sign documents by the City Accountant.				
5. Claim requested tax certificate within the day.				
TOTAL		None	10 Minutes	

2. Securing Certification of Loan Repayments, Remittance of Premiums and Net Take-Home Pay

The Office of the City Accountant secures certificate of loan repayments, certificate of remittance of premiums and certificate of net take-home pay. These certifications are required in securing loans from banks and other government/private institutions.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizens		
Who may avail:		Employees and Job Orders of the City Government of Digos		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Certification of Loan Repayments and Remittance of Premiums – either verbal or written request		Billing/Remittance Section of this office		
2. Certificate of Net Take-Home Pay - both verbal or written request and Official Receipt from City Collection Officer for the payment of service fee.		➤ Receiving/Indexing and Releasing Section of this office ➤ Office of the City Treasurer (official receipt of service fee)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request and present it to the staff with the needed requirements.		None	30 Minutes	City Accounting Staff under BILLING / REMITTANCE Section
2. Accounting staff prepares, validates and reviews requests and supporting documents.				
3. Review/check the accuracy of details indicated in the certificates by the accounting staff.				
4. Approve and sign documents by the City Accountant.				
5. Claim requested tax certificate within the day.				
TOTAL		None	30 Minutes	

Internal Office Services

3. "Processing (Pre-Audit /Review /Approval) Of Disbursement Vouchers / Liquidation Vouchers / Payrolls"

Disbursement vouchers, liquidations vouchers and Payrolls will be processed, reviewed, signed and released to the City Treasurer's Office for check issuance.

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	City Government Offices / National Government Agencies (e.g. Procurement) Individuals such as Employees (Regular or Job order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CAFOA		➤ prepared by the End-user (departments/offices) ➤ signed by the Office Head (end-user), City Budget Officer, City Treasurer and City Accountant		
2. Procurement documents such as PR, PPMP & ASPP, BAC Resolutions, Abstract of Quotations, PO, AIR, RIS		➤ Prepared by the End-user ➤ different departments/offices involved in the procurement process		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Disbursement vouchers/Liquidation vouchers/Payrolls for processing will be received, segregated, logged and assigned with voucher numbers.		None	5 minutes per document	"Receiving Section: Admin Aide I Driver I"
2. Received Disbursement vouchers / Liquidation vouchers / Payrolls will be processed (pre-audited).		None	30 minutes per disbursement / liquidation voucher 40 minutes per payroll	"Pre-Audit Section (8): Accountant II (1) Internal Auditor I (1) Admin Aide I (6)"
3. Processed Disbursement vouchers / Liquidation vouchers / Payrolls will be reviewed and signed.		None	"10 minutes per disbursement voucher / payroll 8 minutes per liquidation voucher"	Accountant III (Acting City Accountant)
4. Reviewed and signed Disbursement vouchers / Liquidation vouchers / Payrolls are recorded as released.		None	10 minutes per transaction	"Releasing Section: Admin Aide I"
5. Disbursement vouchers / Liquidation		None	10 minutes per transaction	Driver I

vouchers / Payrolls recorded as released will be transmitted to the City Treasurer's Office.				
TOTAL		None		

4. Supplier's Card Posting

Posting of disbursement vouchers to supplier's index card.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices / National Government Agencies (e.g. Procurement)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Processed disbursement voucher		Disbursement vouchers endorsed for processing by different departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Processed disbursement vouchers will be posted to supplier's index card.		None	60 seconds per disbursement voucher	"Carding Section: Admin Aide IV / Admin Assistant II"
TOTAL		None		

5. Payroll Index Card Posting

Posting of payroll to payroll index card.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Individuals such as Employees (Regular or Job order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Processed payrolls		Approved payrolls of different departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processed payrolls will be posted to payroll index card.		None	25 minutes per payroll	"Carding Section: Admin Aide IV / Admin Assistant II"
TOTAL		None		

6. Employee Index Card

Posting of earnings to employees' index card.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular Employees (permanent / co-terminus)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Processed employee vouchers		Approved vouchers of employees from different departments/offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Processed liquidation vouchers / other employee earnings posted to employee index card		None	60 seconds per voucher	"Carding Section: Admin Aide IV / Admin Assistant II"
TOTAL		None		

7. Certification on Appropriations, Funds and Obligation of Allotment (CAFOA) / Fund Utilization Request and Status (FURS)

The Office of the City Accountant shall process the CAFOA/FURS with the City Accountant as one of the signatories.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	City Government Offices / National Government Agencies (e.g. Procurement)			
	Individuals such as Employees (Regular or Job order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CAFOA / FURS with the corresponding supporting documents such as PR in case of procurement		Prepared by the end-user (department/office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Examine the CAFOA/FURS for regularity.		None	10 minutes per transaction	Accountant III (Acting City Accountant)
Verify whether such request was obligated, assigned with an obligation number, approved amount is properly indicated, signed and dated.				
Verify if the City Budget Officer has certified as to the existence of available appropriation by signing the appropriate box at the CAFOA.				
Verify if the City Treasurer has certified as to the availability of funds by signing the appropriate box at the CAFOA.				
TOTAL		None		

8. Accountants Advice of Local Check Disbursement

The Office of the City Accountant is responsible in drafting and signing the advice of local checks and transmitting the same to appropriate banks.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizens			
Who may avail:	Suppliers (in case of procurement) / Individuals such as employees (regular/job order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Actual Checks issued		Office of the Treasurer (check preparation) Office of the City Mayor (check approval)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Advice of Local Check Disbursement will be prepared with no error.		None	20 minutes after receipt of checks	Admin Aide I
Prepared Advice of Local Check Disbursement will be signed.		None	1 minute after receipt of prepared advice	Accountant III (Acting City Accountant)
Signed Advice of Local Check Disbursement will be delivered to the appropriate banks on time.		None	20 minutes after the advice was signed	"Driver I / Admin Aide I"
TOTAL		None		

9. Preparation of Regular Employees Payroll

The Office of the City Accountant is responsible in preparing the payroll of regular employees (permanent/co-terminus).

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Regular Employees (permanent / co-terminus)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment effective date (for new employees)		Office of the City Human Resource Management Officer		
Statement of Account from various banks (creditors of employees)		Various banks/financial institutions and creditors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Regular employees' payrolls are prepared and processed with no error.		None	5 working days before processing date	"Payroll Section: Admin Assistant II"
TOTAL		None		

10. Preparation of Timely and Relevant Financial Information

Preparation of Various Financial Documents: Journal Entry Voucher

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executive / Commission on Audit (COA) / Sangguninang Panlungsod / the Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid disbursement vouchers and payrolls		<ul style="list-style-type: none">➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Journal Entry Vouchers will be prepared with no error.		None	13 days after the end of the month	"Ledger Section (9): Admin Officer V Admin Assistant II (3) Admin Aide VI (2) Admin Aide I (3)"
TOTAL		None		

11. Preparation of Timely and Relevant Financial Information

- Journal Entry Voucher
- General Journal / General and Subsidiary Ledgers
- Trial Balance
- Liquidation Reports

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executive / Commission on Audit (COA) / Sangguninang Panlungsod / the Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid disbursement vouchers and payrolls		<ul style="list-style-type: none">➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section		

		➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Journal Entry Vouchers will be prepared with no error.		None	13 days after the end of the month	"Barangay Section (5): Admin Assistant II Admin Aide IV Admin Aide I (3)"
Journal Entry Vouchers for accounts payable are prepared and verified with no error.			45 days after the end of the year	"Ledger Section (2): Admin Assistant II Admin Aide VI"
Journals are prepared and accounts are posted to general and subsidiary ledgers with no error.			18 days after the end of the month	"Ledger Section (4): Admin Officer V Admin Assistant II (2) Admin Aide VI" "Barangay Section (2): Admin Assistant II Admin Aide VI"
Trial Balance are generated and submitted with no error.			20 days after the end of the month	"Ledger Section (4): Admin Officer V Admin Assistant II (2) Admin Aide VI" "Barangay Section (2): Admin Assistant II Admin Aide VI"
Liquidation Reports are prepared and submitted with no error.			20 days after the end of the month	"Ledger Section (4): Admin Officer V Admin Assistant II (2) Admin Aide VI"
TOTAL		None		

12. Preparation of Timely and Relevant Financial Information

Liquidation Reports

Bank Reconciliation Statements

"Statement of Financial Performance / Statement of Financial Position / Statement of Cash Flows"

Statement of Comparison for Budget versus Actual

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executive / Commission on Audit (COA) / Sangguninang Panlungsod / the Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid disbursement vouchers and payrolls		<ul style="list-style-type: none">➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
Various Bank Statements		Various banks/financial institutions		
Paid disbursement vouchers and payrolls		<ul style="list-style-type: none">➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
Budget		Office of the City Budget Officer		
Paid disbursement vouchers and payrolls		<ul style="list-style-type: none">➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Liquidation Reports are prepared and submitted with no error.		None	20 days after the end of the month	"Barangay Section (2): Admin Assistant II

				Admin Aide VI"
Bank Reconciliation Statements are prepared and submitted with no error.		None	5 days after receipt of bank statements	"Accountant II Barangay Section (2): Admin Assistant II Admin Aide IV"
Prepared Bank Reconciliation Statements are signed.		None	5 minutes after preparation	Accountant III (Acting City Accountant)
Quarterly Statement of Financial Performance, Position and Cash Flows are generated and submitted with no error.		None	20 days after the end of the quarter	"Ledger Section (4): Admin Officer V Admin Assistant II (2) Admin Aide VI" "Barangay Section (1): Admin Aide VI"
Statement of Comparison for Budget versus Actual will be generated, prepared and submitted with no error.		None	45 days after the end of the year	"Ledger Section (2): Admin Assistant II Admin Aide VI"
TOTAL		None		

13. Preparation of Timely and Relevant Financial Information

Notes to Financial Statements

Subsidiary Schedules

Remittance Lists

Annual Reports

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executive / Commission on Audit (COA) / Sangguninang Panlungsod / the Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prepared financial statements / information		Bookkeeping/Ledger Division, City Accounts and Barangay Sections		
Paid disbursement vouchers and payrolls		<ul style="list-style-type: none">➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Notes to Financial Statements are prepared and submitted with no error.		None	45 days after the end of the year	"Accountant III Internal Auditor I"
Quarterly Subsidiary Schedules are generated and submitted with no error.		None	20 days after the end of the quarter	"Admin Officer V Admin Assistant II (2)"
Remittance lists are prepared and submitted with no error.		None	5 minutes after preparation	"Billing Remittance Section (2): Admin Assistant II Admin Aide VI Admin Aide I"
Prepared Remittance Lists are signed.		None	1 minute after preparation	Accountant III (Acting City Accountant)
Annual Financial Reports are generated and submitted with no error.		None	45 days after the end of the year	"Ledger Section (4): Admin Officer V Admin Assistant II (2) Admin Aide VI" "Barangay Section (1): Admin Assistant II"
Annual Alphalist will be prepared and submitted with no error.		None	within one month after the end of the year (for officials and employees)	"Billing Remittance Section (2): Admin Assistant II Admin Aide VI"
TOTAL		None		

14. Preparation of Timely and Relevant Financial Information

Annual Reports

Report of Registries and Summary

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executive / Commission on Audit (COA) / Sangguninang Panlungsod / the Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid disbursement vouchers and payrolls		➤ Paid vouchers and payrolls endorsed by the Office of the City Treasurer ➤ encoding in the accounting system and preparation of financial reports by the Bookkeeping/Ledger Division, City Accounts Section ➤ paid and encoded vouchers endorsed to the Commission on Audit (COA)		
Receipts		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Annual Alphalist will be prepared and submitted with no error.		None	within 3 months after the end of the year (for suppliers)	"Billing Remittance Section (2): Admin Assistant II Admin Aide VI"
Monthly / Quarterly / Annual Financial Reports and Alphalists are signed /approved.		None	1 minute after receipt of document	Accountant III (Acting City Accountant)
Collection Report of Receipts/Income will be prepared with no error.		None	15 days after the end of the month	"Ledger Section: Admin Aide I"
Annual Report of Revenue and Receipts will be prepared with no error.		None	45 days after the end of the year	"Ledger Section: Admin Aide I"
Report of Registries and Summary will be reviewed with no error.		None	15 days after the end of the month	"Barangay Section (2): Admin Assistant II Admin Aide VI"
TOTAL		None		

15. Maintenance of Cleanliness and Orderliness of the Working Area

The Office of the City Accountant shall be kept clean and in order at all times.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	"Employees Clients/Visitors"			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cleaning materials / tools		This Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The working area will be kept clean every working days.		None	everyday	Admin Aide I
TOTAL		None		

16. Reply to various communications / Answer to AOMs

The Office of the City Accountant shall provide replies to communications from various offices and answer/compliance to COA AOMs.

Office or Division:	Office Of The City Accountant			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	"Various Offices Commission on Audit (COA)"			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter from various offices		Letters from various offices/organizations endorsed by CMO/CADO		
AOM from COA		Commission on Audit (COA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Replies for various communications are prepared / AOM are answered and complied with no error.		None	5-7 days before the deadline of submission	Accountant III (Acting City Accountant)
TOTAL		None		

17. Segregation and Submission to COA of Paid Vouchers and Payrolls

The Office of the City Accountant is responsible in submitting the original copy of paid vouchers and payrolls to COA.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Commission on Audit (COA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid disbursement vouchers and payrolls		This Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Paid disbursement / liquidation vouchers and payrolls are segregated ad submitted with no error.		None	30 days after the end of the month	Admin Aide I (2)
TOTAL		None		

18. Performance of Administrative function for the Office

An employee is assigned for the administrative functions needed for the Office.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Accounting Office employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office administrative concerns/requests		Office Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Administrative functions performed with no error.		None	4 hours after receipt of the request	Admin Aide VI
TOTAL		None		

19. Annual Budget Preparation

An Annual Budget shall be prepared and requested in order to achieve the office's objectives and purpose.

Office or Division:	Office Of The City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Accounting Office employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office needs / requests		Accounting Office employees		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Annual Budget Proposal shall be prepared and submitted with 2 revisions.		None	1 week before the deadline of submission	Accountant III (Acting City Accountant)
TOTAL		None		

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Email at DigosOccact1081@gmail.com
How feedbacks are processed?	<p>Every Friday, the employee in-charge, opens the email to record and compile all submitted feedback.</p> <p>For feedback that requires answers, it shall be forwarded to the concern division chief within three (3) days from receipt of email.</p> <p>The answer shall be reviewed by the Office Head and relayed to the citizen through mail.</p> <p>For inquiries and follow-ups, clients may contact this number 09606053246.</p>
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Accountant or email us at DigosOccact1081@gmail.com.
How complaints are processed?	<p>The in-charge employee opens the complaints sent through email on a weekly basis and evaluates each complaint.</p> <p>Upon evaluation, the in-charge employee will then investigate and forward the complaint to the concern division chief for the explanation.</p> <p>The in-charge employee will make a report based on the results of the investigation and submit it to the Office Head for the appropriate action.</p> <p>A reply will be provided to the concern citizen/client through email.</p>
Contact Information	<p>email at DigosOccact1081@gmail.com</p> <p>contact us at 09606053246</p>

CITY GENERAL SERVICES OFFICE

CITIZEN'S CHARTER

I. Vision

Develop plans and strategies, and upon approval thereof by the mayor, implement the same particularly those which have to do with the general services supportive of the welfare on the inhabitants or the city which the city mayor is empowered to implement Sangguniang Panlungsod is empowered to provide under the Local Government Code of 1991.

LIST OF SERVICES

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Securing Inventory and Recording of the City Gov't. Vehicles and Properties	103
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1. SECURING PURCHASE ORDERS AND ABSTRACT OF BIDS FOR GOODS AND SERVICES

Purchase Order and Abstract of Bids for goods and services

Office or Division:	CITY GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2B Government-Business			
Who may avail:	End-user/ Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register Request	Accept and verifies the request.	Free	30 minutes	CGSO clerk/ staff
2. Claim requested Purchase Order and Abstract of Bids	Facilitate the purchase orders and abstract of bids			
TOTAL			30 Minutes	

2. PREPARING REQUEST FOR QUOTATION

Request for Quotation for procurement of goods and services

Office or Division:	CITY GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2B Government-Business			
Who may avail:	End-user/ Supplier			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Request		City Mayor's Office/ City Administrator's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request	Accept and verifies the request.	None	30 minutes	CGSO clerk/ staff
2. Claim Approved Purchase Request	Facilitate the request for quotation			
TOTAL			30 minutes	

3. SECURING INVENTORY AND RECORDING OF THE CITY GOVERNMENT VEHICLES AND PROPERTIES

Inventory of government properties shall be properly recorded.

Office or Division:	CITY GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2G Government-Government			
Who may avail:	End user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit Request		City General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	Accept and verifies the request.	Free	1 Hour	CGSO clerk/ staff
2. Claim Record of Requested Inventory				
TOTAL			1 Hour	

4. SECURING COPY OF APPROVED ARE FOR PPE

Approved ARE.

Office or Division:	CITY GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2G Government-Government			
Who may avail:	End user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit Request		City General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	Accept and verifies the request.	Free	1 Hour	CGSO clerk/ staff
2. Claim copy of ARE	Facilitate the approved ARE for PPE			
TOTAL			1 Hour	

5. SECURING COPY OF REPORT OF WASTE MATERIALS

Report of waste materials.

Office or Division:	CITY GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2G Government-Government			
Who may avail:	End user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit Request		City General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request	Accept and verifies the request	Free	1 Hour	CGSO clerk/ staff
2. Claim copy of Report of waste materials	Facilitate the report of waste materials			
TOTAL			1 Hour	

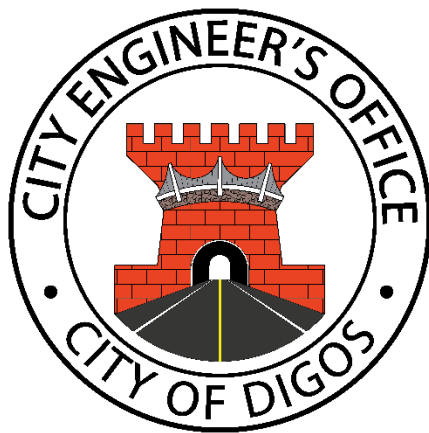
6. RENEWAL OF LTO REGISTRATION AND COMPREHENSIVE INSURANCE OF MOTOR VEHICLES

Renewal.

Office or Division:	CITY GENERAL SERVICES OFFICE			
Classification:	Simple			
Type of Transaction:	G2G Government-Government			
Who may avail:	End user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OR/CR/Emission test/Stencil of Engine and Chasis Number		Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit LTO Requirements	Facilitate the LTO registration and comprehensive insurance of motor vehicles	Free	1 Hour	CGSO clerk/ staff
TOTAL			1 Hour	

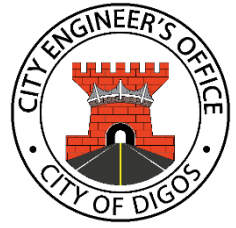
Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For complaints and feedback, contact us at: (0998) 848-1667
How feedbacks are processed?	Conduct meeting conference within the department.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the City General Services Office, this city.
How complaints are processed?	Conduct meeting conference within the department.
Contact Information	Please contact us at: (0998) 848-1667



OFFICE OF THE CITY ENGINEER

CITIZEN'S CHARTER



I. VISION:

A Socially and Economically Developed City of Digos with a calamity resilient infrastructures that secure the lives and properties of Digoseños.

II. MISSION:

To provide Prompt, Honest Engineering Services to meet the demands of the General Public and to create an Investment-Friendly environment towards sustainable development that will uplift standard of living of the people.

III. CORE VALUES:

Committed team work for efficient delivery with Integrity.



LIST OF SERVICES

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1. Securing Building Permit

In compliance with Republic Act No. 7279 and R.A. 11201

Office / Division:	City Engineer's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Building Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Building Plans(Architectural, Structural, Sanitary / Plumbing Electrical, Mechanical, Electronics signed and sealed (5 sets)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Bill of Materials / Cost Estimates signed and sealed (5 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Specifications signed and sealed (5 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Structural Design and Analysis (for two or more storey) signed and sealed (2 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Boring and Soil test (for three or more storey) signed and sealed (2 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Certified True Copy of Lot Title (from ROD) (5 copies)		Registry Of Deeds Office		
Certified True Copy of Tax Declaration (5 copies)		City Assessor's Office		
Certified True Copy of Current Tax Receipt (5 copies)		City Treasurer's Office		
Locational Clearance (3 copies)		City Planning & Development Coordinator Office (Zoning Officer)		
Fire Safety Evaluation Clearance (2 copies)		Bureau of Fire Protection (City Fire Marshall)		
D.O.L.E. (Construction Safety Health Program) (1 copy)		Department of Labor and Employment Office		
Folder with metal clip (long) (1 piece)		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form.	Provide Application Form and checklist of requirements	based on the schedule of fees as provided in the National	5 minutes	City Engineer Acting Building Officer Building Inspector
2. Submit duly accomplished forms together with all the	Received, Check and Evaluate submitted		5 days	Private Secretary I Electrical Officer Designate



requirements.	plans and documents.	Building Code of the Philippines		Electrical Inspector Construction and Maintenance Man CTO clerk
3. Request for Assessment and secure Order of Payment.	Computation of fees based on submitted plans		15 minutes	
4. Pay prescribed fees.	City Treasurer's Office		depending on the queing	
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	
Total			5 days & 40 min.	

2. Securing Certificate of Occupancy Permit

The Office of the City Engineer issues an Occupancy Permit before any building / structure is used or occupied and for any alteration / revisions in the existing use or occupancy.

Office / Division:	City Engineer's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Building Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of the Approved Building, Plumbing/Sanitary, Electrical Permit (2 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Fully accomplished Completion Form Signed and Sealed by the Supervising qualified professionals (1 set)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
As-built building plans signed and sealed (2 sets)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Fire Safety Inspection Certificate (FSIC) (2 copies)		Bureau of Fire Protection (City Fire Marshall)		
Folder with metal clip (long) (1 piece)		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Completion form.	Provide Completion Form and checklist of requirements		5 minutes	City Engineer Acting Building



2. Submit duly accomplished forms together with all the requirements.	Received, Check and Evaluate submitted plans and documents then set schedule for inspection.	based on the schedule of fees as provided in the National Building Code of the Philippines	5 days	Officer Building Inspector
3. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		15 minutes	Electrical Inspector
4. Pay prescribed fees.	City Treasurer's Office		depending on the queing	Construction and Maintenance Man
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	CTO
Total			5 days & 40 min.	

3. Securing Fence Permit

The Office of the City Engineer issues a permit prior to the actual construction a fence.

Office / Division:		City Engineer's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen (G2C), Government to Government (G2G)		
Who may avail:		Any person desiring to obtain a permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished Fencing Permit form signed and sealed by an Architect / Civil Engineer(1 set)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Fencing Plan signed and sealed by an Architect / Civil Engineer (3 sets)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Certified Photocopy of Lot Title from (ROD) (3 copies)		Registry Of Deeds Office		
Certified Photocopy of Tax Declaration (3 copies)		City Assessor's Office		
Certified Photocopy of Current Tax Receipt (3 copies)		City Treasurer's Office		
Locational Clearance (2 copies)		City Planning & Development Coordinator Office (Zoning Officer)		
Folder with metal clip (long) (1 piece)		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBL E



1. Secure Application form.	Provide Application Form and checklist of requirements	based on the schedule of fees as provided in the National Building Code of the Philippines	5 minutes	City Engineer Acting Building Officer Building
2. Submit duly accomplished forms together with all the requirements.	Received, Check and Evaluate submitted plans and documents.		3 days	Inspector Private Secretary I Electrical Officer Designate
3. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		15 minutes	Electrical Inspector Construction and Maintenance Man
4. Pay prescribed fees.	City Treasurer's Office		depending on the queing	CTO
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	
Total			5 days & 40 min.	

4. Securing Electrical Permit

This permit is required prior to the installation of electrical-wirings involving at least two (2) outlets or a capacity of 4KW.

Office / Division:	City Engineer's Office	
Classification:	Simple	
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)	
Who may avail:	Home owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fully Accomplished Electrical Form signed and sealed by a Professional Electrical Engineer. (1 set)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.
Fully Accomplished of Final Electrical Completion form signed and sealed by Professional Electrical Engineer / Registered Electrical Engineer or Registered Master Electrician (1 set)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.
Certified Photocopy of Lot Title (from ROD) (3 copies)		Registry Of Deeds Office
Certified Photocopy of Tax Declaration (3 copies)		City Assessor's Office



Certified Photocopy of Current Tax Receipt (3 copies)		City Treasurer's Office		
Electrical Plans signed and sealed by a Professional Elecrical Engineer (3 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Locational Clearance (2 Copies)		City Planning & Development Coordinator Office (Zoning Officer)		
Folder with metal clip (long) (1 piece)		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form.	Provide Application Form and checklist of requirements	based on the schedule of fees as provided in the National Building Code of the Philippines	5 minutes	City Engineer Acting Building Officer
2. Submit duly accomplished forms together with all the requirements.	Received, Check and Evaluate submitted plans and documents.		3 days	Building Inspector Private Secretary I Electrical Officer Designate
3. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		10 minutes	Electrical Inspector CTO
4. Pay prescribed fees.	City Treasurer's Office		depending on the queing	
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	
Total			3 days & 25 min.	



5. Securing Temporary Electrical Permit

The office of the City Engineer issues a Temporary Electrical Permit to applicant who will be using electricity during construction.

Office / Division:	City Engineer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Building Owners / Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully Accomplished Temporary Electrical Form signed and sealed by a Professional Electrical Engineer. (1 set)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Fully Accomplished of Temporary Final Electrical Inspection / Completion form signed and sealed by Professional Electrical Engineer / Registered Electrical Engineer or Registered Master Electrician (1 set)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Certified Photocopy of Lot Title (from ROD) (3 copies)		Registry Of Deeds Office		
Certified Photocopy of Tax Declaration (3 copies)		City Assessor's Office		
Certified Photocopy of Current Tax Receipt (3 copies)		City Treasurer's Office		
Electrical Plans signed and sealed by a Professional Elecrical Engineer (3 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Locational Clearance (2 Copies)		City Planning & Development Coordinator Office (Zoning Officer)		
Folder with metal clip (long) (1 piece)		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form.	Provide Application Form and checklist of requirements	based on the schedule of fees as provided in the National Building Code of the Philippines	5 minutes	City Engineer Acting Building Officer
2. Submit duly accomplished forms together with all the requirements.	Received, Check and Evaluate submitted plans and documents then set schedule for inspection.		3 day	Private Secretary I Electrical Officer Designate
3. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		10 minutes	Electrical Inspector CTO
4. Pay prescribed	City Treasurer's		depending on the queing	



fees.	Office		
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes
Total			3 day & 25 min.

6. Securing Signage and Billboard posting Permit

Billboards and Streamers require permit prior to the actual installation.

Office / Division:	City Engineer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Promoters and Advertisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billboards: Fully accomplished Sign Permit Form.		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Locational / Vicinity Plan of signage/s to be installed / erected		To be complied by the Applicant		
if the height is above 3 meters • Detailed Plan of Billboard signed and sealed by an Architect or Civil Engineer (3 copies) if there are Electrical Lights • Electrical Plan of Billboard signed and sealed by a Professional Electrical Engineer (3 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Bill of Materials / Cost Estimates Signed and sealed (2 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Streamers: Picture of the streamer containing the size and contents		To be complied by the Applicant		
Locational / Vicinity Plan of signage/s to be installed / erected		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form.	Provide Application Form and checklist of requirements	based on the schedule of fees as provided in	5 minutes	City Engineer Acting Building Officer Building Inspector
2. Submit duly accomplished forms together with	Received, Check and Evaluate		1 day	Private Secretary I Electrical Officer Designate



all the requirements .	submitted plans and documents.	the National Building Code of the Philippines		Electrical Inspector Construction and Maintenance Man CTO
3. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		5 minutes	
4. Pay prescribed fees.	City Treasurer's Office		depending on the queuing	
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	
Total			1 day & 15 min.	



7. Securing Excavation and Ground Permit.

The Office of the City Engineer issues an Excavation and Ground Preparation permit while the requirements of the Building Permit are still being processed.

Office / Division:	City Engineer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Project Owners / Contractor			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Excavation Plan signed and sealed by an Architect / Civil Engineer (3 copies)			To be complied by the Applicant from a hired Qualified and Appropriate Professionals.	
Folder with metal clip (long) (1 piece)			To be complied by the Applicant	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms together with all the requirements.	Received, Check and Evaluate submitted plans and documents.	based on the schedule of fees as provided in the National Building Code of the Philippines	2 days	City Engineer Acting Building Officer Building Inspector
2. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		10 minutes	Construction and Maintenance Man
3. Pay prescribed fees.	City Treasurer's Office		depending on the queuing	CTO
4. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	
Total			2 days & 20 min.	



8. Securing Demolition Permit

The office of the City Engineer issues a demolition permit which is a requirement prior to the systematic dismantling or demolition of a building / structure in whole or in part.

Office / Division:	City Engineer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Project Owners / Contractor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Site Development Plan and Vicinity Map of area to be demolished. signed and sealed by Architect / Civil Engineer.		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Demolition methodology signed and sealed by Architect / Civil Engineer (3 copies)		To be complied by the Applicant from a hired Qualified and Appropriate Professionals.		
Certified Photocopy of Lot Title (from ROD) (3 copies)		Registry Of Deeds Office		
Certified Photocopy of Tax Declaration (3 copies)		City Assessor's Office		
Certified Photocopy of Current Tax Receipt (3 copies)		City Treasurer's Office		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form.	Provide Application Form and checklist of requirements	based on the schedule of fees as provided in the National Building Code of the Philippines	5 minutes	City Engineer
2. Submit duly accomplished forms together with all the requirements.	Received, Check and Evaluate submitted plans and documents.		3 day	Acting Building Officer
3. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		10 minutes	CTO
4. Pay prescribed fees.	City Treasurer's Office		depending on the queuing	
5. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	
Total			3 day & 25 min.	



9. Securing Annual Inspection Certificate

The Office of the City Engineer conducts an inspection of Institutional & Commercial Buildings to a certain structural soundness and safety. The said Inspection generates a report required before renewing a business license.

Office / Division:	City Engineer's Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C), Government to Government (G2G)			
Who may avail:	Project Owners / Business Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Previous Annual Inspection Report (renewal) (3 copies)		To be complied by the Applicant		
Photocopy of Certificate of Occupancy (new) (3 copies)		To be complied by the Applicant		
Fire Safety Inspection Certificate (FSIC) (2 copies)		Bureau of Fire Protection (City Fire Marshall)		
If there are alteration / revision / change in occupancy on the building, the client must submit renovation permit.		see requirements for <i>Renovation Permit</i> .		
Folder with metal clip (long) (1 piece)		To be complied by the Applicant		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	Received, Check and Evaluate submitted documents and set schedule for inspection.	based on the schedule of fees as provided in the National Building Code of the Philippines	2 days	City Engineer Acting Building Officer
2. Request for Assessment and secure Order of Payment.	Prepares Order of Payment		10 minutes	Building Inspector
3. Pay prescribed fees.	City Treasurer's Office		depending on the queuing	Construction and Maintenance Man
4. Present OR and claim the approved permit	Record & Release approved permit.		10 minutes	CTO
Total			2 days & 20 min.	



FEEDBACK AND COMPLAINTS MECHANISM		
PLEASE LET US KNOW HOW WE HAVE SERVED YOU BY DOING ANY OF THE FOLLOWING		
<ul style="list-style-type: none">• Submit your letter of Complaint directly to City Engineering Office and have it receive by our staff.		
<ul style="list-style-type: none">• Call or text directly to our City Engineering or Assistant City Engineer/Acting Building Officer to the following contact numbers provided below		
<ul style="list-style-type: none">• Also, you may send through email in our official City Engineering Office email address provided below.		
<ul style="list-style-type: none">• Or you may talk directly to our City Engineer/representative.		
CONTACT INFORMATION		
OFFICE OF THE CITY ENGINEERING	Office address:	Jose Abad Santos, Brgy Zone III, Digos City, Davao del Sur, 8002
	Contact Information:	Mobile nos: +63 946 0187136 +63 963 940 1641 Email address: ceo.digoscity@gmail.com

OFFICE OF THE CITY BUDGET OFFICER

CITIZEN'S CHARTER

I. Vision

An office implementing a computerized budget system operated by capable and compassionate staff and responsive to the goals of the city government for optimum fiscal management

II. Mission

To provide valued technical assistance in sustainable and equitable public expenditure management and provide stakeholders necessary information relative to budgeting.

LIST OF SERVICES

Preparation of Annual Budget	124-126
Preparation of the Supplemental Budget and Augmentation	127
Release the Allotment on The Basis of the Authorized and Approved Appropriation Ordinance	128-129
Review and Analysis of Annual / Supplemental Barangay Budgets of the 26 Barangays	130
Receiving, recording and assigning control numbers	131
Preparation of Budgetary Reports	132

1. PREPARATION OF ANNUAL BUDGET

The City Budget Office prepares Annual Budget comprising all approved budget proposals of all departments/ offices.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Departments/ Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Spending Ceilings by major expenditures; 2. Resource allocation scheme or fiscal policy decisions; 3. Budgetary Thrusts; 4. Objectives, strategies, priority PPAs and expected results; 5. Budget Calendar and Budget Preparation Forms; 6. Budget proposals of all departments/ offices involved; 7. Local Budget Circulars; 8. Joint Memorandum Circulars of different national agencies; 9. Other administrative guidelines		OFFICE OF THE CITY BUDGET OFFICER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare all necessary requirements	1. Submission of budgetary reports and IRA/ NTA estimates and other budgetary guidelines and requirements.	None	On or before June 15	Admin Assistant II Budget Officer III
	2. Budget Preparation for Approval of the Local Chief Executive (LCE).			Budget Officer III City Budget Officer
	3. Issuance of Budget Call approved by the Local Chief Executive (LCE) and Memorandum pertaining to Budget Preparation.		June 16	Budget Officer III City Budget Officer
	4. Receiving of Budget Proposals from different offices/departments.		On or before July 15	Admin Assistant II
	5. Review and Analysis of the submitted Budget			Local Finance Committee (LFC)

	Proposals based on the budgetary ceiling set by the LFC, receiving updated personnel schedule from the Human Resource Management Office.			
	6. Preparation of budget recommendations for each department/office based on their submitted budget proposals.			
	7. Receiving of the proposed income estimates for the Budget Year submitted by the City Treasurer's Office.		not later than July 25	City Treasurer
	8. Preparation of draft Local Expenditure Program (LEP).		not later than August 15	Admin Assistant Budget Officer III City Budget Officer
	9. Submission to the LCE of the draft Local Expenditure Program (LEP) for review and approval.			LCE
	10. Preparation of the approved Local Expenditure Program (LEP) by the LCE.			Admin Assistant II Budget Officer III City Budget Officer
	11. Submission of Local Expenditure Program (LEP) and conduct of Budget Hearing.			Committee on Finance
	12. Preparation of the Annual Executive Budget and transmittal to the Sangguniang Panlungsod for enactment into an approved Ordinance.		On or before October 10	Admin Assistant II Budget Officer III City Budget Officer SP Members
	13. Approving and signing of the Annual Executive Budget		not later than October 16	LCE

	14. Assist the City Mayor in the submission of the Annual Executive Budget to the Sangguniang Panlungsod for Budget Authorization.			LCE SP Members
	15. Assist the Sangguniang Panlungsod in the submission of the Approved Ordinance to Sangguniang Panlalawigan for Budget Review.			SP Secretariat Sangguniang Panlalawigan members
TOTAL		NONE		

2. PREPARATION OF THE SUPPLEMENTAL BUDGET AND AUGMENTATION

The City Budget Office shall prepare supplemental budget. Changes in the annual budget may be done through supplemental budgets under the following circumstances:

- a. When supported by funds actually available as certified by the local treasurer
- b. If covered by new revenue source/s
- c. In times of public calamity
- d. Use of Appropriated Funds and Savings

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/ offices/ programs in need of additional budget and any changes of their appropriated budget			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supplemental Letter Requests		Requesting office/department		
2. Augmentation Letter Requests		Requesting office/department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submitted the requirements for supplemental/ augmentation budget	1. Deliberation by the LFC on all supplemental requests	None	1 Hour	LFC Members
	2. Preparation of Statement of Funding Source (LBP Form No. 8) for Supplemental Budgets for signature of the city accountant and City Treasurer			Admin Assistant II
	3. Preparation of Supplemental Appropriation (LBP Form No. 9) for Supplemental Budgets for signature of the City Budget Officer and City Mayor			Budget Officer III
	4. Approval of Augmentation Requests by the City Budget Officer.			City Budget Officer
TOTAL			1 Hour	

3. RELEASE THE ALLOTMENT ON THE BASIS OF THE AUTHORIZED AND APPROVED APPROPRIATION ORDINANCE

The City Budget Office shall prepare Local Budget Execution Forms no. 1, 1A and 2 for personal services, mooe and capital outlay respectively.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Departments/ offices/ programs included in the approved AIP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Appropriation Ordinance		Sangguniang Panglungsod		
2. LBE Form No 1 - Allotment Release Order for PS		Office of the City Budget Officer		
3. LBE Form No. 1A - Allotment Release Order for MOOE		Office of the City Budget Officer		
4. LBE Form No. 2 - Allotment Release Order for Capital Expenditures		Office of the City Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation of requirements and approved appropriation ordinance	5. Preparation of the Allotment Release Orders (AROs) whether it is authorized under the Annual Budget or Supplemental Budget for PS, MOOE, Capital Outlay.	None	1-2 days	All City Budget Office Staff
	6. Checking of AROs before the approval of the City Budget Officer and the LCE		1 day	Admin ASSISTANT II Budget Officer III
	7. The City Budget Officer and the LCE approves and signs the AROs of different offices/ department.		1-2 days	LCE City Budget Officer
	8. Provide copies of AROs after its approval to the Office /Department concerned		1 day	All City Budget Office Staff

	(duplicate), City Treasurer's office and (Original copy) maintained by the City Budget Department.			
	9. Recording of the released amount in the proper registry and recording of the same in the book of accounts for each assigned offices/ department.		1-2 days	All City Budget Office Staff
TOTAL			8 Days	

4. REVIEW AND ANALYSIS OF ANNUAL / SUPPLEMENTAL BARANGAY BUDGETS OF THE 26 BARANGAYS

The City Budget Office shall review and analyze the Annual Budget and supplemental budget of all 26 Barangays

Office or Division:		OFFICE OF THE CITY BUDGET OFFICER		
Classification:		Highly Technical		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All 26 Barangays		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay annual/supplemental budgets		Office of the City Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit annual budgets per barangay (26 Barangays)	1. Review and analysis of barangay annual/supplemental budgets	None	July 16 to July 31	Admin Aide VI City Budget Officer
	2. Signing of transmittal letters of reviewed barangay budgets for submission to the Sangguniang Panlungsod			
	3. Endorsement of annual/supplemental barangay budgets and transmittal letters to the Sangguniang Panlungsod Secretariat for final review and approval of the Sangguniang Panlungsod			
	4. Receiving of approved barangay budgets with ordinance from Sangguniang Panlungsod			
	5. Informing barangays for the release of their respective barangay budgets.			
TOTAL				

5. RECEIVING, RECORDING AND ASSIGNING CONTROL NUMBERS

GENERAL PROCEDURE FOR PROCESSING THE FOLLOWING DOCUMENTS:

- OBLIGATION REQUESTS (OBRs)/ CAFOA OF PAYROLLS, PURCHASE REQUESTS
- LETTER REQUESTS (LRs) – VOUCHERS
- OTHER INCOMING DOCUMENTS

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	All Departments/ offices/ programs included in the approved AIP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBLIGATION REQUESTS (OBRs)/ CAFOA OF PAYROLLS, PURCHASE REQUESTS		Relevant city office/department		
2. LETTER REQUESTS (LRs) - VOUCHERS		Relevant city office/department		
3. OTHER INCOMING DOCUMENTS		Relevant city office/department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit documents such as the following: <ul style="list-style-type: none">• obligation requests (OBRs);• cafoa of payrolls; purchase requests<ul style="list-style-type: none">➤ letter requests (LRS) – vouchersother incoming ocuments	Receiving, recording, certifying availability of appropriation corresponding to account codes and office responsibility center and affixing the budget officer/analysts as per assigned offices/department and assigning control numbers	None	1-2 days	All City Budget Office Staff City Budget Officer
TOTAL			2 Days	

6. PREPARATION OF BUDGETARY REPORTS

Preparation of Budgetary Reports

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Commission on Audit (COA) and other oversight agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Month end Statement of Appropriations, Allotments, Obligations and Balances SAAOB		Office of the City Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Preparation of the following reports: <ul style="list-style-type: none">➤ Month end Statement of Appropriations, Allotments, Obligations and Balances SAAOB➤ 20% IRA Utilization Quarterly Report➤ LDRRMF Report Statement of Receipts and Expenditures (SRE)	Reports are reviewed, recorded, and processed	None	1-2 days	All City Budget Office Staff City Budget Officer
TOTAL			2 Days	

INTERNAL OFFICE SERVICES

CITIZEN'S CHARTER

LIST OF SERVICES

Reviewing the Annual and Supplemental Budgets of the different barangays	135
Accommodating budgetary approval of OBR/CAFOA	136
Facilitating the augmentation request of different offices	136
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Preparing monthly reports of Status of Appropriations, Allotment and Obligations (SAAO)	138
Preparing the Statement of Receipt and Expenditure (SORE) submitted to the Office of the Provincial Budget Officer	139

7. REVIEWING THE ANNUAL AND SUPPLEMENTAL BUDGETS OF THE DIFFERENT BARANGAYS

The City Budget Officer will assist in the preparation of the barangay annual/ supplemental budgets by providing technical assistance and forms to be used.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from the Barangay Captain with specified preferred schedule of assistance		Relevant barangay hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to the city budget officer the written request for technical assistance	The budget officer or a representative attends the barangay budget preparation session/ meeting	Free	5 Minutes	City Budget Officer Adm Aide VI Adm. Aide I
TOTAL			5 Minutes	

8. ACCOMODATING BUDGETARY APPROVAL OF OBR/CAFOA

The city budget officer certifies as to the existence of an available appropriation of all the obligations of the City Government of Digos.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Officials, City Employees, Government employees and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OBR/CAFOA		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit OBR/CAFOA and attachments	Reviewed, recorded, and processed by assigned city budget officer.	Free	5 Minutes	Adm. Asst. II Adm. Aide VI Adm. Aide IV Adm. Aide I
TOTAL			5 Minutes	

9. FACILITATING THE AUGMENTATION REQUEST OF DIFFERENT OFFICES

The city budget officer certifies as to the existence of an available appropriation and proper augmentation of accounts of the City Government of Digos.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government Offices and Other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Augmentation Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit to the city budget officer as to the existence of available appropriation	A city budget officer will look into it.	Free	10 Minutes	Adm. Asst. II Adm. Aide VI Adm. Aide IV Adm. Aide I
TOTAL			10 Minutes	

10. RECEIVING, ROUTING, REPLYING AND FILING OF CORRESPONDENCE AND OTHER DOCUMENTS

The city budget officer looks into appropriate budget allocations and makes recommendations to the LCE, or responds to the sender when necessary.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government Offices and Other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit a letter to the city budget officer as to the existence of appropriate budget allocation	The budget officer routes the recommendation to the LCE or to the office concerned	Free	10 Minutes	City Budget Officer Admin Aide I
TOTAL			10 Minutes	

11. RECORDING AND CONTROLLING JOB ORDER CONTRACTS

The city budget officer certifies as to the existence of an available appropriation.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government Offices and Other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Contract		Office Of The City Human Resource Management Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order Contract	Received and reviewed	Free	10 Minutes	City Budget Officer Admin Aide IV
2. The budget officer certifies the existence of available appropriation	Done by a city budget employee			
TOTAL			10 Minutes	

12. PREPARING OF ADVICE ALLOTMENT

City budget officer certifies Allotment Release Orders (ARO).

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government Offices and Other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Status of Appropriations, allotment, and obligations (SAAO)		Office of the City Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City budget officer Status of Appropriations, Allotment and Obligations of offices and programs	Prepared by a city budget staff	Free	10 Minutes	City Budget Officer Admin Aide IV
TOTAL			10 Minutes	

13. PREPARING MONTHLY REPORTS OF STATUS OF APPROPRIATIONS, ALLOTMENT AND OBLIGATIONS (SAAO)

City budget officer certifies the SAAO.

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government Offices and Other National Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Allotment Release Orders (ARO)		Office of the City Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
City budget officer certifies allotment of Capital outlay, Personnel Services and MOOE	Prepared by a city budget employee	Free	10 Minutes	City Budget Officer Admin Aide IV
TOTAL			10 Minutes	

14. PREPARING THE STATEMENT OF RECEIPT AND EXPENDITURE (SORE) SUBMITTED TO THE OFFICE OF THE PROVINCIAL BUDGET OFFICER

The city budget officer certifies the SORE

Office or Division:	OFFICE OF THE CITY BUDGET OFFICER			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Office of the Provincial Budget Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Receipt and Expenditure (SORE)		Office of the City Budget Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
the city budget officer certifies the SORE and have it submitted to the Provincial Budget Officer	Prepared by a city budget staff	Free	10 Minutes	City Budget Officer Admin Aide IV
TOTAL			10 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For complaint and feedback, please email at digoscitybudgetoffice@gmail.com
How feedbacks are processed?	Feedbacks are addressed by the relevant office
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Budget Officer, this city.
How complaints are processed?	Complaints are addressed by City Budget Officer
Contact Information	Please email at digoscitybudgetoffice@gmail.com

OFFICE OF THE CITY HEALTH OFFICER

CITIZEN'S CHARTER

I. Vision

Healthy and empowered people of Digos sustained by quality care for a productive and meaningful life.

II. Mission

Providing Quality Health Care to improve the quality of life of the people of Digos City.

LIST OF SERVICES

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1. AVAILING OF GENERAL CONSULTATION

The Office of the City Health Officer extends general consultation services to any individual (Referred and Walk-in patients) needing health care.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	A. Referred Patients coming from the 26 Barangays of Digos B. Walk-in Patients (any individual who comes to avail treatment for emergency cases)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip from the Midwife/Nurse assigned in the Barangay;		Barangay Health Station		
2. Early Childhood Care Development Card (ECCD)/Yellow Card for children		Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.) Seeking Consultation, Treatment and other Services @ the Barangay Health Station(BHS) Level				
1. Visit /proceed to the BarangayHealth Station (BHS) to seek consult forhealth concern;	Receives the client, assess needs, prepare Individual Treatment Record (ITR), take vital signs	Free	15-20 Minutes/Patient or case to case basis	BHW on duty, Midwife/Nurse assigned @ the BHS
2. Submit self for assessment/evaluation of health needs;	Evaluates health needs of the Client, Gives advice, Provides commodities, basic medicines and other services according to the Client's need			Midwife/ Nurse assigned @ the BHS
B.) For Referred Patients/Clients				
1. Secure referral slip from the Midwife/ Nurse assigned @ their Barangay Health Station (BHS);	Issue Referral Slip,Instructs Clients to bring and present the ITR/Referral slip to the City Health Office			Midwife/Nurse assigned @ the BHS
2. Present the Referral Slip to the City Health receiving staff;	Receives the referral slip presented by the client,Assesses the needed service based on the notations in the referral slip, Usher Clients to the Doctor			Administrative Staff-Job Order
3. Submit self for medical examination, ask for result	<ul style="list-style-type: none">Takes history of present illness			City Health Officer I

advice/recommendations;	<ul style="list-style-type: none"> • Performs Physical examination • Prescribes medicines; performs minor surgical procedures, if necessary; gives medical advice 			City Health Officer II
4. Present Individual Treatment Record (ITR)/prescription at the pharmacy counter *Claim medicines, *Sign consultation record book;	Provides medicines, medical supplies			Pharmacy In-charge
B.) For Walk in Patients/Clients				
1. The Client proceed to the City Health Office and state the health care needs to the receiving staff;	<ul style="list-style-type: none"> • Assesses health care service needed by client, • Prepare the Individual Treatment Record (ITR) • Take and record vital signs 			Administrative Staff-Job Order Midwife/ Nurse
2. Submit self for medical examination, wait for advice/recommendation;	<ul style="list-style-type: none"> • Takes history of present illness • Performs Physical examination • Prescribes medicines; performs minor surgical procedures, if necessary; gives medical advice 		15-20 minutes per Patient or case to case basis	City Health Officer I City Health Officer II
3. Present Individual Treatment Record (ITR)/prescription to the Pharmacy staff, Claim medicines, Sign consultation record book;	Admitting staff instructs clients to proceed to pharmacy section to claim medicines and give instruction.			Pharmacy In-charge
TOTAL			20-25 Minutes	

2. AVAILING OF DENTAL SERVICES

The City Health Office renders dental services to city residents purposively to prevent and treat dental/oral problems. Services include; tooth extraction,oral prophylaxis and tooth filling.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Individual with Dental problem, Pregnant women-quality pre-natal, Pre-schoolers, School children and adult			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home based Maternal Record (HBMR) for pregnant women;		@ the Barangay Health Station (BHS)		
2. Early Childhood Care Development (ECCD)/Yellow card for children		@ the Barangay Health Station (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A) For Tooth Extraction				
1. Proceed to the City Health Office,consult the City Dentist for diagnosis;	Assess the client's needs, prepares ITR, and record , Take vital signs and instruct s client when to proceed @ the Dental room	Php 50.00	15-20 Minutes per Patient	Dental Aide
2. Bring the ITR for pre-extraction check-up;	Performs pre-tooth extraction check-up			Dentist
3. Pay prescribed dental service fee at the City Treasure's Office;	Give instructions on payment			Dental Aide Revenue Collector (CTO-Issuance of OR)
4. Present the official receipt;	Collects and validates Official Receipt , record, and usher client to the Dental room			Dental Aide
5. Submit self for tooth extraction;	Perform tooth extraction procedure			Dentist
6. Claim the prescribed medicines @ the				Pharmacy In-charge

pharmacyand sign the record book;	Provides medicines and other supplies as needed			
B) For Oral Prophylaxis				
(Pregnant Women)				
1. Visit Barangay Health Station Secure Home-Based Maternal Record (HBMR);	Conducts pre-natal Check-up, give the HBMR to the pregnant mother and instructs to see the Dentist for Oral prophylaxis,			BHW, Midwife/ Nurse assigned @ the BHS
2. Present Home-Based Maternal Record (HBMR) to the City Health -Dental room staff;	Ushers the client to the Dental Room for interview, recording, and Vital Signs monitoring	Free	15-20 minutes per patient	Administrative Staff-Job Order
3. Submit self for oral examination;	Performs Dental Check-up/ Oral Prophylaxis			Dental Aide
4. Claim prescribed Medicines @ thepharmacy and sign the record book;	Give post tooth extraction care and oral medication instructions			Dentist
				Pharmacy In-charge
C) For tooth filling				
1. Proceed to the SchoolClinic Aided by the clinic Teacher;	Prepare School children Masterlist, do data recording	Free		Dental Aide, Clinic Teacher/School Nurse
2. Submit self for dental care needs;	Conducts evaluation of the child's Dental condition. Perform tooth filling if needed			Dentist, School Nurse /Clinic Teacher
TOTAL		Php 50.00	20-25 Minutes	

3. AVAILING FAMILY PLANNING SERVICES

The Office of the City Health Officer provides permanent (Bilateral Tubal Ligation & Vasectomy) and non-permanent (Oral pill, Intra Uterine Device-IUD, Condom, DMPA Injection, Natural Methods-Standard Days Method, Rhythm/Calendar, Basal Body Temperature), Sub-Dermal Implant family planning methods/services which can help couples plan pregnancies that will be least risk to the health of the mother and the child.

Office or Division:		OFFICE OF THE CITY HEALTH OFFICER		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Any Individual with Dental problem, Pregnant women, Pre-schoolers and School children		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Consent of the Spouse for permanent method (Tubal Ligation, and vasectomy, Sub dermal Implant)		Barangay Health Station (BHS) provide Consent Form (let the spouse sign the consent allowing performance of the desired procedure/methods.)		
2. Family Planning Form 1 (FP1)		@ the Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Non-Permanent Method				
1. Visit Barangay Health Stationto signify intention to accept family planning method andattend orientation;	Conducts group or one-on-one counsellingand orientation on the chosen Family planning method;	Services and commodities (depending on availability) are Free	30-45 minutes/ patient for tubal Ligation Vasectomy, Sub-dermal Implant - 4-5 hours	Midwife/Nurse assigned @ the Barangay Health Station (BHS)
2. Submit self for physical examination and administration of the chosen method;	*Evaluates the Client’s condition, *provides desired commodity *or administers the chosen method			Midwife/Nurse assigned @ the Barangay Health Station (BHS)
3. Confirm the date of the next check-up;	Conducts Monitoring			
A) For Invasive and Permanent Method				
1. Visit Barangay Health Station for interview/ orientation and assessment;	Conducts one-on-one interview usingthe Family Planning (FP) Form 1;			Midwife/Nurse Trained on CBT 1&2

2. Submit self for Vital signs taking;	Evaluates Vital Signs result			Midwife/Nurse Trained on CBT 1&2
	Do counselling to make the client understand/aware of the effects of the desired/chosen method;			
2. Secure Consent from spouse;	<ul style="list-style-type: none"> • Issue consent form • Arrange schedule date of administration of the desired/chosen method; 			
3. Bring and present the Informed Consent form;	Receives and file the Informed Consent form;			CHO-I Private Institution or Medical Personnel Trained on performing the procedures
4. Submit self for the chosen procedure;	Performs the desired method/ procedure;			
5. Have a rest in the facility for at least 4 hours for observation;	Conducts Vital signs monitoring and observation;		A total of 3-5hours including vital signs monitoring or case-to-case basis	Midwife/ Nurse assigned at the BHS where the clients reside
6. Claim prescribed Medicines and sign in pharmacy record book;	Provides needed medications and wound care instructions;			Pharmacy In-charge
7. Monitoring/follow-up after 28 days;	Monitor patients while on the period of recovery, ensure compliance on scheduled date of check-up;			Midwife/Nurse assigned @ the Barangay Health Station (BHS)
TOTAL			3-5 HOURS	

4. AVAILING OF MATERNAL HEALTH CARE SERVICES

The Office of the City Health Officer provides maternal care on safe motherhood. The service is intended to address maternal mortality against preventable maternal complication thru widened coverage of prenatal, natal and post-natal care.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pregnant Women, Lactating Mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Home Based Maternal Record Card (HBMR)		@ the Barangay Health Station (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Barangay Health Stationfor regular pre-natal check-up;	Attends the Client’s health needs, prepare the Home-Based Maternal Record (HBMR);		30-40 minutes/patient	BHW on duty Midwife/Nurse assigned @ the BHS
2. Submit self for vital signs monitoring;	Take Vital signs, do counselling;			Midwife/Nurse assigned @ the BHS
	Examines the client; Issues referral for medical problems. Give referral instructions			
3. Proceed to the City Health Office and present the referral slip;	Receives referral slip, assess the health care serviceneeds;	150 Php (routine laboratory examination)		Receiving Counter Staff, Nurse
4. Submit self for physical examination;	Takes history of present illness, if any Performs physical examination; Prescribes medicines; gives medical advice; refers to higher level of care if necessary If needed; Refers to Medtech for Laboratory procedures;			CHO-I CHO-II

5. Pay the prescribed fee for the routine laboratory Examination; * Claim the Official Receipt;	Give instructions on payment;			Revenue Collector (CTO)
6. Present the Official Receipt (OR) @ the Laboratory;	Perform Laboratory procedures			Medical Technologist, Laboratory Aide
7. Claim and submit the laboratory examination result/s to the City Health Officer for further evaluation and management;	Evaluates Laboratory Results give advices/ recommendations/prescription;			City Health Officer I City Health Officer II
8. Claim medicines at the Pharmacy, if needed;	<ul style="list-style-type: none"> Provides medicines needed and give instructions of how to take medications 			Pharmacy In-charge
TOTAL		Php 150.00	45 Minutes	

5. AVAILING OF IMMUNIZATION SERVICES

The Office of the City Health Officer provides immunization services for infants with the following antigens: Bacillus CalmetteGeuren (BCG), IPV-Inactivated Polio Virus Vaccine, Pentavalent (Diphtheria, Pertussis, Tetanus-DPT, Hepa B, Hib), Anti-Measles

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Infants 0-11 months old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Early Childhood Care Development Card/Yellow Card		@ the Barangay Health Station (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit BHS to register Infants for Immunization at the Barangay Health Center and claim the Early Childhood Care Development Card (ECCD) Card;	* Records the infant in the Target Client List (TCL) registry book, Fill-up the ECCD Card Performs * Weight taking * Height measurement of the infant	Free	10-15 minutes/patient	BHWs on duty
2. Submit child for immunization;	Performs vaccination procedure			Midwife/Nurse assigned @ the Barangay Health Station
3. Confirm the date of next immunization;	• Give post vaccination care instructions and next vaccination Schedule			
TOTAL			20 Minutes	

Special Vaccination Program for the Elderly (For Senior Citizens Only)				
Flu Vaccine and Pneumococcal Vaccine- Yearly				
1. Visit the Barangay Health Station to avail Flu Vaccination service;	*Entry Client's data in the Target Client List Registry Book * Conducts Interview	Free		BHWs on duty Midwife/Nurse assigned @ the Barangay Health Station
2. Submit self for vaccination;	<ul style="list-style-type: none"> • Performs vaccination Procedure • Give post vaccination care instructions 			

6. AVAILING OF NUTRITION SERVICES

The Office of the City Health Officer extends nutrition services to give nutritional supplement to malnourished/low birth weight infants, anemic, pregnant and postpartum mothers.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:				
Type of Transaction:	Complex			
Who may avail:	0-59 months old, Pregnant and Postpartum Mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Early Childhood Care Development Card (ECCD), Home-Based Maternal Record Card (HBMR)		@ the Barangay Health Station (BHS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Barangay Health Station to seek consult; * Present the following; a. ECCD Card for child & infants b. HBMR/Pink Card for Mothers	<ul style="list-style-type: none"> Receives the Cards of client/s Prepare record Interview Vital signs taking Anthropometric measurements taking 	Free	15-25 minutes/patient	Midwife/Nurse assigned @ the Barangay Health Station
2. Submit for physical assessment/examination;	<ul style="list-style-type: none"> Performs Physical examination Evaluates nutritional status of the Pregnant or postpartum mother, the infants or the unborn child Do Counselling Give supplemental commodities If referral is needed; <ul style="list-style-type: none"> Issue referral slip, and give instructions 			Barangay Nutrition Scholar (BNS) BHWs on duty Midwife/Nurse assigned @ the Barangay Health Station

3. Bring and present the referral slip to the City Health receiving Staff;	<ul style="list-style-type: none"> • Receives the referral slip • Refer to the Program Coordinator 			Administrative Staff-Job Order
4. Proceed to the Nutrition Program Coordinator and present the referral slip;	<ul style="list-style-type: none"> • Evaluates nutritional condition of both the mother and the child • Counselling on child care and nutrition <p>If referral is needed; Ex. Severely wasted child;</p> <ul style="list-style-type: none"> • Refer the client to the City Health Officer 			City Nutrition Action Officer (CNAO)/ Nutrition Program Coordinator
5. Submit the child for further Physical Examination;	Performs Physical Examination procedure			CHO-I CHO-II
6. Claim supplemental commodities, Medicines;	Provides supplemental commodities according to the child's Nutritional status			Pharmacy In-charge Nutrition Action Program Coordinator
TOTAL			30 Minutes	

7. AVAILING OF PUBLIC AND PRIVATE MIX DOTS (DIRECTLY OBSERVE TREATMENT) SHORT COURSE CHEMOTHERAPY)

TB Services. The Office of the City Health Officer, in collaboration with the Private Physicians extends this service to treat identified TB patients. It aims to increase case detection rate and cure rate of TB symptomatic in the locality by providing free medical examination and treatment.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	A.) TB Symptomatic patient (cough of 2 weeks duration) 12 yrs. above B.) TB sputum positive and X-ray positive patient C.) Patient with relapsed cases – TB Category II D.) Patient with infiltrative Cases – Tb Category III E.) Patient with extra Pulmonary TB			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Positive Sputum exam result;		@ the Barangay Health Station		
2. Signed Agreement/ Commitment		@ the Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Barangay Health Station and request referral for Directly Observe Treatment Short (DOTS) TB services;	Interview Client Issue referral for Laboratory procedure	Free	30minutes/patient	Midwife/Nurse assigned in the Barangay
2. Claim Referral slip and proceed to the City Health Office;	Give instructions on how to collect specimen and referral procedures			
3. Bring and present referral slip and the sputum specimen at the City Health Office;	Receives referral slip and the specimen			Laboratory Aide
4. Submit sputum for laboratory examination;	<ul style="list-style-type: none"> •Receives sputum specimen •Prepares specimen for DSSM •Perform direct sputum-DSSM for follow-up sputum 			Medical Technologist, Lab Aide, TB DOTs Nurse Program Coordinator

	<ul style="list-style-type: none"> •Send samples for Gene x-pert @ the Davao del Sur Provincial Hospital laboratory 			
5. Wait for Physician's advice/recommendation;	Evaluates client's status, Give advices/ recommendations for TB treatment			CHO-I CHO-II
6. Proceed to the program Coordinator for the schedule of treatment;	Schedule client for treatment, Give instructions on treatment			TB DOTs Nurse Program Coordinator
7. Confirm visit, attend orientation for treatment	Conducts pre-treatment Orientation			
8. Claim medicines ;	Provision of free DOTS medicines			Pharmacy In-charge Nurse Program Coordinator
9. Start of daily treatment for 6 months;	Daily follow-up of Treatment for 6 months			BHW treatment partner; Midwife/Nurse assigned in the Barangay Health Station
TOTAL			30 Minutes	

8. AVAILING OF REPRODUCTIVE HEALTH WELLNESS AND CARE SERVICES (SEXUALLY TRANSMITTED, INFECTION - HIV AND AIDS PREVENTION AND CONTROL PROGRAM)

The Office of the City Health Officer extends STD prevention services by subjecting the infected high-risk groups to gram staining examination. The office provides appropriate treatment &counselling which will substantially reduce the incidence and prevalence as well as lowering down the risk of transmitting or acquiring STI/HIV.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	A) Commercial Entertainment Society Workers B) Men & Women who are in contact with the sexually infected person C) Key affected Population (KAP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A) For Commercial Entertainment Society Workers (CESW) (PINK CARD) 1. 3 copies of most recent ID Picture (1x1 or 2x2)		Photo studio of choice of the Client		
2. Current Community Tax Certificate				
3. Samples of: a. Urine for Urinalysis b. Stool for Fecalysis c. Sputum for sputum Examination		Clinic or hospital Laboratory of choice of the Client		
4. Authenticated Birth Certificate				
B) for Men & Women who are in contact with the sexually infected 1. (Voluntary 16 y.o. and above) No Requirements. 2. Below 16 years old bring guardian				
C) HIV and AIDS 1. (Voluntary 16 y.o. and above) No Requirements 2. Below 16 years old bring guardian				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A) For CESW				
1. Submit required documents for registration,Assessment and Interview;	*Entry Client's data on the registry book *Interview/Asses client's condition;		30 mins. To 1hour/client	Midwife Coordinator or Nurse HIV Program Coordinator
2. Pay prescribed fees at the City Treasurer's Office for required laboratory examinations;	Give instructions on payment	P300.00 - (CESW)		<ul style="list-style-type: none">HIV Program CoordinatorRevenue Collector

				(CTO) for payment
3. Submit self for consultation and Physical examination	Performs laboratory procedures and gram staining procedures			Nurse Program coordinator
4. Submit samples for Urinalysis, Fecalalysis& Sputum laboratory examinations;		P 75.00 each lab procedure (urinalysis &fecalysis and sputum microscopy)a total of 225– For Men & Women who are in contact with the sexually infected person		Medical Technologist
5. Claim laboratory examination results; Wait for advice /recommendation	Refer to CHO if needed Give advice/ recommendation/ treatment or Undergo HIV test and Syphilis test <ul style="list-style-type: none"> Issue referral to HACT for reactive test result 			CHO I or CHO II Nurse Program coordinator
6. Claim medicines at the Pharmacy Section, if prescribed.	Provision of medicines for client found reactive/positive for Sexually Transmitted Infection (STI)			Pharmacy in-charge
B) For Men & Women who are in contact with the sexually infected person				
1. Visit CHO for consultation (for symptomatic individual);	Data collection and recording		24 Hours	Nurse Program coordinator
2. Pay prescribed fees at the City Treasurer's	Give instructions on payment	Php 150.00 for		Revenue Collector (CTO)

Office for the required testing;		gram staining		
3. Submit self for the procedure	<ul style="list-style-type: none"> Performs Gram stain examination; 	other Test, services and supplies are free		
4. Submit self for voluntary counselling and Testing 5. Wait for the result	<ul style="list-style-type: none"> Do counselling Performs HIV antigen Testing Issue referral to HACT if found reactive to HIV antigen test 			Medical Technologist
6. Claim medicines if prescribed including Condom and Lubricants	Provision of medicines and commodities			HIV and AIDS Nurse Program Coordinator
C) HIV and AIDS				
1. Submit self for consultation;	Do counselling Encourages self-voluntary HIV and Syphilis Testing			
2. proceed for Testing and claim the result	Perform HIV antigen Testing procedures			
	Issue referral to HACT if reactive to HIV antigen test			
3. Claim Medicines if prescribed including condom and Lubricants	<ul style="list-style-type: none"> Provision of medicines and other supportive commodities 			
TOTAL		Php 675.00	2 Hours	

9. AVAILING OF ENVIRONMENTAL HEALTH AND SANITATION SERVICES (WATER SUPPLY SANITATION, FOOD SAFETY REGULATION AND SANITATION, VECTOR CONTRROL AND SURVEILLANCE, RESPONSE TO ENVIRONMENTAL NUISANCE COMPLAINTS)

The Office of the City Health Officer extends services for the prevention and control of water and food borne diseases(water supply sanitation, food safety regulation &sanitation), dengue vector control, responding to complaints on environmental nuisance (solid, air, liquid waste pollution)

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Digos City Residents and Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Request of (Fogging) 1. Written request address to the City Mayor/ City Health Officer For environmental nuisance complaints 2. Written complaint or recommendation from the Barangay		1. Personal letter from the Client 2. Barangay government Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A.) For Nuisance Complaints				
1. Submit written request or complaint/ file complaint at the city health office;	*Receives request/complain, *records complaint fills-up complaint form and file	Free	30mins – 1hour per inspection or case to case basis including consideration of distance and terrain	Sanitation Inspector and other Offices involved if needed: (CENRO, CITY VET, CEO, Brgy. Local Goverment-BLGU)
2. Wait for ocular inspection and on the issue of concern;	*Coordinates with other offices concerned *Conductssite inspection/ investigation *Provides recommendation & grace period for compliance of violations *Make initial report			

3. Follow-up result of inspection;	<p>*Follow-up visit to validate compliance</p> <ul style="list-style-type: none"> • For non-immediate resolution of the issue of concern: <p>*Furnish a copy of inspection Report to BLGU for possible face to face hearing</p>			
4. Attend Barangay hearing;	<p>*Provision of Inspection report, Issue Sanitary Order, recommendations given in accordance to PD 856 rules and regulations</p> <p>Impose term of agreements on both parties.</p>			
	<ul style="list-style-type: none"> • For unresolved case <p>*Per City Health Officer's recommendation;</p> <p>Forward case to the City Mayor or to the City Legal Office to act on the case.</p>			<p>City Health Officer City Mayor City Legal Officer</p>
B.) For Fogging Request				
1. Submit written request at the city health office;	<p>*Receives request/complain,</p> <p>*File and record</p> <p>* Conducts site visitation and Dengue case investigation</p> <p>* Identify needs of other preventive methods and activities</p>	<p>Services and chemicals are Free except for the fuel and diesel for the machine</p>		<p>CHO II Sanitation Inspector</p>

	Performs Fogging Procedures once a week for 4 consecutive weeks			Trained Fumigator Sanitation Inspector
	Monitor cases			Sanitation Inspector
TOTAL			3 Hours	

10. SECURING SANITARY PERMIT TO OPERATE

For the Sanitation and safety purposes, the City Health Officer ensures that Sanitary Permits are issued to all business establishments prior to operation and renewal of their business license.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All Business Establishments Owners/Operators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A.) For Business establishments engaged in Food Dining Service, selling of food products, confectionaries, breads and pastries, beverages, food processing/manufacturing, food tech schools Commercial Water Service Providers- B/RWASA, Water Refilling stations, Ice Plants C.) Public Places, Sports and Recreation centers, Schools, Resorts and Beaches (and other establishments where public usually gathers for business transactions, D.) High Risk Establishments (Industrial Plants, Poultry and piggery farms, Processing/ manufacturing plant)		City Health Office-Environmental and Occupational Health and Sanitation
1. Laboratory results of Employees to include the following: • Sputum examination result for pregnant women Chest X-ray examination result for non-pregnant (result should be at least 6 months period) • Urinalysis (should be at least 3 months) • Fecalysis (should be at least 3 months);		Hospital or any Diagnostic Clinic of choice of the Clients
2. Current Community Tax Certificate		CTO Revenue collector, @ Barangay
3. Copy of most recent I.D. picture (1x1)		
4. Latest water Sampling result-for Water Refilling Stations, BWASA/RWASA, Ice Plants		Provincial Water Testing Laboratory

5.Official Receipt of Payment		CTO Revenue collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application together with all the requirements mentioned herein; 2. Wait for processing of the application	<ul style="list-style-type: none"> • Receives business application documents • Assesses the nature of business • Sort for completeness of required attachments • Recording in the Masterlist • Electronic Encoding • Printing of Sanitary Permit and health Card/s • Issuance of Sanitary Permit to Operate and Health Cards of employees 	Php 200.00	15-20minutes (granted that all the requirements are already present during the application of Business permit)	Sanitation Inspector Administrative Staff-Job Order
	TOTAL	Php 200.00	30 Minutes	

11.AVAILING OF LABORATORY SERVICES

The Office of the City Health Officer renders various diagnostic laboratory examinations.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Job Applicants, Pregnant women, Clients needing diagnostic tests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal & Written request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request to the laboratory section at the City Health Office;	<ul style="list-style-type: none">Receives requestIdentifies the type of laboratory test needed	Acid Fast Stain/Sputum Examination –	30 minutes Including laboratory test (Urinalysis), Fecalysis) Chest x-ray	Laboratory Aide
2. Pay prescribed fees at the City Treasurer’s Office;	Provide instructions on payment	free for DOTS patient		Lab Aide Revenue Collector(CTO)
3. Present OR Subject self to laboratory examination;	Performs laboratory examination procedures	P 75.00 For non-DOTS enrolled patient		Medical Technologist
4. Wait for processing of the specimen;		P 75.00 each for (Urinalysis), Fecalysis)		
5. Claim the result.	<ul style="list-style-type: none">Provision of medicinesProvide home care instructions			Laboratory Aide Pharmacy In-charge
TOTAL		P 225.00	30 Minutes	

12. SECURING HEALTH CERTIFICATE

The Officer of the City Health Officer issues medical certificate.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Job Applicants/s, Business Establishment Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory results of the following: Chest X-ray examination (x-ray result should be within 6-month period) Sputum; examination result for Pregnant women. 2. Urinalysis &Fecalalysis/stool examination (result should be within 3-month period);		<ul style="list-style-type: none">Health Certificate/ health ID/Card @ City Health OfficeHospital or Diagnostic Clinic of choice of the Client		
3. Current Community Tax Certificate		<ul style="list-style-type: none">CTO Revenue Collector, Barangay LGU where the client resides.		
4. Official Receipt of payment		<ul style="list-style-type: none">CTO Revenue Collector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay request for Health Certificate together with the requirements;	<ul style="list-style-type: none">Receives documentsSorts out for completeness of the documents presented	Php 50.00	15 - 20 minutes	Sanitation Inspector, JO Staff
2. Pay prescribed fee at the City Treasurer’s Office;	<ul style="list-style-type: none">Gives instruction on payment			Sanitation Inspector, Administrative Staff-Job Order Revenue Collector(CTO)
3. Present Official Receipt and claim Health Certificate				Sanitation Inspector
TOTAL		Php 50.00	20 Minutes	

13. SECURING MEDICAL CERTIFICATE (FOR SEXUAL CRIME VICTIM)

The Office of the City Health Officer renders medical examination to sexual crime victim/s. The examination serves to acquire facts and draw conclusion which may be helpful in the administration of justice for the alleged crime.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Sexually abused person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Adult:				
1. Written Consent of the Victim.		Client		
2. Police Request/ Clearance or Court Order		City Police Office, City Trial Court		
B. Minor:				
1. Written Consent from the patient/ guardian		Client’s guardian		
2. Police Request/ Clearance or Court Order		City Police Office, City Trial Court		
C. Under Protective Custody:				
1. Written consent from authorized representative of the referring agency (GO or NGO)		Women’s Welfare Desk		
2. Police Clearance or Court Order		City Police Office, City Trial Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements for assessment.	Receives and validatespre-requisite requirements, Police blotter	Php 150.00	1 Hour or case to case basis	Administrative staff- Job Order
2. Pay prescribed fee at the City Treasurer’s Office	Give instructions on payment			Revenue Collector(CTO)
3. Present Official Receipt	Collects and validate authenticity of the Receipt			Administrative staff- Job Order
4. Submit self for medical examination and smearing.	• Perform Physical Examination procedure			City Health Officer Medical Technologist for

	<ul style="list-style-type: none">• Fills up medical report form• Give medical advice or prescriptions if needed			laboratory procedures if needed
5. Wait for processing of documents	Encoding and Printing of documents			Administrative staff- Job Order
6. Claim medical report	Release signed document			Administrative staff- Job Order
TOTAL		Php 150.00	1 Hour	

14. SECURING MEDICAL CERTIFICATE (FOR PHYSICALLY ABUSED/INJURED PERSON)

The City Health Office renders medical examination to physically abused/injured person. This examination determines the factor influencing the degree and extent of inflicted injuries. It also serves to acquire facts and draw conclusion which may be helpful in the administration of justice for the alleged crime.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Crime Victims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or Written request, Police Blotter		City Police Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the City Health Office	Receive Police Blotter/request Record the case at the registry book	Depending upon the Doctor's assessment	30 minutes – 1 hour or case to case basis	Administrative staff- Job Order
2. Pay prescribed fee at the City Treasurer's Office;	Give instructions on payment	Php 50.00 – Slight Physical Injury		Revenue Collector(CTO)
3. Present Official Receipt	Collects and validate authenticity of the Receipt			Administrative staff- Job Order

4. Submit self for medical examination;	Performs Physical Examination Procedure Fills up medical report form Prescribes medications if necessary, and gives medical advice	Php 75.00 – Less Serious Physical Injury		City Health Officer
5. Wait for processing of documents	Encoding and Printing of documents			Administrative staff- Job Order
6. Claim medical report and claim medicines at the pharmacy section, if prescribed.	Release signed documents	Php 150.00 – Serious Physical Injury		Administrative staff- Job Order Pharmacy in-charge
TOTAL			1 hour	

15. AVAILING OF POST-MORTEM EXAMINATION

The Office of the City Health Officer Conducts post-mortem examination of a dead body to determine the cause of death, identify the degree and extent of injuries which are intended to acquire facts and draw conclusion which may be helpful in the administration of justice for the alleged crime.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Crime Victims			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Court Order or Police Request for Post-mortem Examination				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the post-mortem examination request.	Receive the request, Prepare post mortem form	P100.00 (to be paid by the funeral parlor)	1 hour	Administrative Staff-Job Order
2. Accompany the City Health Officer to the funeral homes or place where the cadaver is located;	Performs examination of cadaver Fills up Post-mortem examination report form			City Health Officer
3. Bring the Death Certificate at the City Health Office	<ul style="list-style-type: none">Validates/ review Death CertificateSign the Death Certificate			
4. Claim Death Certificate	Releases signed document			Administrative Staff-Job Order
TOTAL		Php 100.00	1 hour	

16. SECURING MEDICAL CERTIFICATE
(FOR GENDER DETERMINATION, EMPLOYMENT, STUDENT, SICK LEAVE, REINSTATEMENT, BONDS)

The Office of the City Health Officer provides medical certificate to any individual needing medical examination as required/ requested for any legal purpose

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Walk-in clients (any individual who is required to undergo this service)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authenticated Birth Certificate for Gender Determination.		City Health Office		
2. Form 212,		Downloaded from the internet		
3. X-ray result, Urinalysis		Diagnostic Clinic or Hospital of choice of the Client		
4. Sick leave Form for Sick Leave		From the HR Office where the client is employed		
5. Reinstatement Form for Reinstatement		From the HR Office where the client is employed		
6. Bond Form for Bonds		Treasurer's Office where the client is employed		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay request together with requirements;	Receive and validate pre-requisite document/s		30 Minutes	Midwife
2. Secure order of payment;	Give order of payment			• Administrative Staff-Job Order
3. Pay prescribed fee at the City Treasurer's Office;		Php 50.00 – Medical Certificate fee		Revenue Collector (CTO)
4. Present the Official Receipt;	Receive and validate authenticity of the Receipt	Php 10.00 – Student		• Administrative Staff-Job Order
5. Submit self for medical examination;	* Performs physical examination *Signs medical certificates and forms	Php 50.00 – Bond & other purpose		CHO-I CHO-II
6. Claim medical certificate;	Records document in registry book Release signed document/s			• Administrative Staff-Job Order
TOTAL		Php 110.00	30 Minutes	

17. SECURING COVID 19 RELATED DOCUMENTS FOR TRAVEL, RETURN-TO-WORK PURPOSES, INSURANCE, AND OTHER RELATED CLAIMS

The Office of the City Health Officer provides medical certificate to any individual needing medical examination as required/ requested for any legal purpose.

Office or Division:	OFFICE OF THE CITY HEALTH OFFICER	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> Walk-in clients (any individual who is required to undergo this service) Patients who were identified as COVID-19 Suspect, Probable or Confirmed 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A.) NON-EXPOSURE CERTIFICATE FOR TRAVEL, WORK, SCHOOL AND OTHER RELATED PURPOSES:		
1. Referral from Barangay Midwife/Nurse indicating that the individual does not belong to the list of Persons Under Monitoring (PUM) for COVID-19 in the said Barangay;		Midwife/Nurse assigned at the Barangay Health station (BHS)
B.) QUARANTINE CLEARANCE		
1. Electronically-signed quarantine clearance form/checklist provided by the Barangay; <ul style="list-style-type: none"> Validated by the Midwife/Nurse; 2. For COVID-19 confirmed case tested in a private who failed to inform health authorities about his/her test results; <ul style="list-style-type: none"> Electronically-signed quarantine clearance form/checklist provided by the Barangay validated by the Midwife/Nurse and the Disease Surveillance Officers (DSOs), Contact tracers or City Health Nurse; 		<ul style="list-style-type: none"> Barangay Staff Midwife/ Nurse @ the Barangay Health Station Contact Tracer Disease Surveillance Officer
C.) MEDICAL CERTIFICATE FOR COVID-19 SUSPECT, PROBABLE OR CONFIRMED CASES		<ul style="list-style-type: none"> Barangay Staff Midwife/ Nurse @ the Barangay Health Station

<ul style="list-style-type: none"> Self-monitoring sheet from Barangay Midwife/Nurse reflecting vital signs and symptoms monitoring during the period of quarantine; Comprehensive assessment/interview conducted by the Midwife/Nurse in the absence of the first document, to be validated and confirmed by the City Health Officer; 		<ul style="list-style-type: none"> Disease Surveillance Officer/ City Health Officer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay request together with requirements;	<ul style="list-style-type: none"> Receive and validate pre-requisite documents 	some COVID-19 related documents are free of charge per DOH DM	30 Minutes	Midwife/Nurse @ BHS
Secure order of payment (if needed);	Gives order of payment or request form if needed			<ul style="list-style-type: none"> Administrative Staff-Job Order
2. Pay prescribed fee at the City Treasurer's Office;	Gives instruction on payment	Php 50.00 – Medical Certificate fee		Revenue Collector (CTO)
3. Present the Official Receipt;	Validate the authenticity of the receipt	Php 10.00 – Student		<ul style="list-style-type: none"> Administrative Staff-Job Order
4. Submit self for medical assessment or interviews;	<ul style="list-style-type: none"> Review pre-requisite document/s brought by the Client; Conduct comprehensive interview if necessary; Relay validated document/s and assessment/interview data to City Health Officer Administrative staff encodes data and print document/s using appropriate templates; City Health Officer confirms data, signs document/s; 			<ul style="list-style-type: none"> Midwife Designated DSO City Health Officer Administrative Staff-Job Order
4. Claim medical Certificate;	<ul style="list-style-type: none"> Records documents in in the registry book Releases signed documents 			<ul style="list-style-type: none"> Administrative Staff-Job Order
TOTAL		Php75.00	30 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For complaint and feedback, please email digoscityhealthoffice@gmail.com or contact (082) 553-9150
How feedbacks are processed?	The Office of the City Health provides Suggestion Box for the clients who want to lodge comments/suggestions to improve service delivery of the Office of the City Health. Suggestion Box shall be sorted weekly and adopts/good practices being suggested.
How to file complaints?	If you have complaints about this office's service delivery, please submit your letter of complaint directly to the City Health Office, this city.
How complaints are processed?	<p>Suggestion Box is provided for the clients to lodge complaints relative to the services provided by this Office;</p> <p>A written request/complaint shall be addressed to the City Health Officer. The Health Officer reviews the content and coordinates with the Program Coordinators to validate the issue of concern, discuss things out to resolve/improve the issue being raised upon. If the complaint was channelled to the Office of the City Mayor forwarded to the Health Office, a written report/response letter shall be made and submitted to the Office of the Local Chief Executive;</p>
Contact Information	Please email digoscityhealthoffice@gmail.com contact (082) 553-9150

OFFICE OF THE CITY ASSESSOR

CITIZEN'S CHARTER

I. Vision

The office of the City Assessor is tasked to serve the real property owners/possessors in Dlgos City in a shorter period of time on their transactions using programmed computers for easy retrieval of real property records. Coordination with the City Treasurer's office is always made being the collecting office of the real property tax.

II. Mission

The office of the City Assessor being the frontline in the preparation of tax declaration, preparation of schedule of fair Market Value and Tax mapping works exerted to serve the real property owner/possessor with convenience and in a shorter period of time in accomplishing their transactions.

LIST OF SERVICES

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Transfer of un-titled real property (surveyed)	186
Transfer of tax declaration of properties outside titled lands and disposable lands	187

1. Certified True Copy of Tax Declaration

Issuance of certified true copy of tax declaration on the assessment records.

Office or Division:	Office Of The City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Public/Real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Service Fee		Office of the City Treasurer		
Latest tax receipt (BUWIS)		Office of the City Treasurer		
Non-owner- SPA and/or Authorization by owner		Real Property Owners		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay the prescribed service fee to CTO and present the latest tax receipt	Accept Service Fee Receipt and reflect the number on the document	P50.00/ tax declaration per sheet	30 minutes to 1 hour	Administrative Aide I
TOTAL			30 minutes to 1 hour	

2. Certificate of Aggregate Landholdings and Non-Property Holdings

Issuance of certificate of aggregate landholdings/non-property holdings for estate tax clearance D.A.R. clearance

Office or Division:		Office Of The City Assessor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business Entity		
Who may avail:		Public/Real property owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Deed of conveyance (Deed of Sale, Extrajudicial Settlements of Estate, etc.		Prepared and notarized by a lawyer		
Non-owner- SPA and/or Authorization by owner		Real Property Owner/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents and pay the prescribed service fee to CTO	Evaluate the documents and verify on the system	P50.00/Aggregate landholdings/non-property holding per sheet	1 hour to 2 hours for 10 properties & below (Per Client) 1 day to 2 days for 11 properties or more (Per Client)	Administrative Aide II
TOTAL				

3. a. Transfer of Titled Real Property (TCT)

Issuance of Tax declaration from one real property owner to another.

Office or Division:		Office Of The City Assessor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen; G2B – Government to Business Entity		
Who may avail:		Public/Real property owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified true copy of TCT issued by Register of Deeds		Registrar of Deeds		
Photocopy of the following: a. Any deed of Conveyance b. CAR (Certificate Authorizing Registration) issued by the BIR c. Transfer Tax Receipt d. Approved Subdivision Plan (If subdivided)		Property Owner or Registrar of Deeds		
Updated tax receipt/ tax clearance		Office of the City Treasurer		
Barangay certificate as to improvements (if agricultural)		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents and pay the prescribed service fee to CTO	Evaluate the documents, prepares	P50.00/Transferred tax declaration Transfer tax receipt per sheet	5 to 7 days after submission of the documents and requirements	Local Assessment Operations Officer/Appraiser
TOTAL			5 to 7 days	

3. b. Transfer of Titled real property (OCT)

Issuance of Tax declaration from one real property owner to another.

Office or Division:	Office Of The City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Public/Real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issuance of patent		Provincial Environment & Natural Resources Office		
Endorsement to ROD		Provincial Environment & Natural Resources Office		
Transfer of rights		To be prepared by a lawyer		
Approved survey plan		Registrar of Deeds		
Barangay certification as to kind of quantity of crops if agricultural		Barangay of concern		
Non-owner- SPA/ Authorization by owner		To be prepared by the owner/property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents and pay the prescribed service fee to CTO	Evaluate the documents, prepares FAAS and encode after approval	P50.00/Transferred tax declaration Transfer tax receipt per sheet	5 to 7 days after submission of the documents and requirements	Local Assessment Operations Officer/Appraiser
TOTAL			5 to 7 days after submission of the documents and requirements	

4. Transfer of un-titled real property (unsurveyed)

Issuance of Tax declaration from one real property owner to another.

Office or Division:	Office Of The City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Public/Real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residential free patent application/miscellaneous sales application/special patent/ DENR Certification/ Order; Issuance of Residential free patent/ free patent application		Provincial Environment & Natural Resourcest		
Duly authenticated copy of Transfer of rights/ Waiver of rights		To be prepared by a lawyer		
Updated tax receipt		City Treasurer’s Office		
Sketch Plan		Geodetic Engineer		
Barangay Certification as to improvements (if agricultural, quantity, and kind of crops		Barangay of Concern		
Non-owner- SPA/ Authorization by owner		To be prepared by the owner/property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents and pay the prescribed service fee to CTO	Evaluate document/s, prepared FAAS, encode after approval, and release of tax declaration	50.00/Transferred tax declaration Transfer tax receipt per sheet	5 to 7 days after submission of the documents and requirements	Local Assessment Operations Officer/Appraiser
TOTAL		None	5 to 7 days after submission of the documents and requirements	

5. Field Inspection for change of improvements on land

Actual Field Ocular inspection

Office or Division:	Office Of The City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Real Property owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Sketch plan/ Survey plan/letter request		Property owner		
on-owner- SPA/ Authorization by owner		Property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request for inspection	Conduct inspection on the property stake pictures for verification	P50.00 for certificate/ improvements/ RPTAX receipt per sheet	5 to 7 days after inspection	Local Assessment Operations Officer I, II, REA
TOTAL			5 to 7 days after inspection	

6. Transfer of un-titled rreal property (surveyed)

Issuance of Tax declaration from one real property owner to another

Office or Division:	Office Of The City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Public/Real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Residential free patent application/miscellaneous sales application/special patent/ DENR Certification		Provincial Environment & Natural Resources Office		
Authenticated copy of Transfer of rights/ Waiver of rights		To be prepared by a lawyer		
Updated tax receipt		Office of the City Treasurer		
Approved subdivision plan		Registrar of Deeds		
Barangay Certification as to improvements		Barangay hall		
Approved Technical Description from DENR		Provincial Environment & Natural Resources Office		
Non-owner- SPA/ Authorization by owner		Property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents and pay the prescribed service fee to CTO	Evaluate document/s, prepared FAAS, encode after approval, and release of tax declaration	P50.00/Transferred tax declaration Transfer tax receipt per sheet	5 to 7 days after submission of the documents and requirements	Local Assessment Operations Officer/Appraiser
TOTAL			5 to 7 days after submission of the documents and requirements	

7. Transfer of tax declaration of properties outside titled lands and disposable lands

Issuance of Tax declaration from one real property owner to another

Office or Division:	Office Of The City Assessor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	Public/Real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay certification as to quantity and kind of trees and fruit trees only		Barangay Hall		
Waiver		Barangay Hall		
Any deed of conveyance (kasabutan alang sa tanan, transfer of rights)		Barangay Hall		
Approved subdivision plan		N/A		
Non-owner- SPA/ Authorization by owner		Property owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the required documents and pay the prescribed service fee to CTO	Evaluate documents, prepare FAAS, encode after approval	P50.00/Transferred tax declaration Transfer tax receipt per sheet	5 to 7 days after submission of the documents and requirements	Local Assessment Operations Officer/Appraiser
TOTAL			5 to 7 days after submission of the documents and requirements	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Contact Number: (0999-768-56-26)
How feedbacks are processed?	An attending staff will review the feedback and record, if necessary, the office will take necessary action/s
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office Of The City Assessor
How complaints are processed?	Complaint/s will be reviewed and necessary action/s will done accordingly
Contact Information	Call or 0999-768-56-26



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES

CITIZEN'S CHARTER



I. Vision

An environmentally-sound community sustained by responsible citizenry.

II. Mission

Establish and sustain partnership with the private sector, non-government organizations, government organizations, and community institutions for waste management and environmental enhancement and protection.



LIST OF SERVICES

Availing of Special Trip for Solid Waste Collection and Disposal	192-193
Application for City Environment Certificate	193-194



1. Availing of Special Trip for Solid Waste Collection and Disposal

The Office of the City Environment and Natural Resources Officer (CENRO) accommodates request for special trips in collecting large volume of garbage which cannot be accommodated during the regular garbage collection schedule.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	All residents of Digos City. Schools, hospitals/clinics, funeral parlors, public markets and business establishments.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request/Verbal Request		Office of the City Environment and Natural Resources (CENRO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Office of the City Environment and Natural Resources.	Receive and conduct actual inspection to check whether their waste is segregated (Residual waste only)	For Government Vehicle: · P500.00/trip (Provide manpower to load garbage)	5 Minutes	CENRO Staff
2. Secure Order of Payment	If segregated waste, issue <i>Garbage Charge slip</i>			CENRO Staff
3. Pay prescribed fees at the City Treasurer’s Office.	Receive payment and issue Official Receipt	For Private Vehicle: · P300.00/trip		Office of the City Treasurer-Revenue Collector
4. Present the Official Receipt (OR) to the Office of City Environment and Natural Resources.	Record and photocopy the Official Receipt; release permit to dump			CENRO Staff
5. For Private Vehicle: Proceed to the Sanitary Landfill Facility and present the permit to Dump	Check and verify the permit to dump			CENRO Staff



For Government Vehicle: Wait for the garbage dump truck to collect the garbage in your area				
TOTAL		None	5 Minutes	

2. Application for City Environment Certificate

Issues the City Environmental Certificate for business establishments and service providers and advises the applicant to check on the data on the certificate. Explains to the applicant the provisions included in the certificate.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Owners, presidents, representative of business establishments and service providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (OR) as proof of payment of business assessment		City Treasurer's Office		
2. Solid Waste Management Plans, Programs, and Practices Form		Office of the City Environment and Natural Resources (CENRO)		
3. Authorization or SPA must be presented for business applicants (Representatives/Bookkeepers)		Business Owner		
4. Photocopy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) for project thresholds for coverage screening and categorization (for environmentally critical business)		Department of Environment and Natural Resources – Environmental Management Bureau (DENR-EMB)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents receipt of payment	Check if corresponding garbage and certification fees were paid and issue Solid Waste Management Plans, Programs and Practices (SWMPPP) Form	Php 50.00	3 Minutes	CENRO Staff

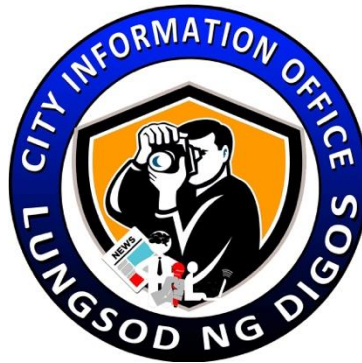


2. Fill-up Solid Waste Management Plan form	Check and evaluate the filled-up Solid Waste Management and Plans, Programs and Practices (SWMPPP) Form			
3. Proceeds to Business One Stop Shop (every month of January for 2 weeks only)	Release CENRO SWMPPP Certificate			
TOTAL		Php 50.00	3 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through cenro.digocity@gmail.com or contact (082) 237-0353
How feedbacks are processed?	Feedbacks are reviewed and noted, if necessary, proper actions will be done accordingly
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office Of The City Environment And Natural Resources
How complaints are processed?	Complaints are reviewed and recorded, if necessary, proper actions will be done accordingly
Contact Information	cenro.digocity@gmail.com or contact (082) 237-0353 / 09 425 522 101



CITY INFORMATION OFFICE

CITIZEN'S CHARTER



I. Vision

The City Information Office of Digos envisions a well-informed people of Digos by means of publication of local circulation and the advancement of technology. It will strive to provide readily made available information to whatever purpose it may best serve the general public.

II. Mission

The City Information Office of Digos commits to:

1. Cater efficient and effective ways of the delivery of information, most especially in the far-flung areas.
2. Initiate innovative information campaign of the government services that the people can avail of.
3. Optimize fact-finding strategies for credible and verifiable sources of information.



LIST OF SERVICES

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1. SECURING PUBLIC INFORMATION AND DATA

Press releases, data, facts and figures, city profile, and development programs and projects.

Office or Division:	CITY INFORMATION OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Mass media personnel, government agencies and non-government organizations, general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or Written Request		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay verbal or present written request;	Assist their request or receive the letter.	None	30 minutes per client	City Information Officer
2. Receive requested data/information and sign in the logbook.	Provide the document requested, and the logbook to be signed by the client.			
TOTAL			30 Minutes	



2. AVAILING OF INFORMERIAL PREPARATION SERVICES

Assistance for infomercial preparation on programs related to public services and employees, etc.

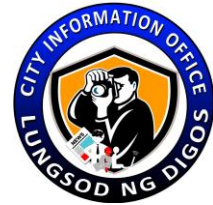
Office or Division:	CITY INFORMATION OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	Government agencies and non-government organizations, general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or Written Request; Program or Project Design		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay verbal or present written request;	Assist their request or receive the letter.	None	30 minutes per client	City Information Officer
2. Sign in the logbook	Provide the materials requested, and the logbook to be signed by the client.			
TOTAL			30 Minutes	



3. 8888 COMPLAINTS ACTION CENTER

Receipt and Intervention of Complaints from 8888 concerns from the Office of the President.

Office or Division:	CITY INFORMATION OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Communication received through email or mail from ARTA, Office of the President		--		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Record, and inform concern personnel and exhibit interventional measures	1. Receive the concern submitted. 2. Transmit to other offices for immediate action, if necessary. 3. Take actions by making a response document with an evidentiary support, if applicable. 4. Forward the document to CLGOO.	None	30 minutes (Excluding Legal Services needed)	Administrative Officer IV City Information Office
TOTAL			3 days	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Visit the City Government of Digos Official Facebook page and send a message, or through digos.mayorsoffice@gmail.com.
How feedbacks are processed?	<p>Daily, the officer-in-charge for checking messages on the Facebook page and email records all the concerns that require immediate action.</p> <p>Feedback entailing answers are forwarded to the concerned offices and they are bound to answer within three (3) days from the receipt of the feedback.</p> <p>The answer of the office or from a concerned office shall be relayed to the citizen.</p>
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the City Information Office, this city.
How complaints are processed?	<p>Complaints can be submitted via Facebook page or email. Provide the following information for records purposes:</p> <ol style="list-style-type: none">1. Name of complainant2. Incident3. Evidence
Contact Information	City Government of Digos/digos.mayorsoffice@gmail.com



OFFICE OF THE CITY AGRICULTURIST

CITIZEN'S CHARTER



I. Vision

Digos City be developed into a politically empowered local governance geared towards economic growth, socially, financially and peacefully stable as well as environmentally balance ecology.

II. Mission

To agriculturally and environmentally sustained and promote farmers/fisherfolks profitability as the trade center for agricultural resources for the upliftment of quality life of the Digoseños.



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1. Registry System for Basic Sectors in Agriculture (RSBSA) Registration/ Enrollment

Enrollment to RSBSA in Support to the Department of Agriculture National Program.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers/Fisherfolk/Farm Worker or Laborer/Agri-Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance of Applicant		Office of the City Agriculturist		
2. 1 Pc. 2x2 Id Picture (Recent)		Photo Studio		
3. Photocopy of any Government-Issued ID (If None, provide Barangay Certification as to Identity)		Applicant/Barangay		
4. Proof of Ownership (Photocopy of Land Title/Tax Declaration/Brgy. Certification/CLOA/ CADT/CADC)		Applicant/Barangay		
5. Duly Accomplished Application Form		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and Sign Application Form	Check the Filled application form	None	10 Minutes	Agricultural Technologist Assigned in each Barangay; City Agriculturist; RSBSA Enumerator
2. Submission of Duly Accomplished Application and All Requirements	Check the Requirements			
TOTAL		None	10 Minutes	



2. Farmers/Fisherfolks Certification

Issuance of Certification for the purpose of availing Loan, application for crop/fishery Insurance, selling farm produce, transportation, and transacting any agricultural related activities.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Farmers/Fisherfolk/Farm Laborers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Enrollment Number		Office of the City Agriculturist		
2. 1 Pc. 2x2 Id Picture (Recent)		Photo Studio/Applicant		
3. Valid ID		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and provide requirements	Check the Completeness of the Requirements	None	1 Week	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Issuance of Certification depending on farmer/fisherfolk's purpose	Provide the Certification being asked	50 pesos	5 Minutes	
TOTAL		Php 50.00	1 Week and 5 Minutes	



3. Issuance of Certification (Housing Clearance, Quarry Permit Requirement, and etc.)

Office or Division:	Office Of The City Agriculturist			
Classification:	Complex			
Type of Transaction:	G2C - Government to Client; G2B – Government to Business Entity			
Who may avail:	Land Owner/Developer, Quarry Operator			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral from City Planning & Development Office		City Planning & Development Office		
2. Written request		Client		
3. Present Any Government-Issued ID		National Agencies		
4. Business Permit (if applicable)				
5. Proof of Ownership (Photocopy of Land Title/Tax Declaration/Brgy. Certification/CLOA/ CADT/CADC)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present referral From City Planning & Development Office	Verify and check the referral	Php 50.00	1 week	Agricultural Technologist Assigned in each Barangay; City Agriculturist
2. Submit written request and requirements	Check the Completeness of the Requirements			
3. Scheduling of ocular site inspection	Reviewed by a staff			
4. Conduct actual ocular site inspection	Facilitate Conduct of Actual Activity			
5. Receive certification				
TOTAL		Php 50.00	1 week	



4. Farmers Field School (FFS) on Integrated Pest Management (IPM) of Rice, Corn & Cassava, Vegetables/Spices & Fruit trees, and Organic Agriculture

Season-long discovery based, hands-on, 16 weeks (once a week) field technology training on Rice, Corn & Cassava, Vegetables/ Spices & Fruits, and Organic Agriculture Production. Conducted/requested by Group, farmers/fisherfolks, Farmers Association/Cooperatives (FCAs).

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Rice, Corn & Cassava, Vegetables/Spice & Fruit Farmers, and organic farming practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration/ enrollment number		Office of the City Agriculturist		
2. Written request		Applicant		
3. Barangay Certification as to residency or Area location (within Digos City only)		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	30 Minutes	Agricultural Technologist Assigned in each Barangay; City Agriculturist
2. Submit written request and requirements	Validate			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of the activity	Finalize Schedule			
TOTAL		None	30 Minutes	



5. Package of Technology (POT) Training on Rice, Corn & Cassava, Vegetables/ Spices & Fruit trees, Inland Fishery, and Organic Agriculture

1 - 3 days lecture and hands-on technology training on Rice, Corn & Cassava, Vegetables/Spices & Fruits, and Organic Agriculture Production.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Rice, Corn & Cassava, Vegetables/Spice & Fruit Farmers, fisherfolks, and organic farming practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration/ enrollment number		Office Of The City Agriculturist		
2. Written request		Applicant		
3. Barangay Certification as to residency or Area location (within Digos City only)		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	30 Minutes	Agricultural Technologist Assigned in each Barangay; City Agriculturist
2. Submit written request and requirements	Validate			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of the activity	Finalize Schedule			
TOTAL		None	30 Minutes	



6. Geotagging/ Georeferencing

Conduct geotagging/georeferencing for area identification/calculation; updating of tenurial ownership; monitoring of farm activities.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers/Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Enrollment Number		Office Of The City Agriculturist		
2. Present any Government-Issued ID		Applicant		
3. Proof of Ownership (Photocopy of Land Title/Tax Declaration/Barangay Certification/CLOA/ CADT/CADC)		Applicant/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements	Received/Filing	Php 50.00	3 days	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Scheduling of geotagging activity	Set Date			
3. Conduct actual activity/ground truthing	Facilitate Conduct of Actual Activity			
4. Receive certification of actual area measurement	Generate Data/Certification			
TOTAL		Php 50.00	3 days	



7. Technical Assistance on Soil Sampling and Analysis using Soil Test Kit (STK)

Services on Soil Sampling and Analysis for Farmers to determine the soil type and farm inputs required before planting any crop; Determination of Macronutrient (NPK) content of soil.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration/ enrollment number		Office Of The City Agriculturist		
2. Written request		Applicant		
3. Barangay Certification as to Residency or Area location (within Digos City only)		Applicant/Barangay		
4. Soil samples or specimen		Farm Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	1 Week	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Submit written request and requirements	Received/Filing			
3. Scheduling of soil sampling activity (if no sample available)	Set Date			
4. Conduct actual soil sampling/analysis activity	Facilitate Conduct of Actual Activity			
5. Receive certification of result/findings of soil analysis"	Generate Data/Certification			
TOTAL		None	1 week	



8. Technical Assistance on Agricultural/Fishery and Life Insurance Application

Provide technical assistance to Farmers/Fisherfolks on Applying for Agricultural/Fishery and Life Insurance.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers/Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration/ enrollment number		Office Of The City Agriculturist		
2. Barangay Certification as to Residency		Applicant		
3. Present any Government-Issued ID		Applicant/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	30 Minutes	"Agricultural Technologist Assigned in each Barangay; City Agriculturist; Department of Agriculture - Philippine Crop Insurance Corporation (PCIC) focal person"
2. Fill-out crop/life insurance forms	Verification			
3. Submit application and payment to Department of Agriculture - Philippine Crop Insurance Corporation (PCIC)	Facilitate Submission of Application to PCIC			
TOTAL		None	30 Minutes	



9. Technical Assistance on Agricultural/Fishery Loan Application

Provide technical assistance to Farmers/Fisherfolks on Applying for Agricultural/Fishery Loans.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers/Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration		Office Of The City Agriculturist		
2. Barangay Certification as to Residency		Applicant		
3. Government-Issued ID		Applicant/Barangay		
4. Farm Plan and Budget/ Simple Business Plan (Reviewed)		Office Of The City Agriculturist		
5. Endorsement of application to Department of Agriculture - Agricultural Credit Policy Council (DA-ACPC)		Office Of The City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA Registration	Verification	None	2 Days	"Agricultural Technologist Assigned in each Barangay; City Agriculturist; Department of Agriculture - Agricultural Credit Policy Council (DA-ACPC) focal person"
2. Preparation of Farm Plan and Budget / Simple Business Plan	Reviewed			
3. Coordinate with Agricultural Technologist (AT) for the checking and reviewing of Farm Plan and Budget / Simple Business Plan	Reviewed			
4. Issuance of Applicant's Endorsement Letter to Department of Agriculture - Agricultural Credit Policy Council (DA-ACPC)	Endorsement Letter Issued to Applicant			
TOTAL		None	2 Days	



10. Technical Assistance on Crop/Fishery Production and Budget Preparation

Coaching and preparation of farm plan & budget/ business proposal (for personal consumption/loan requirements)

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers/Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA/FishR registration/enrollment number		Office Of The City Agriculturist		
2. Written/Verbal request		Applicant		
3. Barangay Certification as to residency or Area location (within Digos City only)		Applicant/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA/FishR registration/enrollment number	Verification	None	2 Days	Agricultural Technologist Assigned in each Barangay; City Agriculturist
2. Submit written/verbal request and requirements	Received/Filing			
3. Coordinate with Agricultural Technologist (AT) for technical assistance	Facilitate/Coaching on the preparation of Farm Plan and Budget			
TOTAL		None	2 Days	



11. Distribution of Seeds/Seedlings (Rice, Corn, Cassava, Vegetables, Spices, and Fruit-bearing trees)

Provides free seeds or seedlings to qualified farmers/fisherfolks of the City of Digos who are interested and willing to cultivate agricultural crops.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmers/Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration/ enrollment number		Office Of The City Agriculturist		
2. Written/Verbal request		Applicant		
3. Barangay Certification as to Residency or Area location (within Digos City only)		Applicant/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	30 minutes	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Submit written/ verbal request and requirements	Received/Filing			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of the activity and site validation	Scheduling of Releasing/Monitoring/Site Validation			
TOTAL		None	30 minutes	



12. Distribution of Farm Inputs (synthetic fertilizers and pesticides; organic fertilizers), farm tools/equipment, and fishing gears

Provide free farm Inputs (fertilizers and pesticides), farm tools/equipment, and fishing gears to schools, BLGUs, farmers/fisherfolks, Farmers Association/Cooperatives (FCAs)

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	FCAs, schools, BLGU, Farmers, Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA/FishR registration/enrollment number		Office Of The City Agriculturist		
2. Written/Verbal request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA/FishR registration/enrollment number	Verification	None	3 Days	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Submit written/ verbal request and requirements	Received/Filing			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of distribution/walk-in"	Scheduling of Releasing/Monitoring/Site Validation			
TOTAL		None	3 Days	



13. Tilapia Fingerlings Distribution

Provides free tilapia Fingerlings to qualified farmers/fisherfolks of the City of Digos who are interested and willing to culture tilapia

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Fisherfolk			
Who may avail:	Farmers/Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA registration/ enrollment number		Office Of The City Agriculturist		
2. Written/Verbal request		Applicant		
3. Barangay Certification as to residency or Area location (within Digos City only)		Applicant/Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA/FishR registration/ enrollment number	Verification	None	1 Day	Agricultural Technologist Assigned in each Barangay; City Agriculturist
2. Submit written/ verbal request and requirements	Received/Filing			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of the activity and site validation	Scheduling of Releasing/Monitoring/Site Validation			
TOTAL		None	1 Day	



14. Fishcage Permit to Operate

Issue Permit to Operate to Fishcage Operators operating within Brgy. Cogon and Brgy. Sinawilan.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Fisherfolk			
Who may avail:	Fishcage Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ocular Inspection of Number and Status of Fishcages		Office Of The City Agriculturist		
2. Barangay Certification as to Residency or Area location (within Digos City only)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Validation of number of units	Pre-Inspection	None	3 Days	Agricultural Technologist (Assigned in Fishery)
2. Computation of Gross Sales based on Production	Compute and Verification	None		
3. Payments of Certificate to Operate	Issuance of Certificate to operate	Php 1.00/sqm Php 200.00/cages if it exceed 100 sqm. Php 25.00 Fisherfolk Fee Php 25.00 Application Fee		
TOTAL			3 Days	



15. Fishing Vessel Registration (3 Gross Tons and Below)

Issue Certificate of Registration and Certificate of Number to Fishing Vessel Operator

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Fisherfolk			
Who may avail:	Fishing Vessel Owners/Operators (Motorized and Non-Motorized)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fishing Vessel (BoatR)		Office Of The City Agriculturist		
2. Registration Application Form		Office Of The City Agriculturist		
3. Certified Standard Ad measurement and Tonnage Form (Pre-Inspected		Office Of The City Agriculturist		
4. 2x2 ID Picture		Applicant		
5. 5R Boat picture (Isometric view)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Fishing Vessel Registration	Verification	Initial Registration Php 100 (Non-Motorized); Php 250 (Motorized) Renewal Php 50 (Non-Motorized); Php 150 (Motorized)	3 days	Agricultural Technologist (Assigned in Fishery)
2.	Conduct Pre-Inspection, Provide Certified Standard Ad measurement and Tonnage Form			
3.	Issuance of Certificate Number			
TOTAL		None	10 Minutes	



16. Mangrove Seedling Distribution

Provide mangrove planting materials for Coastal Resource Management Program

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Fisherfolk			
Who may avail:	FCAs, Civic Organizations, Volunteer Group, Academe, Religious groups, and etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written/Verbal request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written/ verbal request	Received/Filing	None	1 Day	"Agricultural Technologist Assigned in each Barangay; City Agriculturist; Special Greening Program in-charge"
2. Receive area designation for mangrove tree planting in coordination with special greening program office	Generate Data/Certification			
TOTAL		None	1 Day	



17.ice Crop Manager Advisory Services (RCMAS)

RCMAS combines the following services: farmer and farm lot registration, geo-referencing of farm lots, generation of farmer ID cards, sending of auto-generated text messages to farmers’ mobile phone numbers, and farm monitoring to complement RCM and further increase benefits to farmers.

Office or Division:	Office Of The City Agriculturist			
Classification:	Complex			
Type of Transaction:	Government to Farmer			
Who may avail:	Rice Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Rice Crop Manager Registration/Enrollment		Office Of The City Agriculturist		
2. RSBSA Registration/Enrollment Number		Office Of The City Agriculturist		
3. Written/verbal request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	1 Day	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Submit written request and requirements	Received			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of the activity	Facilitate Conduct of Actual Activity			
4. Receive result/findings and fertilizer recommendation, and generation of farmer ID card"	Generate Data			
TOTAL		None	1 Day	



18. Learning Site for Agriculture (LSA) and Good Agricultural Practices (GAP) and Organic Farming Certified Farms Technical Assistance

Provide technical assistance to Learning Site for Agriculture (LSA) and Good Agricultural Practices (GAP) and Organic Farming Certified Farms in accordance with Department of Agriculture - Agricultural Training Institute (DA-ATI)

Office or Division:	Office Of The City Agriculturist			
Classification:	Complex			
Type of Transaction:	Government to Farmer			
Who may avail:	LSA Cooperators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Registration/Enrollment Number		Office Of The City Agriculturist		
2. Written/verbal request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	None	1 week	"Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Submit written/ verbal request and requirements	Received			
3. Coordinate with Agricultural Technologist (AT) for additional information regarding the schedule of site validation	Facilitate Conduct of Actual Activity			
TOTAL		None	1 week	



19. Registration of Ownership of Agricultural and Fisheries Machinery and Equipment System (RAFMES)

Enrollment to the Registry System for Agricultural and Fishery Machinery and Equipment System in Support to the Department of Agriculture National Program and Issuance of Certificate of Ownership for the purpose of availing government loans, insurances, incentives and assistance in case of loss.

Office or Division:	Office Of The City Agriculturist			
Classification:	Complex			
Type of Transaction:	Government to Farmer			
Who may avail:	Individual Owners, Cooperative/Association with Agricultural and Fishery Machinery and Equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Registration/Enrollment Number		Office Of The City Agriculturist		
2. Proof of Ownership such as Purchase Order, Receipt or Brgy. Certificate stating the Owners identity, Model/Brand of the Machine or Equipment, Address where it is located and Engine/Facility Serial Number		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide RSBSA registration/enrollment number	Verification	Php 300 per Machinery/ Equipment	3 days	"Engineer 1, Agricultural Technologist Assigned in each Barangay; City Agriculturist"
2. Submit written/ verbal request	Received			
3. Fill up and Sign Application Form with attached proof of ownership	Encoding/Validation			
4. Submission of Duly Accomplished Form	Received			
5. Coordinate with Agri-Engineering In-charge for additional information regarding the schedule of validation	Facilitate Conduct of Actual Validation			
6. Once validated, proceed to Treasurer's Office for payment	Issuance of Certificate of Ownership			
TOTAL			3 days	



20. Technical Assistance on Agricultural and Fishery Machinery, Equipment or Infrastructure Project Proposal/Application

Assistance for the Preparation of documents needed for the Project Proposal/Application for government and non-government fundings.

Office or Division:	Office Of The City Agriculturist			
Classification:	Simple			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmer Cooperatives/ Associations (FCAs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Board Resolution		Applicant		
2. Facility Utilization Proposal (FUP)		Applicant		
3. Letter of Intent		Applicant		
4. Farmer's Organization Profile with list of members and area		Applicant		
5. CA Endorsement		Office of the City Agriculturist		
6. SEC/CDA/DOLE Registration Certificate		Applicant		
7. Documentation with coordinates (service area/machinery shed)		Office of the City Agriculturist		
8. 2-year Financial Statement		Applicant		
9. Proof of Ownership (for agri-infra projects)		Applicant		
10. Coordinates for proposed project site (for agri-infra projects)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all the requirements	Received/Filing/Endorsement	None	3 days	"Engineer 1, Agricultural Technologist Assigned in each Barangay; City Agriculturist"
TOTAL		None	3 days	



21. Site Validation of Agricultural-related Structures (FMR, Post-harvest facility, MPDP)

Technical Assistance for the site validation of agriculture-related structures.

Office or Division:	Office Of The City Agriculturist			
Classification:	Complex			
Type of Transaction:	Government to Farmer			
Who may avail:	Farmer Cooperatives/ Associations (FCAs), BLGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of written request and necessary documents	Received/Filing/Endorsement	None	3 days	"Engineer 1, Agricultural Technologist Assigned in each Barangay; City Agriculturist"
TOTAL		None	3 days	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Fill –up Feedback/Complaints Form
How feedbacks are processed?	Endorse to Evaluation and Grievance Committee
How to file complaints?	If you have complaint about this office’s service delivery, please submit your letter of complaint directly to the Office Of The City Agriculturist
How complaints are processed?	Discussed the feedback/ complaints being raised by the Evaluation and Grievance Committee.
Contact Information	digoscityagricultureoffice@gmail.com , cityagriculture.digos@yahoo.com , (082)-333-9652



OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER

CITIZEN'S CHARTER



I. Mandate

1. Investment Code Implementation
2. Meetings with other agencies
3. Data gathering
4. Conducting activities on investment promotion
5. Reporting

II. Vision

Develop plans and strategies particularly those which have to do with the promotion of the City of Digos to both local and foreign investors.

III. Mission

1. To create environment conducive to business and investments by encouraging the establishment of new investments into city in areas of agricultural and agri-business, tourism infrastructure facilities and utilities, property and real estate development, forestry and mineral resources, manufacturing, processing and service.
2. To have excellent services to potential and existing investors of Digos City and foster an encouraging environment that will assure that investing in the city is not just expeditious but also enriching experience.

IV. Core Values

1. Excellence
2. Competence
3. Due Care
4. Value Adding
5. People Engagement
6. Customer Satisfaction



LIST OF SERVICES

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1. AVAILING OF INCENTIVES FOR NEW AND EXPANDING ENTERPRISES

The Office of the City Investment Promotion Officer provides incentive package and appropriate support measures to investors to encourage them to come and stay in the city.

Office or Division:	OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	New and expanding Investors of Digos City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) copies of application form;		CIPO
2. A copy of the complete project study of the proposed investment indicating the positive economic, technical and financial feasibility and viability of the project;		Consultant, Accountant
3. A certified true copy of Certificate of Registration with the Securities and Exchange Commission (SEC) in the case of partnership or corporation; Business Name Registration (BNR) with the Dept. of Trade and Industry in the case of cooperative, as the case maybe;		SEC/DTI/CPA as the case maybe
4. A certified true copy of the Articles of Incorporation/Partnership or Cooperation and By-Laws as approved by either the SEC or CDA, as the case maybe;		SEC/CPA as the case maybe
5. A copy of the Environmental Compliance Certificate of Certificate of Exemption issued by the Department of Environment and Natural Resources (DENR) or Other accrediting agencies as the case maybe;		DENR
6. A copy of audited financial statement for the past two years, for expanding enterprises; and		Accountant/Consultant
7. Resolution from the applicant's Board of Directors, in the case of corporation or cooperative, authorizing the filing of application.		Board Secretary of the Company as the case maybe



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and file application form;	Receive and record application forms	Filing fee: Small Scale	20 days (exclusive of Board's action)	CIPO ADMINISTRATIVE OFFICER IV
2. Submit complete documentary requirements;	Review the submitted requirements	Enterprise -P5,000.00 Medium Scale		CIPO ADMINISTRATIVE OFFICER IV
3. Pay non-refundable filing fee; and		Enterprise – P7,500.00		CTO Revenue Collector Clerk II
4. Claim approved Certificate	Release approved certificate	Large Scale Enterprise – P10,000.00		Clientele
TOTAL			20 Days	



2. CONSULTATION

Business Consultation

Office or Division:	OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Investor in Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		BPLO of the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request Address to the City Investment Promotion Office	Requesting business	Free	3 Minutes	Clientele
2. Call for confirmation of concerned parties	CIPO			CIPO Administrative Officer I
3. Schedule Appointment	IPO			CIPO Administrative Officer IV
4. Performance of the Service	CIPO		30 – 60 Minutes	CGDH I - CIPO
TOTAL			63 minutes	



3. ADVERTISEMENT

Office or Division:	OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Registered Businesses in the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		BPLO of the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request Address to the City Investment Promotion Office	Requesting business	Free	3 Minutes	Clientele
2. Call for confirmation of concerned parties	CIPO			CIPO Administrative Officer I
3. Schedule Appointment	CIPO			CIPO Administrative Officer IV
4. Performance of the Service	CIPO		30 – 60 Minutes	CGDH I - CIPO
TOTAL			63 minutes	



4. BUSINESS MATCHING

Office or Division:	OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Businesses Registered in the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		BPLO of the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request Address to the City Investment Promotion Office	Requesting business	Free	5 Minutes	Clientele
2. Call for confirmation of concerned parties	CIPO			CIPO Administrative Officer I
3. Event organization	DTI, Investors Financial Institutions			CIPO Administrative Officer IV
4. Conduct of the Businesses Matching	DTI, Investors Financial Institutions		1 Hour – 8 Hours	CGDH I - CIPO
TOTAL			8 hrs. & 5 min.	



5. Investment Forum

Office or Division:	OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Emerging and/or Current Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		BPLO of the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter of Request Address to the City Investment Promotion Office	Requesting business	Free	30 Minutes to 8 Hours	Clientele
2. Call for confirmation of concerned parties	CIPO			CIPO Administrative Officer I
3. Event organization	DTI, Investors Financial Institutions			CIPO Administrative Officer IV
4. Conduct of Investment Forum	DTI, Investors Financial Institutions			CGDH I - CIPO
TOTAL			8 Hours & 30 Minutes	



6. Business Related Seminars

Office or Division:	OFFICE OF THE CITY INVESTMENT AND PROMOTION OFFICER			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Emerging and/or Current Investors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Business Permit		BPLO of the LGU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Letter of Request Address to the City Investment Promotion Office	Requesting business	Free	30 Minutes to 8 Hours	Clientele
8. Call for confirmation of concerned parties	CIPO			CIPO Administrative Officer I
9. Event organization	DTI, Investors Financial Institutions			CIPO Administrative Officer IV
10. Conduct of Seminars	DTI, Investors Financial Institutions			CGDH I - CIPO
TOTAL			8 Hours & 30 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	In case of complaints/feedback please contact: Joy S. Salao, CPA City Budget Officer/OIC-CIPO joysalaocpa@gmail.com +63 933 822 4004
How feedbacks are processed?	1. Make a feedback box available in CIPO. 2. Classify feedback in the following: a. for improvement b. for retention practices 3. Revision of practices as the case maybe.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of The City Investment and Promotion Officer, this city.
How complaints are processed?	1. Make a feedback box available in CIPO. 2. Classify complaints in the following: a. actionable b. non-actionable 3. Determine things to do for actionable complaints. 4. Perform things to do in #3.
Contact Information	Please contact: Joy S. Salao, CPA City Budget Officer/OIC-CIPO joysalaocpa@gmail.com +63 933 822 4004



OFFICE OF THE CITY TOURISM OFFICER

CITIZEN'S CHARTER



I. Mandate

Pursuant to RA 9593 (Tourism Act of 2009) Sec. 37 with reference to RA 7160 or the Local Government Code of 1991, encourages LGUs, in consultation with stakeholders, to utilize their powers to ensure the preparation and implementation of a tourism development plan, the enforcement of standards and the collection of statistical data for tourism purposes. They shall, insofar as practicable, prepare local tourism development plans that integrate zoning, land use, infrastructure development, the national system of standards for tourism enterprises, heritage and environmental protection imperatives in a manner that encourages sustainable tourism development.

II. Vision

A sustainable, inclusive and participative tourism program that promotes growth and development of both people and the Local Government Unit of Digos City.

III. Mission

1. To create a tourism development plan akin to the national tourism initiative in accordance to RA 9593 or tourism Act of 2009 and other relevant laws and statutes;
2. To harness tourism potentials as an engine of socio-economic growth and cultural affirmation to generate investment, foreign exchange and employment;
3. To continue to mold an enhanced sense of pride for all Digoseños;
4. To indirectly contribute on job creation, foreign exchange generation and stimulation of small, medium, large investors both local and foreign;
5. To promote Digos City as one of the primary tourist destinations in this part of the country;
6. To preserve the cultural heritage and history of Digos City.

IV. Functions

1. City Tourism Officer
Sets overall direction, management and supervision of the Department
2. Administration
 - 2.1. Facilitates all logistic support
 - 2.2. Prepares and submit Obligation Request, Purchase Request
 - 2.3. Follow-up Purchase Request and Purchase Order
 - 2.4. Assists in the completion and submission of daily time records and individual performance completion reports
 - 2.5. Facilitates in the repairs and maintenance of office and IT equipment's, buildings, and vehicle
3. Operations
 - 3.1. Prepares and submit Tourism Plans, Projects and Activities for Integration in the Comprehensive Development Plan and Annual Investment Plan of the Local Government Unit.
 - 3.2. Prepares and Submit Annual Development Plan, Annual Supplies Procurement Plan (ASPP) and Project Procurement and Management Plan (PPMP) of the office.
 - 3.3. Conducts regular monitoring and evaluation of implemented projects and activities
 - 3.4. Prepares and submits periodic accomplishment reports



- 3.5. Prepares and conducts human resource development program and activities for capacity and capability trainings and seminars
- 3.6. Updates Inventory of all Tourism related Establishments
- 3.7. Prepares and Issue Mt. Apo Trekking Permit, Trekking I.D and Certificates
- 3.8. Submitted Monthly Trekking Report to MANP-PAMB
- 3.9. Prepares and submit Tourism Statistics monthly reports to Provincial Tourism Office and DOT Region XI
- 3.10. Organized Special and Seasonal Events
- 3.11. Uploaded photos and information to City Tourism Facebook Page
4. Tourism Extension Workers
 - 4.1. Assists Locally Stranded Individuals (LSIs) and Returning Overseas Filipinos (ROFs) traveling back to Digos City
 - 4.2. Address inquiries from LSIs, ROFs and their families
 - 4.3. Assists in distributing trees to volunteers for the Greening Program
 - 4.4. Receive and distributes trees to volunteers of the One Million Trees Program



LIST OF SERVICES

Issuance of Mountaineering and Trekking Permits	244
Issuance of Mountaineering and Trekking Certificates	245



1. ISSUANCE OF MOUNTAINEERING AND TREKKING PERMITS

The office of the City Tourism regulates trekking and mountaineering activities in Mt. Apo. This is provided to protect the bountiful wildlife, flora and fauna of Mt. Apo as well as to ensure the safety of trekkers and climbers. The Office requires attendance to an orientation/briefing before issuance of permit to climb the Mt. Apo Natural Park via Kapatagan Trail.

Office or Division:	OFFICE OF THE CITY TOURISM OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Mountaineers/Trekkers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form with most recent ID picture (1x1)		City Tourism Office		
2. Medical Certificate of individual climbers;		City Health or any other Government or Private Medical Facility		
3. Photocopy of valid I.D.;		Climber		
4. Waiver of Responsibility;		City Tourism Office		
5. Certificate of Orientation/Briefing		City Tourism Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & fill-up Application Form and submit required documents	Receive and check filled-up application form and requirements	Permit fee: Regular Climb Php 1,000.00 Peak Season Php1,500.00 Other Fees Porter Fee: -Php500.00/day Max. of 3 days Guide Fee: Php1,000.00/day Max. of 3 days	30 minutes	City Tourism Officer
2. Pay prescribed fees and claim the Official Receipt.	Receive payment and issue Official Receipt			City Treasurer's Office Revenue Collection Clerk
3. Present the Official Receipt (OR) and attend Orientation.	Record OR No. Orient Climbers			City Tourism Officer
4. Claim climber's ID and Permit to climb.	Release trekking Permit and ID			
5. Present Permit to Climb upon entry along trail.	Check and validate trekking Permit			
TOTAL			30 Minutes	



2. ISSUANCE OF MOUNTAINEERING AND TREKKING CERTIFICATES

The Office of the City Tourism issues a Certificate of Completion to all who finished the climb.

Office or Division:	OFFICE OF THE CITY TOURISM OFFICER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Mountaineers/Trekkers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of reaching the peak		Accredited Mountain Guide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim Certificate of Climb upon exit/after trek is completed	Release a Certificate of Climb through the accredited mountain guide	None	5 minutes	City Tourism Officer through the Mountain Guides
TOTAL			5 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	For complaints and feedback email at: digoscitytourism@gmail.com / FB page: Digos City Tourism
How feedbacks are processed?	Feedbacks are gathered → analyzed → acted upon → followed up.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of The City Tourism Officer, this city.
How complaints are processed?	Complaints are recorded → reviewed and analyzed → solutioned
Contact Information	Please email at: digoscitytourism@gmail.com or FB page: Digos City Tourism

OFFICE OF THE CITY ECONOMIC ENTERPRISES MANAGER

CITIZEN'S CHARTER

I. **Vision**

To Be Self-Sustaining and Self-Reliant

LIST OF SERVICES

Applying For Lease / Rental of Public Market Stall Space	250-251
Renewal of Market Stall Space Lease Contract	252-253
Transferring the Right to Lease to a New Market Stall Leaseholder	254-256
Availing Of Repairs and Maintenance of Leased Market Stall Space	256
Securing Certification for Electrical Connection	257
Availing Of Memorial Services	258-259
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1. Applying for Lease / Rental of Public Market Stall Space

Applying of stall spaces, leasing of stall spaces within the public markets of Digos City is one of the many functions of the Office of the Economic Enterprises Manager (OCEEM). Rental rates and other related fees of the stall spaces vary according to floor area and location. These stalls are primarily intended for local businesses.

Office or Division:	Office Of The City Economic Enterprises Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished and notarized application form		Office Of The City Economic Enterprises Manager		
Most recent ID picture (2X2)		Client		
Voter's ID/Affidavit		Client		
Birth Certificate		Client		
Marriage Contract		Client		
Stall Leaseholder's Profile		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplished application form and Market Stall Leaseholder's Profile Picture	Filled up application form, received and check	For Central Public Market P 2,000.00 – Application Fee (Non-refundable)	15 Minutes	Office of the City Treasury staff
2. Pay application fee and claim the Official Receipt (OR).	Received by the Collector of the CTO		15 Minutes	City Economic Enterprise Manager
3. Wait for the notice of the raffle schedule (for more than 1 applicant).	10 days waiting for the result of posting		3 Days	City Mayor's Office Staff
4. Attend raffle and formal awarding of stall space.	Raffling		1 hour	Chairman / Member Market Committee and City Economic Enterprise Manager
5. Pay the award fee, occupancy fee, advance rental, certification fees and obtain Official Receipt (OR).	Awarding payment of Award Fee, Occupancy Fee & 6 Mos. G. Deposit	P 50, 000.00 – Award Fee non refundable P 30, 000.00 – non-refundable - Occupancy Fee	30 Minutes	Office of the City Treasury staff

		6 Months Guarantee Deposit (Depending on the prescribed rental rate of the stall) - Refundable		
6. Present the secured Certification of for the preparation and issuance of Market Stall Lease Contract Agreement.	Preparation of Lease Contract		30 Minutes	OCEEM
7. Present Certification of Non Delinquency and Market Stall Lease Contract Agreement for the preparation and issuance of Business Permit.	Received O.R. of S.F from CTO, prepare cert. of Non Del. for prep of issuance of Bus. Permit & Lease Contract	P 50.00	15 Minutes	City Treasurer's Office
8. Present the Market Stall Lease Contract Agreement and Business Permit and attend the scheduled on market ordinances and policies. All documents presented will be signed.	Received the Market Lease Contract, checked and signed		30 Minutes	City Economic Enterprise Manager
9. Claim a copy of the approved Market Stall Lease Contract Agreement and Business Permit.	Gives copy of approved lease contract to market stall leasee		2 hours	City Economic Enterprise Manager
TOTAL				

2. Renewal of Market Stall Space Lease Contract

The Office of the City Economic Enterprises Manager renews market stall space lease contract. It is a requirement of any person or partnership/corporation who occupies, operates, conducts or maintains their business operation within the city public markets. This a primary requirement to continue their business for the year and also a document needed for the issuance of business permit and must be renewed annually, not later than 20th of January.

Office or Division:	Office Of The City Economic Enterprises Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of preceding year’s Market Stall Space Lease Contract		Office of the City Economic Enterprise Manager		
Certification as to Goods Available for Sale		Client		
Voter’s ID/Affidavit		Client		
Birth Certificate		Client		
Marriage Contract		Client		
Stall Leaseholder’s Profile		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the previous /current year’s Market Stall Space Lease Contract.	Received previous market stall space lease contract	P 50.00 – Certification as to Non-Delinquency/Goods Available for Sale P 75.00 – Current year Lease Contract Plate Sticker	20 Minutes	City Economic Enterprise Manager
2. Pay total fees/charges as stated above and claim the Official Receipt (OR).	Payment to CTO		20 Minutes	City Treasurer’s Office – Licensing Division
3. Secure Certification of Non-Delinquency/Goods Available for Sale.	Received O.R. from CTO prepared cert for Non Del.		30 Minutes	City Economic Enterprise Manager
4. Present the secured Certification of Non-Delinquency /Goods available for Sale for the preparation and issuance of Market Stall Lease Contract Agreement."	Issued Cert. of Non Del. in preparation for issuance of lease contract		20 Minutes	City Economic Enterprise Manager
5. Present Certification of Non-Delinquency/Goods Available for Sale and	Get a copy of cert of non		15 Minutes	City Economic Enterprise Manager

Market Stall Lease Contract Agreement for the preparation and issuance of Business Permit.	del and lease contract			
6. Present the Market Stall Lease Contract Agreement and Business Permit and attend the scheduled orientation seminar on market ordinances and policies. All documents presented will be signed after the orientation. No representative is allowed.	Received market stall space lease contract Received copy of lease contract completed and conducts orientation of at least 2 hours		15 Minutes	City Economic Enterprise Manager City Economic Enterprise Manager
7. Claim a copy of the approved Market Stall Lease Contract Agreement and Business Permit.	Received and checked approved market lease contract		30 Minutes	City Economic Enterprise Manager
TOTAL				

3. Transferring the Right to Lease to a New Market Stall Leaseholder

The Office of the City Economic Enterprises Manager facilitates the transfer of stall occupancy rights from the current stall leaseholder to his/her immediate/direct beneficiaries, in case the former ceases to continue the business operation. This process is deemed necessary to legitimize the occupancy by the new market stall leaseholder.

Office or Division:	Office Of The City Economic Enterprises Manager	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	Bonafide Residents of Digos City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
If in Favor of Spouse		
1. Fully accomplished and notarized Application Form		1. City Economic Enterprise Manager
2. Most recent ID picture (2X2)		2. Applicant
3. Surrender Letter or Death Certificate of the current market stall leaseholder		3. Applicant
4. Marriage Contract (original and one (1) photocopy)		4. Applicant
5. Copy of current/preceding year's Market Stall Space Lease Contract		5. Applicant / City Economic Enterprise Manager
6. Certificate of Non-Delinquency/Goods Available for Sale		6. City Economic Enterprise Manager
If in Favor of Direct Heirs (children)		
1. Fully accomplished and notarized Application Form		1. City Economic Enterprise Manager
2. Most recent ID picture (2X2)		2. Applicant
3. Surrender Letter or Death Certificate of the current market stall leaseholder		3. Applicant
4. Birth Certificate of the Transferee (original and one (1) photocopy)		4. Applicant
5. Waiver among heirs in favor of the Transferee and duly notarized		5. Applicant
6. Copy of current/preceding year's Market Stall Space Lease Contract		6. Applicant / City Economic Enterprise Manager

7. Certificate of Non-Delinquency/Goods Available for Sale		7. City Economic Enterprise Manager		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements and the previous/current year's Market Stall Space Lease Contract.	Received /checked current previous lease contract	For Spouse 1. P 2,000.00 – Application Fee (Non-refundable) 2. P 50.00 – Certification as to Non-Delinquency/Goods Available for Sale 3. P 75.00 – Lease Contract Plate Sticker if none	20 Minutes	City Economic Enterprise Manager
2. Pay the total fees/charges as stated above at window 1 and claim the Official Receipt (OR).	Received by the collector at CTO		30 Minutes	City Treasurer's Office
3. Claim, accomplish and notarize the Application Form and secure Certification of Non-Delinquency/Goods Available for Sale as well as the Lease Contract Plate Sticker.	Filled up app. Form received and issued cert of non del and lease contract plate sticker		1 day	City Treasurer's Office – Licensing Division
4. Present the secured Certification of Non-Delinquency/Goods Available for Sale for the preparation and issuance of Market Stall Lease Contract Agreement.	Prepared and issued market stall lease contract	"For Direct Heirs (children) For Central Public Market 1. P 2,000.00 – Application Fee (Non-refundable)	30 Minutes	City Economic Enterprise Manager
5. Present Certification of Non-Delinquency/Goods Available for Sale and Market Stall Lease Contract Agreement for the preparation and issuance of Business Permit.	Cert presented market lease contract prepared in preparation for issuance of Bus. Permit	2. P 50.00 – Certification as to Non-Delinquency/Goods Available for Sale 3. P 75.00 – Lease Contract Plate Sticker if none"	15 Minutes	City Economic Enterprise Manager
6. Present the Market Stall Lease Contract Agreement and Business Permit and attend the scheduled orientation on market ordinances and policies. All documents presented will be signed after the seminar. No representative is allowed.	Lease contract and Bus. Permit presented conducts orientation on market ordinances & policies	" For New Market 1. P 2,000.00 – Application Fee (Non-refundable) 2. P 50.00 – Certification as to Goods Available for Sale 3. P 75.00 – Lease Contract Plate Sticker if none	3 days	City Treasurer's Office – Licensing Division
7. Claim a copy of the approved Market Stall Lease Contract Agreement and Business Permit.	Received copy of approved market stall lease contract	4. P 50,000.00 – Award fee	30 Minutes	City Economic Enterprise Manager

		5. P 30,000.00 – Occupancy Fee "		
TOTAL				

4. Availing of Repairs and Maintenance of Leased Market Stall Space

The Office of the City Economic Enterprises Manager (OCEEM) conduct repairs and maintenance for all leased market stall spaces. This service caters to all stall leaseholders who have no delinquent rental account and provided that the stall leaseholders will shoulder the amount of construction materials as stipulated in the Market Stall Lease Contract Agreement. This encompasses all the civil works necessary to maintain the building, particularly the stall in its best condition.

Office or Division:	Office Of The City Economic Enterprises Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request from the market stall leaseholder and duly certified by OCEEM cashier as to non-delinquent rental accounts.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request to the office for certification as to non-delinquent rental account.	Received written request for approval	The market stall leaseholder will shoulder/purchase all the materials needed for the repair.	15 Minutes	City Economic Enterprise Manager
2. Claim the certified written request and present this to the maintenance inspector for stall inspection.	Prepared Cert of Non Del		15 Minutes	
TOTAL			30 Minutes	

5. Securing Certification for Electrical Connection

The Office of the City Economic Enterprises Manager issues certification to market stall leaseholder who desires to have an electrical connection. This certification is required by the local electric company before any electrical connection is provided to stalls within the public markets or terminals. Expenses relative to this electrical connection are shouldered by the requesting market stall leaseholder.

Office or Division:	Office Of The City Economic Enterprises Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request from the market stall leaseholder and duly certified by OCEEM cashier as to non-delinquent rental accounts.		City Economic Enterprise Manager		
2. Electrical plan duly signed by a Professional Electrical Engineer.		City Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the written request to the office for certification as to non-delinquent rental account.	Received Letter request for prep. Of cert of Non Del	P 50.00 – Certification Fee	15 Minutes	City Economic Enterprise Manager
2. Together with the certified written request and signed electrical plan, present this to the market in charge for evaluation and actual inspection.	Accomplished written req. signed electrical plan subject for inspection and evaluation		15 Minutes	City Economic Enterprise Manager
3. Pay the prescribe fee at City Treasury Office and claim Official Receipt (OR).	Received OR for Service Fee prepared cert for non del		15 Minutes	Office of the City Treasury staff
4. Claim the duly signed certification and to be presented to the electric company.	Duly signed cert given to client for the electric connection		5 Minutes	City Economic Enterprise Manager
TOTAL			50 Minutes	

6. Availing Memorial Services

The Office of the City Economic Enterprises Manager (OCEEM) manages the public cemetery of the city. It offers private lots, cadaver burial niches and ground burial, prioritizing Digos City residents.

Office or Division:	Office Of The City Economic Enterprises Manager			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate original copy, completely signed by the City Civil Registrar, City Health Officer/attending physician and embalmer.		Client		
2. 2 pcs. Photocopy of the Death Certificate		Client		
3. Burial Permit		City Economic Enterprise Manager		
4. Voter’s ID/Barangay Certification as to residency of the deceased		Barangay		
5. Cadaver Niche/Grave Lot Contract		City Economic Enterprise Manager		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly signed original and two (2) photocopies of Death Certificate	Received, checked photocopies of Death Certificate	"Burial Permit: P 100.00 P 80.00 – Senior Citizen (Digos Resident) (Above fees are applicable for all types of memorial service options)	5 Minutes	City Economic Enterprise Manager
2. Pay the Burial Permit at City Treasury Office and claim the corresponding Official Receipt (OR).	Issued OR for Burial Permit		5 Minutes	Office of the City Treasury staff
3. Present the Burial Permit at the Civil Registrar Office for proper recording.	Released / Issued Burial Permit		10 Minutes	City Civil Registrar’s Staff
4. Pay the prescribe fee for memorial service option selected at City Treasury Office and claim the corresponding Official Receipt (OR).	Issued OR for memorial service option selected	Service Options: A. Cadaver Niches: P 5,100.00 – For Digos City residents P 4,080 – for Senior Citizen Digos resident	5 Minutes	Office of the City Treasury staff
5. Present the Official Receipt claimed in item no. 4 for the preparation, issuance and signing of Cadaver Niche/ Ground Burial Contract.	Prepared Issued duly signed cadaver/bone ground burial contract			City Economic Enterprise Manager

6. Present the Cadaver Niche/Ground Burial Contract to the OCEEM staff at the cemetery for interment scheduling and assigning of cadaver niche or ground burial number/location.	Duly signed cadaver niche / Ground Burial contract given to cemetery staff for number allocation	P 20,200.00 – For Non-Digos City residents B. Ground Burial P 1,000.00 - For Digos City residents P 800.00 – for Senior Citizen Digos City resident only P 2,000.00 - For Non-Digos City residents "	15 minutes	Office of the City Treasurer's Staff City Economic Enterprise Manager - Cemetery Incharge
TOTAL			40 Minutes	

7. Availing of Bone Niche

Upon the expiration of the Cadaver Niche/Ground Burial Contract (after five (5) years), cadaver remains are exhumed. Families and relatives of the exhumed cadaver remains have the option to rebury the remains at the Digos City Bone Niche. The Office of the City Economic Enterprises Manager (OCEEM) provides this service.

Office or Division:		Office Of The City Economic Enterprises Manager		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Bonafide Residents of Digos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the person at the Public Assistance Desk of OCEEM.	Clients attended properly	For Digos City Resident: P 5, 700.00 – Bone Niche	10 Minutes	City Economic Enterprise Manager
2. Pay the prescribed fees at City Treasury Office and claim the corresponding Official Receipt (OR).	Issued O.R.		5 Minutes	Office of the City Treasury staff
3. Present the Official Receipt (OR) for the preparation and issuance of Bone Niche Contract.	O.R. presented, prepared and issued Bone Niche Contract	P 50.00 – Service Fee P 4,560 – Senior Citizen (Digos Citizen Only)	15 Minutes	
4. Present the Official Receipt and Bone Niche Contract at the OCEEM cemetery office and confirm the date of interment as well as the bone niche niche number.	Duly signed Bone Niche Contract, presented to cemetery in charge for bone niche number	For Non- Digos City Resident P 20,700.00 – Bone Niche	5 Minutes	City Economic Enterprise Manager
TOTAL			35 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through telephone no. (0929) 445-3790 or email at digos.oceem@gmail.com
How feedbacks are processed?	An attending staff will look into it.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Economic Enterprise Manager, this city.
How complaints are processed?	Your written/verbal complaint shall be immediately attended to by the City Economic Enterprise Manager.
Contact Information	Telephone no. (0929) 445-3790 or email at digos.oceem@gmail.com



CITY VETERINARY OFFICE

CITIZEN'S CHARTER

**VISION:**

To achieve a rabies free society and sustain quality service for animal health care and protection.

MISSION:

Protection of animal welfare, prevention and control of rabies virus and diseases outbreak thru vaccination, deworming, treatment and to improve the quality breed of stocks in Digos City.



LIST OF SERVICES

ANIMAL HEALTH SERVICES: 265-266

- Treatment and medication
- Vitamins and mineral supplementation
- Deworming
- Vaccination
- Surgical operation
- Intravenous insertion
- Necropsy

ANIMAL PRODUCTION 267

- Artificial insemination (swine & large cattle)
- Availment of swine semen
- Pregnancy diagnosis
- Teeth clipping
- Tail docking
- Castration

REGULATORY SERVICES 268

- Dog impounding (dog retrieval & dog adoption)
- Issuance of registration certificate (dog & cat)
- Issuance of Veterinary health certificate
- Issuance of certificate of compliance (business permit)
- Issuance of certificate of Good Manufacturing Practices (GMP)
- Issuance of butcher training certificate



1. ANIMAL HEALTH SERVICES

OFFICE/DIVISION:		CITY VETERINARY OFFICE		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C – Government to Client		
Who may avail:		Livestock raiser and pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		Written request from the barangay		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Treatment & Medication, Vitamins and mineral supplementation, Deworming, Vaccination <ul style="list-style-type: none"> Bring pet animal to the City Vet. Clinic for the desired services Seek assistance for desired services of farm animals Pay prescribed fees Present official receipt 	Veterinarian/ Technician conduct diagnosis	Dog – 20.00/hd Cat – 20.00/hd Cattle – 20.00/hd Carabao – 20.00/hd Goat – 20.00/hd Sheep – 20.00/hd Poultry – 20.00/hd	30 mins.	Neil Ritchie s Lavega, DVM Janet N. Mamburao Rendior S. Soriano Wendell L. Gomez Constantino M. Dagit Venus Juvy S. Ehong
Barangay Massive vaccination & deworming <ul style="list-style-type: none"> 1.Submit request 2. Present endorsement duly approved by the City Mayor 		Free	1-3 days	Giovanni Fitz Lantape
Surgical operation (Minor & Major) Bring pet animal to the City Vet. Clinic for the desired services Seek assistance for desired services of farm animals Pay prescribed fees Present official receipt	Veterinarian/ Technician conduct diagnosis	Dog – 50.00/hd Cat – 50.00/hd Cattle – 50.00/hd Carabao – 50.00/hd Goat – 50.00/hd Sheep – 50.00/hd Poultry – 50.00/hd	1hr	Neil Ritchie s Lavega, DVM Janet N. Mamburao Rendior S. Soriano
Intravenous insertion <ul style="list-style-type: none"> Bring pet animal to the City Vet. Clinic for the desired services 	Veterinarian/ Technician	Dog – 120.00/hd	30 mins	Neil Ritchie s Lavega, DVM



<ul style="list-style-type: none">• Seek assistance for desired services of farm animals• Pay prescribed fees• Present official receipt	conduct diagnosis	Cat – 120.00/hd		Janet N. Mamburao Rendior S. Soriano
<p>Necropsy</p> <ul style="list-style-type: none">• Verbal /written Request• Pay required fees• Present Official Receipt to personnel in-charge	Veterinarian conduct diagnosis	Pig – 25.00/hd Goat – 25.00/hd Cat – 50.00/hd Cattle – 25.00/hd Carabao – 25.00/hd Goat – 25.00/hd Sheep – 25.00/hd Poultry – 25.00/hd	1 hr	Neil Ritchie s Lavega, DVM



2. ANIMAL PRODUCTION SERVICES:

OFFICE/DIVISION:		CITY VETERINARY OFFICE/ARTIFICIAL BREEDING CENTER		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		VETERINARY SERVICES		
Who may avail:		Livestock raiser		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Artificial Insemination (swine & large cattle) <ul style="list-style-type: none">• Verbal request• Pay required fee• Present official receipt• Set schedule for AI	Served effectively and efficiently	Large cattle – 20.00/hd Swine – 200.00/hd	45 mins	Wendell L. Gomez Constantino M. Dagit Venus Juvy S. Ehong
Pregnancy diagnosis <ul style="list-style-type: none">• Verbal request• Pay required fee• Present official receipt	Served effectively and efficiently	Large cattle – 20.00/hd	30 mins	Wendell L. Gomez Constantino M. Dagit Venus Juvy S. Ehong
Teeth clipping,tail docking and castration <ul style="list-style-type: none">• 1.Verbal request• Pay required fee• Present official receipt	Served effectively and efficiently	Piglet – 20.00/hd	5 mins /piglets	Wendell L. Gomez Constantino M. Dagit Venus Juvy S. Ehong



3. REGULATORY SERVICES

OFFICE/DIVISION:		CITY VETERINARY OFFICE		
CLASSIFICATION:		Simple		
TYPE OF TRANSACTION:		VETERINARY SERVICES		
Who may avail:		Pet owners, stall and meat shop operators, trainees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or written request		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Dog retrieval & dog adoption 1. Verbal request 2. Pay required fees 3. Present official receipt	Served appropriately	Retrieval : Dog – 250.00/hd Adoption: Dog – 250.00.hd	10 mins	Wendell L. Gomez Constantino M. Dagit Venus Juvy S. Ehong
Issuance of Registration Certificate (dog & cat) 1. Verbal request 2. Pay required fees 3. Present official receipt	Served appropriately	Dog & cat registration 50.00/hd	15 mins	Janet N. Mamburao
Issuance of Veterinary Health certificate 1. Verbal request 2. Pay required fees 3. Present official receipt	Served appropriately	20.00 /hd	15 mins	Neil Ritchie s Lavega, DVM
Issuance of Certificate of Compliance (business permit) 1. Verbal request 2. Pay required fees Present official	Served appropriately	50.00 /hd	15 mins	Giovanni Fitz Lantape
Issuance of Certificate of Good Manufacturing Practices (GMP) 1. Verbal request 2. Pay required fees Present official	Served appropriately	50.00 /hd	15 mins	Giovanni Fitz Lantape
Issuance of Butchers Training Certificate 1. Verbal request 2. Pay required fees Present official	Served appropriately	50.00 /hd	15 mins	Dr. Fermin G. Verallo



FEEDBACK AND COMPLAINTS MICHANISM
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How to send feedback?	For Concern, Please contact 0951362 9051
How to feedback are processed?	An attending staff will look into it and take the necessary action.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the office of the City Veterinarian, this city
Contact Information	Please Contact 09513629051

CITY SLAUGHTERHOUSE OPERATION

CITIZEN'S CHARTER

I. **Vision**

To provide safe and quality meat fit for human consumption.

LIST OF SERVICES:

BASIC SLAUGHTERING SERVICES: 273

- HOGS
- CATTLE
- CARABAO
- GOAT

CONDUCT MEAT INSPECTION: 274

- ANTE MORTEM INSPECTION
- POST MORTEM INSPECTION
- POST ABATTOIR INSPECTION

TASK FORCE BANTAY KARNE IMPLEMENTATION

1. BASIC SLAUGHTERING SERVICES: HOGS, CATTLE, CARABAO, GOAT

Butchering of all food animals such as Hogs, Cattle, Carabao and Goat.

Office or Division:	CITY SLAUGHTERHOUSE OPERATION			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Meat Stall Owners of: Digos City Davao City Meat Shop Owners of Digos City, Walk in Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pertinent documents: Hogs: Veterinary Health Certificate Note: ASF Free Certification in cases to ASF infected areas. Cattle / Cara: Veterinary Health Certificate Credentials Shipping Permit		•Veterinary Health Cert. should be issued by a government veterinarian. •ASF Free Cert. should be issued by the Bureau of Animal Industry. • Shipping Permit should be issued by the Bureau of Animal Industry.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must present pertinent documents such as: Veterinary Health Certificate, Brgy. Certification, Credentials & Shipping Permit; 2. Ante-Mortem Inspection; 3. Pay prescribed fees 4. Present Official Receipt; 5. Submit animals for proper slaughtering procedure; 6. Post-Mortem Inspection of carcass; 7. Labelling/branding as PASSED for dispatch.	1. Pertinent docs must be scrutinized and verified properly by MI on duty for the legality/ validity of the credentials.	• HOGS Sla Fee P 220.00 Ante Mortem 10.00 Post Mortem 30.00 VHC 20.00 Total P 280.00	• Hogs /large animals - 4 to 6 hours resting period before slaughtering (observation period if the animal manifest abnormalities) -if animals is found healthy maximum of 2 hours only.	CSU (receiving of animals)
	2. MI on duty will conduct Ante-Mortem Inspection to ensure that animal is fit for slaughtering.			Meat Inspector (Ante Mortem Insp)
	3. Issuance of OR upon Payment.			Collector
	4. OR No. must be registered in the CSU logbook.			CSU
	5. Humane handling of slaughtering food animals must be followed.	• GOAT Sla Fee P 165.00 Ante Mortem 10.00 Post Mortem 10.00 VHC 20.00 Total P 205.00		Meat Inspector
	6. MI on duty will conduct post-mortem inspection to ensure that meat produced are fit for human consumption.			Meat Inspector
		•CATTLE/CARABAO Sla Fee P 430.00 Ante Mortem 10.00 Post Mortem 50.00 Dehairing 50.00 VHC 20.00 Total P 560.00		Meat Inspector
				Butcher/Checker
TOTAL			2 hours	

2. CONDUCT MEAT INSPECTION: ANTE MORTEM INSPECTION, POST MORTEM INSPECTION, POST ABATTOIR INSPECTION

Ante Mortem Inspection is conducted by Meat Inspector in order to ensure that food animals are fit for slaughtering for human consumption.

Post Mortem Inspection is conducted to all carcasses and entrails to ensure safe and quality meat fit for the consuming public.

Post Abattoir Inspection is conducted in all meat stalls, meat shops, wet markets and supermarket to ensure that meat displayed doesn't possess any contamination however if contaminated carcass are found, they are disposed properly.

Office or Division:		CITY SLAUGHTERHOUSE OPERATION		
Classification:		Complex		
Type of Transaction:		G2C – Government to Client; G2B Government to Business Entity		
Who may avail:		Livestock owners; Livestock Supplier; Meat Stall/ Meat Shop Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent documents: Veterinary Health Certificate, Credentials or Brgy. Cert., Shipping Permit		VHC -Gov't Vet/Credentials or Brgy. Cert.-Origin/Shipping Permit-BAE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All food animals must undergo Ante Mortem Inspection before slaughtering	Meat Inspector on duty will conduct Ante-Mortem Inspection.	Ante -Mortem Fee for: Hogs 10.00 Goat 10.00 Large 10.00	2 Hours	Meat Inspector on duty
2. All carcass and entrails must undergo Post Mortem Inspection	Meat Inspector on duty will conduct Post-Mortem Inspection	Post Mortem Fee for: Hogs 30.00 Goat 10.00 Large 50.00		Meat Inspector on duty
3. Daily monitoring or Post abattoir Inspection is conducted by Meat Inspector assigned	Daily monitoring in the public market, meat shops meat stalls etc.			Meat Inspector assign in monitoring
TOTAL			2 hours	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For concerns, please contact 09513629051
How feedbacks are processed?	An attending staff will record feedbacks
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the City Slaughterhouse Operation, this city.
How complaints are processed?	An attending staff will look into it and take action.
Contact Information	Please contact 09513629051



OFFICE OF THE CITY SOCIAL
WELFARE AND DEVELOPMENT

CITIZEN'S CHARTER



I. Vision

A socially and economically developed City of Digos, responsive to differentiated gender roles and needs of women and men, characterized by political maturity and social harmony in a healthy and sustainable environment and gender fair society.

II. Mission

To care, protect and rehabilitate individuals and groups who are disadvantaged and needing social welfare and development interventions in order for them to become productive, self-reliant, participating and contributing member of the society.



LIST OF SERVICES

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Disaster Relief Assistance	288
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1. CRISIS INTERVENTION

- is a short-term management technique designed to reduce potential permanent damage to an individual affected by a crisis.
- is a program of CSWDO designed to provide assistance to individuals in crisis situations like provision of assistance either in cash or in kind to individuals and families whose normal functioning has been hampered due to difficult circumstances brought about by dysfunctional situations caused by poor health condition, natural and man-made calamities and other crisis.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Individual and Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate indigence		Place of Residency (Barangay)		
2. Hospital Bill (in cases of hospital admission)		Concerned Hospital of Admission		
3. Medical Certificate		Attending Physician		
4. Fire Marshall Report (in cases of fire)		BFP		
5. Disaster Report (in cases of calamities)		CDRRMC Office		
6. Death Certificate		Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Documents verified for assistance	Free	30 Minutes	CSWD Staff - Regular Employees
TOTAL			30 Minutes	



2. CARE & PROTECTION OF WOMEN & CHILDREN UNDER DIFFICULT CIRCUMSTANCE (VAW-C)

Promotes care and protection of Women and children through the Implementation of RA 9344, RA 7611 and RA 9262

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Women & Children in Extremely Difficult Circumstances			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Place of Residency (Barangay)		
2. Endorsement letter		Barangay and PNP		
3. Referral (Optional)		Referring Party		
4. Medical Certificate		Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and personal appearance at CSWDO	Documents verified; counselling conducted and referred for proper assistance	Free	1 Hour	Social Welfare Officers
TOTAL			1 Hour	



3. CARE & PROTECTION OF WOMEN & CHILDREN UNDER DIFFICULT CIRCUMSTANCE (VAW-C)

This is required by the DOJ or Department of Justice for victims of rape and violent crimes to avail of financial assistance. Application must be made not later than six (6) months after the incident.

- Referral to Human Rights Office
- Referral to DSWD FO XI Davao City

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Families or Individuals, Victims of Heinous Crimes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of Affidavit of Complaint		Prosecutor's Office /WCPD,PNP		
2. Certified true copy of Police Report		WCPD-PNP		
3. Autopsy Report in case of victim's death		City Health Officer		
4. Court Order (Subpoena/resolution/warrant of arrest)		Court		
5. Certified true copy of Medical Certificate		City Health Office/Provincial Hospital		
6. Psychiatrist's Certificate, if applicable		SPMC-Psychiatry Department		
7. Certified true copy of Death Certificate		City Civil Registrar		
8. Certified true copy of the Marriage Certificate if the claimant is the spouse		City Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Document verification	Free	30 Minutes	Social Welfare Officers
2. Fill up Department of Victim's Compensation Form.	Data Verification			
3. Submit referral and the duly accomplished compensation form to the department	Documents and referral submitted			
4. Wait for notice of approval from the Chief Justice				
TOTAL			30 Minutes	



4. REFERRAL TO LINK AGENCIES

This is to link clients to resources by referring to the appropriate agency. Assist clients to obtain help from link agencies.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to NGA			
Who may avail:	Individuals & Families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigence		Place of Residency (Barangay)		
2. Medical Certificate/Clinical Diagnosis		CHO or it's Attending Physician		
3. Billing		Concerned Hospital of Admission		
4. Fire Marshall Report		BFP		
5. Disaster Report		CDRRMC Office		
6. Death Certificate		Local Civil Registrar		
7. Social Case Study Report				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit referral letter and requirements to link agencies	Documents/Requirements verified for submission	Free	30 Minutes	CSWD staff - Regular Employees
TOTAL			30 Minutes	



5. EARLY CHILDHOOD CARE & DEVELOPMENT SERVICE

To provide care and accessible services such as early education, health and sanitation, nutrition, child protection and social services of children in the first crucial stage of development.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Client & their Children			
Who may avail:	Parents of Children who are 2-4 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Children with ages 2 to 4 years old are accepted to this program		ECCD Service Providers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll children to ECCD Centers	Checklist administered	Free	1 hour	ECCD Service Providers
TOTAL				

6. SUPPLEMENTARY FEEDING

The provision of food, in addition to the regular meals, to currently enrolled Children in ECCD Centers.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Parents of Children who are enrolled in ECCD Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Children with ages 2 to 4 years old are accepted in this program		ECCD Service Providers		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll children to ECCD Centers	Enrolment noted Parents' Participation ensured	Free	30 Minutes	ECCD Service Providers
TOTAL			30 Minutes	



7. SENIOR CITIZEN'S ID CARD

Issuance of Senior Citizen's ID Card to residents of Digos City who are 60 years old and above. The identification can be used by the senior citizens in the availing 20% discount for purchase of medicines, hospitalization, and basic necessities etc., as provided for by RA 7432 as amended by RA 9994, expanded Senior Citizen's Act of 2010.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up OSCA Application Form		OSCA Office/CSWDO		
2. Photo copy of Birth certificate		PSA/CCR		
3. 2 pcs. 1x1 I.D picture (Black & White & most recent)		Applicant		
4. Current Community Tax Certificate (Cedula)		Applicant		
5. Certificate of Residency		Place of Residency (Barangay)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements and duly filled up the application form.	Documents verified and Identification Card Processed	Free	15 Minutes	CSWD staff - Regular Employees
2. Claim Identification Card and Purchase booklets to record purchases of Medicines, Basic Necessities and Prime Commodities.	Identification Card and Booklets Released.			
TOTAL			15 Minutes	



8. PERSON WITH DISABILITY OR PWD I.D CARD

Issuance of I.D card to Person with disability who are qualified under RA 10754 or PWD 1 to 59 years old.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	PWD's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up application Form		CSWDO/PDAO Office		
2. Certificate of Residency		Place of Residency (Barangay)		
3. Medical Certificate of Disability		Physician /Medical Practitioner's		
4. 2x2 Black & White ID Picture (2pcs.)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Identification Card Processed	Free	15 Minutes	CSWD staff - Regular Employees
TOTAL			15 Minutes	

9. SOLO PARENT I.D CARD

Issuance of I.D Card to qualified Solo Parent who are covered under RA 8972.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Qualified Solo Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up application Form		CSWDO		
2. Barangay certificate of no live-in partner		Place of Residency (Barangay)		
3. Birth Certificate of Minor Children		Civil Registrar		
4. 2x2 Picture		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Identification Card Processed	Free	15 Minutes	CSWD staff - Regular Employees
TOTAL			15 Minutes	



10. PERMIT TO TRAVEL

Issues permit to travel of minor children who will travel within the country. Permit must be obtained before any unescorted minor can travel.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Guardians & Surrogate Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the Child (original and machine copy)		City Civil Registrar		
2. Barangay Certification as to travel		Place of Residency (Barangay)		
3. Parental consent or consent of grandparents or the eldest for minors without parents		Applicant and concerned relatives		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Documents verified	Free	15 Minutes	CSWD Officers and Support staff - Regular Employees
2. Claim permit to travel	Approval & released of permit	Free	15 Minutes	CSWD Officers and Support staff - Regular Employees
TOTAL			30 Minutes	



11. LIVELIHOOD ASSISTANCE (FINANCIAL OR SKILLS TRAINING)

Extended to qualified beneficiaries who have existing projects. To anybody possessing special skills, training, knowledge which can be used to generate income for self-employment.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Qualified Individuals & Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency		Place of Residency (Barangay)		
2. Business Permit		Applicant		
3. Availability of business stall or area		Applicant		
4. Certificate of Training for special Skills		Applicant		
5. Project is existing		Applicant		
6. Attendance to skills training and orientation		Applicant		
7. Attendance to Basic Business Management training		Applicant		
8. Attendance to Skills Training and Capability Development		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Documents validated & assessed for approval	Free	1 Hour and 30 Minutes	CSWD Officer and Support Staff- Regular Employees
TOTAL			1 Hour and 30 Minutes	



12. DISASTER RELIEF ASSISTANCE

In times of emergencies and calamities, The City Government of Digos in cooperation with the CSWDO will extend immediate assistance in cash or in kinds to victims of circumstances like flood, fire, typhoon, etc.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Families & Individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of residency		Place of Residence (Barangay)		
2. Recommendation from the barangay government as to circumstances		Place of Incidence (Barangay)		
3. Photos of the incidence and circumstances affecting applicant		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	Validate & assess applicant's documents for assistance	Free	1 Hour	CSWD Officer and Support Staff-Regular Employees
TOTAL			1 Hour	

13. PRE-MARRIAGE COUNSELLING

Is a pre-requisite in securing a marriage license. It is designed to provide would-be couple to prepare them with a realistic view of marriage. It discusses issues on responsible parenting & family planning.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Complex			
Type of Transaction:	Government to Clients			
Who may avail:	Couple Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for marriage counseling		Pop Com (Local Office)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Required document verified	Free	8 Hours	Social Welfare Officers (Licensed Marriage Counsellor)
2. Personally attend the seminar	Attendance of would-be couples			
3. Claim certificate of attendance	PMC Certificate released			
TOTAL			8 Hours	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Email us at: digoscswdo2013@gmail.com
How feedbacks are processed?	Call the attention of the concerned staff for assessment and proper guidance.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of The City Social Welfare and Development, this city or drop it at our complaint box.
How complaints are processed?	Evaluate both sides through a meeting and reach out a resolution.
Contact Information	(082)-272-4490



CITY COOPERATIVES DEVELOPMENT OFFICE

CITIZEN'S CHARTER



I. Mandate:

To promote the viability and growth of cooperatives as instruments of social justice, equity and economic development.

II. Vision:

An efficient and effective Department Office in the Local Government Unit of Digos City working towards the development of viable, sustainable, socially and economically responsive cooperative sector.

III. Mission:

To ensure safe and sound operations of cooperatives.

IV. Core values:

Excellence

Going one's best performance and achieve the desired outcome through effective and efficient management of resources.

Commitment

High dedication and proactive involvement in the realization of the Department's mandate.

Integrity

Maintain personal conduct reproach

Teamwork

Working collectively and harmoniously to achieve synergy in an environment conducive to the achievement of organizational goals

V. Objectives:

1. To strengthen and enhance the delivery mechanisms of the City Cooperative Development Office
2. To improve Institutional Development, Governance and Management of cooperatives.
3. To promote and institutionalize Human Resource/Capital Development among cooperatives.
4. To provide an enabling environment for the strengthening development of cooperatives
5. To provide regular budgetary appropriation to the cooperative sector relative to technical and financial support.
6. To increase financial access, marketing tie-ups and strategic alliance and partnership of cooperatives.

VI. Functions:

1. City Cooperatives Officer

Sets overall direction, management and supervision of the Department

2. Administration

- a. Facilitates all logistic support
- b. Prepares and submit Obligation Request, Purchase Request
- c. Follow-up Purchase Request and Purchase Order
- d. Assists in the completion and submission of daily time records and individual performance completion reports



- e. Facilitates in the repairs and maintenance of office and IT equipment, buildings, and vehicle

3. Operations

Operations is divided into two functional sections:

1. Cooperative Research, Institutional and Training Section (CRITS)
 - a. Undertakes research studies relative to cooperative development extension approaches, competitive marketing opportunities and effective and efficient coordination, collaboration and consultative mechanism.
 - b. Facilitates cooperative group formation, registration and organizational management interventions.
 - c. Prepares and conducts human resource development program and activities for capacity and capability trainings and seminars
2. Plans/Programs and Project Development Section
 - a. Prepares and submit Local Cooperatives Development Plans, Programs and Projects for Integration in the Comprehensive Development Plan and Annual Investment Plan of the Local Government Unit.
 - b. Prepares and Submit Annual Development Plan, Annual Supplies Procurement Plan (ASPP) and Project Procurement and Management Plan (PPMP) of the office.
 - c. Assists the cooperatives in the preparation of Project proposals/designs for livelihood development projects
 - d. Conducts regular monitoring and evaluation of implemented projects and activities
 - e. Prepares and maintains management information system (MIS)/ data banking
 - f. Prepares and submits periodic accomplishment reports

4. Cooperatives Extension Workers (CEW)

- a. Assist in the formation, organization and institutionalization of cooperatives
- b. Assist in the preparation and completion of documentary requirements for Livelihood Support Projects in the assigned barangay
- c. Assist in the preparation and completion of annual reportorial requirements of cooperatives for submission to the Cooperative Development Authority
- d. Assist in the Conduct of Training and Seminars for cooperatives
- e. Prepares and submits periodic accomplishment reports
- f. Conducts monitoring and evaluation of Livelihood Projects and other related programs and activities
- g. Monitor the repayment status of Soft-loan Livelihood Projects



LIST OF SERVICES

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Availing of Technical and Livelihood Assistance for Cooperatives and Sectoral Groups	295
Availing of Assistance in the Preparation of Project Proposals and Designs	296



1. Availing of Assistance on Cooperatives Formation, Organization, Registration and Management

Provision of hands-on Assistance for new prospective primary cooperatives and other Sectoral Groups in terms of group formation, completion of documentary requirements for registration and capacity/capability enhancement organizational strengthening

Office or Division:	City Cooperatives Development Office			
Classification:	Simple			
Type of Transaction:	Client to Government ; Government to Government			
Who may avail:	Primary Cooperatives and other Sectoral Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the office of the City Cooperatives Officer.		From Client and Submit to City Coop Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verbal and/or Submit Letter Request to CCDO	City Coop Office officially Received Request	None	1 day	Clientele
2. CCDO informs clientele of initial requirements	CCDO provides list of initial Requirements	None	1 day For Completion of Documentary Requirements Two (2) weeks For Trainings/Seminars- as scheduled	CCDO Staff – Cooperative Development Specialist
TOTAL		None		



2. Availing of Technical and Livelihood Assistance for Cooperatives and Sectoral Groups

Technical Assistance includes provision of Mandatory Trainings and other appropriate seminars for Primary Cooperatives and other Sectoral Groups.

Provision/Extension of Livelihood Financial Assistance to Primary Cooperatives and other Sectoral Groups in the form of Soft-Loan or Grant Packages

Office or Division:	City Cooperatives Development Office			
Classification:	Simple			
Type of Transaction:	Client to Government			
Who may avail:	Primary Cooperatives and other Sectoral Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request addressed to the City Mayor with Board of Directors Resolution for assistance		From Client and submits to Mayor's Office		
Letter Request with Board of Directors Resolution for Livelihood Assistance		From Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request w/ BOD Resolution to the Mayors' Office	Mayor's Office Receipt of Letter	None	1 day	Mayors' Office Receiving Clerk
2. Mayor Approves/Disapproves Request	Mayor's Office Review and Action	None	1 day	Mayors' Office
3. Mayors' Office forward Request to CCDO.	Mayor's Office forwarded Request to CCDO	None	1 days	Mayors' Office
4. Follow-up Letter Request	CCDO follows-up Request	None	Once a week	CCDO Staff – Admin Aide I
5. Conduct of Actual Intervention	CCDO informs Client of Status Request	None	As scheduled	CCDO Training Team
6. CCDO Assists & Facilitates Completion of Documentary Requirements	CCDO informs/ facilitate Client on the Documentary Requirements	None	Two (2) weeks	CCDO Staff – Cooperative Development Specialist
TOTAL				



3. Availing of Assistance in the Preparation of Project Proposals and Designs

Provision of Direct Assistance for Project Development, Re; Preparation of Project Proposal and Designs

Office or Division:	City Cooperatives Development Office			
Classification:	Simple			
Type of Transaction:	Client to Government			
Who may avail:	Primary Cooperatives and the other Sectoral Groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request w/ BOD Resolution for Technical Assistance		From Client and submit to CCDO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to CCDO	CCDO official Receipt of Letter Request	None	1 day	Clientele
			1 day	CCDO Staff Receiving Clerk
2. CCDO prepares Project Proposal/Design	CCDO secures Basic information and prepares Project Proposal/ Design	None	2 weeks	City Cooperative Development Officer
TOTAL		None		



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Please let us know how we have served you by sending your feedback through digoscitycoopdevelopmentoffice@gmail.com or tabasa_f@yahoo.com or Call through CP Mobile No. 0939-513-0385/ 0999-535-5085
How feedbacks are processed?	Establish Feedback Information System via electronic means and periodically browse gmail and email addresses
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the City Cooperatives Development Office
How complaints are processed?	Activate/ Functionalize grievance mechanism by establishing mediation and conciliation committee
Contact Information	digoscitycoopdevelopmentoffice@gmail.com or tabasa_f@yahoo.com or Call through CP Mobile No. 0939-513-0385/ 0999-535-5085

CITY LEGAL OFFICE

CITIZEN'S CHARTER

- I. **Mandate:** The City Legal Officer is the Chief Legal Counsel of the Digos City Government. As such, it is tasked to represent the local government unit and to advise the City and other City Officials in any litigation or matter under Section 481 of the Local Government Code of 1991.
- II. **Vision:** The City Legal Department's vision is to be the standard of quality legal service, pursuer of justice and champion of the rule of law.
- III. **Mission:** The City Legal Department's mission is to provide excellent, professional, ethical and efficient legal services to the Mayor, the City Council and other City Officials in relation to their official duties and functions.
- IV. **Core Values:**
The City Legal Department, in all its dealings, abides by the following core values representing the office LEGAL, to wit:

L – aw E –xcellence G–ood Governance A –ccountability L – eadership
- V. **Services Offered:**
The City Legal Department offers the following services, to wit:
 - 1. Filing of Administrative Complaint
 - 2. Free Legal Advice
 - 2. Render Legal Opinion

LIST OF SERVICES

Filing of Administrative Complaints	301
Free Legal Advice	302
Render Legal Opinion	303

I. **FILING OF ADMINISTRATIVE COMPLIANTS**

For the filing of administrative complaints against Digos City Government Officials and employees.

Office or Division:		City Legal Office		
Classification:		Simple		
Type transaction:		G2C- Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit Complaint duly verified pursuant to 2017 Rules on Administrative Cases in the Civil service		Client		
Supporting Documents/ Record		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to Receiving table	Receive the required documents and check for completeness	None	20 minutes	Receiving clerk of the City Legal Office
TOTAL		NONE	20 Minutes	

II. FREE LEGAL ADVICE

The City Legal Department gives Free legal advice to Digos City constituents. The client will register at the receiving clerk, and will then be interviewed by an assigned legal researcher. After the interview, the client will be endorsed by the Legal researcher to the Legal Officer for legal advice.

Office or Division		City Legal Office		
Classification		Complex		
Type transaction		G2C- Government to Citizen		
Who may avail		Digos City Constituents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		Not Applicable		
Client Steps	Agency Action	Fees To Be Paid	Processing time	Person Responsible
Registration in Log Book	Referral of assignment	None	5 minutes	Receiving clerk of the City Legal Office
Interviewed	Interview of client	None	15 minutes	Legal Researcher
	Evaluation of Request and/ or assignation	None	10 minutes	Legal Researcher
	Rendering of Legal advice	None	30 minutes	City Legal Officer
TOTAL		NONE	60 Minutes	

III. RENDER LEGAL OPINION

For requests seeking legal opinion, the concerned party must submit a written request with supporting documents and endorsement from the Office of the City Mayor.

Office or Division		City Legal Office			
Classification		Simple			
Type transaction		G2G- Government to Government			
Who may avail		City Officials and employees			
Checklist of Requirements		Where to Secure			
Formal request for Legal Opinion		Client			
Supporting Documents/ Record		Client			
Client Steps	Agency Action	Fees To Be Paid	Processing time	Person Responsible	
Submit the required documents to Receiving table	Receive the required documents and check for completeness	None	20 minutes	Receiving clerk of the City Legal Office	
TOTAL		NONE	20 Minutes		

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Submit a feedback and drop it at the designated drop box located in the Office of the City Legal.
How feedbacks are processed	The feedback box is collected and opened by the relevant office
How to file a complaint	File a complaint with the Office of the City Legal
How complaints are processed	The concerned office will evaluate the complaint and start the investigation
Contact Information	FB page: Digoscity Legaloffice Email add: digoscitylegal@gmail.com



PUBLIC EMPLOYMENT SERVICE OFFICE

CITIZEN'S CHARTER



I. Mandate

To carry out full employment and equality of employment opportunities for all, and for this purpose, to strengthen and expand the existing employment facilitation service machinery of the government particularly at the local levels there shall be established in all capital towns of provinces, key cities, and other strategic areas a Public Employment Service Office, hereinafter referred to as "PESO", which shall be community-based and maintained largely by Local Government Units (LGUs), Non-Government Organizations (NGOs), Community Based Organization (CBOs), Universities and Colleges, Technical and Vocational Institutions, as well as those institutionalized by virtue of legislative actions of local government units. The PESOs shall be linked to the regional offices of the Department of Labor and Employment (DOLE) for coordination and technical supervision, and to the DOLE central office, to constitute the national employment service network.

II. Vision

An effective, efficient and multi-service facility with dedicated, God-fearing and empowered people committed to serve and achieve a socially and economically active and progressive community. Making Digos a city of choice to live, dwell and stay.

III. Mission

To facilitate, promote and provide employment opportunities and other services to jobseekers, employers and stakeholders through effective collaboration with government and non-government entities.



LIST OF SERVICES

Government Internship Program (GIP)	308
Special Program for Employment of Student (SPES)	309
Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD)	310
Skills Training	311
Local Recruitment Activity (LRA) & Special Recruitment Activity (SRA)	312
Job Fair	313



1. Government Internship Program (GIP)

Government Internship Program (GIP) provides three to six (3-6) months internship opportunity for high school, technical-vocational, or college graduates who wants to pursue a career in public service in either local or national government.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Fresh Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Transcript of Records for college students or Form 137 for high school graduates, or Certificate of Graduation in case of voc-tech graduates.		School registrar		
• Certificate of Indigency from the Barangay		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit required documents at PESO Digos	Receive the required documents and check for completeness	None	10 Mins	PESO Manger, PESO Staff and DOLE Labor Employment Officer
• Wait for approval of application	Endorse applicants to DOLE; Contract signing of approved and qualified applicants		3 Days	
• Basic orientation	Conduct orientation with DOLE		4 Hours	
• Deployment	Endorse applicants to assigned office; monitoring		3 Months	
TOTAL		None	3 Months, 3 days, 4 Hours and 10 Mins	



2. Special Program for Employment of Student (SPES)

Special Program for Employment of Students (SPES) is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Students or Out-of –School youths of Digos City Must be at least 15 and not more than 30 years old during implementation Must not be a graduate of any college degree Must not have failing grade Combined net after tax of parents including his/her own, if any does not exceed regional poverty threshold			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• 2 pcs Passport size I.D picture with white background• Bio-Data• Birth Certificate• Latest Grades• Out-of-School certification from barangay (for OSY)• Barangay Certification of Indigency/Low Income• Online SPES registration		Photo studios PSA or Civil Registrar's Office School Registrar Barangay Hall Barangay Hall www.spes.dole11portal.org		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents at PESO Digos;	1. Receive the required documents and check for completeness;	None	10 Mins	PESO Manager, PESO Staff, DOLE Labor Employment Officer
2. Create SPES account through SPES portal (Online registration);	2. Check applicant's online registration;		2 Hours	
3. Upload SPES requirements online;	3. Check applicant's complete requirements uploaded online;		2 Hours	
4. Wait for approval and validation of online registration;	4. Refer and place SPES for vacancy and finalize list of qualified applicants;		1 day	
5. Basic Orientation;	5. Conduct orientation with DOLE;		4 Hours	
6. Deployment to assigned office				



	6. Endorse SPES beneficiaries to assigned office; monitoring;		20 days	
TOTAL		None	21 Days, 8 Hours and 10 Mins	

3. Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD)

A community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not exceeding a maximum of 30 days, depending on the nature of work to be performed.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Displaced/Disadvantaged/Unemployed Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Photocopy of Valid I.D.• Photocopy of Insurance		Any government issued I.D. Remittance centers such as Palawan, RD Pawnshop, MLhuillier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none">• Inquire at PESO Digos• Comply and submit required documents• Signing of Contract• Basic orientation• Deployment	<ul style="list-style-type: none">LogbookReceive the required documents and check for completenessVerificationConduct orientation with DOLEEndorse to assigned office or barangay and monitor	None	<ul style="list-style-type: none">5 mins1 day1 day4hrs15 days	PESO Manager, PESO Staff, DOLE Labor Employment Officer
TOTAL		None	17 days and 5 mins	



4. Skills Training

Community-based Training for Enterprise development Program is primarily addressed to the poor and marginal groups, those who cannot access, or are not accessible by formal training provisions. They have low skills, limited management abilities, and have few economic options. They have no access to capital – most of them are unqualified for formal credit programs. The program goes further than just mere skills training provision. It is purposively designed to catalyzed the creation of livelihood enterprises that shall be implemented by the trainees, immediately after the training. Likewise, it is designed to assist partner agencies such as LGUs, NGOs, people organizations and other agencies organizations with mission to help the poor get into productive undertakings to help themselves and their communities.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public seeking for a skills training			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Duly Accomplished Learner's Profile		PESO Digos		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Profiling of Learners	Validation and verification of interested profiled learners	None	1 week	PESO Manager, PESO Staff, TESDA
• Orientation and schedule of training	Conduct orientation with TESDA		4 hrs	
• Actual Training	Training of specific specializations by TESDA		2 months	
• Completion Certificates	TESDA awarding of Certificates to graduates of training		4 hrs	
TOTAL		None	2 months, 1 week and 8 hrs	



5. Local Recruitment Activity (LRA) & Special Recruitment Activity (SRA)

Overseas, Local Recruitment Activity and Job Fair is exclusively designed for the recruitment of only one requesting company in a day. Our office will provide a venue for recruitment and shall help with the facilitation and invitation of applicants.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Jobseekers/Unemployed/Overseas Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Resume/Bio-Data				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Inquire at PESO Digos for possible schedule of LRA/SRA	Logbook	None	5 mins	PESO Manager, PESO Staff, Agency/Company Recruitment Officer
• Submit resume/bio-data at PESO Digos	Received the document/s		1 day	
• Orientation and pre-qualifying interview	Refer interested applicants to the hiring agency/company		2 days	
• Wait for the recruiting agency/company's response regarding application	Monitoring and placement of applicants		15 days	
TOTAL		None	18 days and 5 mins	



6. Job Fair

A career fair and recruiting event in which employers and recruiters meet with potential employees and where job seekers find more about job vacancies at potential employers.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2C			
Who may avail:	Jobseekers/Unemployed/Overseas Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Resume/Bio-Data• Application Letter				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none">• Registration• Choose preferred position in the job vacancies• Submit resume to preferred employer• Interview	<p>Data profiling</p> <p>Validation</p> <p>Refer applicants</p> <p>Monitoring of hired on the spot applicants</p>	None	<p>5 mins</p> <p>10 mins</p> <p>5 mins</p> <p>10 mins</p>	PESO Manager, PESO Staff, (DOLE) Labor Employment Officers, Agency/Company Recruitment Officer
TOTAL		None	30 mins	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Call or Text 0991-206-2464 or email us at digoscitypeso@gmail.com
How feedbacks are processed?	Answer feedback and queries through text and call
How to file complaints?	If you have complaint about this office's service delivery, please visit directly to the Public Employment Service Office
How complaints are processed?	Take action regarding identified complaint and establish communication for timely updates.
Contact Information	Call or text 0991-206-2464, or please email at digoscitypeso@gmail.com



OFFICE OF CITY CIVIL REGISTRAR

CITIZEN'S CHARTER



I. Vision:

A systematic and efficient recording of registrant's important events by the City Civil Registrar for the elimination of doubtful and erroneous entries of facts surrounding the registrants full identity and status towards social, economical and political upliftment.

II. Mission:

We, the public servant from the Office of the Civil Registrar commit;

1. to conduct a systematic and efficient recording of a registrants important events
2. to create an atmospheric of sincere and dedicated public servants in the delivery of public servant in the delivery of public service.
3. to keep records of births, marriages and deaths with utmost confidentiality and accuracy.
4. to update the Philippine Statistics Authority new recordings of births, marriages and deaths other registrants important events of a registered individual.



LIST OF SERVICES

Frontline Services

Registration of Birth	319-320
Registration of Death	321
Registration of Marriage	322
Applying for Marriage License	323
Issuance of certified copy of birth, marriage and death certificate and other civil registry documents	324
Correction of Clerical Error and Change of First Name	325
Correction in the entry on the day and/or month in the date of birth and gender	326
Registration of Legal Instruments	327

Internal Services

Coding of Birth, Marriage and Death	329
Indexing of Record Book (Computer encoded)	330
Recording of Vital Event Documents	331



Frontline Services



1. Registration of Birth

Registration of Birth Certificate (on-time or late) pursuant to RA 3753

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Below 30 days after Birth				
Hospital prepared birth certificate (birth occurred in hospital)				
Barangay midwife certification (birth occurred in the house)				
Government Issued I.D./Cedula of father (if not married)				
Marriage Contract of Parents				
After 30 days of Birth				
Hospital prepared birth certificate (birth occurred in hospital)				
Barangay midwife certification (birth occurred in the house)				
Government Issued I.D./Cedula of Father (if not married)				
PSA Negative Verification Result				
Marriage Contract of Parents				
Affidavit of Two Disinterested Person (for late registration)				
Immunization record				
Baptismal Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements		Php 20.00 - Regular Registration (if Not Married)	15 minutes for Regular Registration	Administrative Aide VI
2. Pay prescribed fee		P200.00- acknowledgement P100.00- legal instrument	10 days posting period for delayed Registration (Administrative Order No. 1 s. 1993 Rule 13)	Administrative Aide IV
3. Present the Official Receipt & claim registered birth certificate		P50.00- 30days but not more than		Administrative Aide I



		<div>six (6) months after birth</div> <div>P100.00- 6 months but not more than one (1) year after birth</div> <div>P200.00- 1 year and above after birth</div>		
TOTAL				



2. Registration of Death

Registration of Death Certificate (on-time or late) pursuant to RA 3753

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Below 30 days after Death				
Hospital prepared death certificate (birth occurred in hospital)				
Barangay midwife certification (death occurred in the house)				
Government Issued I.D./Baptismal/Birth Certificate of the deceased				
After 30 days of Death				
Hospital prepared birth certificate (death occurred in hospital)				
Barangay midwife certification (death occurred in the house)				
Government Issued I.D./Baptismal/Birth Certificate of the deceased				
PSA Negative Verification Result				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements (house case only)		P50.00- for not later than 30 days after death	15 minutes for Regular Registration	Administrative Aide VI
2. Pay prescribed fee		P100.00- after 30 days but not more than 1 year after death	10 days posting period for delayed Registration (Administrative Order No. 1 s. 1993 Rule 13)	Administrative Aide IV
3. Claim Death Certificate		P200.00-for more than one(1) year and above after death		Administrative Aide I
TOTAL				



3. Registration of Marriage

Registration of Marriage Certificate (on-time or late) pursuant to RA 3753

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public solemnized in Digos City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Later than 15 days For Marriage License				
Marriage Contract from the Solemnizing Officer				
Not Later than 30 days for Article 34 and PD1083				
Marriage Contract from the Solemnizing Officer subscribed by Lawyer				
Affidavit of Corroboration and Cohabitation				
Marriage Contract from Solemnizing Officer duly subscribed				
For Late Registration				
Affidavit of Two Disinterested Person (for late registration)				
PSA Negative Verification Result				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements		P20.00- regular registration	15 minutes for regular registration	Administrative Aide VI
2. Secure order of payment				
3. Pay prescribed fees		P50.00-more than 30 days grace period	10 days posting period for delayed Registration (Administrative Order No. 1 s. 1993 Rule 13)	Administrative Aide IV
4. Present Official Receipt (O.R) & claim the registered marriage contract				Administrative Aide I
TOTAL				



4. Applying for Marriage License

A marriage license is required before marriage is solemnized

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Male and female who want to get married atleast 18 years of age and either one of them is resident of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Pre-marriage counseling				
Photocopy of Birth Certificate of contracting parties				
Tree Planting Certificate				
Death Certificate of Spouse (widow/widower only)				
Cedula				
Parental Consent/Advice Form (25 years below only) issued from this Office				
Legal Capacity to Contract Marriage (foreigner applicant only)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements		Php 150.00 - both parties are from Digos City	15 minutes	Computer Operator I
2. Secure order of payment		Php 200.00- if one of the applicant is not resident of Digos City		
3. Pay the corresponding fees				
4. Claim the marriage license on the 11th day after the date of application		Php 2.00- Marriage License Fee	10 days posting period for delayed Registration (EO no. 209 art. 17)	Administrative Aide I
		P50.00- Service Fee		
		P50.00-Marriage Authentication		
		P500.00 - Foreign Applicant		
		P500.00 - Legal Capacity		
TOTAL				



5. Issuance of certified copy of birth, marriage and death certificate and other civil registry documents

Civil registry documents can be availed of

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public (Registered at City of Digos)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information of the requested document (Complete Name, date of birth/date of marriage/date of death)				
Proof of Identification for the owner/heir of the document				
Authorization Letter/Special Power of Attorney (SPA) with Valid I.D. for duly authorized representative				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit data to the frontline clerk for verification		P50.00- for local certification and authentication	15 minutes	Administrative Aide VI
2. Secure Order of payment Pay at City Treasury		P30.00- documentary stamp		Administrative Aide IV
3. Present Receipt and Claim the requested document		P200.00- for abroad certification		Administrative Aide I
TOTAL			15 minutes	



6. Correction of Clerical Error and Change of First Name

Based on RA 9048

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public (Resident and Non-resident of Digos City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued I.D .				
PSA copy of Birth/Death/Marriage certificate				
Cedula				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the initial requirements for verification from Civil Registrar		Php 1000.00-filing fee Php 100.00-service fee Php 10.00- legal fee	15-30 minutes	Registration Officer II
2. Secure Order of Payment/ Certificate of Indigency				Asst. Registration Officer
3. Pay prescribed fee				Administrative Aide I
4. Present O.R. & claim docs				
TOTAL			15-30 minutes	



7. Correction in the entry on the day and/or month in the date of birth and gender

Based on RA 10172

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public (Resident and Non-resident of Digos City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued I.D.				
PSA copy of Birth/Death/Marriage certificate				
Cedula				
Medical Record				
Medical Certificate				
School Record(elementary)				
Baptismal				
Other additional supporting documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements		Php 3000.00	15-30 minutes	Registration Officer II
2. Secure Order of Payment		Php 100.00-service fee		Asst. Registration Officer
3. Pay prescribed fee		Php 30.00-legal fee		Administrative Aide I
4. Present O.R. & claim documents				
TOTAL			15-30 minutes	



8. Registration of Legal Instruments

All legal documents pertaining to the civil status of a person must be registered

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PSA Birth				
PSA Marriage Certificate				
CENOMAR of both parents				
Affidavit of Legitimation				
Government Issued I.D. and letter of Authorization				
PSA Birth Certificate				
Affidavit of Admission of Paternity				
Government issued I.D.of father				
Government Issued I.D. of mother				
AUSF(Affidavit to Use the Surname of Father)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements		P200.00-Legitimation P100.00-endorsement	3 days upon the date of application	Registration Officer II
2. Secure Order of Payment		P50.00-service fee		
3. Pay prescribed fee		P200.00-Legal Instrument P50.00- service fee P100.00-endorsement	3 days upon the date of application	
4. Submit O.R. and claim documents		P200.00-Legal Instrument P50.00- service fee P100.00-endorsement	3 days upon the date of application	Asst. Registration Officer
TOTAL			15-30 minutes	



Internal Services



9. Coding of Birth, Marriage and Death

Vital Event coding for PSA reporting

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registered Birth, Marriage, Death Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write down assigned codes to vital even document		None	1 day	Administrative Aide VI Administrative Aide IV Computer Operator I
TOTAL		None	1 day	



10. Indexing of Record Book (Computer encoded)

Index for ease of information

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book of Records				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Encode for indexing vital event documents from 1949-present in a secured databased		None	1 day	Computer Operator I
TOTAL		None	1 day	



11. Recording of Vital Event Documents

Record received vital event documents at the records book

Office or Division:	Office Of City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Received Vital Event Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Handwrite Vital Events in the Records books		None	1 day	Asst. Registration Officer Administrative Aide I
TOTAL		None	1 day	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Email at citycivilregistrardigos@gamil.com
How feedbacks are processed?	Feedbacks are reviewed and recorded
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office Of City Civil Registrar
How complaints are processed?	Complaints are reviewed and necessary action are done accordingly
Contact Information	Email address: citycivilregistrardigos@gamil.com



**DEPARTMENT OF THE INTERIOR AND
LOCAL GOVERNMENT**

**Office of the City Local Government
Operations Officer**

CITIZEN'S CHARTER



I. Mission:

The Department shall promote peace and order, ensure public safety, strengthen capability of local government units through active people participation and a professional corps of civil servants.

II. Goals:

- Peaceful, safe, self-reliant and development-dominated communities;
- Improve performance of local governments in governance, administration, social and economic development and environmental management;
- Sustain peace and order condition and ensure public safety.



LIST OF SERVICES

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1. Issuance of Certificate of Incumbency

Office or Division:	Office of the City Local Government Operations Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Elective & Appointive Brgy. Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Incumbency from the Punong Barangay		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff, asks for the service and submits the required document. The concerned staff explains to client and reviews the document.	The staff receives, explains and reviews the required documents	None	15-20 minutes	DILG Staff
2. Concerned staff prepares the certification.	The staff start processing the request	None		DILG Staff
3. CLGOO reviews, approves and releases the certification	CLGOO reviews, approves and releases the certification	None		CLGOO
TOTAL		None	15-20 minutes	



2. Issuance of Certification for Scholarship

Office or Division:	Office of the City Local Government Operations Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Elective & Appointive Brgy. Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the Punong Barangay certifying that the concerned official is duly elected/appointed		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff, asks for the service and submits the required document. The concerned staff explains to client and reviews the document.	The staff receives, explains and reviews the required documents	None	15-20 minutes	DILG Staff
2. Concerned staff prepares the certification.	The staff start processing the request	None		DILG Staff
3. CLGOO reviews, approves and releases the certification	CLGOO reviews, approves and releases the certification	None		CLGOO
TOTAL		None	15-20 minutes	



3. Issuance of Certification for CSC Eligibility

Office or Division:	Office of the City Local Government Operations Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Elective & Appointive Brgy. Officials & SK Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the Punong Barangay certifying that the concerned official has rendered at least one full term of service in the barangay		Office of the Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff, asks for the service and submits the required document. The concerned staff explains to client and reviews the document.	The staff receives, explains and reviews the required documents	None	15-20 minutes	DILG Staff
2. Concerned staff prepares the certification.	The staff start processing the request	None		DILG Staff
3. CLGOO reviews, approves and releases the certification	CLGOO reviews, approves and releases the certification	None		CLGOO
TOTAL		None	15-20 minutes	



4. Processing for Request of Copy of Masterlist of City, Brgy & SK Officials

Office or Division:	Office of the City Local Government Operations Officer			
Classification:	Simple/Highly Technical			
Type of Transaction:	G2C/G2G			
Who may avail:	Local Officials/NGAs/NGOs/Private Sector & Others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request from the concerned office sector indicating the purpose for acquiring the list		From the concerned office/sector		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff, asks for the service and submits the letter-request. The concerned staff informs the CLGOO.	The staff receive the letter-request	None	15-20 minutes	DILG Staff
2. Concerned staff prepares the document.	The staff start processing the request	None		DILG Staff
3. CLGOO reviews, approves and releases the document.	CLGOO reviews, approves and releases the certification	None		CLGOO
TOTAL		None	15-20 minutes	



5. Processing for Request of Death Claims of the Barangay Officials

Office or Division:	Office of the City Local Government Operations Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Barangay Official's Death Benefit Claim duly filled-up		CLGOO		
Death Certificate duly certified by the LCR		Local Civil Registrar		
Marriage Certificate duly certified by the LCR (If claimant is widow/widower)		Local Civil Registrar		
Birth Certificate duly certified by the LCR (If claimant is a son/daughter or sibling)		Local Civil Registrar		
If Single, Birth Certificate of the Deceased (If claimant is a parent)		Local Civil Registrar		
Photocopy of Barangay Official's Information Sheet		Barangay Hall		
Oath of Office		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff and submits the required documents. The concerned staff explains to client as well as informs the CLGOO.	The staff receives, explains and reviews the required documents	None	30 minutes	DILG Staff
2. Concerned staff reviews the submitted documents and prepares the additional necessary document.	The staff start processing the request	None		DILG Staff
3. CLGOO reviews and approves both submitted and prepared documents as well as informs the client about the completeness of the required documents.	The CLGOO reviews and approves the documents submitted	None		CLGOO
4. CLGOO advises the client to wait for the announcement of the	The CLGOO advises the client to wait	None		CLGOO



death claim approval from the DILG Davao del Sur Provincial Office.	for the announcement			
5. CLGOO endorses the submitted death claim papers to the DILG Davao del Sur Provincial Office.	The CLGOO endorses the documents			CLGOO
TOTAL		None	30 minutes	



6. Endorsement of Request for Authority to Travel Abroad

Office or Division:	Office of the City Local Government Operations Officer			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City & Barangay Officials / Functionaries & Employees of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter-request for Authority to Travel addressed to DILG Secretary		From the requesting officials/functionaries/employees		
Favourable Recommendation from the City Mayor		Office of the City Mayor		
Clearance from Money and Property Accountabilities		Office of City Accountant		
Affidavit of No Pending Case		From the requesting officials/functionaries/employees		
Office Order of the Designated OIC, in case the concerned official is a local government department head		Office of the City Mayor		
In case of Personal Trip. Duly Approved Leave of Absence only.		Office of the City Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches the staff, ask for the service and submits the required documents. The concerned staff explains to client as well as informs the CLGOO.	The staff receive the required documents and inform the CLGOO	None	30 minutes	DILG Staff
2. Concerned staff reviews the submitted documents and forwards the same documents to the CLGOO.	The staff reviews the required documents and forward the same to the CLGOO	None		DILG Staff
3. CLGOO reviews the submitted documents. If found complete. The CLGOO endorses the said papers to the DILG Davao del Sur Provincial Office.	The CLGOO reviews the submitted documents and endorse the same to DILG Davao del Sur Provincial Office	None		CLGOO
TOTAL		None	30 minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through telephone no. (082) 272-0569 or email at newdigoscitydilg@gmail.com
How feedbacks are processed?	Feedback requiring answers are immediately forwarded to the CLGOO for an appropriate action
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the CLGOO, this city.
How complaints are processed?	If you are not satisfied with our service, your written/verbal complaint shall be immediately attended to by the concerned City Local Government Operations Officer (CLGOO)
Contact Information	Telephone no. (082) 272-0569, email newdigoscitydilg@gmail.com



PHILIPPINE NATIONAL POLICE- DIGOS CITY DIVISION

CITIZEN'S CHARTER



I. Mandate

Republic Act 6975 entitled An Act Establishing the Philippine National Police under a reorganized Department of the Interior and Local Government and Other Purposes as amended by RA 8551 Philippine National Police Reform and Reorganization Act of 1998 and further amended by RA 9708.

II. Vision

Imploring the aid of the Almighty, by year 2030, we shall be a highly capable, effective and credible police service working in partnership with a responsible community towards the attainment of a safer place to live work and do business.

III. Mission

To enforce the law, to prevent and control crimes, to maintain peace and order, and to ensure public safety and internal security with the active support of the community.

IV. Core Values

- Maka-Diyos (Pro-God)
- Makabayan (Pro-Country)
- Makatao (Pro-People)
- Makakalikasan (Pro-Environment)



LIST OF SERVICES

Issuance of National Police Clearance	347
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1. ISSUANCE OF NATIONAL POLICE CLEARANCE

Is a nationwide issuance of police clearance thru online application which seeks to improve the process for criminal records check.

Office or Division:	PHILIPPINE NATIONAL POLICE- DIGOS CITY DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	Resident of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) valid issued ID		Any national government office		
2. Reference Number		Paid Online Appointment		
3. Official Receipt of payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online Registration and Appointment	Pnpclearance.ph (client's initiative)	Php 180.00 - Police Clearance Php 50.00 – City Treasurer's Office	Online Registration – 5-10 Minutes Processing – 3-5 Minutes	Police Officer III/ Police Staff Sargeant
2. Payment	Through Landbank or Paymaya or Palawan			
3. Photo and Fingerprint Capture	NPCS biometric Digos			
4. Release of Clearance	NPCS Digos			
TOTAL		Php 230.00	15 Minutes	



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	In case of complaints/feedback, please contact: Cellphone no: 09399240779, Email Address: dcpsoperation@gmail.com or fb account: DIGOS NPCS
How feedbacks are processed?	Monday to Friday (8 am to 5 pm) – office in charge will assist and answer queries
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Philippine National Police- Digos City Division, this city.
How complaints are processed?	Digos City Police Station Admin Section will look into it
Contact Information	Please contact: Cellphone no: 09985987034, Email Address: dcpsoperation@gmail.com



BUREAU OF FIRE PROTECTION

CITIZEN'S CHARTER



I. Vision

The Office of the Secretary to the Sanggunian envisions to build a strong community by promoting transparency through sound and responsive legislation geared towards progress and sustainable development.

II. Mission

1. Maintain utmost integrity and excellence in the work place;
2. Observe a deeper sense of responsibility in the fulfillment of our duties and functions;
3. Develops a fair and balance rapport with the clients and co-worker to establish a harmonious working environment.



List of Services

Fire Safety Evaluation Clearance (FSEC)	352-353
Fire Safety Inspection Certificate for Occupancy (FSIC)	354-355
Fire Safety Inspection Certificate for New Business (FSIC)	356-357
Fire Safety Inspection Certificate for Business Renewal (FSIC)	358



1. FIRE SAFETY EVALUATION CLEARANCE (FSEC)

Office or Division:	Bureau of Fire Protection			
Classification:	Simple Transaction (Transaction Processed within three (3) days) Complex Transaction (Transaction Processed within seven (7) days)			
Type of Transaction:	Government to Citizen (G2C); Government to Business Entity (G2B)			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for SEC/Unified Application Form (UAF)		Digos City Fire Station		
2. Three (3) complete sets of the following (Proposed Plan): a. Architectural Documents; b. Civil Documents; c. Electrical Documents; d. Mechanical Documents; e. Plumbing Documents; f. Electronics Documents; g. Sanitary Documents; and h. Fire Protection Documents.		Signed and sealed by the Designer/Contractor		
3. Three (3) sets of Fire Safety Compliance Report (FSCR), of necessary		Fire Safety Practitioner		
4. One (1) set of Cost Estimates of the building including labor cost signed and sealed by the Designer/Contractor duly notarized by the owner		Signed and sealed by the Designer/Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSEC/UAF	Receive and record application documents	Application Fee: Php 200	Ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the Fire Code Fees to be paid by the client and issue OPS	One-tenth of one per centum (0.1%) of the verified estimated value of the buildings but not more than Php 50,000	Ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	Collect the payment and issue Official Receipt (OR)		Ten (10) minutes	Fire Code Collecting Assessor (FCCA)
4. Proceed to CRO for the release of Claim Stub	Release the Claim Stub		Five (5) minutes	CRO
	Evaluate and issue	FORMULA Verified estimated value	Maximum of 3 days for the following type of building whose floor	Plan Evaluator Chief, Fire Safety



	appropriate documents	<div><div>x0.001</div><div>Payment should be ≤ Php 50,000.00</div></div>	area not exceed 1500 square meter mentioned below: 1. Single dwelling residential building not more than 3 storey 2. Commercial buildings not more than 2 storey 3. Renovation to a mall with issued building permit 4. Warehouse storing non-hazardous <i>Maximum of seven (7) days – for those buildings/establishment not mentioned above</i>	Enforcement Unit (FSEU) City/Municipal Fire Marshal
5. Claim the FSEC and Fire Safety Checklist/Notice of Disapproval (NOD)	Release FSEC and Fire Safety Checklist (NOD)		Ten (10) minutes	CRO



2. FIRE SAFETY INSPECTION CERTIFICATE FOR OCCUPANCY (FSIC)

Office or Division:	Bureau of Fire Protection			
Classification:	Simple Transaction (Transaction Processed within three (3) days) Complex Transaction (Transaction Processed within seven (7) days)			
Type of Transaction:	1. Government to Citizen (G2C) 2. Government to Business Entity (G2B)			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for SEC/Unified Application Form (UAF)		Digos City Fire Station		
2. Endorsement from Office of the Building Official (OBO)		Office of the Building Official (OBO)		
3. Certificate of Completion		Contractor / Business Entity		
4. Three (3) sets of Fire Safety Compliance and Commissioning Report (FSCR) if necessary		Fire Safety Practitioner		
5. One (1) set of Cost Estimates of the building including labor cost signed and sealed by the Designer/Contractor duly notarized by the owner		Office of the Building Official (OBO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSEC/UAF	Receive and record application documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P500	Ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the Fire Code Fees to be paid by the client and issue OPS		Ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	Collect the payment and issue Official Receipt (OR)		Ten (10) minutes	Fire Code Collecting Assessor (FCCA)
4. Proceed to CRO for the release of Claim Stub	Release the Claim Stub	<div>FORMULA</div> <div>All fees charged by the LGU</div> <div>x</div> <div>0.15</div> <div>Payment should be ≥ Php 500.00</div>	Five (5) minutes	CRO
	Conduct of inspection and issue appropriate documents		Maximum of 3 days for the following type of building whose floor area not exceed 1500 square meter mentioned below:	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU)



			<div>1. Single dwelling residential building not more than 3 storey</div> <div>2. Commercial buildings not more than 2 storey</div> <div>3. Renovation to a mall with issued building permit</div> <div>4. Warehouse storing non-hazardous</div> <div>Maximum of seven (7) days – for those buildings/establishment not mentioned above</div>	City/Municipal Fire Marshal
5. Claim the FSEC and Fire Safety Checklist/Notice to Comply (NTC)	Release FSIC/NOD/NTC, if occupied		Ten (10) minutes	CRO



3. FIRE SAFETY INSPECTION CERTIFICATE FOR NEW BUSINESS (FSIC)

Office or Division:	Bureau of Fire Protection			
Classification:	Simple Transaction (Transaction Processed within three (3) days) Complex Transaction (Transaction Processed within seven (7) days)			
Type of Transaction:	1. Government to Citizen (G2C) 2. Government to Business Entity (G2B)			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for SEC/Unified Application Form (UAF)		Digos City Fire Station		
2. Certified true copy of valid Occupancy Permit		Office of the Building Official (OBO)		
3. Assessment of Business Permit Fee/Tax Assessment Bill from BPLO		Digos City Assessor's Office		
4. Affidavit of Undertaking that there were no substantial changes made on building/ establishment		Owner / Business Entity		
5. Copy of Fire Insurance, if necessary		Fire Insurance Company		
6. Fire Safety Maintenance Report (FSMR), if necessary		Fire Safety Practitioners		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSIC/UAF	Receive and record application documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P500	Ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the Fire Code Fees to be paid by the client and issue OPS		Ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	Collect the FCF and issue Official Receipt (OR)		Ten (10) minutes	Fire Code Collecting Assessor (FCCA)
4. Proceed to Customer Relations Officer (CRO) for the release of Claim Stub	Release the Claim Stub		Five (5) minutes	CRO
	Conduct of inspection and issue appropriate documents	<div> <div>FORMULA</div> <div>All fees charged by the LGU</div> <div>x</div> <div>0.15</div> <div>Payment should be ≥ Php 500.00</div> </div>	Maximum one (1) day-with valid FSIC for occupancy; Maximum three (3) days-with valid FSIC for occupancy	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal



5. Claim the FSEC and Fire Safety Checklist/Notice to Comply (NTC)	Release FSIC/NTC,		Ten (10) minutes	CRO
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4. FIRE SAFETY INSPECTION CERTIFICATE FOR BUSINESS RENEWAL (FSIC)

Office or Division:	Bureau of Fire Protection			
Classification:	Simple Transaction (Transaction Processed within three (3) days) Complex Transaction (Transaction Processed within seven (7) days)			
Type of Transaction:	3. Government to Citizen (G2C) 4. Government to Business Entity (G2B)			
Who may avail:	Owner, Contractor or Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form for SEC/Unified Application Form (UAF)		Digos City Fire Station		
2. Assessment of Business Permit Fee/Tax Assessment Bill		Digos City Assessor's Office		
3. Copy of Fire Insurance, if necessary		Fire Insurance Company		
4. Fire Safety Maintenance Report (FSMR), if necessary		Fire Safety Practitioners		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out and submit the application form for FSIC/UAF	Receive and record application documents	Fifteen percent (15%) of all fees charged by the Local Government Unit (LGU) but no case shall be lower than P500	Ten (10) minutes	Customer Relations Officer (CRO)
2. Proceed to FCA for Fire Code Fees (FCF) assessment	Assess the Fire Code Fees to be paid by the client and issue OPS		Ten (10) minutes	Fire Code Assessor (FCA)
3. Pay the assessed FCF amount reflected in the Order of Payment Slip (OPS)	Collect the FCF and issue Official Receipt (OR)		Ten (10) minutes	Fire Code Collecting Assessor (FCCA)
4. Proceed to Customer Relations Officer (CRO) for the release of Claim Stub	Release the Claim Stub		Five (5) minutes	CRO
	Conduct of inspection and issue appropriate documents		Maximum three (3) days- for establishment with expired FSIC or with noted violations included in the negative list	Fire Safety Inspector Chief, Fire Safety Enforcement Unit (FSEU) City/Municipal Fire Marshal
5. Claim the FSEC and Fire Safety Checklist/Notice to Comply (NTC)	Release FSIC/NTC,		Ten (10) minutes	CRO



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Answer the Customer Satisfaction Survey Form and drop it at the designated drop box in front of the Customer Relations Officer
How feedbacks are processed?	<p>Every Friday, the Customer Relations Officer opens the drop box and compiles and records all feedbacks submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officers and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following: digosfirestation@gmail.com / (082) 553-9106 / 09198588656</p>
How to file complaints?	<p>Answer the Customer Satisfaction Survey Form and drop it at the designated drop box in front of the Customer Relations Officer.</p> <p>Complaints can also be filed via telephone or e-mail. Make sure to provide the following information:</p> <ul style="list-style-type: none">• Name of person being complained• Incident• Evidence <p>For inquiries and follow-ups, clients may contact the following: digosfirestation@gmail.com / (082) 553-9106 / 09198588656</p>
How complaints are processed?	<p>The Customer Relations Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the CRO shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The CRO will create a report after the investigation and shall submit it to the City Fire Marshal for appropriate action.</p> <p>The CRO will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following: digosfirestation@gmail.com / (082) 553-9106 / 09198588656</p>
Contact Information	<p>CINSP JEANNY S CALVARIO Digos City Fire Station (082) 553-9106 / 09198588656 digosfirestation@gmail.com</p>



MRP-TDD DIGOS COORDINATING COMMITTEE AND TECHNICAL WORKING GROUP OFFICE

CITIZEN'S CHARTER



I. Mandate

The Mindanao Railway Project: Tagum-Davao-Digos, being a factor for socio-economic development and growth, under the build build build program of the Duterte Administration, covered by Memorandum of Agreement dated March 8, 2019 and its Addendum dated September 21, 2019, shall be part of the infrastructure program of the government and, as such, shall remain in and under government ownership during its existence. It must be administered with the view of serving the interests of the public by providing them the maximum of service and, while aiming at its greatest utility by the public, the economy of operation must be ensured so that service can be rendered at the minimum passenger and freight prices possible.

II. Vision

MRP-TDD aims to connect key cities in Mindanao, particularly Davao, General Santos, Cagayan de Oro, Iligan, Cotabato, Zamboanga, Butuan, Surigao, and Malaybalay. The LGU Digos has manifested its desire to support and assist DOTr in the implementation of the project by way of facilitating the acquisition of the affected lots and improvements found thereon, including documentation of the property transfer, and other activities necessary or ancillary to site acquisition and relocation.

III. Mission

MRP-TDD aims to establish a suburban commuter rail from Tagum City to Digos City. This project is intended to reduce travel time (from six hours to about two hours from Tagum to Digos), lower fares, increase trip frequency, and serve more passengers with a forecast demand of 120,000 passenger trips in its first year of operations. It also intends to make Mindanao commuters shift to a more efficient and effective mode of mass public transport.

IV. Core Values

MRPTDD Digos CC & TWG Office upholds: Integrity (We are honest, we speak the truth, and we walk the talk); Professionalism (We believe in and practice meritocracy; we aspire for the highest standard of excellence and service); Independence (We believe in and practice transparency, accountability, and fairness).



LIST OF SERVICES

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1. Claim / Receive NOTs, RFDs, OTBs

Project Affected Persons' acceptance/receipt of the Notice Of Takings, Request For Donations, and Offer To Buys

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Cltizen			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID's / SPA		Any national agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and sign on receipt	Release of NOTs, RFDs, OTBs	None	5-10 Minutes	Administrative Aide 1
TOTAL		None	5-10 Minutes	

2. Claim / Receive Location Map/ Sketch Plan

Project Affected Persons' acceptance/receipt of the Location Maps / Sketch Plan.

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID's / SPA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present valid ID and sign on receipt	Release of Location Map/Sketch Plan	None	5-10 Minutes	Administrative Aide 1 / LAOO III
TOTAL		None	5-10 Minutes	



3. Submission of Requirements

Complied Documentary Requirements Submission.

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All listed in the NOTs & RFDs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Documentary Requirements compiled on a folder submitted	Receive/Receipt of Documents	None	5-10 Minutes	Administrative Aide 1
TOTAL		None	5-10 Minutes	

4. Signatory for Subdivision Plan

Project Affected Persons' Signature of the Subdivision Plan

Office or Division:	MRP-TDD Digos Segment Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid IDs/SPA		Any national agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PAPs received messages comes to the office for signature of Subdivision Plan	Assists in the Subdivision Plan Signatory and Submit to DOTr-PMO	None	10-15 Minutes	Administrative Aide 1 / LAOO III
TOTAL		None	5-10 Minutes	



5. Scheduling for Inspection / Validation

Agreed scheduled date for ocular inspection and/or validation

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal/Written Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Arrange a schedule via txt/call or personal appearance	Ocular Inspection/Validation	None	10-15 Minutes	Asst. City Assessor/ MRP-TDD CC Action Officer
TOTAL		None	10-15 Minutes	

6. Complaints / Grievances

Any third party concerned with legal authority to the subject property.

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Legal Documents attesting the validity of the complaint/grievance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A personal appearance or in a written form be submitted to the office	Entertains Grievances and follow the Grievance Redress Mechanism	None	15-30 Minutes	LAOO III; Asst. City Assessor / MRP-TDD CC Action Officer
TOTAL		None	15-30 Minutes	



7. Drafting of DOAS

Upon completion of the documentary requirement Deed of Absolute Sale is then prepared subject to DOTr-PMO's approval

Office or Division:	MRP-TDD Digos CC &TWG Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
All listed in the NOTs & RFDs				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Documentary Requirements compiled on a folder submitted	Receive by City Legal Office	None		City Legal Office
TOTAL		None		

8. Data Filling for Expropriation

As per Expro-Checklist prepared by the DOTr-PMO through the City Legal Office

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Project Affected Persons (PAPs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Expro Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Process at City Legal Office	Transaction at City Legal Office	None		City Legal Office
TOTAL		None		



9. Project Affected Persons’ Payment

As per signed and notarized DOAS with legal pass from the DOTr-PMO

Office or Division:	MRP-TDD Digos CC & TWG Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Project Affected Persons (PAPs) and Informal Settler Families (ISFs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cleared Required Documents				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Process at City Legal Office	Transaction at City Treasurer’s Office	None		City Treasurer’s Office
TOTAL		None		



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Email at mrpdigostwg@gmail.com
How feedbacks are processed?	Compiled and brought about at the regular meeting and arrive at a common ground for addressing the feedback/a tap on the back
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the MRP-TDD Digos CC & TWG Office
How complaints are processed?	Follow the Grievance Redress Mechanism of the Mindanao Railway Project – Digos Segment Procedures
Contact Information	email at mrpdigostwg@gmail.com



OFFICE OF THE CITY HOUSING RELOCATION, RESETTLEMENT AND SITE DEVELOPMENT

CITIZEN'S CHARTER

I. Mandate:

The State shall, pursuant to Section 9, Article XIII of the Constitution, ensure that underprivileged and homeless citizens have access to an adequate, safe, habitable, sustainable, resilient and affordable home.

In line also with RA 7279 of the Urban Development Housing Act (UDHA) it enunciates the policies and guidelines for the implementation of the Resettlement Assistance Program in Local Government Units (LGUs) (RAP-LGU).

Also, pursuant to Republic Act No. 11201, the State shall, by law for the common good, undertake, in cooperation with the private sector, a continuing program of housing and urban development which shall make available at affordable cost, decent housing and basic services to underprivileged and homeless citizens in urban centers and resettlement areas.

II. Vision:

An Inclusive Socially and Economically developed City of Digos, a City of Choice, where you can Stay, Live and Dwell, responsive to the needs of the underprivileged and homeless citizens to have access to an adequate, safe, secure, habitable, sustainable, resilient and affordable Housing and Relocation Sites Development Programs of the City Government.

III. Mission:

To acquire land for resettlement of Informal Settlers Families (ISF), relocate the landless, underprivileged beneficiaries/families, those affected by the expansion of roads/highways and families living in hazardous location to a safer place in the City of Digos.

IV. Core Values

Provide and implement provision of tract of land for resettlement, relocation for site beneficiaries, Informal Settlers Families (ISF) living in hazardous areas, landless people and those affected by the expansions of roads/highways; and

Provision of Community Development Sessions to prepare beneficiaries, ISFs living in hazardous areas, landless people and those affected by the Government projects such as, but not limited to expansion of roads and highways.



LIST OF SERVICES

Award Certificate of Stewardship	372-373
Organizing CHRRSDP sites/HOA	373
Conduct of Screening and Orientation of CHRRSDP site applicants	374

1. Award Certificate of Stewardship

In compliance with Republic Act No. 7279 and R.A. 11201.

Office or Division:	Office Of The City Housing Relocation, Resettlement And Site Development			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	ISF/homeless and underprivileged/PAPs - Project Affected Person/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of indecency;		Barangay		
2. Low income Tax;		BIR		
3. Government issued Id's;		SSS or PAG-IBIG or PHIL-HEALTH or TIN		
4. Certificate of no land holding		City Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STEP 1 - <ul style="list-style-type: none"> Get a copy of Census Form/s; Fill-up the needed information in the Census Form; Submit together with the needed requirements based on the checklist 	<ul style="list-style-type: none"> Distribute a copy of the census form to the prospective beneficiary/ies Conduct interview to the censured prospective beneficiary Receive the preliminary requirements 	None	30 MINUTES	CHRRSDP STAFF
STEP 2- Validation Period	Validation Per Household	None	1 HOUR	CHRRSDP STAFF
STEP 3- Evaluation Process	Evaluation	None	45 MINUTES	CHRRSDP STAFF
STEP 4- Orientation for beneficiaries	Orientation	None	HALFDAY	COMMUNITY AFFAIRS OFFICER III
STEP 5- Distributions Of Assigned Beneficiaries	Schedule Of Raffling Of Assigned Lots	None		COMMUNITY AFFAIRS OFFICER III/ CITY MAYOR/ CITY OFFICIALS/ CEO/CPDO/DEPARTMENT HEADS

STEP 6- Awarding	FINAL LIST OF BENEFICIARIES	None		
TOTAL		None	1 day	

2. Organizing CHRRSDP sites/HOA

Assist the CHRRSDP site/s/HOA in securing Registration with DHSUD.

Office or Division:	Office Of The City Housing Relocation, Resettlement And Site Development			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	ISF/homeless and under privilege/PAPs - Project Affected Person/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Elected Officers of the Home Owners Association		HOA/VILLAGE AND NEIGHBORHOOD ASSOCIATIONS		
Constitution and By Laws		DHSUD-XI		
Article of Incorporation		DHSUD-XI		
Written Undertaking		DHSUD-XI		
Certification		DHSUD-XI		
Authorization		DHSUD-XI		
General Information Sheet/Census Form		CHRRSDP/CAO3		
Master list of Members of the Homeowners/Village/Neighborhood Assoc.		HOA		
Approved Subdivision Plan or Verified Survey Plan		CHRRSDP/DENR-XI/SENRO-LMB		
Photocopy of the Certificate of Registration and License to Sell		DHSUD-XI		
Code of Ethics and Ethical Standards for Officer/Board Members of HOA		DHSUD-XI /HOA		
Board Resolution		HOA/VILLAGE AND NEIGHBORHOOD ASSOCIATIONS		
Minutes of the Organizational Meeting		HOA/VILLAGE AND NEIGHBORHOOD ASSOCIATIONS		
Filing/Processing Fee		DHSUD-XI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Home Owners Assoc. must conduct a general assembly for the purpose of electing among themselves Officers of their respective HOA	Facilitate and Co-host the general assembly	None	1 day	Community Affairs Officer/ CHRRSDP Staff
TOTAL		None	1 day	

3. Conduct of Screening and Orientation of CHRRSDP site applicants

Conduct Information dissemination to ISF/Homeless and underprivileged/Project Affected Persons

Office or Division:	Office Of The City Housing Relocation, Resettlement And Site Development			
Classification:	Complex			
Type of Transaction:	G2C- Government to Client			
Who may avail:	ISF/homeless and under privilege/PAPs - Project Affected Person/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Secure Application/Intake/Census Form		Office Of The City Housing Relocation, Resettlement And Site Development (CHRRSDP)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application/Intake/Census Form from CHRRSDP in person	Issuance of forms and interview prospective applicant beneficiary	None	1/2 day	Community Affairs Officer/ CHRRSDP Staff
2. Attend the scheduled Information dissemination/ Orientation	Conduct Lecture/Info drive			
3. Secure the necessary proof that the applicant/ISF/Homeless and underprivileged/ PAPs has undergone Orientation.	Issue Certificate of Participation or its equivalent			
TOTAL		None	1/2 day	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	cityhousingrelocation@gmail.com
How feedbacks are processed?	An attending staff will look into it
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the office of the City Housing Relocation, Resettlement and Site Development
How complaints are processed?	An attending staff will look into it and address the complaint
Contact Information	cityhousingrelocation@gmail.com

BUSINESS PERMIT AND LICENSING DIVISION

CITIZEN'S CHARTER

I. Vision

Envisioning a business friendly atmosphere which provides taxpayers the needed requirements, and ensure the timely and efficient service in securing business permits for its clients.

II. Mission

The Business Permits and Licensing Office of the City Government of Digos exists to promote and provide quality public service to the city's taxpayers through a streamlined Business-One-Stop-Shop (BOSS) program which ensures effective and reliable public service achieving compliance to RA 11032 Ease of Doing Business measures.

LIST OF SERVICES

Processing of Business Permits & Licenses for New Business	
Registrants	379-380
Renewal of Business Permits	381-382

1. Processing of Business Permits & Licenses for New Business Registrants

Business Prior to Operation is required to secure permits & license. Fill up & Submit complete accomplished application form w/ documentary requirements & one-time Verification (by BPLO)

Office or Division:	Business Permit And Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Owners / Operators of new business establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proof of Business Registration		DTI, SEC, CDA, DOLE		
2. OR Payment of Barangay Clearance		Barangay Hall where the business is located		
3. Fire Safety Inspection Cert. (FSIC)		Bureau of Fire and Protection		
4. OCEEM Cert. (for Market Occupant)		OCEEM		
5. Sanitary Permit		City Health’s Office		
6. CENRO Certificate		City Environment and Natural Resources Office		
7. Occupancy/Building Permit/Zoning		City Engineering’s Office/ Office of the Building Official		
Extension offices requirements:				
1. City Vet Certificate (for Meat Shop);		City Veterinary’s Office		
2. Fish Cage Clearance (for fish cages);		City Agriculture’s Office		
3. ICAB (for internet cafe);		City Planning and Development Office		
4. Note from City Tourism (for hotel & resort)		City Tourism’s Office		
5. For National Compliance: BSP, FDA, DOE, DOH, HLURB, EMB , NTC, DOLE		National Agencies (depending on the line of business)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete accomplished application form w/ attached documentary requirements.	1. Receive the required documents and check for completeness	Based on Capitalization	15 Minutes	BPLO Examiner (Administrative Officer IV, License Inspector II and Administrative Aide IV)
2. Secure assessment form and Pay prescribed fees.	2.1 Assessed the application based on the declared capital 2.2 Accept the payment and issue Official Receipt	Bus. Permit Form - P100.00	1 Hour	Business Tax Division (Local Treasury Operations Officer III)
3. Claim copy of Approved Business permit	3.1 Generate Business Permit Number	Service Fee - P100.00	30 Minutes	Business License Division

	3.2 Prepare the business permit 3.3 Release the Business Permit together with the Business Plate and Sticker			(Administrative Officer IV)
TOTAL			1 Hour and 45 Minutes	

2. Renewal of Business Permits

All Business Establishment are required to renew their Business Permits & License yearly. Assessment & payment of business taxes, fees & other charges you may choose to pay on annual, Semi-annual or Quarterly base (C.T.O Business Tax). Final Verification & Segregation for issuance of Business Permits (BPLO)

Office or Division:	Business Permit And Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Owners / Operators of Business Establishment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OR Payment of Barangay Clearance		Barangay Hall where the business is located		
2. Fire Safety Inspection Cert. (FSIC)		Bureau of Fire and Protection		
3. Sanitary Permit		City Health’s Office		
4. CENRO Certificate		City Environment and Natural Resources Office		
Extension offices requirements:		City Veterinary’s Office		
1. City Vet Certificate (for Meat Shop);		City Agriculture’s Office		
2. Fish Cage Clearance (for fish cages);		City Planning and Development Office		
3. ICAB (for internet cafe);		City Tourism’s Office		
4. Note from City Tourism (for hotel & resort) For National Compliance: BSP, FDA, DOE, DOH, HLURB, EMB , NTC, DOLE		National Agencies (depending on the line of business)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete accomplished application form w/ attached documentary requirements.	1. Receive the required documents and check for completeness	Based on Gross Income of the previous year	15 Minutes	BPLO Examiner (Administrative Officer IV, License Inspector II and Administrative Aide IV)
2. Secure assessment form and Pay prescribed fees.	2.1 Assessed the application based on the declared gross receipts for the previous year 2.2 Accept the payment and issue Official Receipt	Bus. Permit Form - P100.00	1 Hour	Business Tax Division (Local Treasury Operations Officer III)

3. Claim copy of Approved Business permit	3.1 Generate Business Permit Number 3.2 Prepare the business permit 3.3 Release the Business Permit together with the Business Plate and Sticker	Service Fee - P100.00	30 Minutes	Business License Division (Administrative Officer IV)
TOTAL			1 Hour and 45 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Phone no. (082) - 228-3565, Email at ocbplo.digoscity@gmail.com
How feedbacks are processed?	Validate and prioritize feedbacks. Constant communication throughout the feedback management process is important.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Business Permit And Licensing Division
How complaints are processed?	Validate and prioritize complaints. Constant communication throughout the complaint's management process is important. Notify them of the completion of their complaints.
Contact Information	Phone no. (082) - 228-3565, email at ocbplo.digoscity@gmail.com

OFFICE OF THE CITY LIBRARY

CITIZEN'S CHARTER

I. Mandate

Digos City Library is a unit office of the City Mayor which is the Library Services. The Library building was constructed in 1983 under Res. No. 106 and approved ordinance no. 22, date June 9, 1983

II. Vision

By 2022, Digos City Public Library will be a center of free knowledge and information with enhanced technological library facilities, updated and relevant library resources, and essential effective and efficient services that will contribute to the holistic and sustainable development of Digoseneous.

III. Mission

As a venue of intellectual inquiry acquires updated and relevant resources, organize, preserve and conserve local materials, provides free and fair access to the internet, information and library services and programs that best can support the Digos City Community.

IV. Service Pledge

We commit to:

- Update, acquire and organize library materials to support the information needs of the community,
- Develop information literacy to library users and non-library users to ensure library resource utilization,
- Involve staff development activities that will support effective and efficient library services,
- Collaborate with other private and public agencies to encourage and support library services accessible to all,
- Create library plans and programs that could enrich learning, eradicate illiteracy and encourage reading habits, especially to children,
- Establish and support barangay reading centers to reach out to the far-flung areas, and
- Organize, preserve and conserve local history, literature, artifacts, memorabilia, etc. to honor our cultural heritage.
- Innovate library plan and program to respond to 2030 UN Sustainable Development Goals, Philippine Development Plan 2017-2022, and Ambisyon Natin 2040
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

V. Core Values

- Intellectual Freedom
- Honesty, Trust, Integrity and Respect
- Open and Free Communication
- Lifelong Learning

LIST OF SERVICES

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1. Access to Books and other Reference reference materials

Reference materials are available for research and studies.

Office or Division:	Office Of The City Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D. a. Student ID b. Company ID c. Government Issued ID d. CCTS or Vaccination Card		a. Schools b. Client's company/organization c. Government issuing agency (SSS, GSIS, & others) d. CCTS online & Vaccination Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wash hands outside, footbath, and sanitize hands.	1.1 Checks if the clients follow the health protocols	None	1 minute	Job Order Employee (Entrance/ Exit Staff)
2. Scan CCTS and check the temperature	2.1 Scan client's CCTS and Check his/her body temperature	None	1 minute	Job Order Employee (Entrance/ Exit Staff)
3. Register at the entrance desk. Write at the logbook your full name, address, school/office, time in, and data about the materials to be research	3.1 Monitors the registration.	None	1 minute	Job Order Employee (Entrance/ Exit Staff)
4. Have your bag screened upon entering the library for security purposes.	4.1 Check the client's bag for safety purposes	None	1 minute	Job Order Employee (Entrance/ Exit Staff)
5. Verbal request on the staff/librarian for your library research and concerns	5.1 Assist the client's informational needs 5.2 Provide the needed informational resources	None	5 minutes	Librarian
TOTAL		None	9 minutes	

2. Tech4Ed and Starbooks Multimedia and Internet Services

Provide free computer and internet usage to the client for academic and information research.

Office or Division:	Office Of The City Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D. (School/company ID), government-issued ID)		Schools and government issuing agencies (SSS, GSIS, PAG-IBIG, LTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Multimedia and Internet Section and present your valid ID	1.1 Assist the client and check his/her ID	None	1 minute	MIS Staff
2. Register to MIS registration form	2.2 Assist client in registration	None	1 minute	MIS Staff
3. Proceed to the assigned computer table	3.1 Assigns computer for the client.	None	1 minute	MIS Staff
4. Conduct research	4.1 Monitors and assists clients' browsing and other research needs.	None	1 hour	MIS Staff
TOTAL		None	1 hour & 3 minutes	

3. eGovernment Services

Assisting clients with online registration and transaction to various government online services such as GSIS APIR Online, Police Clearance, NBI, SSS, Pag-ibig, Philhealth, etc.

Office or Division:	Office Of The City Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	All			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. One valid government-issued ID		Government Issuing agencies(SSS, GSIS, PAG-IBIG)		
2. An Email account		Gmail, Yahoo, other electronic mail		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the eGovernment area and fill out the logbook	1.1 Monitor the registration	None	1 minute	Librarian I
	1.2 Assist the client in filling out the form	None	5 minutes	Librarian I
2. Submit duly accomplished form	2.1 Receives and check submitted application form	None	1 minute	Librarian I
3. Wait for the processing of your eGovernment registration	3.1 Registers client's information to the requested eGovernment Registration	None	10 minutes	Librarian I
4. Verbal request on the staff/librarian for your library research and concerns	4.1 Provides the client a copy of his/her eGovernment Registration	None	5 minutes	Librarian I
	4.2 Advises the client of how and where to settle the payment for his/her eGovernment Registration	None	2 minutes	Librarian I
TOTAL		None	24 minutes	

4. Public Library Orientation and Academic Research Study

Accommodate requests to conduct library orientation and academic study. The request must be done at least one (1) week prior to the date of the activity to ensure availability.

Office or Division:	Office Of The City Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	Schools and barangay			
A. Library Orientation Conduct Library orientation in the library or in schools for requesting schools, individual or groups of people from different organizations				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following details: a. Objective(s) b. Date and time of visit c. Type of participants and estimated number of attendees d. Contact person		Head of Schools/Institution of requesting party		
2. Any Valid ID (photocopy)		Requesting party/Individual/ Coordinator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Digos City Library or send it through email at digoscitylibrary@gmail.com	1.1 Receives the copy of the request letter	None	15 minutes	Librarian III
	1.2 Records the request letter and return the received copy	None	5 minutes	Librarian III
2. Follow up through phone call or email for the status of the request	2.1 Coordinates the status of the request;	None	40 minutes	Librarian I
	2.2 Discuss with the client the details of the orientation	None	40 minutes	Librarian I
	2.3 Schedule the final orientation and preparations of the activity			
TOTAL		None	1 hour	
B. Academic Research Study Conducting a research study that may include data gathering, interviews, and video documentation for thesis, dissertation, and other academic requirements.				
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Librarian which includes the following details:				

a. Objective(s) b. Date and time of visit c. Name of School d. Name of the researcher(s) e. Contact person f. Copy questionnaires (for data gathering and interview)		Requesting party/Researcher		
2. Valid Student ID (photocopy)				
3. Personal gadgets (to be used during interviews and documentation)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request letter to Digos City Library or send it through email at digoscitylibrary@gmail.com	1.1 Receives the copy of the request letter	None	15 minutes	Librarian III
	1.2 Records the request letter and return the received copy		5 minutes	Librarian III
2. Follow up through phone call or email for the status of the request	2.1 Coordinates the status of the request;	None	40 minutes	Librarian III
	2.2 Discuss with the client the details of the orientation			
	2.3 Schedule the final orientation and preparations of the activity			
Total		None	1 hour	

5. Outreach Program Services

Conduct outreach programs such as film showing and storytelling to different pre-schools, barangays and community within the city.

Office or Division:	Office Of The City Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government			
Who may avail:	Schools, Barangay, and communities			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Received copy of the letter to conduct an outreach program		City Librarian Approval		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the letter from the City Library	Send a request letter to the selected pre-school, barangay, or request	None	10 minutes	Librarian III Librarian I
2. Responds and coordinates with the Librarian	2.1 Follow up the request and discuss further about the activity	None	50mins	Librarian III Librarian I
Total		None	1 hour	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	<p>Client must fill out a feedback form and deposit it to the dropbox located at the Entrance Desk; or</p> <p>Client may drop off his/her written feedback to the Librarian's Office or send it through email at digoscitylibrary@gmail.com</p> <p>Feedback letter must be addressed to the City Librarian</p> <p>Provide contact information for verification</p>
How feedbacks are processed?	<p>Feedback(s) sent through email or dropbox will be reviewed on a weekly basis for assessment and evaluation reports purposes.</p> <p>Library personnel will try to reach out to the client from his/her provided contact information or email for acknowledgment receipt.</p> <p>Client may follow up through phone call at (082) 228-4667, 09484626192 or email at digoscitylibrary@gmail.com</p>
How to file complaints?	<p>Client may drop off his/her written complaint to the Librarian's Office or send it through email at digoscitylibrary@gmail.com</p> <p>Complain letter must be addressed to the City Librarian.</p> <p>Please include your full name, contact number, person/service to complaint, and provide proof(s) of the complaint for verification.</p>
How complaints are processed?	<p>Receiving staff will reach the client through email or phone call to properly address the complaint;</p> <p>Complaint(s) will be reviewed by the Library management for appropriate action.</p> <p>Proper coordination and constant communication with the complaint is highly needed until final closure and appropriate action was rendered.</p> <p>Process of the complaint will take 1-2 days depending on the gravity of the complaint.</p> <p>Client may follow up through phone call at (082) 228-4667, 09484626192 or email at digoscitylibrary@gmail.com</p>
Contact Information	<p>Office address: Digos City Library Lapu-Lapu St. Digos City</p> <p>Landline: Call or text (082) 228-4667</p>

	<p>SMS/Text Message: 09484626192</p> <p>Email: digoscitylibrary@gmail.com</p> <p>Facebook: https://www.facebook.com/digoscitylibrary1</p>
Anti-Red Tape Authority	<p>Legal and Public Assistance Office</p> <p>Office address: Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil. J. Puyat Avenue, 1200 Makati City, Philippines</p> <p>Phone numbers: 8478-5091, 8478-5093, 8478-5099</p> <p>Email: complaints@arta.gov.ph</p>
Civil Service Commission	<p>Contact Center Bayan</p> <p>Office address: Civil Service Commission, Constitution Hills, Batasang Pambansa Complex Diliman 1126 Quezon City, Philippines</p> <p>Hotline: 1-6565 accessible via PLDT and Smart landlines nationwide</p> <p>SMS/Text Access: 0908-8816565</p> <p>Email: email@contactcenterngbayan.gov.ph</p> <p>Website: www.contactcenterngbayan.gov.ph</p> <p>Facebook page: www.facebook.com/contactcenterngbayan</p> <p>Digos City Civil Service: Address: DPWH Compound, Digos City, 8002 Davao del Sur</p> <p>Hotline: (082) 553 4671</p> <p>Facebook page: https://www.facebook.com/cscdvosurfo/</p>

CITY SPECIAL PROGRAMS MANAGEMENT OFFICE

CITIZEN'S CHARTER

LIST OF SERVICES

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1. MAYOR'S PERMIT

Permit required for applications such as; employment, fidelity bond and etc.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Barangay Clearance		Relevant Barangay Hall		
• Police Clearance		Police Station		
• Cedula		City Treasurer's Office		
• Mayors' Permit Receipt		City Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Receive, file, and process submitted requirements	Php 50.00	30 Minutes	Project Development Assistant
TOTAL		Php 50.00	30 Minutes	

2. SPECIAL PERMIT

Permit required to conduct public activities, (motorcade, rekorida, fun run, public space usage, etc.) This is a requirement as well for bidding application.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Request Letter		Client		
• Mayor's Permit Receipt		City Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Receive, file, and process submitted requirements	Php 100.00	30 Minutes	Project Development Assistant
TOTAL		Php 100.00	30 Minutes	

3. ACCREDITATION

Permit required for bidding purposes.

Office or Division:	City Special Programs Management Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity			
Who may avail:	General Public/Supplier			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• DTI Certification			DTI	
• BIR Certification			BIR	
• Mayor's Permit Receipt			City Mayor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Receive, file, and process submitted requirements	Free	30 Minutes	Project Development Assistant
TOTAL			30 Minutes	

4. CERTIFICATE OF UNEMPLOYMENT

This certificate is required for educational assistance program and other specific services.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public/ Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Barangay Certification			Relevant Barangay Hall	
• Cedula			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Receive, file, and process submitted requirements	Php 50.00	30 Minutes	Project Development Assistant
TOTAL		Php 50.00	30 Minutes	

5. RECOMMENDATION LETTER

Letter to support application for employment

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public/ Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• duly completed PDS		Client		
• Barangay Clearance or Police Clearance (for local private company application)		Barangay Hall or Police Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Receive, file, and process submitted requirements	Free	1 Hour	Project Development Assistant
TOTAL			1 Hour	

6. EDUCATIONAL ASSISTANCE PROGRAM

Processing of Application for Educational Assistance.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students residing in Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Bio-data		Client		
• 2x 2 picture		Client		
• Recent grade		School Registrar		
• Enrollment form		School Registrar		
• Barangay Certificate of Low-income		Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit application at Mayor's Office	Check application for approval	None	1 week	PESO Manager, PESO Staff
• Submit all requirements	Check completion of requirements		10 mins	
• Examination	Conduct examination		1 hr and 30 mins	
Interview	Conduct interview		20 mins	
• Orientation	Conduct Orientation		4 hrs	
TOTAL			1 week, 6 hrs	

7. ANTI-ILLEGAL DRUG PROGRAM

Community Based Drug Rehabilitation Program.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Drug Surrenderers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Enrollment		CADAC Secretariat		
• Intervention Proper		Faith-based, CSWD, SK, BADAC and Secretariat		
Clearance for graduation		CADAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Profiling	1. Interview to gather information of PWUDS by secretariat 2. Interview, bioprofiling, fingerprinting and picture taking with PNP	None	25 mins	Anti-Illegal Drug staff and PNP
• CSWD Intake	Interview on intake and drug screen inventory		5 mins	CSWDO
• ASSIST Tools	Interview on Alcohol, smoking substance involvement screening test to identify severity of addiction		8 mins	CHO/AIDP trained staff
• Verification of Enrollment	-Voluntary submission to random/surprise drug test -completion of all steps during re-tokhang -limited number of absences		6 months - (Inclusive of intervention and re-integration Program)	BADAC Faith-Based Partners CSWD Staff CHO Staff PNP, Secretariat

	-Participation to 5 modules of CBDP			
TOTAL			6 mos, and 38 mins	

8. PAUPER'S BURIAL AND EXHUMATION ASSISTANCE PROGRAM

Provide appropriate and immediate assistance to individuals seeking help arising from the financial difficulties caused by death.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Certificate of Indigency		Barangay Hall		
• Death Certificate		Civil Registrar		
• Valid I.D		Any government issued I.D		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Check completion of requirements and data profiling	none	30 mins	Project Development Assistant
Data intake	Issue guarantee letter		30 mins	
TOTAL			1 hr	

9. MEDICAL ASSISTANCE PROGRAM TO INDIGENT PATIENTS ADMITTED TO GOVERNMENT AND PRIVATE HOSPITALS

Provide appropriate and immediate assistance to indigent patients seeking help from the financial difficulties during the period of illness.

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Certificate of Indigency		Barangay Hall		
• Final Hospital Bill		Designated Hospital		
• Room Certification		Designated Hospital		
• Medical Abstract		Designated Hospital		
• Valid I.D		Any government issued I.D		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Check completion of requirements and data profiling	None	15 mins	Project Development Assistant
• Data intake	Issue guarantee letter		15 mins	
Back to hospital with guarantee letter	Wait for transmitted billing account from hospital		30 mins	
TOTAL			1 Hr	

10.COMPREHENSIVE ASSISTANCE PROGRAM TO INDIGENOUS PEOPLE AND OTHER MARGINALIZED SECTORS (LINGAP)

Provide appropriate and immediate assistance to indigent patients seeking help from the financial difficulties during the period of illness

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Certificate of Indigency		Barangay Hall		
• Medical Certificate		Designated Hospital		
• Doctor's Request		Designated Hospital		
• Valid I.D		Any government issued I.D		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Check completion of requirements and data profiling	None	30 Minutes	Project Development Assistant
• Data intake	release of cash assistance		30 Minutes	
TOTAL			1 Hour	

11. LIVELIHOOD ASSISTANCE PROGRAM

Provide assistance and sustainable livelihood to those individuals, organized and registered associations or cooperatives

Office or Division:	City Special Programs Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide Residents of Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• DOLE Registration		DOLE		
• BIR Certification		BIR		
• LAG Form		CSPMO		
• CSWD Certification		CSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Submit all requirements	Check completion of requirements	None	2 Days	Project Development Assistant, CSWDO, CDEP
Orientation/ Seminar	Conduct Orientation/Seminar		4 Hours	
Payout	Conduct releasing of livelihood assistance		4 Hours	
TOTAL			2 Days and 8 Hours	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Call or Text 0991-206-2464 or email us at digoscitypeso@gmail.com
How feedbacks are processed?	Answer feedback and queries through text and call
How to file complaints?	If you have complaint about this office's service delivery, please visit directly to the Public Employment Service Office
How complaints are processed?	Take action regarding identified complaint and establish communication for timely updates.
Contact Information	Call or text 0991-206-2464, or please email at digoscitypeso@gmail.com



CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER

I. Mandate

The City Disaster Risk Reduction and Management Office was created by virtue of RA 10121 and adopted by Executive Order No. 12 s. 2019 and shall have the primary mandate of administering a comprehensive disaster risk reduction and management program by reducing the vulnerabilities and risks to hazards and manage the consequences of disasters.

II. Vision

Strengthened plans and actions encompassing the core services and functions of the four disaster thematic areas namely Disaster Prevention & Mitigation, Disaster Preparedness, Disaster Response and Disaster Rehabilitation & Recovery to have a sustained, restored, productive and effective resources of Digos City capable of uplifting the socio-economic condition of the communities from the impact of disasters and major health emergencies like a pandemic and their possible consequences for a disaster resilient city.

III. Mission

Impose high standard practices on Disaster Risk Reduction and Management by adopting and adhering to international and local standards, guidelines and practices for a comprehensive yet precise and efficient yet practical approach on disaster risk reduction and management strengthening and empowering the city's adoptive capacity for all resources are God-given gifts and intended for the general welfare of each Digoseños and others.

IV. Core Values

- Resiliency
- Preparedness
- Integrity
- Professionalism
- Reliability
- Oneness in Service
- Collaborative
- Adaptability
- Camaraderie
- Perseverance

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1. AVAILING OF RESCUE VEHICLE FOR TRANSPORT OF PATIENTS.

The City Government of Digos thru the office of the CDRRM extends transport facility to the public needing medical care.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request.		Client		
2. Endorsement note from the City Mayor.		City Mayor’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the details of the client depending on their transaction given. *Make sure that the client had the request letter.	1. The Desk Officer check the temperature and sanitized the client 1.2 Give the logbook to the client for signing in.	Free	3 Minutes	City Mayor’s Office
2. The client will submit the written request to the City Mayor’s Office and will wait for the approval.	2. Received the written request and check.		3 Minutes	City Mayor’s Office
3. Once approved, the clients will proceed to the CDRRM Office.	3. Received the written request approved by the City Mayor’s Office. 3.1 The CDRRM Staff will log-in the details of the client to CDRRM Patient Transport Form. The CDRRM Staff will log-in the details of the client to CDRRM Patient Transport Form. 3.2 The CDRRM office cater the client and transport the patient.		1 – 3 Days	LDDRMA-059 Chief Operations and Warning
TOTAL			3 Days	

2. AVAILING OF EMERGENCY RESCUE VEHICLE

2.1. MEDICAL EMERGENCY

The City Government of Digos thru the office of the CDRRM extends transport facility in case of emergency due to accidents.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims of accidents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Client Contact CDRRM Office through EMS Hotlines. 1.1 The client provides necessary information; Name of Caller, Type of Emergency, Specific Location, Number of Patient/ Casualty. 1.2 For walk-in clients, the client should log-in their details on log book and fill-out the CDRRMO Patient Form.	1. Received the call 1.1 The CDRRM will record the clients’ details. 1.2 Give the log book and CDRRMO Patient Form to the client.	Free	3 to 5 minutes	Utility Worker - 065 Chief Radio Operator – CDRRM Office
2. Upon approval, the client will wait for the rescue vehicle.	2. Assigned the rescue vehicle for transportation.		2 minutes	
3. Once approved, they will proceed for transportation.	3. Transporting the clients’ patient.		30 minutes to 1 day	
TOTAL			1 Day	

2.2. VEHICULAR CRASHED

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims of accidents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact CDRRM Office EMS Hotlines	1. Immediately received the call from the clients	Free	1 minute	Utility Worker - 065 Chief Radio Operator – CDRRM Office
2. Provide necessary information; Name of Caller, Type of Emergency, Specific Location, Number of Patient/ Casualty.	2. Record the client necessary information.			
3. Wait for the emergency medical team to arrive.	3. Proceeding to the scene.		Depending on the distance.	
	4. Arrived at the scene.		Not more than 10 minutes	
	5. Care for the patient.		Depending on the distance of the nearest medical facility.	
	6. Transport the patient immediately to the nearest medical facility.			
TOTAL				

2.3. SEARCH AND RESCUE

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Victims of accidents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact CDRRM Office EMS Hotlines	1. Receive the call from the clients and verify necessary information for immediate action.	Free	2 - 30 Minutes	Utility Worker - 065 Chief Radio Operator
2. Provide necessary information; Name of Caller, Type of Emergency, Specific Location, Number of Patient/ Casualty.	2. Record the client necessary information.			
3. Once approved, the client will wait for the emergency medical team.	3. Prepare search and rescue retrieval items, equipment's and personnel.		30 minutes	
	4. Proceeding to the scene and start to locate and rescue the patient.		Depending on the status of the scene.	
TOTAL				

3. AVAILING OF STANDBY EMERGENCY MEDICAL TEAM/SAFETY TEAM

The City Government of Digos thru the office of the CDRRM extends Emergency Medical Team that will be on standby for Safety during organized events.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter at least two (2) days before the event.		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in necessary information.	1. Give the client the log book for signing in necessary information.	Free	3 minutes	Office of the City Mayor
2. Submit the request letter to the City Mayor.	2. Receive the request for approval.		3 minutes	Office of the City Mayor
3. Furnish copy of the duly approved/endorsed from the City Mayor.	3. Received the copy furnish that duly approved and endorsed from the City Mayor.		3 minutes	Admin Aide I -064 CDRRM Office
	4. Prepare the emergency standby medical personnel and proceed to the scene.		1-3 Days	Admin Aide I -064 CDRRM Office
TOTAL			3 Days	

4. SECURING A COPY OF CCTV FOOTAGE

The City Government of Digos thru the office of the CDRRM extends service to the public by providing copy of material evidence of incidents involving vehicular crash, property theft and vandalism captured by the CCTV cameras installed in vantage areas of the city.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order or Police Blotter		Hall of Justice or Digos City Police Station		
2. Two (2) Valid ID (Photocopy)		Client		
3. Flashdrives		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in and secure request form	1. Give the logbook and CDRRMO client form for necessary information.	Free	3 minutes	LDDRMA-058 Chief Operations and Warning
2. Submit/present requirements	2. Received the client request form and verification of requirements.		2 minutes	
3. Proceed to CCTV room and review important files.	3. Review of CCTV Footage. 3.1 Process of Documents and release of requested data with document support.		1 day	
TOTAL			1 Day	

5. VIEWING OF CCTV FOOTAGE

Concerned individuals or groups may request viewing of CCTV footages.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter.		Client		
2. Blotter Report		Digos City Police Station		
3. 1 Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in necessary information.	Give the log-book to the client.	Free	3 minutes	LDDRMA-058 Chief Operations and Warning
2. Submit request.	Received request and blotter report.		2 minutes	
3. Proceed to the CCTV room and review important files.	Review important files		1 day	
TOTAL			1 Day	

6. AVAILING OF CERTIFICATIONS

The City Government of Digos thru the office of the CDRRM extends services to the public by providing copy of certifications on:

- 1. Damaged public and private establishments, residential houses by fire, flood, landslides and other hazardous events.
- 2. Pre-Hospital Patient Care Report (PPCR)
- 3. BDRRM Plan
- 4. Training Certification

7. AVAILING OF TRAININGS, ORIENTATIONS, EMERGENCY DRILLS

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Damaged public and private establishments, residential houses by fire, flood, landslides and other hazardous events. *Request Letter 1.1. Photo Documentation 1.2. Barangay Certification 1.3. Two (2) Copies Valid ID's		Client		
2. Pre-Hospital Patient Care Report (PPCR) *Request Letter *Valid ID's		Client		
3. BDRRM Plan *Approved BDRRM Plan		Office of Punong Barangay/Barangay Secretary		
4. Training Certification *Training Attendance		Trainer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in and secure request.	1. Give the logbook to the client and received request letter.	Free	3 minutes	LDDRMO II - 057 Chief Admin and Training
2. Submit/Present requirements.	2. Received necessary requirements.		3 minutes	LDDRMA- 058 Chief Operations and Warning
3. Wait for the copy of duly approved documents.	3. Process the Documents. 3.1 Issue approved documents.		1 to 3 days	LDDRMA- 059 Chief Planning and Research
TOTAL			3 Days	

The City Government of Digos thru the office of the CDRRM extends services to the public by conducting trainings, information and education campaign on Mitigation and Prevention, Preparedness, Response and Recovery in the field of water safety, high angle, search and rescue and emergency medical care.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter at least two (2) weeks before the schedule		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in the details of the client depending on their transaction given. *Make sure that the client had the request letter.	1. The Desk Officer check the temperature and sanitized the client 1.2 Give the logbook to the client for signing in.	Free	3 minutes	City Mayor's Office
2. Submit request letter to the City Mayor	2. Received the request letter.		3 minutes	City Mayor's Office
3. Wait for Furnish copy of the letter duly approved by the City Mayor and proceed to CDRRM Office.	3. Approve the furnish copy received from the client		3 minutes	LDDRMO II - 057 Chief Admin and Training
4. Log-in the details of the client depending on their transaction given. *Make sure that the client had the request letter.	4. Give the logbook to the client for signing in.		3 minutes	
Claim approved request.	2. Set of schedules of orientation, training and drill		1 to 7 Days	
TOTAL			7 Days	

8. AVAILING OF FACILITY, ESTABLISHMENT AND HOUSEHOLD DISINFECTION

Due to Covid-19 pandemic, the City Government of Digos thru the office of the CDRRM provides disinfection services in residential area, public and private establishments, facility and non-government agencies.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter at least thirty (30) minutes before the schedule of disinfection.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the City Mayor	Received the client request.	Free	3 minutes	Office of the City Mayor
2. Wait for the request to be approved.	Approved the clients' requests.		3 minutes	Office of the City Mayor
3. Furnish copy of the letter duly approved by the City Mayor and proceed to the CDRRM Office.	Received the client request duly approved by the City Mayor.		3 minutes	LDDRMA-058 Chief Operations and Warning
4. Wait for the disinfection team to arrive at the location.	Prepare the disinfection equipment and personnel to proceed at the location.		1 day	
TOTAL			3 Days	

9. AVAILING OF MANAGEMENT OF THE DEAD AND MISSING (MDM) VEHICLE

Due to the on-going case of Covid-19, the City Government of Digos thru the office of the CDRRM extends services to the public by providing vehicle in transporting deceased victims for immediate cremation or burial.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter at least 1 day before the schedule of transportation.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the City Mayor	1. Received the client's request.	Free	3 minutes	City Mayor's Office
2. Wait for furnish copy of the letter duly approved by the City Mayor and proceed to CDRRM Office.	2. Approved the client's request.		3 minutes	City Mayor's Office
3. Wait for the transport vehicle.	3. Check the vehicle.		3 minutes	LDDRMA-058 Chief Operations and Warning
4. Proceed for transportation.	4. Proceed for transportation.		1 to 3 days	
TOTAL			3 Days	

10. AVAILING OF LSI/ROF HATID-SUNDO PROGRAM

Due to Covid-19 pandemic, the City Government of Digos thru the office of the CDRRM provides transport vehicle for Locally Stranded Individual and Returning Overseas Filipinos.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Locally Stranded Individuals/ Returning Overseas Filipinos (LSI/ROF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request.		Client		
2. Duly approved request letter from the City Mayor one (1) day before the schedule of transportation.		City Mayor’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the City Mayor/	1. Received the request letter.	Free	3 minutes	City Tourism Office (Hatid-Sundo Program Committee)
2. Wait for the request to be approved.	2. Approved the clients’ requests.		3 minutes	
3. Furnish copy of the letter duly approved by the City Mayor and proceed to the CDRRM Office.	3. Received the client request duly approved by the City Mayor.		3 minutes	Admin Aide I -064
4. Wait for transportation.	4. Transporting LSI/ROF.		1 to 3 days	
TOTAL			3 Days	

11. AVAILING OF VEHICLE EXTRICATION SERVICES

The City Government of Digos thru the office of the CDRRM offers extrication services to wrecked and non-running vehicles with no more than two (2) tons of weight.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal/Walk-in or duly approved request letter from the City Mayor		Client or City Mayor’s Office		
2. Fill-out request form.		City Disaster Risk Reduction and Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook.	1. Give the logbook to the clients.	Free	3 minutes	City Mayor’s Office
2. Provide necessary information. 2.1 Name of Caller or Walk-in Person 2.2 Type of Emergency 2.3 Specific Location	2. Received client necessary information.		3 minutes	City Mayor’s Office
3. Contact EMS Hotlines or walk-in report and provide necessary information and duly approved request from the Mayor’s Office.	3. Received client necessary information and duly approved request from the city Mayor’s Office. 3.1 Provision of rescue extrication vehicle.		1 to 3 days	LDDRMA-058 Chief Operations and Warning
TOTAL			3 Days	

12. AVAILING OF WELFARE GOODS

The City Government of Digos thru the office of the CDRRM, assist the CSWDO in the repacking and distribution of food pack to calamity and covid19 affected individual and families.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CoVid19 and calamity affected individuals/families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified list of recipients		City Social Welfare and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client logbook in the CSWDO.	1. Give the logbook to the clients.	Free	3 minutes	CSWD Office
2. Provide necessary information to the CSWDO	2. Receive and review the information given by the client.		3 minutes	
3. Provide list of recipients in needs to Chief Logistics.	3. Receive the list of recipients.		3 minutes	Admin Aide II
4. Received the welfare goods.	4. Provide welfare goods for the client. 4.1 Record the welfare goods received by the client.		1-7 Days	
TOTAL			1-7 Days	

13. ASSIST IN TRIMMING OF HAZARDOUS TREES AND ROAD CLEARING

The City Government of Digos thru the City Engineering Office, the office of the CDRRM assist in trimming of hazardous trees and road clearing if the need arises.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or Request Letter		Clients		
2. Barangay Certification		Office of Punong Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 1. Log in	1. Give the logbook to the clients.	Free	3 minutes	
2. Provide necessary information. 2.1 Name of Caller or Walk-in Person 2.2 Type of Emergency 2.3 Specific Location	2. Received client necessary information.		3 minutes	
3. Receive the furnish copy of the letter duly approved by the City Mayor.	3. Approved the request letter. 3.1 Issue the approved request letter		3 minutes	
4. Contact EMS Hotlines or walk-in report and provide necessary information and duly approved request from the Mayor's Office.	3. Received client necessary information and duly approved request from the city Mayor's Office. 3.1 Provision of rescue assistance for trimming and clearing roads.		1 to 3 days	LDDRMA-059 Chief Operations and Warning
TOTAL			3 Days	

14. ENTERING INTO COLLABORATION THRU MOU/MOA

The City Government of Digos thru the office of the CDRRM entering into collaboration to agency thru MOU/MOA to maximize four thematic areas of disaster.

Office or Division:	CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Presentation of MOU/MOA in the CDRRM Council		Clients		
2. Approved SP Resolution		Office of City Vice Mayor/ SP Secretariat		
3. Approved MOU/MOA		Office of the Mayor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the logbook	1. Give the logbook to the clients.	Free	3 minutes	LDDRMA-059 Chief Operations and Warning
2. Provide necessary documents.	2. Received client necessary documents.		10 minutes	
3. Presentation of MOU/MOA to the council.	3. Review the documents		Half Day	
4. Receive the documents reviewed from the Council.	4. Issue reviewed documents from the council.		3 minutes	
5. Wait for the approval and signing of MOU/MOA	5. Draft Resolution for MOU/MOA. 5.1 Pass the resolution to the SP Council Member.		3 Months	
6. Signing of MOU/MOA with Local Chief Executive. 6.1 Receive approved MOU/MOA.	6. Issue approved MOU/MOA.		10 minutes	City Mayor’s Office
TOTAL			3 Months	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	In case of complaints/feedback, please contact: SMART/TNT: 0946-695-7777/0908-920-0555, GLOBE/TM: 0953-352-5477, gmail: cdrmcDIGOS@gmail.com
How feedbacks are processed?	Clarify the client's observation from availing the service given by the office. Forward the feedback to the Unit Leader, CDRRM Office Admin for learning dialogue. Follow-up and update the client of the agreed terms and conditions.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the City Disaster Risk Reduction and Management Office, this city.
How complaints are processed?	Clarify the client's complaints from availing the service given by the office. Forward the complaints to the Unit Leader, CDRRM Office Admin for learning dialogue. Follow-up and update the client of the agreed terms and conditions.
Contact Information	Please contact: SMART/TNT: 0946-695-7777/0908-920-0555, GLOBE/TM: 0953-352-5477, gmail: cdrmcDIGOS@gmail.com

Note: In the event of an emergency outside of regular office hours, (night time, holiday and weekends) calls and requests will be forwarded to the next immediate supervisor for approval, notwithstanding the need for a request letter addressed to the city mayor's office.

OFFICE OF THE CITY MAYOR
(SECURITY SERVICES DIVISION)

CITIZEN'S CHARTER

I. Vision

Vigorously work towards providing high-quality security services to the federal

II. Mission

Our Mission is to provide protection and security to our clients through a bespoke...

To provide our clients with able and qualified personnel who will ensure the safety

LIST OF SERVICES

Provides security services for activities using government facilities like the Digos City Gymnasium, Rizal Park and Stage, etc.	430
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1. PROVIDES SECURITY SERVICES FOR ACTIVITIES USING GOVERNMENT FACILITIES LIKE THE DIGOS CITY GYMNASIUM, RIZAL PARK AND STAGE, ETC.

Office or Division:	Office of The City Mayor (Security Services Division)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	Civic, Religious, Business and Educational Institutions and Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved written request for the use of government facilities (issued by the Mayor)		City Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved request for use of government facilities and relay verbal or submit written request for security assistance	Receive, record, and process submitted request of the client	None	30 minutes per client	Security Agent 1
2. Wait for approval of request for security assistance	Provide approval for the requested security assistance			
TOTAL			30 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know that we have served you by sending your feedback through cell no. 09-284-601-299
How feedbacks are processed?	An attending officer will look into it and provide action, if necessary
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly Mr. Rogelio Cala
How complaints are processed?	An attending officer will look into the complaint and take action.
Contact Information	Contact no. 09-284-601-299

CITY TRAFFIC MANAGEMENT CENTER

CITIZEN'S CHARTER

I. Vision

To promote smart traffic enforcement for a more streamlined flow, peaceful, and well- developed transportation system.

II. Mission

The TMC shall execute traffic direction and control, enforce law, city ordinances, and other related special laws; assist the PNP in the implementation of traffic rules and regulations in the Digos City to promote effectiveness in the performance of its functions and to ensure public safety.

LIST OF SERVICES

Issue City Citation Ticket of committed violations by the driver	435
Installation of Traffic Signages	436
Maintain Smooth flow of traffic	436
Extending assistance services	437

1. ISSUE CITY CITATION TICKET OF COMMITTED VIOLATIONS BY THE DRIVER

Apprehending officer give the appropriate violations committed by the public and private driver and paid according their fines.

Office or Division:	CITY TRAFFIC MANAGEMENT CENTER			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Apprehending Officer, Public and Private Driver/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none">• Driver’s license/No driver’s license must confiscate the vehicle;• Order payment and Receipt		<ul style="list-style-type: none">• Traffic Management Center• Treasury Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none">• Pay fee at the City Treasurer’s Office for the confiscated driver’s license/Unlicensed driver impounded vehicle;• Show proof or official receipt (OR) of payment	<ul style="list-style-type: none">• Apprehending officer confiscate the driver’s license/Unlicensed driver must impound the vehicle;• Office staff issue order of payment;• Return the confiscated driver’s license/Unlicensed driver impounded vehicle	Obstruction-100.00	30 minutes per client	Security Agent III
		Disregard traffic sign 100.00		
		Reckless Driving-500.00		
		No drivers Licence-500.00		
		No helmet-500.00		
		No plate attached-500.00		
		Colorum-500.00		
		Modified muffler-2,500.00		
TOTAL			30 Minutes	

2. INSTALLATION OF TRAFFIC SIGNAGES

Usage of Traffic Sign to Guide the safe and orderly movement of traffic and pedestrians To give information for routes direction and warning of drivers

Office or Division:	CITY TRAFFIC MANAGEMENT CENTER			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Traffic Enforcers, Public and Private Driver’s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic Signages, Route’s directions and Warning Drivers		Local Government Unit of Digos		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for visible signages in exact areas.	Address request and process for installation	Disregarding Traffic sign must pay Php 100.00	30 minutes per client	Traffic Enforcers
TOTAL		Php 100.00	30 Minutes	

3. MAINTAIN SMOOTH FLOW OF TRAFFIC

Assistance for movement of vehicles along the streets, roads and pedestrian

Office or Division:	CITY TRAFFIC MANAGEMENT CENTER			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Traffic Enforcers, Public and Private Driver’s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic Signages, Traffic Light and Warning Devices		Local Government Unit of Digos		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Follow traffic rules to avoid violations and accidents	Deploy traffic enforcers to maintain smooth flow of traffic and issue receipt of payment for violators	Drivers Must pay according to her/his violations and fines	30 minutes per client	Traffic Enforcers
TOTAL			30 Minutes	

4. EXTENDING ASSISTANCE SERVICES

Assistance for related public services (Escort programs in government activities, non-organizational agencies activities, church, burial and etc.)

Office or Division:	CITY TRAFFIC MANAGEMENT CENTER			
Classification:	Complex			
Type of Transaction:	G2C – Government to Client; G2G – Government to Government			
Who may avail:	Government agencies, non-government organizations and individual community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal or Written Request		Requesting Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Special permit from the City Mayor’s Office	Provide permit; record the transaction; deploy traffic enforcers	None	30 minutes per client	Traffic Enforcers
TOTAL			30 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For complaints and feedback, call or text: (0907) 546-5420
How feedbacks are processed?	Feedbacks are reviewed by and attending staff
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the City Traffic Management Center, this city.
How complaints are processed?	An attending staff will review the complaint and take actions, if necessary
Contact Information	Please call or text: (0907) 546-5420

OFFICE OF THE CITY HUMAN
RESOURCE MANAGEMENT OFFICER

CITIZEN'S CHARTER

I. Mandate

To develop Human Resources as the Primary and patent tools in the development of LGU Digos City.

II. Vision

Strengthening the development LGU Digos City in providing reliable, passionate, and focused Human Resource services of consistent high quality to its employees through continuous learning improvement and adoption of best HR practices.

III. Mission

1. Providing clients with the appropriate Level of Quality Service without discrimination;
2. Enhancing the quality of knowledge of every Human Resource personnel to respond to the increasing demand for public service with courtesy and probity by intervention, thru Trainings/Seminars, Individual Coaching, Counseling and Fora.

IV. Core Values

1. Integrity. Acting with strong ethics is a priority for everyone representing the organization and its behaviors as a whole.
2. Honesty. It's not just the best policy. It's a core organizational practice to act in a transparent, trustworthy manner that earns the respect of colleagues, and the public.
3. Fairness. Treating everyone with the common decency we all deserve and expect.
4. Accountability. Accepting responsibility for your actions (and inactions) is the ultimate way to build trust internally and externally.
5. Teamwork. When people work together, they can create something greater than themselves as individuals.
6. Passion. Having a joy not just for the work itself but also the people around us, so that everyone can be bold, innovative, and creative.

LIST OF SERVICES

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1. Securing Service Records

Service Records for Officials and Employees may be requested when needed.

Office or Division:	Office Of The City Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government			
Who may avail:	Officials and Employees of LGU Digos (Retired and Active)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/Verbal Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present written/verbal request	Checks / Verifies verbal request	None	2 minutes	Administrative Assistant & CHRMO
2. Claim copy of Service Record	Encode and Print		8 minutes	
TOTAL		None	10 Minutes	

2. Securing Certification of Leave Credits Earned

Issuance of Earned Leave Credits for Officials and regular Employees.

Office or Division:	Office Of The City Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government			
Who may avail:	Officials and Employees of LGU Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relay request	Check/Verify total earned leave credits, issuance of certification	None	5 Minutes	Administrative Aide / Releasing Staff & CHRMO
TOTAL		None	5 Minutes	

3. Applying for Leave of Absence

Processing of Application for Leave of Absence

Office or Division:	Office Of The City Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government			
Who may avail:	Officials and Employees of LGU Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application for Leave Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form	Request for Application form granted	None	2 Minutes	Admin. Aide / HR staff & CHRMO
2. Submit accomplished application for Leave to HRMO	Check the entries in the Application Form		3 Minutes	
TOTAL		None	5 Minutes	

4. Securing Certificate of Employment

Certificate of employment for whatever legal purpose maybe requested

Office or Division:	Office Of The City Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government			
Who may avail:	Officials, Employees and Job Order Workers of LGU Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/Verbal Request				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request	Verifies records on file for issuance of certification	None	10 Minutes	Admin. Aide / HR staff
TOTAL		None	10 Minutes	

5. Securing Clearance for Retirement

- a. Certification of No Pending Administrative Case;
- b. Clearance from work related accountabilities

Office or Division:	Office Of The City Human Resource Management Officer			
Classification:	Simple & Complex			
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government			
Who may avail:	Officials and Employees of LGU Digos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/Verbal Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request	Inform clients of all the required documents and Clearance Issued	None	10 Minutes	Any HR Staff & CHRMO
TOTAL		None	10 Minutes	

6. Securing Clearance for Retiring DEPED Personnel

- 1. Clearance from work related accountabilities

Office or Division:	Office Of The City Human Resource Management Officer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens; G2G - Government to Government			
Who may avail:	DEPED Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written/Verbal Request		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request	Received request	Php 50.00	10 Minutes	CHRMO / City Treasurer's Office
2. Pay prescribed Service Fee	Clearance Issued			
TOTAL		Php 50.00	10 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	Please let us know how we have served you by sending your feedback through Phone Number 09984992103 or please email at hrmolgudigos@gmail.com
How feedbacks are processed?	Analyze and understand the feedback and provide possible solution for better performance.
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Office of the City Human Resource Management Officer
How complaints are processed?	Evaluate both sides through a meeting, find a solution and follow up with the client to make sure they are satisfied with the solution.
Contact Information	Call or text 09984992103, or please email at hrmolgudigos@gmail.com

BIDS AND AWARDS COMMITTEE (BAC)

CITIZEN'S CHARTER

I. Vision

A socially and economically developed City of Digos, responsive to differentiated gender roles and needs of women and men, characterized by political maturity and social harmony in a healthy and sustainable environmental and gender fair society.

II. Mission

Facilitate all procurement activities of the city Government of Digos and ensure that procurement shall abide by the provisions of the Government Procurement Reform Act known as RA 9184.

LIST OF SERVICES

Data/Information on Procurement	449
Preparation of Bid Documents	450
Verification/ Authentication of the documents	451
Certification	452

1. DATA/INFORMATION ON PROCUREMENT

Office or Division:	BIDS AND AWARDS COMMITTEE (BAC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2B – Government to Business Entity			
Who may avail:	End-users, Suppliers, Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or submit written request		BAC Office, SP Ground Floor, SP Bldg. Digos City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment	BAC Office	P20.00	5-10 Minutes	BAC Chairman/Head Secretariat/ Revenue Collection Clerk
2. Pay the corresponding amount and Service fee	CTO			
3. Present Official Receipt	BAC Office			
4. Claim the copy of the requested document	BAC Office			
TOTAL			10 Minutes	

2. PREPARATION OF BID DOCUMENTS

Office or Division:	BIDS AND AWARDS COMMITTEE (BAC)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	End-users, Suppliers, Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must submit Letter of Intent before the Pre-Bid Conference		BAC Office, SP Ground Floor, SP Bldg. Digos City		
2. Purchase of Bid Documents		BAC Office, SP Ground Floor, SP Bldg. Digos City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment	BAC Office	Standard rate issued by GPBB Approved ABC 500,000 and below= P500.00 More than 500,000 to 1 Million= 1,000.00 More than 1 Million up to 5 Million= 5,000.00 More than 5 Million up to 10 Million= 10,000.00 More than 10 Million up to 50 Million=25,000.00 More than 50 Million up to 500 Million=50,000.00 More than 500 Million = 75,000.00	10-15 Mins.	BAC Chairman/ Head Secretariat/ Revenue Collection Clerk
2. Purchase of Bid Document Fees depend on the ABC	CTO			
3. Present Official Receipt	BAC Office			
4. Claim the copy of the bid document	BAC Office			
TOTAL			15 Mins.	

3. VERIFICATION/ AUTHENCATION OF THE DOCUMENTS

Office or Division:	BIDS AND AWARDS COMMITTEE (BAC)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	End-users, Suppliers, Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Relay verbal or submit written request		BAC Office, SP Ground Floor, SP Bldg. Digos City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment	BAC Office	Service Fee - Php 20.00/ page under City Ordinance 10-04 dated 9/23/2010	3-5 Minutes	Revenue Collection, BAC Staff
2. Pay the corresponding amount and Service fee	CTO			
3. Present Official Receipt	BAC Office			
4. Claim the copy of the requested document	BAC Office			
TOTAL			5 Minutes	

4. CERTIFICATION

Office or Division:	BIDS AND AWARDS COMMITTEE (BAC)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B – Government to Business Entity			
Who may avail:	End-users, Suppliers, Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Relay verbal or submit written request		BAC Office, SP Ground Floor, SP Bldg. Digos City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Order of Payment	BAC Office	None	5-10 Minutes	Revenue Collection, BAC Staff
2. Pay the corresponding amount and Service fee	CTO			
3. Present Official Receipt	BAC Office			
4. Claim the copy of the requested document	BAC Office			
TOTAL			10 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For complaint and feedback, please email at baclgudigos@gmail.com or contact 0923 9557 081
How feedbacks are processed?	Feedback requiring answers are forwarded to concerned staff and they are required to answer within three (3) days of the receipt of the feedback
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Bids and Awards Committee, this city, & to BAC Chairperson
How complaints are processed?	Upon evaluation, the BAC Chairman shall start the investigation and forward the complaint to concerned staff for their explanation. The BAC Chairman will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The BAC Chairman will give the feedback to the client
Contact Information	Please email at baclgudigos@gmail.com or contact 0923 9557 081

SPECIAL BIDS AND AWARDS COMMITTEE

CITIZEN'S CHARTER

I. Vision

The Special Bids and Awards Committee (SBAC) envisions an efficient procurement process which is in accordance with Republic Act No. 9184 or the Government Procurement Reform Act that would lead to the immediate implementation of infrastructure projects.

II. Mission

The SBAC commits to expedite the procurement process of the City Government's infrastructure project in accordance with Republic Act No. 9184 or the Government Procurement Reform Act.

LIST OF SERVICES

Receipt of Purchase Request and its attachments	457
Preparation of Annual Procurement Plan to be approved by the SBAC Chairperson and the Head of the Procuring Entity (HoPE)	458
Pre-Procurement Conference	459
Preparation of Bidding Documents, and posting to PhilGEPS and conspicuous places	6
Issuance of Bidding Documents to Suppliers/ Contractor	460
Pre-Bidding Conference	461
Opening of Bids	462
Issuance of Notice of Award (NOA)	463
Issuance of Contract of Agreement and Notice to Proceed (NTP)	464
Submission of procurement documents to Commission on Audit	465
Processing of Billing	466

1. PREPARATION OF ANNUAL PROCUREMENT PLAN TO BE APPROVED BY THE SBAC CHAIRPERSON AND THE HEAD OF THE PROCURING ENTITY (HOPE)

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End User/ Office of the City Engineer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request and Project Procurement Management Plan (PPMP)		Office of the City Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved Purchase Request and Project Procurement Management Plan;	Record and review the Purchase Request if it coincides with its attachments such as Program of Work and ABC	None	1 Day	Special Bids and Awards Committee (SBAC) Secretariat, SBAC TWG, SBAC Chairperson, City Mayor
	Draft and prepare Annual Procurement Plan based on PPMP and RA 9184 to be approved by the City Mayor			
	TOTAL		1 Day	

2. PRE-PROCUREMENT CONFERENCE

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	End User			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request, PPMP, APP and other documents		SBAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct Pre-Procurement Conference for the approval of the procurement of the project in accordance with Republic Act No. 9184.	Prepare the necessary materials and documents for the pre-procurement conference	None	1 Day	SBAC, End User/Office of the City Engineer
TOTAL			1 Day	

3. PREPARATION OF BIDDING DOCUMENTS, AND POSTING TO PHILGEPS AND CONSPICUOUS PLACES

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	N/A			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request, PPMP, APP and other documents		SBAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare Bidding Documents based on the documents reviewed and approved in the Pre-Procurement Conference;	None	1 Day	SBAC Secretariat, SBAC-Technical Working Group
	Prepare Invitation to Bid and post to PhilGEPS and conspicuous places.			
TOTAL			1 Day	

6. ISSUANCE OF BIDDING DOCUMENTS TO SUPPLIERS/ CONTRACTOR

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Suppliers/Contractors/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding Documents		Office of the SBAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present company profile for pre-qualification of prospective bidder	The SBAC- Technical Working Group shall evaluate the Company Profile for legitimacy	Fees depends on the project's Approved Budget for the Contract (ABC), to wit: a. 500,000.00 and below = 500.00 b. More than 500,000 up to 1 Million = 1,000.00 c. More than 1 Million up to 5 Million = 5,000.00 d. More than 5 Million up to 10 Million = 10,000.00 e. More than 10 Million up to 50 Million = 25,000.00 f. More than 50 Million up to 500 Million = 50,000.00 g. More than 500 Million = 75,000.00	1 Hour	SBAC, Office of the City Mayor
2. Fill up forms and specify the project they will be participating	The SBAC shall issue the prospective bidder an assessment slip for payment in the City Treasurer's Office After payment, SBAC will issue the Bidding Document to the interested Suppliers/ Contractors/ Bidders.			Office of the City Treasurer, SBAC Secretariat
TOTAL			1 Hour	

7. PRE-BIDDING CONFERENCE

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Suppliers/Contractors/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bidding Documents		SBAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the pre bidding conference on the specific date as scheduled by the SBAC	Conducts Pre-Bidding Conference in accordance with Republic Act No. 9184;	None	1 Hour	SBAC
2. Ask queries and clarifications with regards to the checklist as presented in the pre bidding conference	Answers queries and clarifications of Suppliers/ Contractors/ Bidders.			
TOTAL			1 Hour	

8. OPENING OF BIDS

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Suppliers/Contractors/Bidders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical and Financial Components of the Suppliers/Contractors/Bidders		Participating Bidders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit bidding documents as required by RA 9184	Conducts Opening of Bids in accordance with Republic Act No. 9184, and check the eligibility of the Technical and Financial Components of the Suppliers/ Contractors/ Bidders.	None	1 Hour	SBAC
TOTAL			1 Hour	

9. ISSUANCE OF NOTICE OF AWARD (NOA)

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Suppliers/Contractors/Bidders, Office of the City Engineer, Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bid Evaluation and Post Qualification Report		SBAC TWG and Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit bid evaluation and post qualification requirements;	Conduct bid evaluation and post qualification by verifying the requirements submitted winning Suppliers/ Contractors/ Bidders; After bid evaluation and post qualification, SBAC will issue a Notice of Award (NOA) to the winning bidder. The Office of the City Engineer and Office of the City Mayor shall be furnished a copy of the NOA.	None	1-52 Days	SBAC
TOTAL			1-52 Days	

10. ISSUANCE OF CONTRACT OF AGREEMENT AND NOTICE TO PROCEED (NTP)

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity; G2G – Government to Government			
Who may avail:	Suppliers/Contractors/Bidders, Office of the City Engineer, Office of the City Mayor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Award, Performance Bond, Construction Safety, Contractor's All Risk Insurance and Contractor's Health Program				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The winning bidder is required to submit requirements to enter into Contract of Agreement;	The SBAC will issue Contract of Agreement enter into by the HoPe and the winning bidder, and NTP to be approved by the HoPe. The Office of the City Engineer and Office of the City Mayor shall be furnished a copy of the Contract of Agreement and NTP.	None	10 Days	SBAC
TOTAL			10 Days	

11.SUBMISSION OF PROCUREMENT DOCUMENTS TO COMMISSION ON
AUDIT

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Commission on Audit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete procurement documents		SBAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	Prepare a complete set of the procurement documents from the Purchase Request up to the issuance of Notice to Proceed.	None	7 Days	SBAC
TOTAL			7 Days	

12. PROCESSING OF BILLING

Office or Division:	SPECIAL BIDS AND AWARDS COMMITTEE			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Suppliers/Contractors/Bidders, Office of the City Accountant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complete procurement documents, Letter Request for Billing		SBAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Contractor will request to the HoPE for their billing;	<p>The request will be forwarded to the Office of the City Engineer for the statement of work accomplished, the calculation of the amount to be billed, and preparation of voucher;</p> <p>The documents from the Office of the City Engineer shall be forwarded to the SBAC Secretariat for the preparation of the attachments for billing;</p> <p>The billing documents will be endorsed to the Office of the City Accountant for auditing.</p>	None	7 Days	SBAC, Office of the City Engineer, Office of the City Accountant
TOTAL			7 Days	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	For complaint and feedback, please email at sbacdigos@gmail.com or contact 0970-041-4074
How feedbacks are processed?	Feedbacks are reviewed and recorded by an attending staff
How to file complaints?	If you have complaint about this office's service delivery, please submit your letter of complaint directly to the Special Bids and Awards Committee, this city.
How complaints are processed?	Complaint/s are reviewed and recorded, then, necessary action/s are done accordingly
Contact Information	Please email at sbacdigos@gmail.com or contact 0970-041-4074

OFFICE OF THE CITY MAYOR
(GREENING PROGRAM)

CITIZEN'S CHARTER

I. MANDATE:

Digos City Greening Program is the primary office responsible for the implementation of City Ordinance 2020-043 known as "The Digos City Greening Ordinance", implementation of the Coastal Management Program and Forest Management Program.

To accomplish this mandate, the office shall be guided by the following objectives:

1. Manage and maintain seedling bank and produce seedlings for forest and tree parks.
2. Maintain, manage, conserve, protect and preserve protected areas, watersheds, tree parks and mangrove forest and save remaining forest areas of the city.
3. Promote community participation, provide access to planting materials and planting sites and create a mechanism for monitoring and inventory.
4. Promote public awareness as well as instill social and environmental consciousness on the value of forests and watersheds.

II. VISION:

To ensure sustainability of the ongoing preservation and reforestation of protected areas, idle lands, riversides, mangrove forest, watersheds and improve the environmental quality by promoting community participation and strong partnership with stakeholders to work together to create a clean, healthy and safe place to live and work for the present and future generations.

III. MISSION:

The Digos City Greening Program is committed to promote reforestation, conservation of biodiversity, save remaining forest areas of the city and enhance climate change mitigation and adaptation.

IV. SERVICE PLEDGE:

We, the Officials and employees of the Office of the Mayor under the Greening Program hereby pledge our commitment to:

1. Provide efficient and corrupt-free services tantamount to the protection, conservation, management and preservation of the environment and natural resources of the city.
2. Attend to all applicants or requesting parties who are within the premises of the office prior to end of official working hours and during lunch break.

LIST OF SERVICES

Issues Mandatory Tree Planting Certification	471
Conducts Tree Planting Activities in upland, urban Areas and Mangrove	
Tree Planting Activity in Coastal Barangays in Digos City	472
Conducts Coastal Clean-up Activities	473
Distributes and delivers Native and Endemic Forest trees	474
Conducts Information, Education and Communication Campaign (IEC)	
on Greening Program Ordinance and other related environmental laws.	475

1. Issues Mandatory Tree Planting Certification

The Mayor’s Office Mandatory Tree Planting Certification issued to individuals, partnerships and corporations as one of the requirements in applying for **Business Permit, Marriage License, Building Permit.**

Office or Division:	Greening Program			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Business Owner, Marriage License Applicant and Building owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Secure and fill-up request form		Frontline personnel for evaluation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client Log Book in the Office;	1. Give the Log Book to the Client;	None	2 mins	Admin Staff
2. Fill up and submit the request form;	2. Provide the client with the request form;		2 mins	Admin Staff
3. Attend the short orientation and receive the seedling and proceed to the Planting Area provided and take a photo during the actual planting and send it to the office personnel as a proof;	3. Receive the request form and provide short orientation on the purpose of the Mandatory Tree Planting;		5 mins	Nursery Personnel
4. Return to the Office for the release of Certification	4.Provide Seedlings and Planting area;		20 mins	Admin Staff
	5.Issue Mandatory Tree Planting Certification		2 mins	
	TOTAL:	None	31 mins	

2. Conducts Tree Planting Activities in upland, urban Areas and Mangrove Tree Planting Activity in Coastal Barangays in Digos City

Office or Division:		Greening Program		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Individual, NGA, NGOs, Schools and Private Offices, CSO's		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Fill up application Form		Frontline personnel for evaluation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPOSIBLE
1.Sign in the client Log Book in the Office;	1. Give the Log Book to the Client;	None	2 mins	Admin Staff
2. Fill up and submit the request form and request letter;	2. Provide the client with the request form;		1 min	Admin Staff
3. Attend Short orientation;	3. Receive the request form and provide short orientation on the proper procedure on tree planting activity and purpose of the activity;		5 mins	Admin Staff
4. Receive seedlings and proceed to the Planting Area provided and take a photo during the actual planting activity for documentation;	4. provide planting materials /and planting sites for mangrove tree planting activities;		10 mins or more (Depends on the number of seedlings requested)	Nursery Personnel
5. Return to the Office for the release of Certification.	5. Assist the clients in the conduct of tree planting;		4 hours or more (depends on the number of seedlings requested)	Admin Staff
	6. Issue Certificate of Participation		3 mins	
TOTAL:		None		

3. Conducts Coastal Clean-up Activities

Office or Division:		Greening Program		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Individual, NGA, NGOs, Schools and Private Offices, CSO's		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Fill up application Form		Frontline personnel for evaluation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Sign in the client Log Book in the Office;	1. Give the Log Book to the Client;	None	2 mins	Admin Staff
2. Fill up and submit the request form and Request letter;	2. Provide the client with the request form;		1 min	Admin Staff
3. Attend Short orientation and scheduling of the activity;	3. Receive the request form and provide short orientation on the proper procedure on coastal clean-up activity and purpose of the activity;		5 mins	IEC Personnel
4. Proceed to the Coastal Area provided and take a photo during the actual planting for documentation purposes;	4. provide materials / and Coastal Area for clean-up drive activitiy;		10 mins or more (Depends on the number of seedlings requested)	Nursery Personnel
5. Return to the Office for the release of Certification	5. Assist the clients in the conduct of coastal clean-up;		4 hours or more (depends on the number of participants and area requested)	Nursery Staff & Personnel
	6. Issue Certificate of Participation		3 mins	Admin Staff
TOTAL:		None		

4. Distributes and delivers Native and Endemic Forest trees

Office or Division:		Greening Program		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Individual, NGA, NGOs, Schools and Private Offices, CSO's		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Fill up application Form		Frontline personnel for evaluation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client Log Book in the Office;	1. Give the Log Book to the client;	None	2 mins	Admin Staff
2. Fill up and submit the request form and request letter;	2. Provide the client with the request form;		1 min	Admin Staff
3. Attend Short orientation;	3. Receive the request form and provide short orientation on the proper procedure on tree planting activity and purpose of the activity;		5 mins	Admin Staff
4. Receive the delivery of seedlings and take a photo during the actual planting activity for documentation;	4. Deliver seedlings on scheduled date;		30 mins or more (Depends on the number of seedlings requested)	Nursery Personnel
5. Return to the Office for the release of Certification	5. Issue Certificate of Participation		3 mins	Admin Staff
TOTAL:		None		

5. Conducts Information, Education and Communication Campaign (IEC) on Greening Program Ordinance and other related environmental laws.

Office or Division:		Greening Program		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Individual, NGA, NGOs, Schools and Private Offices, CSO's		
CHECLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Fill up application Form		Frontline personnel for evaluation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPOSIBLE
1.Sign in the client Log Book in the Office;	1. Give the Log Book to the Client;	None	2 mins	Admin Staff
2. Fill up and submit the request form and request letter;	2. Provide the client with the request form;		1 min	Admin Staff
3. Return to the Office for the release of Certification	3. Receive the request form and provide schedule of EIC Campaign or as requested date;		4 mins	Admin Staff
	4. Issue Certificate of Participation		3 mins	Admin Staff
	TOTAL:	None		

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback?	Please let us know that we have served you by sending your feedback through cell no. 09-950-312-951/09-121-911-394 or email thru accmel39@mail.com
How feedbacks are processed?	An attending staff will look into and take necessary actions.
How to file complaints?	<p>If you have complaint about this office's service delivery, please submit your letter of complaint directly to accmel39@mail.com or contact 09-950-312-951/09-121-911-394</p> <p>If you are not satisfied with our service, your written/verbal complaint shall be immediately attended to greening program head, Allen Christy Melendrez.</p>
How complaints are processed?	An attending staff will look into and take necessary actions.
Contact Information	Contact Nos. 09-950-312-951/09-121-911-394 or email at accmel39@mail.com

ANNEX



Republic of the Philippines
Province of the Davao del Sur
City of Digos

OFFICE OF THE SANGGUNIANG PANLUNGSOD



7TH CITY COUNCIL

EXCERPT FROM THE MINUTES OF THE 89TH REGULAR SESSION OF THE SANGGUNIANG
PANLUNGSOD OF DIGOS CITY, DAVAO DEL SUR HELD ON MAY 20, 2021
AT THE SP SESSION HALL

CITY ORDINANCE NO. 2021-077

Author: Hon. Ramil Ian C. Llanos

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Hon. Xymber M. Latasa Hon. Francisco B. Tongcos Hon. Salvador L. Dumogho, III
Hon. Marc Dominic R. Fernandez Hon. Millennium P. Garcia Hon. Concepcion R. Cadungog
Hon. Ernesto B. Salaysay Hon. Juanito O. Morales Hon. Nestor M. Aldeguez, Jr.

PRESENT:

Hon. Johari G. Baña
Hon. Gary R. Cagas
Hon. Reynaldo T. Aballe
Hon. Millennium P. Garcia
Hon. Rey Q. Ayo
Hon. Xymber M. Latasa
Hon. Ramil Ian C. Llanos
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Hon. Francisco B. Tongcos
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Hon. Concepcion R. Cadungog
Hon. Nestor M. Aldeguez, Jr.
Hon. Juanito O. Morales
Hon. Ernesto B. Salaysay

City Vice-Mayor/ Presiding Officer
SP Member – Via Zoom
SP Member
SP Member
SP Member
SP Member
SP Member
SP Member
SP Member
SP Member
SP Member/SK Fed. Pres.
SP Member/LnB Rep.
SP Member/IP Rep. – Via Zoom

ABSENT: None

**AN ORDINANCE PRESCRIBING FOR SYSTEMS AND PROCEDURES, SERVICE
STANDARDS AND COMMITMENTS IN THE DELIVERY OF CITY GOVERNMENT
FRONTLINE SERVICES TO THE PUBLIC THROUGH THE ADOPTION OF THE
CITIZEN'S CHARTER OF THE CITY OF DIGOS – A GUIDEBOOK FOR
CITY GOVERNMENT FRONTLINE SERVICES**

Be it ordained by the Sangguniang Panlungsod in session assembled:

SECTION 1. SHORT TITLE. This Ordinance shall be known as "The Citizen's
Charter of the City of Digos – A Guidebook for City Government Frontline Services."

SECTION 2. PURPOSE. This Ordinance is enacted in pursuance to the
provision of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007
which requires all government agencies including local government units to set up their
own service standards known as the Citizen's Charter. It is also founded on the premise
that the government as an institution provides and facilitates numerous essential public
services – one, that is distinguished to be not only effective and efficient but
transparent. Therefore, this legislative measure is not only timely but a paramount
policy that brings reform in public service.

SECTION 3. DECLARATION OF POLICY. It is hereby declared the policy of
the City Government of Digos to bring about pro-active and responsible governance by
promoting transparency, accountability, honesty and proper management of the local
government affairs and properties. Towards this end, it shall endeavor to:

- 1.) Adopt a continuous and progressive system of public service delivery which
will generate customer satisfaction;

2.) Create an environment conducive to the promotion of responsible and responsive delivery of services to the public; and

3.) Establish a feedback mechanism that would ensure the practicability of the systems and procedures involved in the delivery of frontline services.

SECTION 4. CITIZEN'S CHARTER: DEFINITION, NATURE AND SCOPE.

- a.) DEFINITION - Citizen's Charter is an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided for by the City Government through its existing offices, units or sections. It describes the step-by-step procedure for availing a particular frontline service, and the guaranteed performance level that the public may expect from the service.
- b.) NATURE AND SCOPE - The Digos City Citizen's Charter herein referred to is a written document, crafted by the City Steering Committee created through an Executive Order to be issue by the City Mayor.

The Digos City Citizen's Charter is a tool through which the quality of public service can be improved by letting them know of the frontline services delivered by the offices/units/sections of the City Government, procedures involved in delivering the services, and what the public should expect and how to seek remedy if the service standards set are not met.

SECTION 5. – COMPONENT OF THE CITIZEN'S CHARTER. The Digos City Citizen's Charter is a five-part tool composed of the following information:

- a.) MAP OF THE CITY GOVERNMENT OFFICES, VISION AND MISSION;
- b.) THE CITY GOVERNMENT FRONTLINE SERVICES which are divided into two (2) major frontline service categories namely the Economic and Related Services and Social and Related Services. The Economic and Related Services contains list of services rendered in the areas of business and investment, infrastructure, agriculture, transport and traffic management, livelihood and employment, and other related services while the Social and Related Services contains a list of services along the areas of administration, civil registration, legislative, local planning, general services, health, real property assessment, social welfare, tourism and solid waste management; and
- c.) SERVICE STANDARDS AND PERFORMANCE PLEDGES. The service standards provide information about the service, the requirements involved, fees or charges (if necessary), the procedures involved, the time needed to do the service and the person responsible in delivering the service. Aside from which, the City Government commits to adhere on the provisions of Republic Act No. 9485, particularly Section 8 and 9 of the said Act. On the other hand, the performance pledge expresses the commitment of the service provider; and
- d.) COMPLAINTS AND REDRESS MECHANISM. The City Government through its officials and employees shall guarantee the delivery of the service as promised in the Citizen's Charter. For this purpose, feedback mechanisms shall be provided but not limited to the establishment of information or service desk, putting-up of suggestion boxes in offices, and making accessible the customers feedback form.

In the event that the customer is not satisfied with the level of service performance, a complaint may be brought to the notice of their respective Head of Office for immediate redress. If the complaint is not rectified to satisfaction, the matter may be brought to the attention of the City Mayor.

[Signature]
JOSEPH CAGAS, RN, JD
City Mayor

[Signature]
ATTY. JOHARIL G. BANA
City Vice-Mayor/Presiding Officer

[Signature]
EUGENE J. MACOTIN, MPA
Legislative Staff Officer II
Secretary-Designate

SECTION 6. - DECLARATION OF COMMITMENT AND DUTY. The City Government of Digos through its officials and employees declares the following commitment and duty, as follows:

6.a Ensure the delivery of the guaranteed performance level as laid down in the duly adopted Citizen's Charter;

6.b Undertake review of the Citizen's Charter, not less than once every two years to guarantee the responsiveness of the systems and procedures involve in delivering a particular frontline service; and

6.c Deliver the services with honesty, transparency and accountability.

SECTION 7. FUNDING. The City Government shall provide in its Annual Budget not less than ½ of 1 percent of the total allocation for Maintenance and Other Operating Expenses.


SECTION 8. SEPARABILITY CLAUSE. If for any reason or reasons, any part or provision of the Ordinance shall be held unconstitutional, inoperative or invalid, other parts of provisions which are not affected hereof shall continue to be in force and effect.

SECTION 9. REPEALING CLAUSE. Ordinances, executive orders and other administrative issuance or any of its part or parts inconsistent with this Ordinance are hereby repealed, amended or modified accordingly.

SECTION 10. EFFECTIVITY. This Ordinance shall take effect after the required posting in three (3) conspicuous places in Digos City pursuant to RA 7160.

CARRIED.

Certified true and correct:


EUGENE J. MACOTIN, MPA
Legislative Staff Officer II
Secretary-Designate

Attested:


ATTY. JOHARI G. BAÑA
City Vice-Mayor/Presiding Officer

* Approved:


JOSEF F. CAGAS, RN, JD
City Mayor

Date:

May 20, 2021

Posted:

May 27, 2021

City Government of Digos
Citizen’s Charter Committee

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CITY GOVERNMENT OF DIGOS

CITIZENS CHARTER



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CMO	CITY MAYOR'S OFFICE- EXECUTIVE	JOSEF F. CAGAS
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CMO- OCL	OFFICE OF THE CITY LIBRARY	ESTHER G, TABANAO
CMO CSPMO	CITY SPECIAL PROGRAM MANAGEMENT OFFICE	ROSANITA T. DONAYRE
CMO- CDRRMO	CITY DISASTER AND RISK REDUCTION MANAGEMENT OFFICE	SAMUEL L. MIRALLES
CMO-CSU	CIVIL SERVICES UNIT	SGT. ROGELIO CALA
CMO-TMC	TRAFFIC MANAGEMENT CENTER	ARISTEDES CAPUYAN JR.
CMO-HRMO	HUMAN RESOURCE AND MANAGEMENT OFFICE	MAXIMINA SAMPILO
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OCPDC	OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR	ENP OJELA MAE M. ENTERO
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CBO	CITY BUDGET OFFICE	ENP CARMi ADELE D. ROMERO
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CVET	CITY VETERINARY OFFICE	DR. FERMIN VERALLO
CVO-CISL	CITY SLAUGHTERHOUSE	DR. FERMIN VERALLO

CSWDO	CITY SOCIAL WORK AND DEVELOPMENT OFFICE	SHANYLOU R. SOLATORIO
CCDO	CITY COOPERATIVES DEVELOPMENT OPFFICE	ENGR. FELIX TABASA
CLO	CITY LEGAL OFFICE	ATTY. NIKKOLO MARCO AURELO V. CORTES
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BFP	BFP- DIGOS CITY DIVISION	SFINP. GINNIE CALVARIO
OTHER	OTHER NATIONAL AGENCIES	PROGRAM MANAGER/S