

CITIZEN CHARTER

OFFICE OF THE CITY ADMINISTRATOR (OCA)

FRONTLINE SERVICES

1. REQUEST FOR MAYOR'S CLEARANCE

Office or Division:	Office of the City Administrator (OCA)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Application of Mayor's Clearance for regulatory/statutory prerequisites (Armed Forces of the Philippines, Philippine National Police, Philippine Coast Guard, Philippine Navy, Philippine Air Force, Bureau of Fire Protection); Application of Mayor's Clearance for marriage purposes (Spouse to be at least one of the above listed uniformed personnel) Licensed to Possess Firearms (and selling of Firearms)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Voter's ID or Certificate of Registration	Commission on Elections (COMELEC)
2. Barangay Clearance	From Barangay where the applicant resides
3. Police Clearance	Pasig City Police Headquarters located at C. Raymundo Ave. Brgy. Caniogan, Pasig City
4. Prosecutor's Clearance	8 th Floor Bulwagan ng Katarungan (Hall of Justice) Pasig City
5. Community Tax Certificate (CEDULA)	Pasig City Treasurer's Office
6. Proof of Payment (Official receipts)	Pasig City Treasurer's Office

#	APPLCIANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the complete requirements as per checklist.	Verification and checking of completeness of the requirements	None	2 to 5 minutes	City Admin Clerk

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Proceed to Office of the City Treasurer -License Division for Order of Payment.	Prepared Tax Order of Payment for Mayor's Clearance	None	2 to 3 minutes	Pasig City Treasurer's Office – License Division Clerk
3	Pay the required fees.	Acceptance of payment and Issuance of Official Receipt	P 200.00	2 to 3 minutes	Pasig City Treasurer's Office - Cashier
4	Present Official Receipts to Office of the City Administrator	Preparation of Mayors Clearance have the client to sign on the documents prior to the final approval and Signature of the City Mayor; Releasing of Mayors Clearance	none	2 to 3 minutes	City Administrator Clerk and Office of the City Mayor

2. SPECIAL PERMIT FOR EVENTS

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Applicant-clients whose event will be held at auditoriums, theaters, sports arena, and other events place within the territorial jurisdiction of Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance	Traffic and Parking Management Office
3. Barangay Clearance	From Barangay where the event will be organized
4. Rental Agreement / Contract of Lease	Venue of the event from venue owner
5. Emergency Contingency Plan / Security Plan	To be submitted by the applicant-client

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
6. Proof of Payment (Official Receipts)	Pasig City Treasurer's Office

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Request for the event.	Receiving of letter request for the approval of the City Administrator.	None	2 to 5 minutes	City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (5 set of copies).	Verification and checking of the completeness and validity of the requirements. Preparation of Special Permit for Events	None	2 to 3 minutes	City Admin Clerk
3	Proceed to Pasig City Police Headquarters for approval of 1 st indorsement	First Indorsement, for review and signature of the Chief of Police for the approval of the Special Permit	None	2 to 3 minutes	Chief, PNP
4	Proceed to the Office of the City Assessor for approval of 2 nd indorsement	Second Indorsement, for review and signature of the City Assessor for the approval of the Special Permit	None	2 to 3 minutes	City Assessor
5	Submit approved indorsements	Preparation of Tax Order of Payment for Special Permit for Events	None	2 to 3 minutes	City Admin Clerk
6	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	Auditoriums, theatres and events place with a seating capacity of 1,000 people – P5,000.00 Arenas used for Sports Events - P5,000.00 Other events – P2,500.00	2 to 3 minutes	City Treasurer's Office - Cashier

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Presentation of Official Receipts to Office of the City Administrator.	Preparation of Special Permit for events for the final signature of City Administrator and Submission of copy to the City Records Office for distribution to PNP, TPMO, City Assessor Releasing of Special Permit for Events	none	2 to 3 minutes	City Administrator Clerk and City Records Office.

3. SPECIAL PERMIT FOR BOOTH DISPLAY

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Applicant-clients for booth display at 4 th Floor and Ground Floor of Pasig City Hall

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request for the booth display	Receiving of letter request for the approval of City Administrator. If approved, inform the applicant-clients as to the availability of the venue	None	2 to 5 mins	City Admin Clerk
2	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Special Permit for Booth Display	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	Booth Display without booth / table / house to house – P500.00 With booth or table – P500.00 Booth with electricity usage – P800.00	2 to 3 minutes	City Treasurer's Office - Cashier
4	Presentation of Official Receipts to Office of the City Administrator.	Preparation of Special Permit for Booth Display for the final signature of City Administrator Releasing of Special Permit for Events	None	2 to 3 minutes	City Administrator Clerk

4. SPECIAL PERMIT FOR MOTORCADE

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Schools, Government Institutions, Private Organizations, all others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance	Traffic and Parking Management Office (TPMO)
3. Barangay Clearance	Point to point Barangays where the entirety of the motorcade will take place.
4. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of City Administrator of Pasig City.	None.	2 to 5 minutes	City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None.	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Special Permit for Motorcade.	None.	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and issuance of Official Receipt.	P500.00 / any type of vehicle to be used / day	2 to 3 minutes	City Treasurer's Office - Cashier
5	Presentation of Official Receipts to City Administrator's Office	Preparation of Special Permit for Motorcade for the final signature of the City Administrator Releasing of Special Permit for Motorcade	None.	2 to 3 minutes	City Admin Clerk

5. SPECIAL PERMIT FOR FUN RUN

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Applicant-clients for "fun run" activities involving roads to be used by a multitude of runners comprised usually of organizations, institutions, associations or government entities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance	Traffic and Parking Management Office (TPMO)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3. Barangay Clearance	Point to point Barangays where the entirety of the fun run will take place.
4. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of City Administrator of Pasig City.	None.		City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None.	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Fun Run	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	P5,000.00 / day	2 to 3 minutes	City Treasurer's Office - Cashier
5	Presentation of Official Receipts to Office of the City Administrator	Preparation of Special Permit for Fun Run for the final signature of the City Administrator Releasing of Special Permit for Motorcade	none	2 to 3 minutes	City Admin Clerk and City Records Office.

6. SPECIAL PERMIT FOR PARADE

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Individuals, organizations, institutions, associations, or government entities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance	Traffic and Parking Management Office (TPMO)
3. Barangay Clearance	Point to point Barangays where the entirety of the parade will take place.
4. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of City Administrator of Pasig City.	None.	2 to 5 minutes	City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None.	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Parade	None.	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	P5,000.00	2 to 3 minutes	City Treasurer's Office - Cashier
5	Presentation of Official Receipts to Office of the City Administrator	Preparation of Special Permit for Parade for the final signature of the City Administrator Releasing of Special Permit for Parade	None.	2 to 3 minutes	City Admin Clerk and City Records Office.

7. SPECIAL PERMIT FOR PROCESSION

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government

Who may avail:	Religious organizations and institutions, Government Agencies
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance	Traffic and Parking Management Office (TPMO)
3. Barangay Clearance	Point to point Barangay where the procession will take place.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of the City Administrator.	None.	2 to 5 minutes	City Admin Clerk
2	For Approved Request, submission of the above listed requirements (4 set of copies)	Verification of the completeness of the requirements followed by the preparation of the Special Permit for Procession for the final signature of City Administrator Releasing of Special Permit for Procession	None.	2 to 3 minutes	City Admin Clerk

8. SPECIAL PERMIT FOR RECORIDA

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Businesses and other organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance	Traffic and Parking Management Office (TPMO)
3. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of the City Administrator.	None		City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Recorda	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	P500.00 / day	2 to 3 minutes	City Treasurer's Office - Cashier
5	Presentation of Official Receipts to Office of the City Administrator	Preparation of Special Permit for Recorda for the final signature of City Administrator Releasing of Special Permit for Recorda	None	2 to 3 minutes	City Admin Clerk and City Records Office.

9. SPECIAL PERMIT FOR SEASONAL VENDOR

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Business owners, vendors, interested individuals to join.

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Barangay Clearance	Barangay Hall
3. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of the City Administrator.	None	2 to 5 minutes	City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Seasonal Vendor	None	2 to 3 minutes	City Treasurers Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	Seasonal Vendor with Stall P200.00/ day Without stall – P50.00 / day	2 to 3 minutes	City Treasurers Office - Cashier
5	Presentation of Official Receipts to Office of the City Administrator	Preparation of Special Permit for Seasonal Vendor for the final signature of the City Administrator Releasing of Special Permit for Seasonal Vendor	None	2 to 3 minutes	City Admin Clerk and City Records Office.

10. SPECIAL PERMIT FOR FILM MAKING / SHOOTING

Office or Division:	Office of the City Administrator
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Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Organizations, institutions (public and private sectors), associations, or government entities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance (if requires road usage)	Endorsed by Traffic and Parking Management Office (TPMO)
3. Consent Letter from the Owner / In-charge of the property	From the Owner or Management of Venue
4. Barangay Clearance	Barangay Hall
5. OCAI Permit (if venue is at Ortigas)	Garnet Rd., Ortigas Center
6. Proof of Payment (Official Receipts)	City Treasurers Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of the City Administrator	none	2 to 5 minutes	City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Film Making / Shooting	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	Filming or Shooting for Commercial Purposes – P2,500.00 / day / film For personal (with crew and set up) – P500.00	2 to 3 minutes	City Treasurer's Office - Cashier

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			per day / film		
5	Presentation of Official Receipts to Office of the City Administrator	Preparation of Special Permit for Film Making / Shooting for the final signature of City Administrator Releasing of Special Permit for Film Making / Shooting	None	2 to 3 minutes	City Admin Clerk and City Records Office.

11. SPECIAL PERMIT FOR PHOTO SHOOT

Office or Division:	City Administrators Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Organizations, institutions (public and private sectors), associations or government entities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.
2. Traffic Clearance (if requires road usage)	Traffic and Parking Management Office
3. Consent Letter from the Owner / In-charge of the property	Subject area of the activity
4. Barangay Clearance	Barangay Hall of subject area
5. OCAI Permit (if venue is at Ortigas)	Garnet Rd., Ortigas Center
6. Proof of Payment (Official Receipts)	City Treasurers Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and	None		City Admin Clerk

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		approval of the City Administrator.			
2	For Approved Requests, submit the complete requirements as per checklist (4 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Photo Shoot	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	Commercial Photo Shoot (private companies) – P1,000.00 For personal – P500.00 / day	2 to 3 minutes	City Treasurer's Office - Cashier
5	Presentation of Official Receipts to Office of the City Administrator	Preparation of Special Permit for Photo Shoot for the final signature of City Administrator Releasing of Special Permit for Photo Shoot	None	2 to 3 minutes	City Admin Clerk and City Records Office.

12. SPECIAL PERMIT FOR BAZAAR

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Large or small group of Business Owners, interested individuals who wants to join the bazaar, organizations, institutions (public and private sectors), associations or government entities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Traffic Clearance (if requires road usage)	Traffic and Parking Management Office (TPMO)
3. Special Permit from Venue	Subject area of the activity
4. Barangay Clearance	Barangay Hall of area where bazaar is to be held.
5. Proof of Payment (Official Receipts)	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request for the aforementioned activity.	Receiving of letter request for review and approval of the City Administrator.	None	2 to 5 mins	City Admin Clerk
2	F For Approved Requests, submit the complete requirements as per checklist (5 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Bazaar	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	P5,000.00 / day	2 to 3 minutes	City Treasurer's Office - Cashier
5	Presentation of Official Receipts to the Office of the City Administrator	Preparation of Special Permit for Bazaar for the final signature of the City Administrator Releasing of Special Permit for Bazaar	none	2 to 3 minutes	City Admin Clerk and City Records Office.

13. SPECIAL PERMIT FOR MINI FAIR (PERYA)

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Organizations, institutions (public and private sectors), associations, or government entities.

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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client
2. Permit to Operate	Business Permit and Licensing Office (BPLO)
3. Contract of Lease	Owner of the Property
4. Memorandum of Agreement	Games and Amusement Board Committee of the City and the owner on Mini Fair (Perya)
5. Business Permit	Business Permit and Licensing Office (BPLO)
6. Mechanical Permit	Engineering Department – Pasig City
7. Electrical Permit	Engineering Department – Pasig City
8. Certificate of Inspection	Engineering Department – Pasig City
9. Proof of Payment	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of City Administrator of Pasig City.	None		City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (5 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurers Office - License Division for Order of Payment	Prepared Tax Order of Payment for Mini Fair (Perya)	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
3	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	P5,000.00 / day	2 to 3 minutes	City Treasurer's Office - Cashier
4	Presentation of Official Receipts to the Office of the City Administrator	Preparation of Special Permit for Mini Fair (Perya) for the final signature of the City Administrator Releasing of Special Permit for Mini Fair (Perya)	None	2 to 3 minutes	City Admin Clerk and City Records Office.

14. SPECIAL PERMIT FOR PYROTECHNIC DEVICES

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Businesses with License to sell Pyrotechnic devices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant-client
2. Traffic Clearance	Traffic and Parking Management Office (TPMO)
3. Certificate from PNP	Pasig City Police Headquarters, C. Raymundo Ave. Brgy. Caniogan Pasig City
4. Barangay Clearance	Barangay Hall
5. Fireworks Safety Clearance (Fireworks Exhibition)	Bureau of Fire and Protection
6. Proof of Payment	City Treasurer's Office – Pasig City

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of Letter of Request	Receiving of letter request for review and approval of the City Administrator	None		City Admin Clerk
2	For Approved Requests, submit the complete requirements as per checklist (5 set of copies)	Verification and checking of the completeness and validity of the requirements.	None	2 to 3 minutes	City Admin Clerk
3	Proceed to City Treasurer's Office - License Division for Order of Payment	Prepared Tax Order of Payment for Pyrotechnic Devices	None	2 to 3 minutes	City Treasurer's Office – License Division Clerk
4	Payment of Fees	Acceptance of payment and Issuance of Official Receipt	P3,000.00 / day	2 to 3 minutes	City Treasurer's Office - Cashier

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Presentation of Official Receipts to the Office of the City Administrator	Preparation of Special Permit for Pyrotechnic Devices for the final signature of City Administrator Releasing of Special Permit for Pyrotechnic Devices	None	2 to 3 minutes	City Admin Clerk and City Records Office.

15. SPECIAL PERMIT FOR AUTHORITY TO SOLEMNIZE MARRIAGE

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Religious Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request	Submitted by the applicant
2. Church History with Current Members List and Schedule of Services	Registered Church of applicant
3. Barangay Certification	Barangay Hall of subject area
4. Building Lease of Contract / Land Title	Owner of the Church
5. Application for Registration	Bureau of Fire and Protection
6. Certificate for Registration	National Statistics Authority – Pasig City
7. Authority to Solemnize Marriage (If renewal)	City Administrator's Office –Pasig City
8. Certificate of Ordination	Church where the applicant had been ordained
9. Security and Exchange Commission Documents	Security and Exchange Commission Office
10. Certificate of Incorporation / Articles of Faith	Registered Church of the applicant
11. Valid ID	Applicant

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submission of all the above listed requirements.	Verification and checking of the completeness and validity of the requirements. Schedule the inspection of the church	None	1 day	City Admin Clerk
2	Be available on the scheduled date inspection	Preparation of the Inspection Report to be review by the City Administrator. Releasing of Special Permit for Authority to Solemnize Marriage			

16. FEEDBACK AND REDRESS MECHANISM

Office or Division:	City Administrators Office - Public Assistance and Complaint's Desk (PACD), 8888 Citizen Complaint Hotline, Presidential Action Center, Civil Service Commission, DILG – Napolcom Complaints
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Concerned Parties with complaints, suggestions, criticism and request.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written Complaints or suggestions	

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Write a written complaints and provide information in details.	Provide Complaint / Suggestion Sheet. Interview and evaluate clients complaints and suggestion;	none	2 to 5 mins	PACD Clerk

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		Print complaint reports from the 8888 Citizen Complaint Hotline Portal, CSC Portal, and emails	None	2 to 3 minutes	PACD Clerk
3		Prepare Endorsement Letter to the Head of the Department Concern duly signed by the City Administrator	None	2 to 3 minutes	PACD Clerk
4		Forward to City Record for distribution of Endorsement Letter to different department concern	none	2 to 5 minutes	City Records Personnel
5		Preparation of transmittal letter, upon receipt of the reply from different department concerns to be sent directly to the address of complainant or through 8888 Citizens Hotline Portal, CSC Portal, DILG NAPOLCOM or email	none	2 to 5 minutes	PACD Clerk ,

17. REQUEST FOR INFORMATION

Office or Division:	Ugnayan sa Pasig / Freedom of Information Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business
Who may avail:	All Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Any Valid/Government ID	Submitted by requestor
8. Request in writing via Walk in, eFOI Portal, Email and Facebook.	Submitted by requestor *Note In case the requesting party is unable to make a written request because of illiteracy or due to being a person with disability, he or she may make an oral request, and the FRO shall put it in writing.

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client submits request to The FOI Receiving Officer (FRO) and must make sure that request shall reasonably describe the information requested and the reason for requesting the information. The request may be made personally at the FOI Unit or through email/fb message at the Pasig City	FRO shall receive the request for information from the requesting party and check compliance of requirements: <ul style="list-style-type: none"> Request must be in writing; Request shall state the name and contact information of the requesting party; 	None	One (1) day	FOI Receiving Officer
2		FRO shall evaluate the contents of the request and check if: <ul style="list-style-type: none"> Request relates to more than one office; Requested information is not in the custody of the FOI Unit or any of its offices; Requested information is already posted and available on-line; Requested information is substantially similar or identical to the previous request; 	None	One (1) Day	FOI Receiving Officer
3		Transmittal of Request by the FOI Receiving Officer (FRO) to FOI Decision Maker (FDM) The FRO shall notify the FDM of such request a copy shall be forwarded to such FDM.	None	1 – 3 days from receipt of the written request.	FOI Receiving Officer FOI Decision Maker
4		FDM Upon receipt of the request for information from FRO, shall assess and clarify the request if necessary. He or she shall make all necessary steps to locate and retrieve the information requested.	None	For Simple request: 10 working days following the date of receipt of the request. For Complicated	FOI Decision Maker

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Request: 15 – 30 days following the date receipt of the request	
5		Upon receipt of requested information from the FDM, the FRO shall collate and ensure that the information is complete and ensure the transmittal of such to the requesting party.	None	For Simple request: 10 working days following the date of receipt of the request. For Complicated Request: 15 – 30 days following the date receipt of the request.	FOI Receiving Officer FOI Decision Maker
6		If request is approved, FDM will immediately notify the FRO. FRO sends requested info to the requestor or transmit the request to the appropriate office/unit who can provide the requested information. FRO shall ensure that all records that have been retrieved and considered be checked for possible exemptions, prior to actual release. The FRO shall inform the requesting party within the prescribed period that the request was granted and be directed to pay the applicable fees, if any.	None	For Simple request: 10 working days following the date of receipt of the request. For Complicated Request: 15 – 30 days following the date receipt of the request	FOI Receiving Officer FOI Decision Maker
7		If the information requested requires extensive search of the government's office records facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous	None	From 15-30 days from receipt of request.	FOI Receiving Officer

#	APPLICANT/CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		cases, the FDM should inform the FRO. The FRO shall inform the requesting party of the extension, setting forth the reasons for such extension.			
8		If request is denied wholly or partially, the FRO shall notify the requesting party of the denial and the grounds for the denial.	None	For Simple request: 10 working days following the date of receipt of the request. For Complicated Request: 15 – 30 days following the date receipt of the request	FOI Receiving Officer FOI Decision Maker

18. REPORTING OF COMPLAINTS & GRIEVANCES

Office or Division:	Ugnayan sa Pasig / Freedom of Information Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All Citizens

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Request / Letter of Complaints	Submitted by complainant
2. Name, address, and contact details of complainant.	Submitted by complainant
3. Photo Documentation of complaint if incident requires photo documentation to validate legitimacy of complaint.	Submitted by Complainant

#	CLIENT STEPS	OFFICE ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Complainant submits complaint or grievance via Walk In, Phone In, Facebook Messenger and Email.	Ugnayan Desk Officer conducts short interview and initial evaluation of complaint.	None	5 – 10 minutes	UGNAYAN STAFF
2		Ugnayan Desk Officer receives written complaint from complainant	None	3 – 5 minutes	UGNAYAN DESK OFFICER
3		If from Facebook messenger or email, FOI Desk Officer prints complaint reports from	None	3 – 5 minutes	UGNAYAN DESK OFFICER
4		Ugnayan Desk Officer transmits prepared report the Head of Ugnayan sa Pasig/FOI Unit for final evaluation and signature of complaint form.	None	3 – 5 minutes	UGNAYAN DESK OFFICER UGNAYAN / FOI HEAD
5		Ugnayan Desk Officer transmits Notice of complaint to concerned employee or concerned department/s	None	2 – 3 days	UGNAYAN DESK OFFICER
6		Concerned employee/Department responds to complaint.	None	Within 10 working days from receipt of complaint notice. *Within 15-30 days for complex cases	UGNAYAN DESK OFFICER
7		Upon receipt of the feedback from concerned department, record and transmit the same to the complainant thru Facebook and email	None	1 day	UGNAYAN DESK OFFICER
8	Complainant files appeal if response is not satisfactory or not to her liking.	If the complainant is not satisfied with the feedback or response of the concerned department/employee he/she can file an appeal at the City	None	Client's discretion	City Administrator City Mayor

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Administrator's or City Mayor's Office.			
9		If the case is complex, it will be transmitted to Administrative Hiring Board and Legal Office for investigation and resolution.	None	30 days onwards	CITY ADMINISTRATOR CITY LEGAL OFFICER