

**CITIZEN CHARTER
PASIG CITY HEALTH DEPARTMENT
ENVIRONMENTAL SANITATION SECTION**

SECURING SANITARY PERMIT

SECURING HEALTH CERTIFICATE

{{Brief Description of the service}}

Office or Division:	Environmental Sanitation Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Business applicants for Sanitary Permit Walk-in applicants for Health Certificate

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Sanitary Permit	
A. Temporary Sanitary Permit	
<ul style="list-style-type: none"> • Business Permit for the current year (Including Tax Order of Payment and official receipt) • Previous Sanitary Permit (For Renewal) 	<ul style="list-style-type: none"> • Business Permit and License Office
B. Original Sanitary Permit	
<ul style="list-style-type: none"> • Temporary Sanitary Permit of current year • Updated Health Certificate ID or validated medical results. Tax Payer's option if: <ol style="list-style-type: none"> 1. HEALTH CERTIFICATE ID <ul style="list-style-type: none"> ❖ Bring 1x1 or 2x2 actual color photo and Indicate Full Name ❖ Bring Previous Health Certificate ID for sticker posting if renewal 2. CERTIFICATE OF COMPLIANCE <ul style="list-style-type: none"> ❖ Applicable for Non-Food Establishments only • Minimum Sanitary Requirements indicated in the Checklist • Validation Fee of 50.00/person if medical examination were not conducted by the Pasig One Stop Shop Clinic (5th floor) 	<ul style="list-style-type: none"> • Sanitary Permit Section • Sanitary Permit Section • Pasig One Stop Shop Clinic (5th floor) or DOH accredited laboratory

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Others: MINIMUM SANITARY REQUIREMENTS (MSR)</p> <ul style="list-style-type: none"> • Vermin / Pest Control <ul style="list-style-type: none"> ❖ All Food Establishments <ul style="list-style-type: none"> ✓ Annual Vermin abatement plan or Pest Control Contract ❖ Other Establishments (not immediately required) <ul style="list-style-type: none"> ✓ Subject for Inspection • Water Analysis <ul style="list-style-type: none"> ❖ Microbiological ❖ Physical and Chemical • Plans and Specifications (For Water Refilling Station) • Material Information Data Sheet (Industry Company) • Meat Inspection Certificate from City Veterinarian • National Meat Inspection Service Certificate • Clearance from City Veterinary Office • Clearance from Lying-In Clinic • Department of Energy Standard Certificate Compliance (SCC) • Clearance from Social Hygiene Clinic • FDA license / Product Registration • Food Safety Compliance Officer (FSCO) • DOH license / Accreditation • PRC License of Pharmacist / Midwife / Medtech / Radtech / Others • Random Swabbing of Equipments and Rooms • DENR Waste Generator ID/Contract with DENR accredited Hazardous Waste Transporter (with DENR ID) • ECC or Certificate on Non-Coverage form the DENR • License of Embalmer 	<ul style="list-style-type: none"> • DOH-Accredited Pest Control Operator / Applicator • DOH Accredited Laboratory • Private Licensed Civil Engineer • City Veterinary Office • NMIS • City Veterinary Office • Maternal and Child Health Office (5th floor, Room 13) • Department of Energy • Social Hygiene Clinic (5th floor) • Food and Drug Administration • Food Safety and Hygiene Academy of the Philippines • Department of Health • PRC • DOH Accredited Laboratory • DENR • DENR • Department of Health
<p>C. If No Operation</p>	
<ul style="list-style-type: none"> • Present latest BIR Quarterly Income Returns – (1702Q-2550Q) or Tax Payer’s Declaration (Declared as No Operation) certified by BPLO 	<ul style="list-style-type: none"> • BIR • Business Permit and License Office
<p>2. Health Certificate ID</p>	
<p>A. Food Establishment</p>	
<ul style="list-style-type: none"> • Chest X-Ray (Sputum Exam Result if pregnant) • Drug Test • Urine • Stool • Validation Fee of 50.00/person if medical examination were not conducted by the Pasig One Stop Shop Clinic (5th floor) 	<ul style="list-style-type: none"> • Pasig One Stop Shop Clinic (5th floor) or DOH accredited laboratories
<p>B. Non-Food Establishment</p>	
<ul style="list-style-type: none"> • Chest X-Ray (Sputum Exam Result if pregnant) • Drug Test • Validation Fee of 50.00/person if medical examination were not conducted by the Pasig One Stop Shop Clinic (5th floor) 	<ul style="list-style-type: none"> • Pasig One Stop Shop Clinic (5th floor) or DOH accredited laboratories

SECURING TEMPORARY SANITARY PERMIT					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	A. Submit Business Permit for the current year (Including Tax Order of Payment and official receipt)	A. Receive documents of applicant	Sanitary Fee (depends on line of Business) and Health Certificate Fee (already included in the Tax Order of Payment)	5 minutes	BONGHANOY, VALERIE RAMOS, CATRINA SUS, MARITESS
		B. Encode information of Business			
		C. Print Temporary Sanitary Permit			
	B. Present Previous Sanitary Permit (For Renewal)	D. Release Temporary Sanitary Permit			
TOTAL:					

SECURING SANITARY PERMIT					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit complete Minimum Sanitary Requirements as required	A. Receive and check documents with validated medical results from validation counter	Health Certificate Fee – 70.00 (including seminar fee- 20.00) (already included in the Tax Order of Payment)	10-15 minutes	CANLAPAN, RAYLOU CONCEPCION, AMAIDA FELLO, ARNIE SOTELO, ROSE ANN LOPEN, LAURO PORTILES, MARY JOY B. MIÑA, AILEEN M.
		B. Encode informations of Business and personnel			
		C. Print Sanitary Permit and Health Certificate/ Certificate of Compliance			
2	A. Proceed to Orientation Room	A. Sanitary Personnel will conduct a mandatory film showing orientation (Section 5 Ordinance no. 15 Series of 2008) about Sanitation Environment and prevailing health issues while their Health Certificate is being processed Option for on-site Orientation B. Issue Sanitary Permit	Validation Fee – 50.00 (if medical examination were not conducted by the Pasig One Stop Shop Clinic (5 th floor)	45 minutes to 1 hour	OXALES, KAREN

SECURING SANITARY PERMIT					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	B. Receive Sanitary Permit	<p>Issuance of Sanitary Permit and Health Certificate at Sanitation Office if orientation/film showing is conducted at 5th floor while waiting</p> <p>(Claim Stub will be issued to Business Establishments with bulk number of employees when to claim the Health Certificates)</p>		3-5 minutes	GEPONA, MARY GRACE
TOTAL:					

SECURING HEALTH CERTIFICATE ID					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit validated medical results with official receipt (Health Certificate fee, Validation Fee)	<p>A. Receive and check validated medical results from validation counter</p> <p>B. Encode information of applicant</p> <p>C. Print Health Certificate ID</p>	Health Certificate Fee – 70.00 (including seminar fee- 20.00)	5 minutes	CAMU, RAPHY ORTOJAN, SHIRLY A. MAXIMO, ANGELYN ANDRES, JOVETH
2	A. Proceed to Orientation Room	<p>A. Sanitary Personnel will conduct a mandatory film showing orientation (Section 5 Ordinance no. 15 Series of 2008) about Sanitation Environment and prevailing health issues while their Health Certificate is being processed</p> <p>B. Issue Health Certificate</p>	Validation Fee – 50.00 (if medical examination were not conducted by the Pasig One Stop Shop Clinic (5 th floor)	45 minutes to 1 hour	OXALES, KAREN

SECURING HEALTH CERTIFICATE ID					
#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	B. Receive Health Certificate ID	Issuance of Health Certificate at Sanitation Office if orientation/film showing is conducted at 5 th floor while waiting		3-5 minutes	FELICIANO, ANA MICHELLE
TOTAL:					

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	-Suggestion box -Facebook Page -Pasig Command Center -Ugnayan -Walk-in
How feedback is processed	The complaint will be brought to the attention of Officer-In-Charge. The matter will then be discussed with the OIC of Environmental Sanitation Section.
How to file a complaint	-Suggestion box -Facebook Page -Pasig Command Center -Ugnayan -Walk-in
How complaints are processed	The OIC will set a meeting with the complainant and respondent to settle the matter.
Contact Information	8643-1111 local 394 environmentalsanitationoffice@gmail.com

Noted by:

NORA T. DANCEL, MD
Medical Supervisor
OIC, Sanitary Permit Section