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Mandate:

Vision Statement:

BAIS, the God-loving City of empowered and resilient citizenry, in a sustainably managed community that is economically vibrant and progressive, yet with a life-nurturing and ecologically balanced environment catalyzed by dynamic local governance.

Mission Statement:

The Bais City Government shall lead the way of honest hard work, dedicated and harmonious existence, and good will to the people of the City and beyond, mindful of its responsibility and accountability in public service.

Mission Statement:

- Administrative Services
- Human Resource Management Services
- Legal Services



❖ City Mayor's Office

✚ Administrative Services:

1. ISSUANCE OF MAYOR'S CLEARANCE AND CERTIFICATE OF GOOD MORAL CHARACTER

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOONBREAK)

Requirement/s:

For Mayor's Clearance:

1. Barangay Certification
2. Original copy of Police Clearance
3. Original copy of Court Clearance
4. Latest Community Tax Certificate
5. Clearance Fee from the Office of the City Treasurer
6. Documentary Stamps

For Certificate of Good Moral Character:

1. Barangay Certification (stating that the client is a resident of the Barangay and has no derogatory record)
2. Documentary Stamps



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit requirements to the receiving clerk	If requirements are complete, submit them for signature of the Mayor	5 minutes if the mayor is available. If not, 10 minutes upon the arrival of the Mayor	Maridel S. Celis	15.00	
2	Receive the signed document	Release the document requested with one copy retained for office files	2 minutes	Princess S. Zamora		
End of Transaction						

2.

3. ISUANCE OF PERMIT TO CONDUCT MOTOCADE OR PARADE

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)



Requirement/s:

Letter Request addressed to the City Mayor, including the schedule of motorcade or parade, planned route and purpose of the activity

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit letter request to the receiving clerk	Prepare the permit to conduct motorcade /parade	3 minutes	Maridel S. Celis		
2	Receive approved document	Release approved document with one retained copy for office file	2 minutes	Princess S. Zamora	none	CSC Form No. 6
End of Transaction						

4. ISUANCE OF PERMIT TO USE GOVERNMENT FACILITIES

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)



Requirements:

Letter Request addressed to the City Mayor, indicating the schedule of the activity and the government facilities to be used

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit letter request to the receiving clerk	Verify availability of the facility and issuance of order of payment	5 minutes	Maridel S. Celis		
2	Pay prescribed fee at the City Treasurer's Office	Prepare Mayor's Permit	1 minute	Maridel S. Celis		
3	Receive documents	Release the document and retain one copy for file	1 minute	Princess S. Zamora	none	
End of Transaction						



5. PREPARATION AND ISUANCE OF BUSINESS PERMIT

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirement/s:

1. Barangay Clearance (2 copies)
2. Market Clearance (for Stall Holders only)
3. Previous Mayor's Permit
 1. During the renewal of permit & licenses, a one-step-shop for this service is provided at the Lobby of the City Hall

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Present previous Mayor's Permit, Brgy. & Market Clearance	Check & give application	2 minutes	Gerry Depalas		
2	Pay the prescribed fee at the Treasurer's Office	Check all the required documents & prepare Mayor's Permit	5 minutes	City Treasurer's Office Gerry Depalas		
3	Upon completion of all	For signature	15 minutes	Gerry Depalas		



	requirements of the permit, submit the same to the Permit Section of the CMO	of the City Mayor				
4	Receive the approved business permit	Release the approved business permit with one copy for office file	5 minutes	Gerry Depalas		
End of Transaction						

❖ **Human Resources Management Service**

1. Processing of leave application
2. Assisting job applicants
3. Preparation and issuance of service records, certificate of employment & other personnel records
4. Assisting claimants on their benefit claims.

5. Assisting Job Applicant

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirement/s:

Application Letter



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit application letter to the City Mayor's furnishing a copy to the HRMO	HRMO will pre-screen application for any vacancy that it may qualify in	2 minutes	Sally B. Wong	none	
2		Call applicant for scheduled screening by the Personnel Selection Board	5 minutes	Gemma B. Gella	none	
3	If given the chance to work in the LGU, submit all the required documents/papers	Prepare the necessary papers for appointment	5 minutes	Gemma B. Gella	none	Form 33, 203 & PDS
End of Transaction						



6. Processing of leave application

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirement/s:

2. For sick leave of absence more than 5 days – medical certificate
3. For maternity leave of absence – medical certificate
4. For vacation leave of absence more than one month – clearance as to no money and property accountabilities
5. For terminal leave – clearance as to no money and property accountabilities

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Submit leave application	Check leave balance of applicant	2 minutes	Lloyd E. Jaluag	none	CSC Form No. 6
2		Type leave balance on the Leave form	1 minute	Lloyd E. Jaluag	none	CSC Form No. 6
3		Sign leave balance on the Leave Form	1 minute	Sally B. Wong	none	CSC Form No. 6
4		Submit leave application	1 minute	Danvonz T. Celis	none	CSC Form No. 6



		to the CMO for approval				
5	Receive approved leave application	Retain one copy of leave application and file the same on 201 file	1 minute	Danvonz T. Celis	none	CSC Form No. 6
End of Transaction						

7. Preparation of Issuance of Service Records, Certificate of Employment & other Personnel Records

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirements:

6. For Service Records – Official Receipt from the Office of the City Treasurer
7. For Certificate of Employment – Copy of Salary Card from the Office of the City Accountant & Official Receipt from the Office of the City Treasure

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit Official Receipt from the CTO	Prepare the needed documents	2 minutes	Gemma B. Gella	P15.00	



2		Submit documents to the HRMO IV for signature	1 minute	Gemma B. Gella	none	
3	Receive documents	Retain one copy for file	1 minute	Danvonz T. Celis	none	
End of Transaction						

8. Assist in Filing Benefit Claims

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirements:

- For GSIS Benefit Claims:
Retirement Claims-
Cash Surrender Value of Policy-
- For Pag-IBIG Benefit Claims:
Birth Certificate (NSO)

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit application for benefit claims	Fill up the application form	2 minutes	Dominic Lawrence V. Sygaco	none	



2	Sign the application form and tentative computation of the benefits	Submit application to the GSIS & Pag-IBIG Office, Dumaguete City	1 minute	Dominic Lawrence V. Sygaco		
3	Wait for the result of the benefit claim processed by the employee at the GSIS & Pag-IBIG	Follow-up the claim through telephone calls or personal follow-up	3 minutes	Dominic Lawrence V. Sygaco		
4		Inform claimant on results of the claim & prepare necessary papers for the release of the claim	3 minutes	Dominic Lawrence V. Sygaco	none	
End of Transaction						



Legal Services:

1. Drafting, notarization of affidavits and other legal services
2. Free legal counseling
3. Issuance and authentication of clearances
4. Issuance of legal opinion

9. Drafting, notarization of affidavits and other legal services

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirements:

Documents that need notarization

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person - in- Charge	Fees	Form
Drafting of legal Documents:						
1	State request to the assigned Clerk	Interview the clients and data gathered during the interview will be used in the preparation of appropriate legal documents	2 minutes	Niña Kristel A. Romano	none	



Notarization of Affidavit and other legal documents						
1	Present the document to the clerk for recording in the Notarial Registry	Submit the document to the CLO who administers oath and signs the document	6 minutes	Niña Kristel A. Romano Atty. Lloyd Jeson L. Elmaco		
2	Receive notarized document	Retain one copy for office file	6 minutes	Niña Kristel A. Romano		
End of Transaction						

10. Availing of free legal counseling

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Approach CLO clerk	Interview client to obtain information on personal circumstances and nature of the case involved	10 minutes	Niña Kristel A. Romano		



2	Discuss with the City Legal Officer matters regarding the case	City Legal Officer renders legal opinion	15 minutes or more depending on the gravity of the case	Atty. Lloyd Jeson L. Elmaco		
For cases requiring strict confidentiality, please see directly the City Legal Officer.						
1	Proceed to the City Legal Officer to solicit legal advice	City Legal Officer renders legal advice on the case at hand	15 minutes or more depending on the gravity of the case	Atty. Lloyd Jeson L. Elmaco	none	
End of Transaction						

11. Issuance and Authentication of clearance

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirement/s:

Documents for authentications

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
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1	Submit documents to the Clerk	Prepare given documents for authentication and signature of the City Legal Officer	5 minutes	Niña Kristel A. Romano Atty. Lloyd Jeson L. Elmaco	P15.00	
2	Receive document	Retain one copy for file	5 minutes	Niña Kristel A. Romano	none	
For Issuance of clearances:						
1	Submit Clearance fee to the Clerk	Interview client as to purpose of the clearance	5 minutes	Niña Kristel A. Romano	P15.00	
		Prepare the clearance and submit to the Legal Officer for signature	4 minutes	Niña Kristel A. Romano Atty. Lloyd Jeson Elmaco		
	Receive signed clearance	Retain one copy for file	1 minute	Niña Kristel A. Romano		
End of Transaction						



12. Request a written legal opinion

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO NOON BREAK)

Requirement/s:

Documents that need legal opinion

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Submit document that needs legal opinion to the Clerk	Present the document to the City Legal Officer	5 minutes	Niña Kristel A. Romano		
2		Study the document and give opinion on the matter	As per document presented	Atty. Lloyd Jeson L. Elmaco		
3	Receive the needed document with the legal opinion	Retain one copy of the legal opinion for file	5 minutes	Niña Kristel A. Romano		
End of Transaction						



FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

1. Accomplish our feedback form available in the office and put in the drop box at the Public Assistance Complaint Desk/Counter.
2. Send your feedback through our e-mail address at
HRMD: hrmobais@gmail.com
LEGAL: Lloydelmaco@gmail.com
Romanoninakristel29@gmail.com
3. Call us through Telephone Numbers:
CMO: (035) 402-8181 or 402-3182
HRMD: (035) 402-2019
LEGAL: (035) 402-2247
4. Text your feedback thru text at Human Resources Management Division, cell no. 09071352601
5. Talk to our Officer on the day.
6. If you are not satisfied with the services, your written/verbal complaint shall immediately be attached to by the Officers of the HRMD, Office of the City Mayor.

Thank you for helping us continuously improve our service.



- **City Civil Registrar**

Services Rendered:

- Issuance of a Certified or Transcribed Copy of Civil Registry Documents
- Authenticated copy of documents in Security Paper (SEPCA) thru Batch Request System (BREQS)
- Registration of Birth, Marriage and Death Certificates
- Issuance of Marriage License
- Registration of Court Decrees; Legal Instrument and Annotation of the Affected Records
- Endorsement of Civil Registry records to OCRG-PSA Manila
- Availment of RA 9255 or Allowing Illegitimate Children to use the Surname of the Father
- Registration of Birth, Marriage and Death Certificate thru Out of Town
- Correction of Clerical or Typographical error and change of First Name or Nickname, day and month in the date of birth or Sex of a person thru Filing of Petition under RA 9048.



13. Issuance of a Certified or Transcribed Copy of Civil Registry Document

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M
(NO-NOON BREAK)

Requirement/s:

1. Identification Card (ID) of the owner (Personal)
2. Authorization and ID from the Owner if not

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	File Request Application Form	Search for the document requested by the client	5 minutes	Ruth B. Eregil Dahlia Lopez Marichel Detomal Vivian Villanueva	P15.00	Form 1A - Birth Form 2A - Death Form 3A - Marriage
2	Wait while the record is verified	Turn over request form together with the corresponding official receipt,	20 minutes	Louie Tube Jr. Dahlia Lopez	none	



		identification card or authorization to the records employee-in-charge				
3	If record is available, pay at the City Treasurer's Office (CTO)				Certification fee is P15.00/2 copies (Transcribed copy birth/marriage/death), Certification fee is P30.00/3 copies (for certified copy birth/marriage/death)	Form 1A for Birth Form 2A for Death Form 3A for Marriage

4	Wait while the record is verified and signed by the	Get the record then bring it to the computer section for encoding or		5 minutes	Nikko Anthony Reambonanza Jeham Manila		
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	CCR for re- leasing	photocopy -ing					
5		Encoder then prepares the certified copy of the civil registry record. Some records are photocopied		20 minutes	Nikko Anthony Reambonanza Louie Tube Jr.		
6		Verifier checks/reviews the accuracy of the entries in certified copy, signs the document then brings the document together with the original file to the City Civil Registrar		20 minutes	Donna Marie S. Polares		



		(CCR) for signature					
7		CCR signs certified copy after final verification		20 minutes	Jose F, Balansag		
8		Duly signed document is retrieved by the personnel-in-charge and recorded in the log book for releasing		10 minutes	Marichel Detomal		
End of Transaction							

14. Authenticated copy of documents in Security Paper (SECPA) thru Batch Request System (BREQS)

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 5:30 P.M – NO NOON BREAK

Requirement/s:

1. Identification Card (ID) of the owner (Personal)
2. Authorization and ID from the Owner if not



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Approach personnel-in-charge and file request for SECPA	Allocate blank SECPA Request Form for the client to fill up and to return to the personnel-in-charge	10 minutes	Donna Marie S. Polares Ediljen Pino		Application form for BREQS (Birth, Marriage, Death and CENOM AR)
2	Pay for the SECPA to be brought to the nearest National Statistics Office (NSO) by the Local Civil Registrar (LCR) personnel for 5 working days of processing		5 minutes		Php 145.00 payment for SECPA to be paid to the personnel-in-charge and Php 15.00 for Certification Fee to be paid at the Treasurer's Office	
End of Transaction						



15. Registration of Birth, Marriage and Death Certificates

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)

Requirements for New Born (Not Married)

1. Cedula
2. AUSF
3. Presence of Both Parents

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person - in- Charge	Fees	Form
1	Present document for registra-tion	Examine accuracy of the document	3-5 minutes	Ruth B. Eregil Jeham Manila	Free	
2	Supply information as to the circumstances surrounding birth	Prepare and accomplish birth certificate.	15 minutes			
3	Wait while document is processed	Record document in the registry book. Registry number is assigned to the document.	20 minutes	Mary Ony Legaspi Marichel Detomal	Free Regis- tration	Form No. 102 - Birth Form No. 97 -- Marri- age



4		Bring the document to the City Civil Registrar for approval and signature	10 minutes			
5		Retain the original and Office of the Civil Registrar General (OCRG) copy of the document while the rest of the remaining copies is given to the client.	10 minutes	Mary Ony Legaspi		
End of Transaction						



Requirements for Death Certificate

1. Barangay Certification of Death

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Approach personnel-in- charge and file request for registration of death.	Inquire as to place of death. If in the hospital, advise client to secure the death certificate there. If not in the hospital, give client requirements for the timely or delayed registration of death		Perla J. Prospero Ruth B. Eregil Dahlia Lopez		Form No. 103
2		Prepare and accomplish death certificate		Marichel Detomal Vivian Villanueva		
3	Pay fees in relation to burial of the deceased			CTO Collection Clerk	Burial Fees: Php 150.00 300.00	



4	Let the embalmer accomplish the certification at the back of the death certificate			Embalmer		
5	Bring death certificate to the City Health Office for review as to the cause of death			City Health Officer		Form No. 103
6	If duly signed, return to the LCR office and submit death certificate to the personnel-in charge	Record the document in the Registry book and assign registry number in the death certificate.		Perla Prospero		
7		Bring death certificate to the Civil Registrar for approval and signature		Jose F. Balansag		
8	Wait while documents are sorted out	Retain the original and OCRG copies		Perla J. Prospero		
End of Transaction						



Requirements for Birth Certificate Delayed Registration:

1. Baptismal
2. School Record (if possible Elementary Records)
3. Cedula
4. Joint Affidavit for Delayed Registration
5. Brgy. Certification for Delayed Registration
6. NSO Negative

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Approach personnel-in-charge and present the document for registration or inquire about delayed registration	Verify from archive if record is negative in the file	10 minutes	Donna Marie S. Porlares Ediljen Pino Marichel Detomal Dahlia Lopez Vivian Villanueva		Form no. 102 Form no. 103 And Form no. 97
2		If negative, instruct to submit supporting documents	20 minutes			
3	Supply all facts surrounding birth for	Interview client regarding facts sur-	10 minutes			



	certificate of registration	rounding birth				
4	Review the entries in the birth certificate and affix signature after the review at the back of the death certificate	Record document in the record book then advise the client to return after the 10-day reglementary publication period	15 minutes	Marichel Detomal		
5	Return to claim registered document after CCR approval and recording in the registry book	Release the registered document	5 minutes	Marichel Detomal		
End of Transaction						



16. Issuance of End of Transaction of Marriage License

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)

Requirement/s:

1. Birth Certificate
(Contracting Parties)
2. NSO-CENOMAR
(Contracting Parties)
3. Pre-Marriage Counseling
4. Parental Counseling
(between ages 18-21)
5. Parental Advice
(between ages 21-25)
6. Death Certificate
(widow/widower)
7. Legal Capacity for FOREIGNER
8. Affidavit of Guardianship
9. Application of Marriage
10. Date of Posting

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person - in-Charge	Fees	Form
1	Inform of intention to apply for a marriage license and submit	Check the requirements submitted	15- 20 minutes	Ruth B. Eregil Jeham Manila		Form No.90



	necessary requirements					
2	Fill up in own handwriting one page of the marriage application form	Print the application form in two copies	5 minutes			
3		Prepare parental consent should it become necessary	25 minutes			Form No. 90
4	Pay application fee at the CTO					
5		Swear in applicants before the CCR bearing their application form and with parental consent or advise if necessary		Ruth B. Eregil Jeham Manila		



6	Come back after 10 days of mandatory publication period	Advise applicants to pay the license fee upon return on the 11 th day	10 minutes		Php 200.00	
7		CCR signs the marriage license	5 minutes	Jose F. Balansag		
End of Transaction						

17. Registration of Court Decrees; Legal Instruments and Annotation of the Affected Records

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person - in-Charge	Fees	Form
1	Present legal instrument * Other clients request	Examine the kind of legal instrument for registration	5-10 minutes	Jose F. Balansag		



	LCR office to prepare the legal instrument					
2	Pay the necessary fees		15 minutes	CTO Collection Clerk	Annulment Fee P100.00 Adoption/Recession P50.00 Legal Separation P100.00 Divorce P150.00 Change of Name P25.00 Correction of Entry P25.00 Naturalization & Cancellation P200.00 Other Court Decrees/Orders P 25.00	



3	Wait while the papers are processed	Record the legal document in the registry book and assign a registry number	15 minutes	Jose F. Balansag		
4		Retrieve from the archive the civil registry record to be annotated pursuant to the legal instrument and enter the annotation	15 minutes	Jose F. Balansag		
5		Photocopy the civil registry document then have it certified by the CCR	25 minutes			
6		Give copy of	10 minutes	Jose F. Balansag		



		the duly certified document to the client				
End of Transaction						

18. Endorsement of Civil Registry Records to OCRG-PSA, Manila

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)

Requirement/s:

1. NSO Negative Copy
2. Birth, Marriage or Death Certificate Copy

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Approach personnel -in-charge and present NSO negative certificate	Check availability of record in the files and Civil Registry Information System (CRIS)	5 minutes	Ruth B. Eregil		



2	If record is available, pay at the City Treasurer's Office	If record is available, ask client to pay at the City Treasurer's Office		CTO Collection Clerk	Certifi- cation Fee P50.00	
3	Wait while papers are processed	If record is negative, endorse client for delayed registration	20 minutes			
4		Prepare certified copy of the civil registry document together with the endorsement letter to OCRG-NSO while client waits	10-20 minutes	Donna Marie S. Porlares		
5		Bring document to the CCR for signature	5-10 minutes			
6	Receive copy of the	Inform the client to pay	20 minutes	Ediljen Pino		



	endorsed document and inform how SECPA is to be processed * If by the LCR, pay necessary fees	necessary fees if SECPA is to be processed by the LCR				
End of Transaction						

19. Availment of RA 9255 or Allowing Illegitimate Children to use the Surname of the Father

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)

Requirement/s:

Requirements (for child born under the surname of the Father):

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. Child's Birth Cert. (NSO Copy) 2. Parent's Marriage Cert. (NSO Copy) | <ol style="list-style-type: none"> 3. Parent's CENOMAR 4. Affidavit of Legitimation 5. 2 long folders |
|--|--|



Requirements (for child born under the surname of the Mother):

1. Child's Birth Cert. (NSO Copy)
2. Parent's Marriage Cert. (NSO Copy)
3. Parent's CENOMAR
4. Affidavit of Legitimation
5. 2 long folders

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Approach personnel-in-charge and request for the timely or delayed registration of the birth of illegitimate child	Interview client as to whether there was prior registration and existence of record or if still for registration		Ruth B. Eregil Donna Marie S. Polares		
2	Inquire about requirements necessary for the processing of RA 9255	Receive documents submitted		Ruth B. Eregil Donna Marie S. Polares		



3	Submit the requirements	Examine veracity and completeness of documents submitted * For timely or delayed registration of birth, interview client as to birthdate		Ruth B. Eregil Donna Marie S. Polares		
4		For previously registered birth record, make annotation on the birth certificate, prepare certified copies on file and copies of the birth certificate		Jose F. Balansag		



5	Pay at the City Treasurer's Office			CTO Collection Clerk	Certification Fee P15.00	
6		Bring the duly prepared birth certificate affected by RA 9255, for CCR's signature		Jose F. Balansag		
7		Sort documents for the client, office file and for OCRG, NSO		Jose F. Balansag		
End of Transaction						

20. Registration of Birth, Marriage and Death Certificate thru Out of Town

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)



Requirements/s:

Requirements for Birth Certificate:

- | | |
|---|---------------------------------------|
| 1. NSO Negative | 5. Affidavit for Delayed Registration |
| 2. Baptismal | |
| 3. School Records | |
| 4. Brgy. Certification for Delayed Registration | 6. Cedula |

Requirements for Death Certificate:

- | | |
|-----------------------|--------------|
| 1. NSO Negative | 3. Affidavit |
| 2. Burial Certificate | 4. Cedula |

Requirements for Marriage Certificate:

1. NSO Negative
2. Marriage Certificate from the Church
3. Affidavit

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Approach personnel-in-charge and refer concern for registration of birth in other places outside Bais City		5-10 minutes	Jose F. Balansag		



2	Submit documents needed for out-of-town registration of birth	Receive all submitted documents	10 minutes	Jose F. Balansag		
3	Wait or return while documents are processed	Examine the veracity of documents submitted	30-40 minutes	Jose F. Balansag		
4	Check prepared document and affix signature	Subscribe to the document	10-15 minutes	Jose F. Balansag		
5	Pay incidental fees			Jose F. Balansag		
6		Prepare transmittal letter for the				

3	Wait or return while documents are processed	Examine the veracity of documents submitted	30-40 minutes	Jose F. Balansag		
4	Check prepared document and affix signature	Subscribe to the document	10-15 minutes	Jose F. Balansag		
5	Pay incidental fees			Jose F. Balansag		



6		Prepare transmittal letter for the documents addressed to the receiving civil registrar outside of Bais City	10 minutes	Jose F. Balansag		
7	Return for follow-up after 45 days			Jose F. Balansag		
End of Transaction						

21. Correction of Clerical or Typographical error and change of First Name or Nickname; error in the day and month in the date of birth or Sex of a person thru filing of Petitions under RA 9048/10172

Schedule of Availability of Services:

Monday to Friday: 7:30 A.M to 5:00 P.M
(No Noon Break)

Requirement/s:

1. Certified machine copy of the certificate containing the alleged wrong entry or entries (LCRO and NSO Copy)
2. Not less than 3 private documents to be used as basis for the corrections.



3. Notice or Certification of Posting
4. Clearance form employee if employed, if not, Affidavit of self-employment (for first name correction)
5. Clearance for NBI (for first name correction)
6. Other such clearance, as may be required by the Concerned C/MCR (for first name correction)
7. CRN to be published in a newspaper once a week for (2) two consecutive weeks (for first name correction)

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Approach personnel-in-charge and refer concern on the erroneous entries	Check authenticity of the erroneous entries	20 minutes	Mary Jean Lado		
2	Determine whether to file for a petition for correction of clerical error or petition for change of first name	Advise the client on what type of petition to file based on the documents presented	20 minutes	Mary Jean Lado		



3	Comply with the list of documents to support the filing of petition		15-20 minutes	Mary Jean Lado		
4	Submit listed requirements	Check completeness and authenticity of documents submitted	15-20 minutes	Mary Jean Lado		
5	Wait while the petition is prepared	Prepare the petition	25 minutes	Mary Jean Lado		
6	Affix signature on the petition	Review the documents and subscribe by affixing signature	20 minutes	Mary Jean Lado		
7	Pay for the corresponding fees		10 minutes	CTO or Phil. Postal Corporation		
8	Follow up after three months	File petition thru NSO Manila after publication and	.	Mary Jean Lado	For Correction or Clerical Error (CCN)	



		posting period			P1000 P3000 For migrant petition, addition -al service fee Php 5000 Change of First Name P1000	
End of Transaction						



- **City Treasurer**

Services Rendered:

- Payment of Real Property Taxes
- Issuance of Real Property Clearance
- Payment of Transfer Tax
- Issuance of Community Tax Certificate (CEDULA)- Individual/Corporation
- Disbursement of Vouchers to Creditors and Suppliers
- Disbursement of Payrolls and Vouchers for Individual Claims
- Renewal of Business Permit or License
- Issuance of New Business Permit or License
- Calibration and Licensing of Weighing Scale

22. Payment of Real Property Tax

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Official Receipt from previous years (if any)



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Present previous receipts/ TD No. for reference	Verify account in the Registry Book	15 minutes per real property	Elvira Resentes Rowena Abrasaldo Nicole Camille Llera		
2	Allow some time for the computation of Real Property Taxes	Compute real property taxes due	5-10 minutes	Elvira Resentes Rowena Abrasaldo Nicole Camille Llera	Basic Tax - 15% of the assessed value of the property SEF – 1% of the assessed value * Discount for full payment made on/ before January 31 -20% February-March 31 -10%	



3	Pay corresponding taxes	Accept payment	2 minutes as soon as the computation of taxes is ready	Elvira Resentes Rowena Abrasaldo Nicole Camille Llera		Accountability Form 56
4	Receive receipt for the payment made	Issue official receipt		Elvira Resentes Rowena Abrasaldo Nicole Camille Llera		Accountability Form 56

23. Issuance of Real Property Tax Clearance Certificate

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Previous Official Receipt on Real Property Tax Payment
Official Receipt of Payment



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Present official receipt of real property taxes paid for the current year	Verify account in the Registry Book	15-20 minutes verification per real property	Lee Van Zamora Gemma Paclauna Marites Cirito		
2	Pay tax clearance fee to the collector	Accept payment and issue official receipt	5 minutes	Cristina Villacampa Lilanie Bueta Gracelia Aman Jade Gaudiano	P15.00	Accountability Form 51
3	Allow some time for preparation of documents and present to Supervisor for review	Prepare certification/tax clearance	10 minutes as soon as the computation of taxes is ready	Elvira Resentes Lee Van Zamora Gemma Paclauna		



4	Wait for the City Treasurer's signature on the certification/tax clearance	Sign certification/tax clearance	1 minute if the signatory is available	Angelo V. Sarabia		
5	Receive signed certification/tax clearance	Release certification/tax clearance	2 minutes			
End of Transaction						

24. Payment of Transfer Tax

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

- Transfer Certificate of Title (original)
- Deed of Sale
- Deed of Donation
- Extrajudicial Statement and Partition
- Tax Declaration



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Submit documents required for the computation of required fees and taxes	Verify and compute fees and taxes	20-30 minutes	Elvira Resentes Rowena Abrasaldo Nicole Camille Llera		
2	Pay corresponding taxes	Accept payment for required fees and taxes	5 minutes as soon as computation is ready	Cristina Villacampa Lelanie Bueta	65% of the Market Value or sale consideration whichever is higher within a 6-month period from date of transfer document	Accountability Form 51



3	Receive receipt for payment made	Release official receipt		Cristina Villacampa Lelanie Bueta		Accountability Form 51
End of Transaction						

24. Issuance of Community Tax Certificate (CEDULA)

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Valid Identification Card (ID)
Accomplished form for payer's information
Income Statement/Pay slips

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Inform personnel -in-charge of nature of work, business or corporation, and fixed	Determine the amount payable based on the declaration of client	10-15 minutes for the whole transaction for each client	Cristina Villacampa Lilanie Bueta Gracelia Aman	P5.00 for basic tax plus 1.00 for every thousand of gross income	



	annual gross income			Jade Gaudiano		
2	Pay corresponding fee/amount due for community tax certificate	Receive payment for Community Tax Certificate				
3	Receive the CTC issued	Release the CTC to the requesting individual				
End of Transaction						

25. Claim of Disbursement of Vouchers to Creditors and Suppliers

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Official Receipt of creditors/suppliers



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Inquire from the Cash Clerk as to availability of their claims for payment	Provide the creditors/s uppliers voucher due to them for their signature as claimant	5-10 minutes	Herminia Badoy Marc Ragay Charlene Monzales		
2	Issue receipt of payments claimed	Accept receipts and provide logbook for claimant's signature				Voucher Logbook
3	Receive payment check issued	Release check due to creditor and/ or supplier				
End of Transaction						



26. Claim of Disbursement of Payroll and Vouchers to for Individual Claims

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Community Tax Certificate (Cedula)
Valid Identification Card (ID)

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Inquire from the cashier as to availability of payroll and voucher	Provide the claimant the vouchers due for signature as claimant	5-10 minutes	Nonna Villamil Maria Leslie Deniega Justine Mercedes Nacauli Rezalen Leondia		
2	Receive the payroll, vouchers, indicate the CTC number, affix	Verify CTC number and ID presented				



	signature, and present ID	Disburse cash to claimant				
3	Receive cash due	Disburse payment due to payroll and voucher	5-10 minutes for each claimant once name is called			
End of Transaction						

27. Renewal of Business Permits

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Barangay Clearance
Previews Business Permit

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit application for Mayor's permit to the permit section of the	Provide voucher for signature as claimant	5-10 minutes	Nonna Villamil Maria Leslie Deniega		



	Mayor's Office			Justine Mercedes Nacauli		
2	Request Annual/ Quarterly Business Tax Return Form	Assess gross income	5 minutes			
3	Secure Community Tax Certificate according to computed gross income	Indicate the data provided in the personal information form on the CTC (Individual /Corporati on) and issue the CTC per prescribed	5 minutes	Cristina Villacampa Lelanie Bueta		
4	Comply with all the requirements of the offices involved			Assigned person-nel per concerned office	As manda- ted by con- cerned offices	



5	Present Business Tax Return Form to the City Treasurer's Office for computation of total fees and charges	Verify business tax form submitted as to completeness and sum up the total business taxes and fees payable	10 minutes	Saturnina Fe. Amorganda Lemuel Morales		
6	Pay corresponding computed taxes, fees and charges	Accept payment		Cristina Villacampa Lelanie Bueta	As per schedule of Tax on Business as provided for in the 1996 Omnibus Tax Ordinance	
7	Receive receipt for payment	Issue official receipt on taxes and fees due		Cristina Villacampa Lelanie Bueta		
8	Secure Real Property Tax Clearance and	Verify Real Property Tax	10 minutes	.		



	Business Tax Clearance					
9	Submit accomplished Business Tax Return Form and its supporting documents to the City Treasurer's Office for approval and signature	Approve Business Tax Return Form when all required documents, signature of concerned offices, responsible personnel and payments of fees are made. Transmit signed application form for Business Permit to Permit Section of the City Mayor's Office for approval.	10 minutes			
End of Transaction						



28. Issuance of New Business Permit or License

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Letter of intent duly approved by the City Mayor
Previews Clearance

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit letter of Intent to engage in business within Bais City through the office of the City Administrator	After approval of the LOI, inform applicant to proceed to the Permit Section of the the City Mayor's Office	5 minutes	Permit Section		
2	Secure application for the Mayor's permit	Receive application for Mayor's Permit	5 minutes	Gerardo Depalas		



	from Permit Section and submit to the City Treasurer's Office for assessment	and provide the necessary form for assessment		Saturnina Amorganda Lemuel J. Morales		
3	Request New Business Tax Return Form	Assess business tax due	5 minutes			
4	Secure Community Tax Certificate/ Corporation	Issue Individual Community Tax Certificate/ Corporation according to Capital Investment/ Gross Income	5 minutes	Cristina Villacampa Lelanie Bueta	An annual community tax of P5.00 and an annual additional tax of P 1.00 for every One Thousand pesos in the exercise of profession or from property, which in no case	



					<p>shall exceed Five Thousand pesos.</p> <p>Corporation shall pay an annual tax of P500.00 and an additional of P2.00 for every P5,000.00 which in no case shall exceed Ten Thousand pesos</p>	
5	<p>Comply with all the requirements of offices involved: -Police Clearance from PNP -Sanitary Permit/Health</p>	<p>Office concerned will assess the kind of business applied for and indicate the required taxes feed due on</p>				



	<p>Certificate form CHO</p> <ul style="list-style-type: none"> -Pest Control Clearance from CBO -Garbage Clearance from CENRO -Annual Inspection certification for private buildings from CEO. -Mechanical Permit of road worthiness for motorcabs, trisikads, V-hires, etc. from CEO-PNP Task Force. -Fire Clearance from BFP 	<p>the business tax application form</p>				
6	<p>Present Business Tax Return Form to</p>	<p>Verify Business Tax Form application as to</p>				



	the City Treasurer's Office for computation of total fees and charges	completeness and total business taxes and fees payable				
7	Pay corresponding computed taxes, fees and charges	Issue Official Receipts on Payments made		Cristina Villacampa Lelanie Bueta	According to schedule of Tax on Business as provided for in the 1996 Omnibus Tax Ordinance	
8	Secure Real Property Tax Clearance and Business Tax Clearance	Verify the register book as to updated payment of Real Property Tax				
9	Present Business Tax Return Form, Tax Clearance Form and Application					



	for Mayor's Permit Form for signature and approval by CTO personnel-in-charge					
End of Transaction						

29. Calibrate and Licensing of Weighing Scale

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Documents needed:

Letter of intent duly approved by the City Mayo
Barangay Clearance

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Bring the weighing scale to the CTO for Inspection	Calibrate the weighing scale, provide sticker and seals	20 minutes for the whole transaction	Saturnina Amorganda Lemuel Morales		



2	Pay correspond ing fees	Accept payments on fees		Cristina Villacampa Lelanie Bueta		
3	Receive official receipt issued for the transaction	Release the official receipt		Cristina Villacampa Lelanie Bueta		
End of Transaction						

City Health

30. Laboratory services

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- CBC
- Blood Typing
- Hepatitis B S Ag Screening
- Direct Sputum Examination
- Urinalysis
- FBS
- Pregnancy Test
- Skin Slit for Leprosy
- Fecalysis
- Gram Staining
- Platelet Count



Requirement/s:

1. Laboratory request from doctors
2. Laboratory Fee

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Present lab request to the personnel-In-charge for computation of corresponding fees	Compute corresponding fees	5 minutes	Leslie Ann Ojeda		
2	Pay fee. attach the same to the request slip and submit to the medical technologist-on-duty	Issue official receipt	5 minutes			
3	Submit specimen for examination	Perform laboratory examination	15-30 minutes			



4	Wait for the release of the result	- CBC	1 hour	Ma. Araceli Repel	P25.00	
		- Blood Typing	1 hour		P25.00	
		- Hepatitis B S Ag Screening	2 days		P75.00	
		- Examination			Free	
		- Urinalysis	1 hour		P20.00	
		- FBS	30 mins		P60.00	
		- Pregnancy Test	30 mins		P60.00	
		- Fecalysis	30 mins		P20.00	
		- Platelet Count	30 mins		P60.00	

31. Drug Testing Service

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Requirement/s:

1. Valid I.D with Picture
2. Drug Testing



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in-Charge	Fees	Form
1	Present the lab request to the personnel-in-charge for computation of corresponding fees	Compute corresponding fees	5 minutes	Leslie Ann Ojeda	For Bais Resident, P150.00 plus P15.00 for medical certificate	
2	Pay the fee, attach the official receipt to the request slip and submit to the Med. Technologist -on-duty	Issue official receipt	5 minutes	Ma. Araceli Repel		
3	Submit for assistance during urine collection if necessary	Collect urine sample	10 minutes	Ma. Araceli Repel	For Non-Bais Resident P200.00 plus P15.00 for medical certificate	



4		Urine sample examined	10 minutes	Lugen Conde MT Marsha Ann Villanueva MT Lynley Faye Alota MT		
5	Wait for the release of the test result	Release laboratory result	20 minutes	Lugen Conde MT Marsha Ann Villanueva MT Lynley Faye Alota MT		
End of Transaction						

32. Family Planning

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- IUD
- DEPO Injection
- ORAL Contraception
- Natural FB
- Pap Smear



Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Approach nurse/mid-wife-on - duty and request for service desired	Assess / Evaluate patient	5 minutes	Mary Shazmel P. Bangay	Free	
1.a	Submit self for IUD insertion	IUD Insertion	30 minutes		Free	
1.b	Receive the oral contraceptive with instruction	Give oral contraceptive	10 minutes	Mary Shazmel P. Bangay	Free	
1.c	Receive DEPO injection including succeeding doses (once every 3 months)	Administer DEPO Injection	10 minutes			



1.d	Receive instruction regarding natural family planning method	Instruct on Natural Family Planning	15 minutes			
1.e	Submit self for Pap smear	Perform Pap Smear	20 minutes		P60.00	
End of Transaction						

33. TB Directly Observed Therapy System (DOTS)

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Distribution of free Anti-TB Drugs

Requirement/s:

None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
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1	Approach personnel-on-duty	Assess/ Evaluate patient	5 minutes	Cristeta Tingson Maureen Rada	Free	
2	Wait turn for consultation	Consult possible TB patient	5 minutes	Dr. Ma. Corazon R. Cablaog Dr. Teresita D. Gantalao Dr. Maribel Sayson	Free	
3	Receive instruction for securing sputum sample	Give instruction on how to get sputum sample	15-30 minutes	Lugen Conde Marsha Ann Villanueva Lynley Faye Alota	Free	
4	Submit sputum sample	Perform laboratory exam Release laboratory result	3 days	Cristeta Tingson Maureen Rada	Free	
5	Wait for evaluation of the result by the doctor	Evaluate medical result	10-15 minutes	Dr. Ma. Corazon R. Cablaog Dr. Teresita D. Gantalao	Free	



				Dr. Maribel Sayson		
6	Receive anti-TB medicines (DOTS)	Dispense anti- TB drugs	5 minutes	Maureen Rada	Free	
End of Transaction						

34. Patient Bitten by Animal

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN

1:00 P.M to 5:00 P.M

Services Rendered:

-Free Vaccination

Requirement/s:

1. Only for Bais City residents

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Approach personnel-in-charge	Record / Retrieve records if present	5-10 minutes	Jonah Engtai	Free	



2	Submit self for vital signs taking including information relevant to complaint of the client which shall be the basis for treatment	Taking of vital signs		Rowemar Palacios	Free	
3	Submit self to the doctor for examination	Examine patient	10 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson	Free	
4	Get the medicines with instruction	Dispense medicines	5 minutes	Elsie L. Buenaventura	Free	
End of Transaction						

35. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M



Services Rendered:
 - Consultation

Requirement/s:
 1. Well-Baby Card

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Present well baby card to the personnel-in-charge	Assess /Evaluate	5 minutes	Marle C. Aniñon	Free	
2	Submit baby for taking of vital signs	Take vital signs	5 minutes	Jonah Engtai Rowemar Palacios Joycelee Violeta		
3	Wait for consultation/ treatment	Assessment and consultation	7 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson		
End of Transaction						



36. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Immunization
- Immunization Card

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Present Early Childhood Care and Development Card to personnel-in-charge	Assess/ Evaluate	5 minutes	Gaudio, S. Calamba, J. Fausto, B. Culanculan, M. Silva, M. Bandivas, P. Mira, C. Canaveral, G. Bahinting, E. Basona, I. Lacorte, J. Cayabyab, L. Emperado, J. Aman, J. Ocampo, E. Garves, A. Ferraren, A. March, J. Singco, J. Cabanag	Free	



2	Submit baby for taking of vital signs	Take vital signs	10 minutes	Jonah Engtai Rowemar Palacios Joycelee Violeta		
3	Wait for turn for immunization of baby	Immunize child	10 minutes	Gaudiano, S. Calamba, J. Fausto, B. Culanculan, M. Silva, M. Bandivas, P. Mira, C.		
4	Receive instruction for the next schedule of immunization	Instruct regarding next immunization schedule	5 minutes	Canaveral, G. Bahinting, E. Basona, I. Lacorte, J. Cayabyab, L. Emperado, J. Aman, J. Ocampo, E. Garves, A. Ferraren, A. March, J. Singco, J. Cabanag		
End of Transaction						

37. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M



Services Rendered:

- Maternal Consultation

Requirement/s:

1. None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit self for vital signs taking	Take vital signs	5 minutes	Luzviminda Emperado	Free	
2	Go to the laboratory for testing	Laboratory testing	5 minutes	Lugen Conde Marsha Ann Villanueva Lynley Faye Alota	Free	
3	Wait for the result of laboratory test	Release laboratory result	30 minutes		Free	
4	Present the result to the attending physician for proper advice/treatment	Give medical advice	10 minutes	Dr. Ma. Corazon R. Cablaos Dr. Teresita D. Gantalao Dr. Maribel Sayson	Free	



5	Go back to the respective barangay health station for follow-up prenatal care	Follow-up prenatal care at respective barangay health station	20 minutes	Gaudio, S. Calamba, J. Fausto, B. Culanculan, M. Silva, M. Bandivas, P. Mira, C. Canaveral, G. Bahinting, E. Basona, I. Lacorte, J. Cayabyab, L. Emperado, J. Aman, J. Ocampo, E. Garves, A. Ferraren, A. March, J. Singco, J. Cabanag	Free	
End of Transaction						

38. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Home Deliveries

Requirement/s:

- None



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Inform midwife of occurrence of signs of delivery	Record possible delivery	10 minutes	Mardonía Silva Josephine Fausto Estrilla Basona	Free	
2	Submit self for vital signs monitoring and labor watch	Monitor vital signs and do labor watch				
3	Get assistance for actual delivery	Attend to birthing mother	Depend on the duration of delivery			
4	Receive routine post-natal care and medication	Give post-natal care and medication	30 minutes			
End of Transaction						



39. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
 1:00 P.M to 5:00 P.M

Services Rendered:

- Post-natal check-up

Requirement/s:

- None

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Get instruction for check-up at the barangay health station	Give post-natal check-up	10 minutes	Gaudio, S. Calamba, J. Fausto, B. Culanculan, M. Silva, M. Bandivas, P. Mira, C. Canaveral, G. Bahinting, E. Basona, I. Lacorte, J. Cayabyab, L. Emperado, J. Aman, J. Ocampo, E. Garves, A. Ferraren, A. March, J. Singco, J.	Free	



2	If referred, go the city health office for further evaluation and management	Give medical consultation		Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson		
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40. Environmental Services

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Insect/vector
- Proper drainage and waste disposal

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Report any environmental unsanitary conditions to personnel-in-charge	Record complaint	10 minutes	Catherine Tubaing Marrietta Dumaguit Richard Guevarra	Free	



				Darwin Galera Renelizabeth Ramirez		
2	Wait for the report to be made by the personnel-in-charge	Do on-site Sanitary Inspection	2 days	Catherine Tubaing Marrietta Dumaguit Richard Guevarra Darwin Galera Renelizabeth Ramirez		
3	Wait for action to be taken by the personnel-in-charge	Give recommendation /final action	10 minutes	Catherine Tubaing Marrietta Dumaguit Richard Guevarra Darwin Galera Renelizabeth Ramirez		
End of Transaction						



41. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Wounds Dressing/Suturing

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the personnel-in-charge for consultation	Record/ Retrieve records	5 minutes	Marlie Aninion	Free	
2	Submit self for wound dressing/ suturing and receive medication	Perform wound dressing/ suturing and give medication	20 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson	Free	
End of Transaction						



42. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Foreign Body - Removal

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Go to the personnel-in-charge for consultation	Record/ Retrieve records	5 minutes	Marlie Aninion	Free	
2	Submit self for consultation to be brought to the dispensary room for foreign body removal then receive medication	Remove foreign body	20-30 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson Jean Chui		
End of Transaction						



43. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
 1:00 P.M to 5:00 P.M

Services Rendered:

- Thoracentesis

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the personnel-in-charge for consultation	Record/ retrieve record	5 minutes		Free	
2	Submit self to consultation to be brought to the dispensary room for removal of lung fluid then receive medication	Perform Thoracentesis	20-30 minutes	Dr. Teresita D. Gantalao		
End of Transaction						



44. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Circumcision

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the personnel-in-charge for consultation	Record patient's basic information	5 minutes	Edgardo Laxina Jr.	Free	
2	Submit self for consultation to be brought to be brought to the dispensary room for circumcision then receive medication	Perform circumcision and give medication	15-20 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Edgardo Laxina Jr.		
End of Transaction						



45. General Consultation and Minor Surgery

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Blood Pressure (BP) Monitoring

Requirement/s:

None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the personnel-in-charge for check-up	Do assessment/evaluation	5 minutes	Marlie Aninion	Free	
2	Submit self for BP taking	Take blood pressure	5 minutes	Joycelee Violeta	Free	
3	Wait for turn for consultation /treatment	Assessment/Evaluation	7 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson		
End of Transaction						



46. Dispensing of Free Medicine

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
 1:00 P.M to 5:00 P.M
 (No Noon Break)

Services Rendered:

- Distribution of Free Medicines

Requirement/s:

1. Doctor's Prescription Slip
2. Identification Card

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Submit prescription at the pharmacy counter then receive medicine with proper instruction	Distribute medicine with proper instruction	5 minutes	Elsie L. Buenaventura Meselia Cadevida Marissa Reblengca		
End of Transaction						



47. Dental Services

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Free Consultation
- Tooth Extraction
- Oral Hygien

Requirement/s:

Doctor's Prescription Slip

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the dental office and register with the desk officer for filling-up of patient chart and vital signs - taking		5 minutes	Dr, Eliezer C. Valencia, DDM Irene Garcia	Free	
2	See the dentist for dental examination	Dental examination	15 minutes	Dr, Eliezer C. Valencia, DDM		
3	Submit self for dental extraction	Perform dental extraction	30 minutes			



4	Get prescription for medication post extraction and for health advice	Prescribe and give medicine	5 minutes			
5	Patient stays for further observation at the waiting area	Further observation	15 minutes	Irene Garcia	Free	
6	Patient released if no complaints are experienced	Releasing of patient	5 minutes	Dr, Eliezer C. Valencia, DDM		

48. Issuances of Permits and Certification

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Sanitary Permit



Requirement/s:

1. Stool Examination
2. Chest X-Ray
3. Permit Fee

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Present Sanitary Permit Application	Evaluate Sanitary Permit Application	5 minutes	Catherine Tubaing Marieta Dumaguit Richard Guevarra Renyizabeth Ramirez	Free	
2	Wait for Sanitary Inspection Department to issue sanitary permit then go to the City Health Officer for approval and signature	Issue Sanitary Permit	5 minutes			



3	For food handlers, submit required chest x-ray and stool specimen	Laboratory Examination is done	5 minutes	Catherine Tubaing Marieta Dumaguit Richard Guevarra Renylizabeth Ramirez	Free	
4	Receive duly signed Sanitary Permit	Release Approved Sanitary Permits	2 hours			
End of Transaction						

49. Issuances of Permits and Certification

Schedule of Availability of Services:

Monday to Friday: 8:00 A.M to 12:00 NN
1:00 P.M to 5:00 P.M

Services Rendered:

- Health/Medical Certificate

Requirement/s:

Medical Certificate Fee



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the personnel-in-charge for data collection	Do data collection	5 minutes	Flordema Regala		
2	Pay required fee to the personnel-in-charge at the laboratory	Pay fee	5 minutes	Araceli Repel	15.00	
3	See the doctor for examination	Perform medical examination	5 minutes	Dr. Ma. Corazon R. Cablaog Dr. Teresita D. Gantalao Dr. Maribel Sayson		
4	Go to the administrative section for medical certificate	Prepare medical certificate	5 minutes	Flordema Regala		
5	Get the duly signed medical certificate	Release the duly signed medical certificate	5-7 minutes	Flordema Regala		
End of Transaction						



50. Issuances of Permits and Certification

Services Rendered:

- Medico-legal Certificate

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person - in-Charge	Fees	Form
1	Go to the personnel-in-charge for data collection	Collect data	15 minutes	Flordema Regala	Free	
2	See the doctor for examination and for issuance medical certificate	Perform examination	10 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson		
3	Go to the administrative section for the medico-	Prepare medical certificate	5 minutes	Flordema Regala		



	legal certificate					
4	Get the duly signed medico-legal certificate	Release duly signed medico-legal certificate	5 minutes	Flordema Regala		
End of Transaction						

51. Issuances of Permits and Certification

Services Rendered:

- Death Certificate

Requirement/s:

- None

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Bring death certificate form issued by City Civil registrar and present the same to the doctor on duty for diagnosis	Give diagnose on the cause of death	10 minutes	Dr. Ma. Corazon R. Cablaon Dr. Teresita D. Gantalao Dr. Maribel Sayson	Free	



	and signature			Flordema Regala		
2	Present death certificate with the cause of death to the administrative section	Prepare death certificate	5 minutes	Flordema Regala		
3	Get the duly signed death certificate	Release duly signed death certificate	5 minutes	Flordema Regala		
End of Transaction						

52. Issuances of Permits and Certification

Services Rendered:

- Transfer of Cadaver

Requirement/s:

Death Certificate of Deceased

How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Go to the personnel-in-charge to request for	Issue certificate for transfer of cadaver	10 minutes	Catherine Tubaing Marieta Dumaguit	Free	



	transfer of cadaver			Richard Guevarra Darwin Galera Renylizabeth Ramirez		
2	Bring the certificate to the doctor for approval and signature	Approve of transfer of cadaver	5 minutes	Dr. Ma. Corazon R. Cablao Dr. Teresita D. Gantalao Dr. Maribel Sayson		
End of Transaction						

53. Free Ozonized Water Distribution

Schedule of Availability of Services:

Monday to Friday: 6:00 A.M to 2:00 P.M
 1:00 P.M to 9:00 P.M
 (Shifting Schedule)

Services Rendered:

- Distribution of Free Ozonized Drinking Water

Requirement/s:

- Identification Card (Indigency)



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person -in- Charge	Fees	Form
1	Avail of free supply of ozonized drinking water at a maximum of 20 liters a week	Record and distribute ozonized drinking water	Depend on the quantity of water	M. Abueva, H. Balauro, J. Cagang, A. Gruela Jr, C. Guevarra, N. Jorolan, M. Llanera, M. Ojeda, C. Silanova, B. Tirdas, G. Tonador, C. Tubada	Free	
End of Transaction						

54. 24/7 Ambulance Services

Services Rendered:

- Ambulance Service

Requirement/s:

1. Referral
2. Trip Ticket



How to avail of these services:

Step No.	Applicant/ Client	Service Provider	Duration of Activity	Person in Charge	Fees	Form
1	Request for the use of ambulance to transport patient to Dumaguete City Hospital	Issue trip ticket	5 minutes	Dr. Ma. Corazon R. Cablao	Free	
2	Prepare patient for transport	Transport patient	5 minutes	Anderson Acabal Gertrudo Nodela		
End of Transaction						



FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

1. Accomplish our feedback form available in the office and put in the drop box at the Public Assistance Complaint Desk/Counter.
2. Send your feedback through our e-mail address at Baiscityhealthoffice@yahoo.com or at ma.corazoncablao@yahoo.com and our Facebook page: Bais City Health Office
3. Call us through Telephone Numbers:
Globe Lines: (035) 402-3233, (035) 402-3179,
(035) 402-3131
4. If you are not satisfied with the services, your written/verbal complaint shall immediately be attached to by our Administrative Officer Mrs. RC Joean Sanguenza

Thank you for helping us continuously improve our service.