



CITY PLANNING AND DEVELOPMENT
OFFICE
OLONGAPO CITY

CITIZEN'S CHARTER
2023 (3rd Edition)



CITIZEN'S CHARTER

2019 (1st Edition)

I. **Mandate**

Under Section 480, Article 10 of Republic Act 7160, the Local Government Code of 1991, the City Planning and Development Office is mandated to perform the following functions:

- A. Conduct continuing studies, researches and relevant training programs necessary to evolve plans and programs for implementations;
- B. Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups of agencies;
- C. Monitor and evaluate the implementation of the different development programs, projects and activities in the local government unit concerned in accordance with the approved development plan;
- D. Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
- E. Promote people participation in development planning within the local government unit concerned;
- F. Exercise supervision and control over the secretariat of the Local Development Council; and
- G. Analyze the income and expenditure patterns and formulate and recommend fiscal plans and policies for consideration of the Finance Committee of the local government unit concerned as provided under Title Five, Book II of the Local Government Code of 1991.

II. **Vision**

The City Planning and Development Office envisions the Powerhouse of Olongapo's Research and Development, making the city the Center of Opportunity in Central Luzon and in the Southeast Asia Region.



III. Mission

The City Planning and Development Office is dedicated to conduct continuing research and studies to provide a healthy and welcoming services; develop a dynamic community that supports environmental sustainability and protection; promote planned growth and economic vitality; value the diversity of fiscally sound housing, culture and services; meet service demands through innovation and commitment to excellence; and develop a citywide communication program that promotes people participation.

IV. Service Pledge

We commit to:

1. Formulate integrated economic, social, physical and other development plans and policies for consideration of the local government development council;
2. Conduct continuing studies, researches and training programs necessary to evolve plans and program for implementation;
3. Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
4. Monitor and evaluate the implementation of the different development programs, projects and activities in the LGU concerned in accordance with the approved development plan;
5. Prepare comprehensive plans and other development planning documents for the consideration of the Local Development Council;
6. Analyze the income and expenditure patterns, and formulate and recommend fiscal plans and policies for consideration of the Finance Committee of the LGU concerned as provided under Title Five, Book II of the Code;
7. Promote people participation in development planning within the LGU concerned; and
8. Exercise such other powers and perform such other functions and duties as may be prescribed by law or ordinance.



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A.LAND USE AND ZONING SECTION

External Service



1. Issuance of Lot Certification for Land Titling

The City Planning & Development Office thru the Systematic Adjudication and Land Titling Project Office conducts services / interventions for the issuance of Lot Certification that confirms that the lands within the systematic adjudication area are not needed for any public improvements.

Office/Division:	CPDO / SALTPO			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Miscellaneous Sales		DENR		
2. Application or Residential Free Patent Application		City Assessor's Office		
3. Deed of Absolute Sale or Waiver of Rights		City Treasurer's Office		
4. Tax Declaration (Land)		Barangay		
5. Real Property Tax Payment Official Receipt (current year)		Clerk of Court		
6. Barangay Certification		DENR		
7. Court Clearance				
8. Approved Lot Plan				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of documentary requirements	1. Acceptance of initial requirements		10 minutes	Admin Aide IV
2. Verification	2. Verify records to check if not part of government reserved areas for public use	CPDO Fee – Php 150.00 Inspection Fee – Php 150.00	30 minutes	Planning Officer II and Project Development Officer IV
3. Inspection and Preparation of Report and Lot Certification	3. Conduct of ocular inspection (site inspection is being conducted the following work day after completion of	GIS Fee – Php 100.00	30 minutes (depends on the location)	Planning Officer II and Project Development Officer II



	verification) and prepare inspection report and Lot Certification	Verification Fee – 50.00		
4. Review	4 Review and countersigning report and Lot Certification	Seal of Office – 50.00	10 minutes	Project Development Officer IV
5 Approval	5 Approval / Signing of Lot Certification		5 minutes	City Planning and Development Coordinator
6 Release / Endorsement	6 Release / Endorse Lot Certification to the DENR		10 minutes	Admin Aide VI and Sr. Admin Assistant I
	TOTAL	P550.00	1hr and 35 min	



2. Issuance of Locational Clearance for Building and Fencing Permit

Locational Clearance is issued to building/fence owners that serves as a pre-requisite document in issuance of Building and Fencing Permit to guarantee that it is in compliance with the Zoning Ordinance.

Office/Division	City Planning and Development Office/Land Use and Zoning Section
Classification	Simple(3days)/Complex (7days)/Highly Technical (20days)
Type of Transaction	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business
Who may avail	All
Checklist of requirements	Where to Secure/Submit (by applicant)
1. ISSUANCE OF LOCATIONAL CLEARANCE FOR BUILDING AND FENCING PERMIT	
Required forms and documents:	
1. Land use application (notarized)	- CPDO
2. Site plan and vicinity form	-Office of the Building Official
3. Building, electrical, sanitary and plumbing/fencing permit applications	
4. Building plans	
5. Lot Documents	
- PUD Clearance	- CPDO
- If Titled:	
a. Original Certificate of Title/ Transfer Certificate of Title	Registry of Deeds
b. Real property tax receipt (current year)	City Treasurer Office
c. Lot plan	
- If Untitled:	
a. Tax declaration (lot)	Assessor's Office
b. RPT receipt (current year)	City Treasurer Office
c. Lot plan	Applicant
	Barangay
d. Barangay certification	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of complete application documents	1. Evaluation of complete documents presented by applicant	RESIDENTIAL P100,000.00 & below -P400.00 (const. not yet started) -	10 minutes	Project Dev't. Officer IV and Admin Assistant V
2. Inspection Schedule	2. Scheduling of site inspection (site inspection is usually scheduled a day or two after evaluation of documents)	P800.00(started) OVER P100,000.00 to P200,000.00 P500.00(nys) -P1,000.00(s) OVER P200,000.00 -P600.00+1/10 of 1% of cost in excess of	2 minutes	Project Dev't Officer IV and Admin Assistant V
3. Site inspection	3. Conduct ocular/site inspection of the place subject of application	P200,000.00 (nys) (x2 if started) APARTMENT/TOWNHOUSES P500,000.00 & below - P1,200.00(nys) - P2,400.00(s) OVER P500,000.00 to 2M	30 minutes (depends on the location)	Project Dev't Officer IV and Admin Assistant V
4. Order of Payment	4. Issue order of payments after inspection & advise applicant to pay at the City Treasurer's Office.	-P1,800.00(nys) -P3,600.00(s) OVER 2M - P3,000.00+1/10 of 1% of cost in excess of P2M	10 minutes	Admin Assistant V
5. Acceptance of Application, documents	5. Acceptance of application including complete lot documents, building plans and O.R. of payments for processing.	regardless of the number doors (x2 if started) COMMERCIAL BELOW P100,000.00 -P1,500.00(nys) -P3,000.00(s)	10 minutes	Admin Assistant V



6. Recording	6. Log/record/prepare/encode/evaluation report and locational clearance		30 minutes	Admin Assistant V
7. Review	7. Review & countersigning of locational clearance	<p>OVER P100,000.00 to P500,000.00 -P2,000.00(nys) P4,000.00(s)</p> <p>OVER P500,000.00 to P1M -P2,500.00(nys) -P5,000.00(s)</p> <p>OVER PP1M to P2M -P3,600.00(nys) -P7,200.00(s)</p> <p>OVER P2M -P6,000.00 1/10 of 1% of cost in excess of P2M x2 if started</p> <p>CPDO Fee - P150.00 INSPECTION Fee - P150.00 GIS Fee - P150.00</p>	10 minutes	Project Development Officer IV
8. Signing and approval	8. Signing/approval of locational clearance	VERIFICATION	5 minutes	Zoning Administrator
9. Endorsement to City Engineer's Office	9. Endorse/release to the City Engineer's Office representative for the processing of building permit		10 minutes	Project Dev't. Officer IV and Admin Aide I
TOTAL			2 hrs. and 3 mins.	

3. Issuance of Locational Clearance for Business Permit



Locational Clearance is issued to business owners that serves as a pre-requisite document in issuance of Business Permit to guarantee that it is in compliance with the Zoning Ordinance.

Checklist of Requirements	Where to Secure/Submit
2. ISSUANCE OF LOCATIONAL CLEARANCE FOR BUSINESS PERMIT	
Requirements:	
1. Business permit application (w/ vicinity map drawn at the back of application) to be filled out by the applicant w/ 2x2 picture	- Business Permit and Licensing Office
2. Business profile	
3. DTI Permit/SEC Registration	- DTI / SEC
4. Community tax certificate	- City Treasury
5. Barangay certificate	- Barangay
6. Affidavit of undertaking if necessary	- Law Firm

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receipt of Application	1. Acceptance of accomplished / properly filled out business permit applications with initial requirement	CPDO Fee - P150.00 INSPECTION Fee - P150.00 GIS Fee - P100.00 LOCATIONAL CLEARANCE P300.00	10 minutes	Draftsman III and Liaison Officer
2. Inspection	2. Conduct of ocular inspection (Site inspection is being conducted the following work day)		30 minutes (depends on the location)	Project Dev't. Officer II, Admin Aide VI and Draftsman III
3. Verification	3. Verify records and prepare inspection report and locational clearance		30 minutes	Project Dev't Officer IV, Project Dev't. Officer II and Admin Officer IV
4. Review	4. Review and countersigning report and locational clearance		10 minutes	Project Development Officer IV
5. Approval	5. Approval signing of locational clearance		5minutes	Zoning Administrator
6. Release	6. Release locational clearance to applicant or authorized		10 minutes	Admin Aide IV and Draftsman III



	representative		
TOTAL			1 hr and 35 mins.

4. Issuance of Inventory Fee

Article M. Section 4M.01 Imposition of One-Time Inventory Assessment Fee (IAF). There shall be a one-time Inventory Assessment Fee (per City Ordinance No. 63 Series of 2005) imposed on all properties and existing developments



within the properties which cannot be declared for private use at present due to the existing land classification as Not Alienable and Disposable, and therefore cannot be issued Building Permits.

Checklist of requirements		Where to secure/submit		
3. ISSUANCE OF INVENTORY FEE		- City Planning & Development Office - Applicant		
Required forms and documents:				
1. Inventory permit application (notarized)				
2. Building plans				
3. Lot documents				
*If w/in PMD/Watershed and Timberland:				
a. Forestry certification				
b. Tax declaration (if available)				
c. Lot plan				
d. Barangay certificate				
e. Photo of structure				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Explanation of procedures, checklist, & forms	1. Issuance of checklist of requirements & necessary forms & explanation of procedures	Lots w/in PMD, Timberland & Watershed areas	20 minutes	Admin Assistant V
2. Documents Evaluation	2. Evaluation of complete documents presented by applicant	FENCE - P6,000.00	10 minutes	Project Devt. Officer IV and Admin Assistant V
3. Inspection schedule	3. Scheduling of site inspection (site inspection is usually scheduled a day or two after evaluation of documents)	1-2 Storey - P10,000.00 Residential Building -P1-2 Storey - P15,000.00 Commercial Building -P3 Storey - P30,000.00 Residential Building 3 Storey - P50,000.00 Commercial	2 minutes	Project Dev't. Officer IV and Admin Assistant V
4. Site inspection	4. Conduct ocular/site inspection of the place		30 minutes (it depends on the	Project Devt. Officer IV and



	subject of application		location)	Admin Assistant V
5. Order of payment	5. Issue order of payments after inspection & advise applicant to pay at the City treasurer's Office		10 minutes	Project Devt. Officer IV and Admin Assistant V
6. Acceptance of documents	6. Acceptance of application including complete lot documents, building plans & O.R. of payments for processing		10 minutes	Project Devt. Officer IV and Admin Assistant V
7. Recording	7. Log/record/prepare/encode inventory permit		30 minutes	Admin Assistant V
8. Review	8. Review & countersigning of inventory permit		10 minutes	Project Development Officer IV
9. Approval	9. Signing/approval of inventory permit		5 minutes	Zoning Administrator
10. Release of permit	10. Release approved inventory permit to the applicant or authorized representative		10 minutes	Project Dev't. Officer IV and Admin Assistant V
TOTAL			1 hr and 17 mins.	

5. Public Utility Vehicles (PUV) Driver's Identification Card Fees

2017 Olongapo City Revenue Code, Section 5C.01, 3. Annual Vehicle Inspection (AVI) related fees, k. Driver's ID Fee (All PUV drivers and conductors.

CHECKLIST OF REQUIREMENTS FOR DRIVER'S ID	WHERE TO SECURE
1. Application form (NEW)	- CPDO
2. Certification as member	- PUV President/Chairman
-	
PUJ/PUMB-Cooperative/Association	
- PUT-Operator (NEW & RENEWAL)	-OTMPS - LTO - Driver
3. Defensive Driving Seminar (DDS)	



4. Professional driver's license 5. One (1) prescribed uniform 6. Old ID (original) If loss – Affidavit of Loss				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out application form of driver's ID (NEW APPLICANT)	1. Assessment of requirements 2. Approval of application form (signed) 3. Issuance of Certification for attending the DDs (if approved)/ Order of Payment 4. Scanning of requirements		5 minutes	Sr. Admin Assistant I and Admin Assistant VI
	B. Approved application form/Certification to be signed also by the MO representative			Mayor's Office
	C. Payment of ID fee	P50.00		City Treasurer's Office
	D. Issuance of ID			ID Center
TOTAL			5 minutes	

6. Annual Vehicle Inspection (AVI) Fees

2017 Olongapo City Revenue Code Article C, Section 5C.01, 3. Annual Vehicle Inspection (AVI) related fees, Item C Inspection Fee

CHECKLIST OF REQUIREMENTS FOR ANNUAL VEHICLE INSPECTION	WHERE TO SECURE
1. Inspection Form (with checklist) 2. LTO - Certificate of Registration 3. LTO Official Receipt 4. Franchise-CPC (for PUJ & PUMB) -SA (for PUT)	-CPDO - LTO -LTFRB -Respective Cooperative -Franchising (City Council)



5. Photo (1x1) 1pc – Operator, Driver, Conductor		-Provided by Operator, Driver & Conductor		
6. Barangay Clearance – Operator, Driver, Conductor		- Respective Barangay		
7. Driver's ID – issued by the City		-CPDO/ID Center		
8. Driver's/Conductor License		-LTO -Provided by the Operator		
9. Stencil of Motor No. & Chassis No.		- operator/driver		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out inspection form (respective zone/route president)	1. Check the physical / safety gadget of the vehicles	-	1-5 minutes	OTMPS
	2. Check the documentary requirements	-	-	Admin Assistant VI
	3. Payment of fees - PUT - PUJ - PUMB	- P175.00 - P 225.00 - P 300.00	1 minute	City Treasurer's Office
	4. Issue current permit decal		1-2 minutes	Admin Assistant VI
TOTAL			8 mins.	

7. Renewal of PUT Franchise Fees

2017 Olongapo City Revenue Code, Section 5C.01, 3. Annual Vehicle Inspection (AVI) related fees, item j. Renewal of Franchise (PUT only)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PUBLIC UTILITY TRICYCLE (PUT) (For renewal of Franchise)				
1. OR & CR (Xerox copy)		-Operator of PUV		
2. Original franchise				
3. Barangay clearance (Xerox copy)		-Barangay Captain		
4. Insurance policy (Xerox copy)		-Agency		
5. Affidavit of application (notarized)		-Franchising Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID AT CITY TREASURER'S	PROCESSING TIME	PERSON RESPONSIBLE



9. Personal Appearance				
11. Additional requirements in case the operator died a. Extra judicial settlement with sale b. Death certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID AT CITY TREASURER'S OFFICE	PROCESSING TIME	PERSON RESPONSIBLE
	1. Issuance of checklist of requirements & explanation of procedures		10 minutes	Senior Admin Assistant I and Admin Assistant IV
	2. Assessment of submitted requirements		10 minutes	Senior Admin Assistant I and Admin Assistant IV
	3. Issuance of order of payment	DROPPING-P800 NEW FRANCHISE – P400.00 PROCESSING FEE – P450.00 TRANSFER OF OWNERSHIP – P10,000.00	5minutes	Senior Admin Assistant I and Admin Assistant IV
	4.Preparation of order of dropping		10 minutes	Admin Assistant IV
	5. Approval of the order of dropping		5minutes	Secretary to the City Mayor
	6. Preparation of endorsement		10minutes	Senior Admin Assistant I
	7. Signing of endorsement		5 minutes	CPDC & City Council/Chairman on the Committee of Transportation
	8. Preparation of new franchise		10 minutes	Admin Assistant IV
	9.Countersigning of new franchise		5 minutes	CPDC & City Councilor/Chairman on the Committee of



				Transportation City Mayor
	10. Signing of new franchise			
	11. Release of the new franchise to the new operator and the official receipt		5 minutes	Admin Assistant IV
TOTAL			1 hr. and 15mins.	

9. Application For Substitution of Unit (PUT)

2017 Olongapo City Revenue Code, Article C, Section 5C.01, 3. Annual Vehicle Inspection (AVI) related fees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
APPLICATION FOR SUBSTITUTION OF UNITS (PUT)				
REQUIREMENTS:		OPERATOR		
1. Letter request addressed to the City Mayor				
2. Franchise (original and zerox)				
3. 2 OR (new unit)				
4. 2 CR (new unit)				
5. 2 CR (old)				
6. 2 OR (old)				
7. Proof of ownership (deed of sale or sales invoice)				
8. Insurance policy (new unit)				
9. Barangay clearance				
10. Personal appearance				
11. Petition of dropping - notarized				
12. Affidavit of application - notarized				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Explanation of procedures, and checklist	1. Issuance of checklist of requirements & explanation of procedures		10 minutes	Senior Admin Assistant I and Admin Assistant IV
2. Assessment	2. Assessment of submitted requirements	DROPPING – P800.00 NEW FRANCHISE – P400.00	10 minutes	Senior Admin Assistant I and Admin Assistant IV



		PROCESSING FEE – P450.00		
		TRANSFER OF OWNERSHIP – P10,000.00		
3. Payment	3. Issuance of order of payment		5 minutes	Senior Admin Assistant and Admin Assistant IV
4. Dropping	4. Preparation of order of dropping		10 minutes	Admin Assistant IV
5. Approval	5. Approval of the order of dropping		5 minutes	Secretary to the City Mayor
6. Endorsement	6. Preparation of endorsement		10 minutes	Senior Admin Assistant I
7. Signing	7. Signing of endorsement		5 minutes	CPDC & City Council/Chairman on the Committee of Transportation
8. New Franchise	8. Preparation of new franchise		10 minutes	Admin Assistant IV
9. Approval	9. Countersigning of new franchise		5 minutes	CPDC & City Councilor/Chairman on the Committee of Transportation
	10. Signing of new franchise			CITY MAYOR
10. Release	11. Release of the new franchise to the new operator and the official receipt		5 minutes	Admin Assistant IV
TOTAL			1 hr. and 15mins.	





B. Research Section External Service



1. Fee on acquisition of CLUP, CDP, SEP, other data / info

2017 Olongapo City Revenue Code, Article C. Section 5C.01, 2. Research related fees (50% discount for students), items b. Photocopy of document to c. Electronic File of document

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PHOTOCOPY OF DOCUMENTS	1. Submission of letter of request	50% discount P50.00 for the 1st page P5.00per page in excess of 5 pages	5 minutes	Research Section Staff
	2. Issuance of order of payment		5 minutes	Research Section Staff
	3. Payment of fees		30 minutes	Tax Payer's Lounge
	4. Provide copy of official receipt & letter request		5 minutes	Research Section Staff
	5. Issuance of documents		10 minutes	Research Section Staff
2. ELECTRONIC FILE OF DOCUMENT ELECTRONIC FILE OF MAPS, PLAN	1. Submission of letter of request	50% discount for students P500.00 per documents	5 minutes	Research Section Staff
	2. Issuance of order of payment		5 minutes	Research Section Staff
	3. Payment of fees		30 minutes	Taxpayer's Lounge
	4. Provide copy of official receipt & letter request		5 minutes	Research Section Staff
	5. Issuance of documents		10 minutes	Research Section Staff
TOTAL			1 hr. and 10 mins.	



C.TECHNICAL AND G.I.S. SECTION

External Service



1. Streamer Display Permit Fee

2017 Olongapo City Revenue Code, Article E, SECTION 4E.08 Imposition of Fees for Streamers

CHECKLIST OF REQUIREMENTS				
STREAMER DISPLAY PERMIT				
APPLICATION REQUIREMENTS:				
Letter of request addressed to the City Mayor indicating the following:				
- Purpose on posting of streamer				
- Size and type of material used				
- Date and duration of display				
NOTE:				
- Only vertical/drop down banners are accepted				
- Allowed size of material: Length = 9ft. Width = 3ft.				
- maximum of 1 month duration of display				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request	1. Submission of letter request & printed advertisement layout	1. P500.00 per piece of streamer/banner /ads (minimum for an area of up to 2 SQ.M.) - 15 days duration period	5 minutes	Planning Officer IV and Draftsman III
2. Order of Payment	2. Issuance of order of payment	2. Additional of P100.00/sq.m. if in excess of 2 SQ.M.	5 minutes	Planning Officer IV and Draftsman III
3. Payment	3. Payment of fees	3. Exemption from payment of fees: - personal greetings of public - announcement by duly - accredited NGO's provided they secure Mayor's Permit	30 minutes	1st Flr. City Hall Main Bldg. Taxpayers' Lounge



4. Official receipt & letter request	4. Provide copy of official receipt & letter request		5 minutes	Planning Officer IV and Draftsman III
5. Permit	5. Issuance of permit		2 working days (after payment)	Mayor's Office
	6. Provide copy of permit			
TOTAL			2 working days and 45 mins.	

2. Motorcade Permit

2017 Olongapo City Revenue Code, Article E, SECTION 4E.05 Imposition of Rates / Fees for Motorcades

CHECKLIST OF REQUIREMENTS				
MOTORCADE PERMIT APPLICATION REQUIREMENTS:				
Letter of request addressed to the City Mayor indicating the following:				
- purpose of motorcade route				
- specific date and time of start of motorcade				
- proposed route				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request	1. Submission of letter request for OTMPS comment	1. P250.00/hour with minimum of P500.00 within City proper excluding New Cabalan and Barretto	5 minutes	Mayor's Office
2. Order of payment	2. Issuance of order of payment	2. P250.00/hr with minimum of P1,000.00-City proper including Brgys. New Cabalan and Barretto	5 minutes	Planning Officer IV and Draftsman III
3. Payment	3. Payment of fees	3. Exemption from payment of	30 minutes	Taxpayer's Lounge



4. Copy of official receipt & letter request	4. Provide copy of official receipt & letter request	fees: -Local & Nat'l. Agencies -Private or Public Educational Institutions & Accredited NGO's (provided they secure Mayor's Permit)	5 minutes	Planning Officer IV and Draftsman III
5. Permit release	5. Issuance of permit		1 working day	Mayor's Office
	6. Provide copy of permit	1 working day	Office of the Traffic Mgmt. and Public Safety	
TOTAL			2 working days and 45 mins.	

3. GIS Map Acquisition

2017 Olongapo City Revenue Code, Article C, Section 5C.01, item 1.g, 2.a, 2.d

CHECKLIST OF REQUIREMENTS
MAP REQUEST REQUIREMENTS:
Letter request addressed to the City Mayor indicating the following:
- Purpose of map request
- Type of map
- Format of map (soft copy)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submission of letter request	Soft Copy per map - P120.00	5 minutes	Mayor's Office
	2. Park & Plaza Management Office (PPMO) comment	Colored Print-out - P150.00	5 minutes	Planning Officer IV and Draftsman III
	3. Issuance of order payment	2 Color plotter print-out (3ft.x4ft) - P2,000.00	10 minutes	Tax Payer's Lounge
	4. Payment of fees	Full-color plotter print-out (3ftx4ft)	30 minutes	Planning Officer IV and



4. Payment	4. Payment of fees	PARKS & GARDENS (Marikit, Pier B, etc.):NON-RESIDENTS P4,000.00 - minimum of 4 hours of use P700.00/hour - succeeding hrs. RESIDENTS: P2,000.00 - minimum of 4 hrs. of use P500.00/hour succeeding hrs.	30 minutes	Tax Payer's Lounge
5. Copy of official receipt & letter request	5. Provide copy of official receipt & letter request	PARKS & GARDENS (Marikit, Pier B, etc.):NON-RESIDENTS P4,000.00 - minimum of 4 hours of use P700.00/hour - succeeding hrs. RESIDENTS: P2,000.00 - minimum of 4 hrs. of use P500.00/hour succeeding hrs.	10 minutes	Planning Officer IV and Draftsman III
6. Release Permit	6. Issuance of permit		1 working day	Mayor's Office (After Payment)
	7. Provide copy of permit		10 minutes	Parks & Plaza Management Office (PPMO)
7. Security deposit refund and computation of electric consumption	8. Provide CPDO the copy of electric consumption	Computation is subject to Parks and Plaza Management Office record and computation	20 minutes	Parks & Plaza Management Office (PPMO)
	9. Issuance of order of payment of electric consumption fee			Planning Officer IV and Draftsman III
	10. Payment of computed electric consumption fee			Tax Payer's Lounge
	11. Provide copy of receipt and refund of remaining deposit			Planning Officer IV and Draftsman III
TOTAL			1 working day, 1 hr and 30mins	



5. Top AD Permit

2017 Olongapo City Revenue Code, Article K. Tax on Signs, Signboards, Billboards, or Advertisement, Section 3K.01, item j.

CHECKLIST OF REQUIREMENTS				
TOP AD REQUIREMENTS:				
Letter of request addressed to the City Mayor indicating the following:				
- Indicate purpose, date, location				
- Notarized memorandum of agreement between proponent & jeepney operators				
- Notarized affidavit of liability				
- List of body numbers				
- LTO/LTFRB permit				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter Request	1. Receiving of letter request	P200.00 /day or fraction thereof P250.00 /week or fraction thereof P500.00/month or fraction thereof	10 minutes	Mayor's Office
2. Order of payment	2. Assessment of requirements		10 minutes	Planning Officer IV and Draftsman III
	3. Issuance of order or payment		5 minutes	
3. Payment	4. Payment of fees		30 minutes	Tax Payer's Lounge
3. Copy of official receipt & letter request	5. Provide copy of official receipt and letter request		10 minutes	Planning Officer IV and Draftsman III
4. Permit release	6. Issuance of permit		10 minutes	Mayor's Office
	7. Provide copy of permit		10 minutes	Planning Officer IV and Draftsman III
TOTAL			1hr. and 25 mins.	



D. ADMINISTRATIVE SECTION

Internal Service



1. Correspondence receipt and processing

Receipt of CPDO incoming correspondence and forwarding to officials for their action.

Office/Division:		Admin Section		
Classification:		Simple(3days)/Complex (7days)/Highly Technical (20days)		
Type of Transaction:		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correspondence (1 original, 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the correspondence to receiving desk	1. Receive the correspondence and log in the DTRACKS/EXCEL and forward to Admin Section	None	3 Minutes	Admin Asst. V
	2. Review and log the communication in the log book. Endorse it to the Admin Section Head for her information	None	5 Minutes	Admin. Asst. IV
	3. Evaluate the Correspondence and highlight its concerns for the Asst. CPDC comments prior to the Department Head final action	None	3 Minutes	Supervising Admin Officer
	4. Bring the Correspondence to the desk of the City Planning & Dev't. Coordinator for final comment and action	None	5 Minutes	City Planning and Development Coordinator
TOTAL		None	16 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the feedback form to be provided by the personnel in-charge in the office at the Complaint Desk and put it in the feedback and complaint drop box
How feedbacks are processed	The Administrative Section of the office, through its authorized personnel will be the one to open and collect the feedback from each drop box every Friday. The Administrative Section Head will consolidate the feedback, verify their nature and refer the same to the section concerned.
How to file a complaint	To file a complaint against the section concerned, fill up the complaint form which is available at Complaint Desk of the office and drop the filled-up complaint form at the feedback and complaint drop box.
How complaints are processed	The Administrative Section of the Office through its authorized personnel will be the one to open and collect the feedback and complaints from each drop box every Friday. The Administrative Section Head will consolidate the complaint/s, verify their nature and refer the same to the section concerned.
Contact Information of CCB, PCC, ARTA	Mobile Nos. +639493961528 Landline 047 – 611- 4826