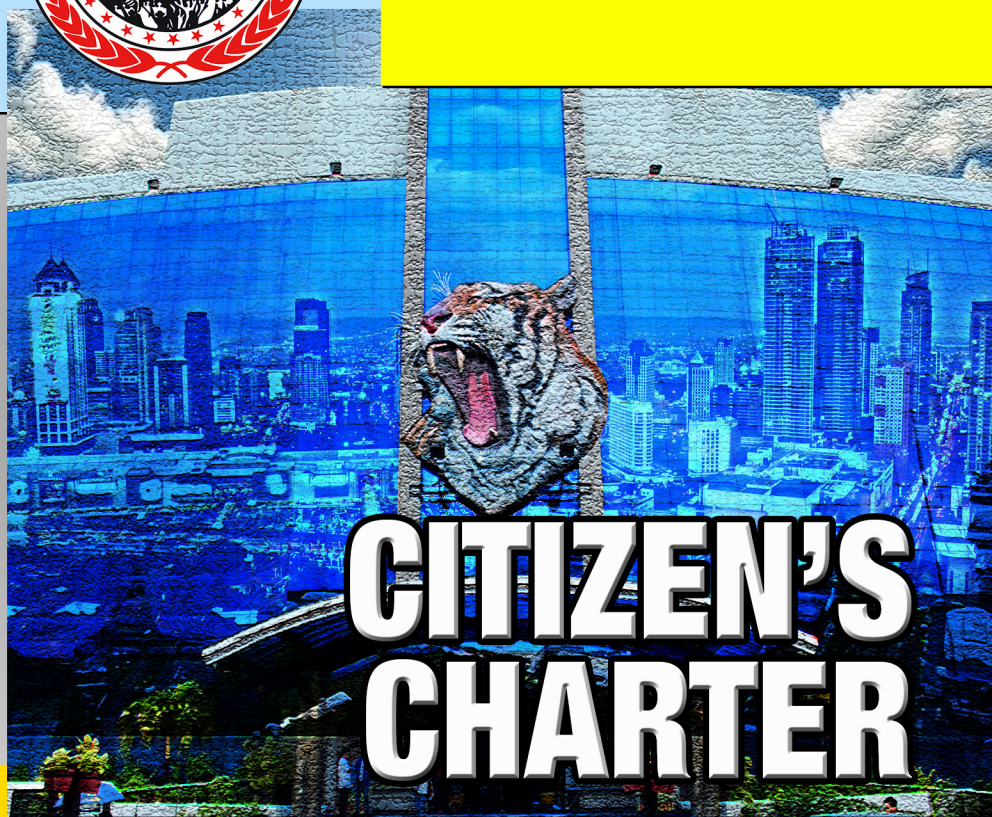




MANDALUYONG: THE TIGER CITY



CITIZEN'S CHARTER

A GUIDEBOOK ON
KEY GOVERNMENT SERVICE

MANDALUYONG: THE TIGER CITY

CITIZEN'S CHARTER

A Guidebook on Key Government Service

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Republic of the Philippines
City of Mandaluyong
Office of the Mayor



MESSAGE

The promotion of integrity, accountability and proper management of all public service providers has always been considered our core values as public servant. This is our way to embattle graft and corruption at all levels in the government.

The inception of the Citizen's Charter is truly unprecedented. A service standard that communicates simple terms and procedures on the services provided by the government for its citizens. This is an offshoot of the policy governing the implementation of Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007. The charter shows the various key services of the city government for the greater use and benefit of our customers. Procedures and steps are presented in the most accessible manner, reflecting details of payments (if there are) and assigning focal persons in-charged of the services.

As perfectly considered, this publication empowers the entire citizenry in promoting transparency and accountability in service delivery and designed to further promote good governance as a mission. This has catalogued all the services available in the City Government of Mandaluyong. Suffice to speak, the initiative of reviving the accessibility of public service from this endeavor is a living proof that we are earnestly contributing to the attainment of nation building, not only in terms of revenue development but in the entire status of giving public service a noble vocation.

Again, my sincerest congratulations to the proponent of this undertaking and may the God Almighty bless us all richly.

A handwritten signature in black ink, appearing to read "Carmelita A. Abalos".

CARMELITA A. ABALOS
City Mayor

A Humble Beginning

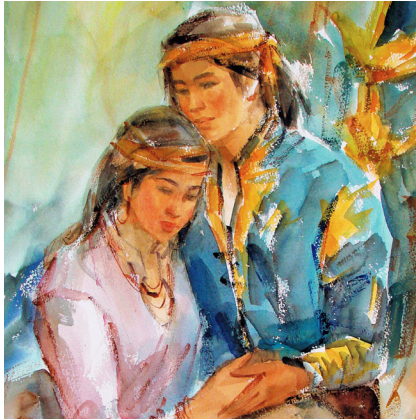
There are different stories on the origin of the ancient name “Mandaluyong”. One tells of the early days when the place abound with a kind of tree called luyong from which beautiful canes and home furniture were made. Another claimed that the Spaniards named the place Mandaluyong based on the report of what a navigator named Acapulco saw that the rolling hills were frequently lashed at by daluyong (“big waves from the sea”). This seems to give credence to traditional stories before the coming of the Spaniards that giant waves from the sea lashed at the adjoining hills of the vast lowland, referred to as “Salpukan ng Alon”. Father Felix dela Huerta, a Franciscan Historian, observed that the rolling topography of this land resembled giant waves of the sea. Hence, natives replying to the question of strangers as to what the place was called, used to answer Madaluyong, later hispanized by Spanish writers into Mandaluyong by affixing the consonant “n” to the first syllable.

marriage to him. Luyong overcame the objection of Manda’s father by winning a series of tribal contests which was custom at the time. The couple settled thereafter in a place which was later called “Mandaluyong” literally named after “Manda” and “Luyong”.

In the 1800’s, Mandaluyong was first known as a barrio of Sta. Ana de Sapa which was part of District of Paco, Province of Tondo. Named San Felipe Neri by the Spaniards in honor of the Patron Saint of Rome, it was separated civilly from Sta. Ana de Sapa in 1841.



Reproduction photo which shows ancient terrain or topography of Mandaluyong.



Manda and Luyong preparing to plunge into the ranging waves. In watercolor 28" x 21" by J. A. Martinez

Romantic residents, however, peddled the story of a Maharlika named Luyong who fell in love with Manda, the lovely daughter of a barangay chieftain. The chieftain had no personal liking for Luyong and forbade his daughter’s

During the American regime in 1900’s, San Felipe Neri was raised to a first class municipality with five (5) barrios, namely: Poblacion, Barangka, Hagdang Bato, Namayan and Hulo. Under Presidential Act No. 942, it was consolidated with the municipality of San Juan del Monte and became the seat of government. For several months in 1904, San Felipe Neri became the capital of the province of Rizal.

During World War II, Mandaluyong lost many of her people, among them were Catholic priests and civilians. Destruction was felt all over, but with the timely arrival of the American Liberation Forces on February 9, 1945, the municipality was saved from further damages. That day became a red calendar day for Mandaluyong marking its liberation from the Japanese Imperial forces by the Americans.

In the 60’s, Mandaluyong became a component municipality of Metropolitan Manila. Together with other component

cities and municipalities, it has undergone significant physical and economic transformation. From a forestal town to a progressive municipality, Mandaluyong is now a highly urbanized city known to host most of the country's best companies and corporations, shopping malls and hotels which are certainly world class in status.

Mandaluyong and the municipality of San Juan used to be represented in congress by a single Congressman. As it

entered cityhood in 1994, Mandaluyong became a lone district with its own Representative in Congress.

Mandaluyong at the turn of the century was proclaimed by the city's grand dads as the Millennium City, having come a long way from being a forested rolling hill to a bustling city of vibrant economic activities. In 2003, Mandaluyong was named the new tiger city of Metro Manila, among other accomplishments.

Demographics

Mandaluyong has a total land area of 1,126 hectares. This constitutes 1.77 % of the 636 sq. km. total land area of Metro Manila which is composed of 16 cities and 1 municipality. It is bounded on the north by the City of San Juan, on the Northeast by Quezon City, on the east by the Pasig City on the south by Pasig River and Makati City, on the west by San Juan and the City of Manila.

Mandaluyong today is composed of 27 barangays divided into two political districts mainly by Boni Avenue and G. Aglipay Street. The city has a total population of 355,590 (based on DOH projected population) in 2016 with a total number of household of 71,118. The average household size per barangay is pegged at 5. Mandaluyong's prime advantage among other cities in Metro Manila is its location, being exactly at the center of urban growth in the metropolis.

Visitors and investors in Metro Manila opt to stay and invest in Mandaluyong due to its accessibility, good road networks, excellent peace and order situation, and generally a business friendly local government. It has excellent transport networks with a total of 31 entry and exit points that connect Mandaluyong to its neighboring cities and municipalities, reinforcing its potential for business and development. EDSA, Ortigas Ave., and Shaw Boulevard provide intercity links while Boni Ave. and C-3 road serve as alternate routes. There are three stations of the MRT along EDSA in the city. Mandaluyong continues to be a lucrative and profitable business location. The city has a well-mixed/diverse market owing to its accessibility not only to the posh subdivisions but as well as the poor communities of the area.



Photo of Mandaluyong's Business District.

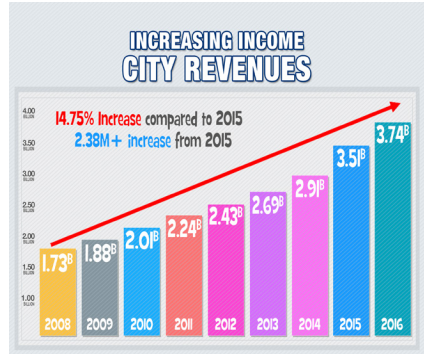
Economic Development

On the facet of development, and despite the fact that the city did not increase its tax rates for business and real property for the last 6 years, it still managed to increase its collection.

Despite its size, Mandaluyong recorded an all-time high of P3.74 billion in revenue in 2016 from a mere P1.73 billion income in 2008.

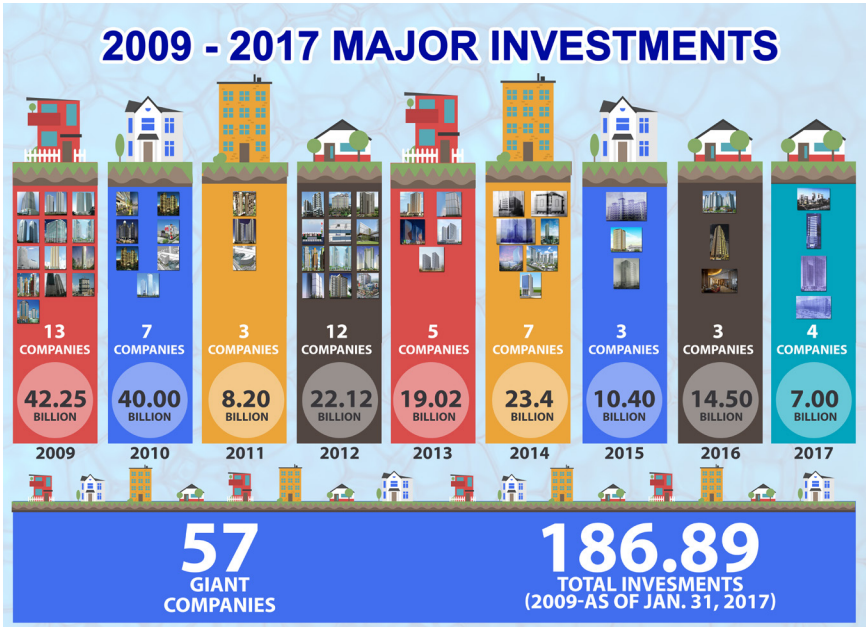
Likewise, income from business registration has reached P1.79 billion in 2016, while income from real property taxes amounted to P1.2 billion in 2016.

Biggest contributors to the city's robust growth are the big corporations and investors finding lucrative business in the area. Investments reached to 186.89B worth of investments from the 57 giant companies with a projected income for the city of more or less 500M in the next 3



City Income 2008-2016

years. With the influx of these businesses, Mandaluyong is confidently assured of a stable financial standing which can sustain its progress and continuous delivery of services for its constituency.



Multi-billion investments 2009-2017

Social Services

Education

The city has a total of fifty six (58) Day Care Centers and a total of 22 public elementary/secondary schools classified into 18 regular Elementary Schools and 4 regular High Schools, 6 of the total are Integrated Schools and 1 with Special School – Jose Fabella Memorial School.

Mandaluyong also has two (2) Manpower Development Centers situated in Welfareville, Barangay Addition Hills and in Barangay Hulo that offer a total of 16 vocational and trade courses.



The Manpower Training Center.

Prominent among the private schools are two (2) universities, the Jose Rizal University and the Rizal Technological University, the latter being a semi-government institution.

Children age 3-5 years old in Mandaluyong are enrolled in the day care centers. To date (SY 2016-2017), there are 6,000 children who are enrolled in the day care centers while the rest are enrolled in NGO learning centers, private schools, SNP Homebased and in other learning institutions outside the city.

Following the DepEd Order No. 685, 5-year old children are now enrolled in the public elementary. There are 3,494 (SY 2016-2017) children who are enrolled in sixteen (18) public elementary/integrated schools of the city that cater Preschool Education.

There are 34,311 children who are enrolled in elementary schools while 20,967 are in high school.

Children from elementary and high schools enjoy free school supplies such as notebooks and diaries. The city and

the division office also provide students with additional teachers and responsive non-teaching personnel such as dentist, nurses, clerks, janitors and guards.

The city has also provided financial assistance for the parent and teachers organizations, training development of teachers, parents and students and for curricular and co-curricular activities of students.

Children with special needs are also enrolled in the public schools SPED Program with a total enrolment of 562 for the school year 2016-2017. The city's Project T.E.A.C.H. (Therapy, Education and Assimilation of Children with Handicap) has a total of 600 children with developmental conditions as direct beneficiaries for the said project.

With the Alternative Learning System (ALS), various programs are offered for Accreditation and Equivalency (A&E), Tuloy Aral and programs for skills enhancement, like livelihood courses, music and computer literacy for out-of-school youth. The total number of enrollees in ALS classes and other programs is 2,204.

EDUCATION ENROLLMENT RATE		
	2015-2016	2016-2017
KINDER	3,915	3,494
ELEMENTARY	30,435	30,255
HIGH SCHOOL	18,203	20,967
SPECIAL ED	581	562
ALS LEARNERS	2,407	2,204
TOTAL	55,541	57,482

Comparative Enrollment SY 2007-2008 and 2015-2016.

We are K to 12 Ready

The city government has been and is still making exceptional improvements for the K-12 program. Mandaluyong has allocated P100Million in order to support the needs of the teachers and students and to further improve the quality of education in the city.

To date, model classrooms at Jose Fabella Memorial School and in Highway Hills Integrated School are already completed to cater Beauty and Nail Care, Wellness Massage & Hairdressing and Contact Center Services, respectively.



Contact Center Services model classroom at Highway Hills Integrated School.



Beauty and Nail Care, Wellness Massage and Hairdressing model classroom at Jose Fabella Memorial School.

In April 2016, model classrooms in other schools will be constructed:

1. Bread and Pastry and Commercial Baking at Isaac Lopez Integrated School
2. Model Classroom for Housekeeping, Food & Beverage, Bartending and Front Office at Andres Bonifacio Integrated School
3. Dressmaking/Tailoring Room at Mandaluyong High School
4. House Keeping Room at Eulogio Rodriguez Integrated School

5. Music Room at Mataas na Paaralang Neptali A. Gonzales
6. Dance Room at Mataas na Paaralang Neptali A. Gonzales
7. Electrical Room Installation at Eulogio Rodriguez Integrated School

Aside from school improvements, the city also conducted and funded various training for our teacher for the K to 12 program:

1. Division Mass Training for Grades 1-4 and Grades 7-10 for K-12 Curriculum
2. International Benchmarking on Senior High School for Principals, Supervisors and Administrators held and conducted in Thailand and in Singapore, as recommended by DepEd Central Office for having one of the best senior high schools in Asia.
3. Teachers and Trainors Training

Mandaluyong is expecting a total of 5,714 students (3,900 for public and 1,814 private schools) Grade 11 learners in 2016.

Based on the records of the Division of School - Mandaluyong, the city has an 8,720 absorptive capacity in all public schools that can offer academic and vocational track, arts & design and sports.

With all the surplus, Mandaluyong can still accommodate some 4,820 students more coming from neighboring Cities such as San Juan, Pasig and Manila or from those that are not yet K-12 ready or cannot readily accommodate the senior high school populace.

Incoming Senior High School Learners VS Absorptive Capacity of Public High School

MANDALUYONG DIVISION SENIOR HIGH SCHOOL DATA		
Total Grade 11 learners in SY 2016-2017	Public	3,900
	Private	1,814 5,714
Absorptive Capacity of Mandaluyong Public High Schools	Public	8,720
	Available	4,820

Peace and Order

A modern police force is essential in creating a friendly environment and in increasing the level of confidence of investors in the city.

The collective efforts of the city and the police force maintain and improve the Mandaluyong's peace and order situation.

Yearly, the City Government of Mandaluyong provides Free Bullets and Gasoline Supply to the police force. Each police officer receives fifty (50) bullets/year since 2011 and from 10 liters of daily gasoline supply in 2012, we have doubled the supply since 2013, to 20 liters per day per vehicle to ensure regular patrolling and ascertain immediate response to emergencies.



Crime Laboratory Office - SOCO at Barangay Mauway.

The city also provided Firing Proficiency Training, a training program for our local police force to increase and sharpen their targeting and shooting skills at the City Firing Range.

The training program together with other support mechanisms have improved the performance of our local police force leading to the arrest of many the notorious personalities and groups including the "Calbayog Group" that has been perpetrating organized crimes such as "Riding in Tandem", Robbery, Hold-Up, Possession of Illegal Drugs and a lot more.

The city also initiated construction of the first ever satellite office for the Scene of the Crime Operatives (SOCO) in 2013 to improve the quality of police services in the city. Mandaluyong is one among the five cities in the NCR that only have a SOCO satellite office.



Employees of the Mandaluyong C3 intently monitor the streets of the city.

But our police force cannot do it all alone. They and our communities must be aided with monitoring devices that will help us combat criminality and maintain peace and order in the City. For this, the City Government constructed the Central Emergency Command and Control Center and has acquired CCTVs for the barangay.

The city has also provided mobile cars, mobile outpost and police patrol motorcycle units for immediate response to crime and emergencies.



Mobile Outpost at Pioneer Street corner EDSA.



Patrol cars for the police force of the city.

Housing and Land Acquisition Programs

Mandaluyong's Land for the Landless and Home for the Homeless Program is all about providing not only dwelling places but decent homes for the less privileged families in the city.

More than 8,000 families benefited from Medium Rise Housing, Land Acquisition, PNR, Gawad Kalinga and Community Mortgage Programs of the city.

Programs for the Environment

With the sincere intention to help save the environment the city creates various program on waste management, recycling and green building initiatives.

The city has constructed City Materials Recovery Facility (MRF) in Welfareville to become the central recycling facility for all recyclables in the city that are to be processed to produce different products like pails, table tops, chairs, tiles, and bricks out of shredded plastics and melted polystyrene or Styrofoam.

Biodegradable wastes collected from the different subdivisions and markets are converted into organic fertilizers being used in city gardening activities and in different schools in the city.

The city also formulated biodiesel program that produces clean, renewable and domestically safe diesel fuel from used cooking oil collected from different restaurants, food chains and barangay.

Mandaluyong is also one of the pilot areas in the Philippines to use electric tricycles sponsored by the Asian Development Bank.

In 2014, Mandaluyong implemented the Green Building Ordinance for the purpose of improving the efficiency of buildings in the use of natural resources, contributing to the global efforts in reducing Green House Gas (GHG) emissions and minimizing impact of buildings on health and environment through Green Building Regulations.



On-going construction of the Cobey Property-Medium Rise Condominium.



The City Materials Recovery Facility in Welfareville, Barangay Addition Hills



Bricks and tiles out of recyclable materials produced at the MRF.

City of Innovations

Mandaluyong's innovative efforts have brought the city a raft of awards and recognitions. But more importantly, these efforts have presented the city with a wealth of opportunities.

What it lacks in size, it makes up for the intelligence, creativity, leadership and above all unity of its leaders and constituency. Its many innovative projects have placed the city at the forefront of

change! The future will be defined by how innovative and creative its people are now...

"Mandaluyong being the Laboratory for a lot of new Innovations in Local Governance".

DR. EVANGELINE KIM CUENCO
Senior Urban Specialist, World Bank

City of Innovations

The City of Mandaluyong, in partnership with the Ateneo School of Government, enters into a Memorandum of Agreement on the Effective and Ethical Good Governance (E2-G2) System.

The system is expected to build a citizen database where in a single click in the computer, you can easily access links on vital information about a person such as family, residence, health, employment, business and even photo. Also, you can access the map of the barangay and other details including land area, zoning, population, number of urban poor, senior citizens, person with disability, children and out of school youth, facilities and business establishments. The system



Mayor Benhur Abalos and Dean Antonio La Viña of the Ateneo School of Government sign the MOA on the E2-G2 System. The system will build citizen database which serve as reference in identifying and providing direct services to the constituents.

will also serve as reference in identifying and providing direct services to the constituents.

City of Innovations

In promoting pro-environment projects, Mayor Benhur Abalos initiated the use of electric tricycles (e-Trikes) which are zero-emission vehicles. Mandaluyong City is one of the pilot cities in the Philippines to use this technology and to integrate the use of e-Trikes in the livelihood program in the city. An initial twenty units of e-Trikes, availed through a grant from the Asian Development Bank, are presently plying on selected routes in the city. The 20 qualified individuals from various tricycle operator and drivers' associations benefited from the project and have attested to an increased income, low unit maintenance and efficiency in transporting the riding public. This also ensures a more environment-friendly surrounding, protecting the health

and general well-being of everyone, particularly the children.

The use of the e-Trikes is an environment-friendly alternative compared to the use of conventional tricycles for short distance travel in the city.

The city also has a charging facility that is strategically located accessible to the e-Trike drivers. Mandaluyong is the first city in the Philippines and fourth in the world to use Lithium-Ion Battery Charging Facility.



Mandaluyong e-Trikes

UN Awardee: Project TEACH

The local government of Mandaluyong City, through Mayor Benjamin C. Abalos Jr., spearheaded the conceptualization and implementation of Project TEACH (Therapy, Education and Assimilation of Children with Handicap), a community-based rehabilitation (CBR) program that directly benefits youth with disabilities residing in depressed areas. It is a joint project with the Rehabilitation and Empowerment of Adults and Children with Handicap (REACH) Foundation, a non-stock, non-profit organization based in Mandaluyong City. The direct beneficiaries of this project are at least 600 children in the city with developmental conditions.

The beneficiaries were initially catered at the Lingap Karunungan Center in Hardin ng Pag-asa, Barangay Addition Hills. To further intensify support for the program, Mayor Abalos initiated the construction of another building beside the previous one.

Ultimately, the dream is for Project TEACH to inspire other individuals, organizations and/or local government units to establish similar CBR programs in their respective communities. The Municipality of Carmona, Cavite and the City of Dipolog, Zamboanga del Norte, located in Southern Luzon and Mindanao, respectively, have established their own community-based rehabilitation program after being inspired by Project TEACH. This clearly demonstrates the effectiveness and replicability of the program.

By being a recipient of the prestigious UN Public Service Awards, Mandaluyong City, through the administration of Mayor Benhur Abalos, opened the doors that will allow the Philippines to contribute in the creation of a global movement towards a more inclusive society for differently-abled individuals.



Project TEACH building located at Hardin ng Pag-Asa, Brgy. Addition Hills



Diagnosis/Evaluation and recommendations from Developmental Pediatrician and Psychologist specialists



Primary and Tertiary Health Care being provided to the beneficiaries.



Free therapy programs from Mandaluyong CARES.



*The Galing Pook Winner - Garden of Life Park
with its columbarium and chapel.*

Galing Pook Winner: Garden of Life Park

The city government through the tested leadership of Mayor Benhur Abalos has innovatively institutionalized the provision of the public funeral service, columbarium, and crematorium and multi-level chapels for all the constituents who have reached the last stage of their lives. This is the first in the country and was ambitiously attained by the city, all for the love and service for the poor and the underprivileged sector, not to mention the lowest fees it charges compared with other funerary facilities. It is safe to say that in Mandaluyong City...children and all our constituents are guaranteed of having the best public service in the community and in life as a whole...from womb to tomb...

Formerly known as the Mandaluyong City Cemetery, it occupies a 2.54-hectare public property with a total number of 19,405 burials with an average of 913 deceased per month being interred in the cemetery which has a total capacity of only 7,717 units for interment. In July 2009, a total of 5,024 had already been interred in this facility and therefore, with several decades of service to the public, the cemetery capacity is already up its limits. The cemetery's open spaces have been sacrificed to accommodate, the cemetery is too congested for the convenience of visiting relatives and friends.

To address this pressing concern, the City Government through its local chief executive, Mayor Benhur Abalos, has conceptualized a Master Plan for the redevelopment of the cemetery which was adopted for implementation by the Sangguniang Panlungsod through City Ordinance No. 391, S-2008. Hence, the Garden of Life Park was conceptualized as a "one-stop" project under a 4-C approach (cemetery-columbarium-crematorium-chapel) that could serve as a model for local government units throughout the country.

To fully achieve the "one-stop" concept for the ease of grieving families/constituents, the Funeral Services Building, were added candelarium and adoration chapel complete the package of funeral to burial services.

In addition, Mayor Benhur Abalos wanted to remove from the minds of people the idea that a cemetery is a scary place inhabited by ghosts. He emphasized that a cemetery should always be synonymous with paradise, with heaven, with God. This is the image that he wants people to have regarding a cemetery, not one with ghost since the deceased being interred therein were their loved ones.

Further, he is committed to the idea of serving the people of Mandaluyong City, from birth until their death, by providing them with decent, orderly and secured cemetery with affordable services.

Innovative Ordinance

Aside from Mayor Abalos' monumental projects, programs and best practices, innovative ordinances are also being effectively implemented in the city.

Code of Parental Responsibility

Authored by Councilor Charisse Abalos, City Ordinance No. 538 or the Code of Parental Responsibility ensures the direct involvement of parents with regards to their children's formal education, safety and security inside and outside their homes and in the prevention of being exposed to physical and emotional abuse, violence and other untoward incidents.

The ordinance also aims to curb the incidents involving children in conflict with the law (CICL).

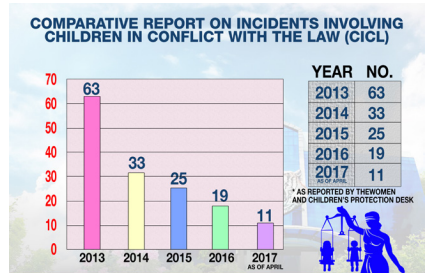
There were 63 reported incidents of CICL-related crimes in the city in 2013. Upon its implementation in March 2014, only 33 incidents have been reported. In 2015, the number of CICL-related crimes decreased to 25 incidents.

Riding in Tandem Ordinance

City Ordinance No. 550 or the Riding in Tandem Ordinance has been enacted as a deterrent of the city to the increasing number of victims of riding in tandem crimes nationwide. It was passed in August 2014 and was enforced within the experimental period of six months. The implementation in September 2014 has been initially controversial not only to city residents but also to motorcycle users passing thru Mandaluyong.

The ordinance was amended with the passage of Ordinance 595,s2015 in March 2015 and is enforced for a period of 3 years.

Upon implementation of the ordinance, the reported 146 motorcycle-related crimes committed in 2013 dramatically went down to only 39 in 2014 and 36 in 2015.



Green Building Ordinance

The Green Building Project, that Mayor Abalos initiated, focuses on the five areas of building performance efficiency such as energy, water, materials and waste management, site sustainability, and indoor environmental quality.

The International Finance Corporation provided the technical assistance in drafting the Green Building Ordinance. Subject to the ordinance are buildings to be constructed with a total floor area of more than 20,000 sqm (residential); 10,000 sqm (office); 10,000 sqm (mixed-used); 5,000 sqm (educational); 15,000 (retail); hotel, hospital and government buildings.

In a study they conducted, the 6-storey office building being built by Charles Builders will have a savings of around P390,553.92 per month or P4.7M per year in electric bills. Similarly, the Greenfield Mayflower BPO can enjoy a monthly P549,486 or yearly P6.6M savings in water bills for its 21 floors.

To date, the city has issued Green Building Pre-Compliance Certificate to five estate developers and building owners.



Mayor Abalos details the significant features of the Green Building Ordinance in a press conference held recently at the Megamall Trade Hall 3.

Monumental Projects: Life Changing Legacies

INFRASTRUCTURE PROJECTS

On top of his effective programs on education, peace and order, health, and environment, Mayor Abalos likewise identified his infrastructure projects in the city's barangays including roads and drainage improvements, multi-purpose halls, health and day care centers, basketball courts and sports complex as well as streetlighting activities.



San Jose Play Ground
Barangay Hulo



AHAC Block 6 Covered Court
Barangay Addition Hills



Covered Court
Barangay Hagdan Bato Itaas



Project TEACH Building
Barangay Addition Hills



Senior Citizen Center
Barangay Mabini J. Rizal



San Jose St. Multi-Purpose & Stage
Barangay Hulo



Hulo Jeepney and Tricycle Terminal
Barangay Hulo

OPENING OF NEW ROAD, CALBAYOG ST., BARANGAY MAUWAY



NEW FABELLA ROAD, BARANGAY ADDITION HILLS



FABELLA MARKET, BARANGAY ADDITION HILLS



Monumental Projects: Life Changing Legacies

OTHER COMMUNITY PROJECTS



Manpower Training Center



MCMC Annex - Maternity and Children's Section



Hagdang Bato Sports Complex



Mandaluyong Elementary School
Main/Academic Building



San Jose New Barangay Hall



Mandaluyong Youth Development Center



New Zaniga-Barangay Hall



Poblacion Barangay Hall

City of Innovations

In 2013, Mandaluyong was conferred the Most Business Friendly City in the Philippines by the Philippine Chamber of Commerce and Industry for having instituted good governance reforms in promoting local trade and investment and for continuously increasing the business confidence in the city.

The same year, the city became the first recipient of the National Kabalikatan Award given by the Technical Education and Skills Development Authority for the outstanding efforts in the promotion and enhancement of vocational/technical education and for having the best manpower training center in the country.

Other prestigious recognitions also have been added to its laurels that include the Presidential Award for the Most Child-Friendly City in the Philippines, twin awards from the Galing Pook Foundation for Project TEACH (Therapy, Education and Assimilation of Children with Handicap) and the Garden of Life Park and for three straight years since 2010, the city held the Green Banner Award besting other Metro Manila LGUs in the implementation of its exemplary nutrition programs.

The city eventually took home the Consistent Regional Outstanding Winner in Nutrition (CROWN) Award in 2013, the 1st and 2nd Year CROWN Maintenance Award in 2014 and 2015 respectively. It also received the Gawad Kalusugan Award – Excellence in Kalusugan Pangkalahatan from the Department of Health in 2015.

Recently, two global awards were achieved by the city one after the other, namely, the Guinness World Records – Largest Zumba® Class in one location title to further increase awareness of wellness and healthy lifestyle and the United Nations Public Service Award for its Project TEACH.

Seal of Good Local Governance was awarded to the City of Mandaluyong in 2015 for passing all the criteria set for Good Financial Housekeeping; Social Protection and Disaster Preparedness; Business-friendliness and Competitiveness; Environmental Management; and Peace and Order.

Meanwhile, the United Nations Children's Fund, the Philippine Red Cross and the Association of Local Social Welfare and Development Officers of the Philippines presented him with the Exemplary Humanitarian Service Award, the Champion Activist of Children's Right Award and the Gawad Parangal Award – Most Outstanding Mayor, respectively.

As year 2016 ends, Mandaluyong City received numerous recognitions conferred by the National Nutrition Council (NNC), Council for the Welfare of Children (CWC) and Department of the Interior and Local Government (DILG).

Mandaluyong City Mayor Carmelita "Menchie" Abalos together with former Mayor Benjamin "Benhur" Abalos recently received the Nutrition Honor Award (NHA) from National Nutrition Council for the city's unwavering effort to improve the nutritional status of its children and the constituents.

NHA is considered as the most prestigious award conferred to a local government unit that has increasingly improved its excellent performance in nutrition-related program and implementation for six consecutive years.

The Council for the Welfare of Children (CWC) awarded Mandaluyong the Seal of Communities of Practice on Child-Friendly Local Governance (COP-CFLG) in November 2016.

Mandaluyong City is one of the six local governments in the Philippines to receive the award and the lone winner in the National Capital Region.

Mandaluyong City received the Seal of Good Local Governance (SGLG) from the Department of the Interior and Local Government in a fitting rites held at the Hotel Sofitel Manila in October 2016.

SGLG symbolizes integrity and good performance of local governments. This is for the second consecutive year for the city after being conferred the same award by the DILG in September 2015 for passing all criteria on the Core and Essential Components: Good Financial Housekeeping; Social Protection; Disaster Preparedness; Business-friendliness and Competitiveness; Environmental Management; and Peace and Order.

UNITED NATIONS PUBLIC SERVICE AWARD

A pioneering program of Mayor Benjamin C. Abalos, Jr. Project T.E.C.H (Therapy, Education and Assimilation of Children with Handicap) is one of the 22 innovative initiative winners out of the 848 entries coming from the 71 countries in the whole world, at the 2015 United Nations Public Service Awarding Ceremony held in Medellin, Colombia.

Out of the 71 countries, only 18 countries, including the Philippines, were represented by Mayor Benjamin C. Abalos, Jr. at the final awards ceremony held by the UN Committee of Experts in Public Administration.

The project is a community-based program that extends free medical, rehabilitative and educational services to children with special needs of indigent families of the city.



Republic of Philippines City of Mandaluyong – Project TEACH



Project Therapy,
Education,
Assimilation
of Children with
Handicap (T.E.C.H)



SEAL OF GOOD LOCAL GOVERNANCE

Mandaluyong City is a back-to-back winner of the Seal of Good Local Government (SGLG) cited by the DILG for the years 2015 and 2016.

Awarded in October 2016 and in September 2015, Mandaluyong passed all criteria on the Core and Essential Components: Good Financial Housekeeping, Social Protection, Disaster Preparedness, Business-Friendliness and Order as evaluated by the DILG.

For CY 2016, a total of 306 local government units in the whole country were awarded the SGLG and only 5 cities are from the National Capital Region that includes Mandaluyong.



PHILIPPINES' MOST BUSINESS-FRIENDLY CITY

Mandaluyong is Philippines' Most Business-Friendly City cited by the Philippine Chamber of Commerce and Industry in 2013 for its simplified business registration process, as well as effective and efficient systems to increase business set-ups, enabling to succeed by creating an improved business climate.



NUTRITION HONOR AWARD

The most prestigious and highest award in nutrition, Mandaluyong is a recipient of the Nutrition Honor Award from National Nutrition Council for the city's excellent performance in nutrition-related Program and Implementation for six consecutive years.

The strong foundation built by the equally multi-awarded then-Mayor Benhur Abalos and incumbent Mayor Menchie Abalos, who then was the City Nutrition Action Officer (CNAO), as well as the unwavering efforts at the city and barangay levels sustained the improved nutritional status of the children.



GREEN BANNER AND CROWN MAINTENANCE AWARD

In 1999, Mandaluyong placed bottom, ranking 17th in the whole of Metro Manila, on nutrition program management and implementation.

Determined to do better year after year, the city government created innovative programs to improve the nutritional status of children until for three consecutive years (2010, 2011, 2012), Mandaluyong grabbed the Green Banner Award and was cited as Consistent Regional Outstanding Winner in Nutrition (CROWN) in 2013.

In 2014 and 2015, the city bagged the 1st and 2nd Year CROWN Maintenance Awards, respectively.



GAWAD KALUSUGAN

The 2015 Gawad Kalusugan Pangkalahatan was awarded to Mandaluyong City by the Department of Health for its continuous commitment to increase the efficiency of its health services delivery through strengthened health systems and equitable distribution of national health



GUINNESS WORLD RECORDS

Mandaluyong is the title holder of the Guinness World Records for the Largest Zumba® Class in one location participated in by 12,975 individuals. The city government regularly conducts Zumba® classes in the barangays to instill healthy and active



LUMINARIES AWARD

The Meralco Luminaries Award was presented by Meralco to Mandaluyong City in the 2016 Luminaries Awards Night for being a Partner for Progress promoting sustainable developments. Mandaluyong City was a finalist in the same award in 2012.



CHAMPION ACTIVIST OF CHILDREN'S RIGHT AND WELFARE AWARD

Philippine Red Cross-Rizal Chapter, lauded Mayor Benjamin C. Abalos Jr. in 2014 for his exceptional advocacies on the rights and welfare of children.



TOPLEAP PUBLIC GOVERNANCE AWARD

Mayor Benjamin C. Abalos Jr. was conferred The Outstanding Philippine Leadership Excellence Award in Philanthropy (TOPLEAP) by the Rotary Club, Junior Chamber International and the Countrywide Technology Development Foundation in 2012 for his exemplary public governance.



OUTSTANDING POPULATION MANAGEMENT PROGRAMS

Mandaluyong City received the Seal of Excellence in Population and Development given by the Commission on Population – NCR during its commemorative program for the 2014 World Population Day.



EXEMPLARY HUMANITARIAN AWARD

The United Nations Children's Fund (UNICEF) - Philippines recognized Mayor Benjamin C. Abalos Jr. for his countless efforts in promoting the welfare and rights of the Filipino children at the celebration of the National Children's Month in 2014.



COMMUNICATION EXCELLENCE IN ORGANIZATIONS (CEO EXCEL) AWARD

Mandaluyong City Mayor Benjamin C. Abalos Jr. received the CEO EXCEL Award from the International Association of Business Communicators in 2015 for effectively championing



GAWAD PARANGAL

The lone awardee in the Highly Urbanized Cities category, Mayor Benjamin C. Abalos Jr. was awarded the 2015 Gawad Parangal - Most Outstanding Mayor in the service delivery of social welfare and



PRESIDENTIAL AWARD FOR THE MOST CHILD-FRIENDLY CITY IN THE PHILIPPINES

Mandaluyong was hailed as the Philippines' Most Child-Friendly City by the Council for the Welfare of Children for creating and sustaining a child-sensitive and child-friendly community in protection of the children's rights to survival, development, protection and participation.

NATIONAL KABALIKAT AWARD

Mandaluyong is a back-to-back winner (regional and national) of the Kabaliklat Award in 2013 from the Technical Education and Skills Development Authority (TESDA) for its exceptional promotion and enhancement of technical education and skills development as well as for having the best Manpower Training Center in the Philippines.

SEAL OF COMMUNITIES OF PRACTICE ON CHILD-FRIENDLY LOCAL GOVERNANCE

One of the six local government units in the Philippines and the lone winner in the NCR, Mandaluyong is a recipient of the Seal of Communities of Practice on Child-Friendly Local Governance in November 2016 from the Council for the Welfare of Children. Mandaluyong serves as one of the learning networks or hubs in the country in assisting other cities and municipalities on child-friendly local governance.

MULTIPLE WINNER GALING POOK AWARDS

Two pioneering programs of Mandaluyong City Mayor Benjamin C. Abalos Jr. won the Galing Pook Awards for Outstanding Local Governance Programs in 2012 from the Galing Pook Foundation, Local Government Academy – Department of the Interior and Local Government and the Ford Foundation.

Out of the 116 entries nationwide, included in the top ten were Mandaluyong's Garden of Life Park and Project T.E.A.C.H. for their innovativeness and great impact worthy of emulation by other local government units.

GARDEN OF LIFE PARK

The Garden of Life Park used to be a congested public cemetery at barangay Vergara redeveloped into a state-of-the-art stop-shop facility with cemetery, columbaria, crematorium, chapels, ash repository and other services. The park can be afforded even by the indigent families in the city.

PROJECT T.E.A.C.H.

Project T.E.A.C.H. (Therapy, Education and Assimilation of Children with Handicap) is a community-based program that extends free medical, rehabilitation and educational services to children with special needs.





VISION

“A premier city performing effectively in administering its social, economic, and environmental programs in an atmosphere of harmony, equity and peace.”



MISSION

“It is the mission of the city government of Mandaluyong to continuously perform efficiently in the areas of governance, administration, social services, economic development, and environmental management, instilling among its citizenry the values of collective action and maintaining competence towards self-reliance and sustainable development.”

Development Framework

A. VISION STATEMENT

Every person dreams of a quality of life that offers both the essentials of daily living and opportunity for leisure and recreation. A city lacking in social services, physical order, and with limited opportunity for economic advancement is far from being the place where such dreams can be turned into reality. In contrast to his dreams, the person may find himself living in misery and hopelessness arising from poverty, poor health and ignorance, and highly vulnerable to economic downturns, man-made calamities, environmental hazards, and disasters. For a city of such population, urban blight is imminent. The private sector will opt to put up investments elsewhere more conducive to business for fear of frictional blight resulting in revenue losses to the city government. With no potential to realize additional revenues and pressured to provide for non-tax paying constituents demanding for welfare services, the city government is most likely to fail and the city has no future other than decline and total destruction.

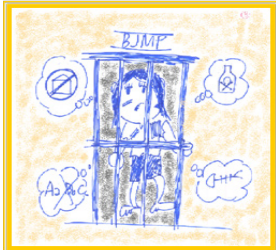
Inspiration. Motivation. Guidance. Things that could change a person from being a social loser (Figure 1.0) to the next

best thing if not a complete social winner (Figure 2.0.) Success arising from one's dream, faith, and perseverance spreads good news to others and will serve as strong bind for collective action towards full development not just of the individual but of the whole community as well. With a sense of ownership, development will be treasured and nurtured to a point where sustainability is achieved (Figure 3.0.)

It is for this reason that the grassroots level is seen as a major stakeholder in development planning process. With government intervention at various stages of development – guiding, regulating, assisting, enhancing, and protecting – development is bound to create a strong foundation for the future generation (Figure 4.0.)

In this premise, the city of Mandaluyong is envisioned to be :

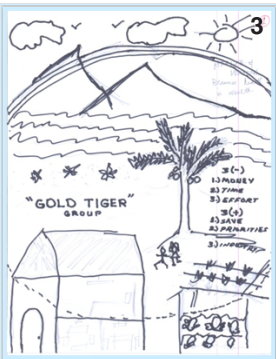
“A premier city performing effectively in administering its social, economic, and environmental programs in an atmosphere of harmony, equity and peace.”



1



2



3



4

(1) Figure 1.0 - The Social Loser, (2) Figure 2.0 - The Social Winner, (3) Figure 3.0 - Sustainable Development, (4) Figure 4.0 Development with harmony, order and peace.

Development Framework

B. MISSION STATEMENT

“It is the mission of the city government of Mandaluyong to continuously perform efficiently in the areas of governance, administration, social services, economic development, and environmental management, instilling among its citizenry the values of collective action and maintaining competence towards self-reliance and sustainable development.”

C. GENERAL OBJECTIVES

1. To improve the quality of life through increased availability in basic goods and services such as food, shelter, clothing, health, education and protection to life and property and ensure accessibility thereof.
2. To develop among the community a sense of self-worth and adequacy to engage in collective action for their own development.

D. STRATEGIC INTERVENTIONS

The following strategies were identified by the different implementing agencies in consideration of the sectoral strengths, limitations, opportunities and threats. The strategies are categorized into nine major activities based on similarities in approaches and forms, to wit:

1. Information Education Campaign/ Advocacy

- Balik-eskwela campaign
- Integration of SW segregation approach to school lessons
- Health education through Mothers' classes and one on one meetings with treatment partners and clients
- Health education and promotion in schools, workplaces, establishments and public health centers
- Information campaign on health privileges through Hospital Mandacard Program
- Community information dissemination of housing and livelihood support services
- Participation to different events

celebrating Environment, Health and Persons with Disabilities, and local culture and arts

- Sign Language training for front-line offices
- Massive IEC on RA9003 and use of alternative materials to plastic bags
- Information dissemination of Don Bosco Scholarship program
- Information dissemination on Kitang Kita ang Kita Manpower Training Program
- Information dissemination on job vacancies and posting of Manpower Skills Registry and Employers' Data Bank
- Hosting of job fairs and job caravans
- Regular orientation on employees benefits and privileges

2. Capability Building

- Training of teachers on GAD, concentrated language encounter, and subject contents
- Training of frontline health workers
- Character-building seminars, entrepreneurial skills training for women, family and community
- Capability building/ enhancement for CSWD workers and character enhancement seminars
- Skills development in sports for Persons With Disabilities
- Mainstreaming of firearms proficiency through classroom and marksmanship training
- MMDC Trainers and office staff upgrading trainings and seminars
- Upgrading of technical skills of livelihood trainers in coordination with TESDA
- Conduct of career development trainings and seminars for government employees

Development Framework

3. Upgrading of Office Equipment and Procurement of Supplies

- Procurement of drugs and provision of updated health equipment and technology
- Computerization and Hospital System Development of all MCMC Clinical, Ancillary and Administrative Departments
- Installation of public address system and fixtures at the Civil Registry Dept.
- Requisition of SWAT/EOD equipment and handheld radios
- Systems computerization for frontline services
- Improvement of facilities for the transacting public e.g waiting areas, PA system
- Upgrading/replacement of old computer units
- Provision of internet connections in support of research and development activities
- Provision of ample office supplies and equipment
- Requisition of SWAT/EOD equipment and handheld radios
- Systems computerization for frontline services
- Improvement of facilities for the transacting public e.g waiting areas, PA system
- Upgrading/replacement of old computer units
- Provision of internet connections in support of research and development activities
- Provision of ample office supplies and equipment

4. Urban Re-engineering

- Establishment of mini-stores in schools to train students in entrepreneurship and cooperativism
- Renovation and transformation of old Health Education and Promotion Office into conference room and mini-library
- Land acquisition for distribution

- to housing/homelot beneficiaries
- Community Mortgage Program
- Construction of MR housing at formerly Erlinda Fabella Compound
- Off-city relocation of informal settlers not eligible for in-city housing projects
- Construction of annex building for ABIS for additional classrooms and laboratories for ES and HS
- Establishment of MRFs per barangay or cluster of barangays
- Establishment of new training center fully equipped for tech-voc education services
- Establishment of a one-stop-shop for satellite offices of service-oriented national government agencies (e.g. NSO, GSIS, SSS, Philhealth)
- Construction of a State University under the Build-operate-transfer scheme
- Improvement of thoroughfares and street furniture like signages, covered walkways and street lights
- Improvement and maintenance of drainage systems
- Dredging and maintenance of creeks and waterways
- Water Quality and Septage Management

5. Intensifying Existing Operations

- Summer classes in preparation for pupils' entry to Grade 1
- Remedial reading classes for non-readers and those with poor comprehension
- Issuance of Senior Citizen's ID and movie card to qualified senior citizen constituents
- Posting of job vacancies, Manpower Skills Registry and Employers' Data Bank
- Installation of CCTV cameras on all crime prone areas
- Increase police visibility through round-the-clock patrolling
- Strengthen community

Development Framework

organizing for waste management and river rehabilitation

- School-based trainors' training on Ecological Solid Waste Management
- Implement residual waste management through recycling
- Seminar on labor relations, Human relation productivity
- Implement TESDA accredited and competitive non-formal courses/skills training
- Enter into MOA between RTU faculty/R&D Center and Barangay officials
- TESDA Accreditation of MMDC as TechVoc skills assessment center
- Tap local School Board funds for the expansion of college scholarship programs
- Pamahalaan sa Pamayanan

6. Consolidation of Actions

- Job placement/fairs/referrals for PWDs in coordination with PESO
- Simplification of Business Permits Application Processes
- Participation of local labor unions and management sector to the Tripartite Industrial Peace Council
- Consultative project development for Informal Sector
- Provision of social services to senior citizens in coordination with CSWD and OSCA
- Provision of social services to PWDs in coordination with CSWD
- Coordinated Anti-drug Abuse Campaign by Barangay Operations Center and Mandaluyong Anti-drug Abuse Council

7. Linkaging Resources

- Disaster relief operation and rehabilitation program (CSWD, GOs,NGOs,Pos, stakeholders, church org'ns, Neighborhood associations)

- Assistance to individuals in crisis situations (CSWD, GOs,NGOs,Pos, stakeholders, church org'ns, Neighborhood associations)
- Referral of PWD clients for medicine supplies, surgical procedures on cleft lip/palate (NGOs, Medical associations, MCMC)
- Referral to livelihood organizations of parents of PWDs

8. Anchoring of Projects

- LCPC/Children's Development Plan
 - o Weighing of school children for feeding
 - o Child and youth welfare program
 - o Child development
 - o Bahay Lingap Center for CICLs and street children
 - o Bahay Tuluyan Center (crisis center for women and children)
- Gad Focal Point/Gender and Development Plan
 - o Training of school teachers
 - o Participation of women to national activities and events celebrating women and children
- Project TEACH for education, health and PWDs
- Small and Medium-Enterprise Development

8. Monitoring and Evaluation

- Tracking system for enrollees, school leavers and dropouts
- Quarterly review of records and reports on health, validation of TB slides, and monitoring of DOT implementation and other health program implementation
- Monitor establishments for compliance to the Accessibility Law BP344
- Monitoring and Evaluation of MRF/MRS at the barangay level
- Patrolling during disasters

City Officials



CARMELITA A. ABALOS
City Mayor



ALEXANDRIA P. GONZALES
Congressman



ANTHONY DL. SUVA
Vice Mayor

DISTRICT I COUNCILORS



CHARISSE MARIE ABALOS-VARGAS

Chairman: Trade, Commerce & Industry, and Appropriations and Ways & Means
Vice Chairman: Special Projects & Activities and Tourism • Women & Children, Family Relations and Social Services

Member: Environmental Protection & Technology and Urban Planning • Health, Sanitation and Public Welfare • Livelihood & Cooperatives and Marginalized Sectors

AYLA ALIM-BALDUEZA

Chairman: Laws, Rules and Human Rights

Vice Chairman: Labor Employment, Civil Service & Manpower Development
Member: Landed Estates • Livelihood & Cooperatives and Marginalized Sectors • Public Works, Games and Amusements • Special Projects & Activities and Tourism • Women & Children, Family Relations and Social Services



GRACE MARIE V. ANTONIO

Chairman: Women & Children, Family Relations and Social Services

Vice Chairman: Youth & Sports Development

Member: Health, Sanitation and Public Welfare • Labor Employment, Civil Service & Manpower Development • Landed Estates • Laws, Rules and Human Rights

LUISITO E. ESPINOSA

Chairman: Peace and Order, Public Safety and Fire Protection

Vice Chairman: Education, Arts and Culture

Member: Health, Sanitation and Public Welfare • Women & Children, Family Relations and Social Services



RODOLFO M. POSADAS

Chairman: Landed Estates

Vice Chairman: Livelihood & Cooperatives and Marginalized Sectors

Member: Barangay Affairs • Education, Arts and Culture • Laws, Rules and Human Rights • Peace and Order, Public Safety and Fire Protection

BRANDO P. DOMINGUEZ

Chairman: Labor Employment, Civil Service & Manpower Development

Vice Chairman: Barangay Affairs

Member: Education, Arts and Culture • Transportation, Communication and Telecommunication Services • Youth & Sports Development



DISTRICT II COUNCILORS



ALEXANDER C. STA. MARIA

Chairman: Health, Sanitation and Public Welfare

Vice Chairman: Environmental Protection & Technology and Urban Planning

Member: Barangay Affairs • Education, Arts and Culture • Peace and Order, Public Safety and Fire Protection • Transportation, Communication and Telecommunication Services

FRANCISCO O. ESTEBAN

Chairman: Education, Arts and Culture

Vice Chairman: Health, Sanitation and Public Welfare

Member: Environmental Protection & Technology and Urban Planning • Public Works, Games and Amusements • Special Projects & Activities and Tourism



JESUS C. CRUZ

Chairman: Transportation, Communication and Telecommunication Services

Vice Chairman: Landed Estates • Laws, Rules and Human Rights

Member: Barangay Affairs • Environmental Protection & Technology and Urban Planning • Trade, Commerce & Industry, and Appropriations and Ways And Means

ROEHL B. BACAR

Chairman: Public Works, Games and Amusements

Vice Chairman: Transportation, Communication and Telecommunication Services

Member: Labor Employment, Civil Service & Manpower Development • Peace and Order, Public Safety and Fire Protection • Trade, Commerce & Industry, and Appropriations and Ways And Means



CHERRY LYNN PABLO-SANTOS

Chairman: Environmental Protection & Technology and Urban Planning

Vice Chairman: Trade, Commerce & Industry, and Appropriations and Ways & Means

Member: Labor Employment, Civil Service & Manpower Development • Laws, Rules and Human Rights • Livelihood & Cooperatives and Marginalized Sectors • Special Projects & Activities and Tourism • Women & Children, Family Relations and Social Services

FERNANDO S. OCAMPO

Chairman: Livelihood & Cooperatives and Marginalized Sectors

Vice Chairman: Public Works, Games and Amusements

Member: Landed Estates • Trade, Commerce & Industry, and Appropriations and Ways And Means • Youth & Sports Development



EX-OFFICIO COUNCILOR



MARLON R. MANALO

President, Liga ng mga Barangay-Mandaluyong

Chairman: Barangay Affairs

Vice Chairman: Peace and Order, Public Safety and Fire Protection

Member: Public Works, Games and Amusements • Transportation,
Communication and Telecommunication Services • Youth & Sports Development



THE 10TH COUNCIL TOGETHER WITH MANDALUYONG CITY MAYOR CARMELITITA A. ABALOS

From left to right: Hon. Brando P. Dominguez, Hon. Rodolfo M. Posadas, Hon. Luisito E. Espinosa,
Hon. Grace Marie V. Antonio, Hon. Ayla Alim-Baldueza, Hon. Charisse Marie Abalos-Vargas,

Mayor Carmelita A. Abalos, Vice-Mayor Anthony DL. Suva,

Hon. Cherry Lynn Pablo-Santos, Hon. Jesus C. Cruz, Hon. Fernando S. Ocampo,

Hon. Alexander C. Sta. Maria, Hon. Roehl B. Bacar, Hon. Marlon R. Manalo and Hon. Francisco O. Esteban

Mandaluyong Directory

Trunkline 532.5001-28 Connecting all Department

CITY OFFICIALS	DIRECT LINE	LOCAL
Office of the Congressman HON. ALEXANDRIA P. GONZALES	534.9907	552
Mrs. Malou Vidanes	533.1340	553
Mr. Al Abainza	534.2601	554
	534.7634	
Office of the Mayor HON. CARMELITA A. ABALOS	532.4492	501
Mr. Victor E. Victoria	531.0194	502
Executive Secretary	532.2224	503
	532.2332	
Office of the Vice-Mayor HON. ANTHONY DLS. SUVA	532.4438	632
		633

City Councilors - District I

HON. CHARISSE MARIE ABALOS	533.4304	577/578
HON. BRANDO DOMINGUEZ	532.1411	625
HON. GRACE MARIE ANTONIO	535.2688	627
HON. AYL A V. ALIM	534.0983	621
HON. RODDOLFO POSADAS	535.3265	629
HON. LUISITO E. ESPINOSA	533.3126	622

City Councilors - District II

HON. ALEXANDER C. STA. MARIA	535.3603	631
HON. JESUS C. CRUZ	534.0982	626
HON. CHERRY LYNN P. SANTOS	532.4362	623
HON. FRANCISCO O. ESTEBAN	534.0044	628
HON. FERNANDO S. OCAMPO	535.3483	630
HON. ROEHL B. BACAR	655.7738	624

Liga ng mga Barangay President HON. MARLON MANALO	532.4432	560
		561
Office of the Sanggunian Secretary MA. TERESA MIRANDA	534.1760	617
		618

Barangay Officials

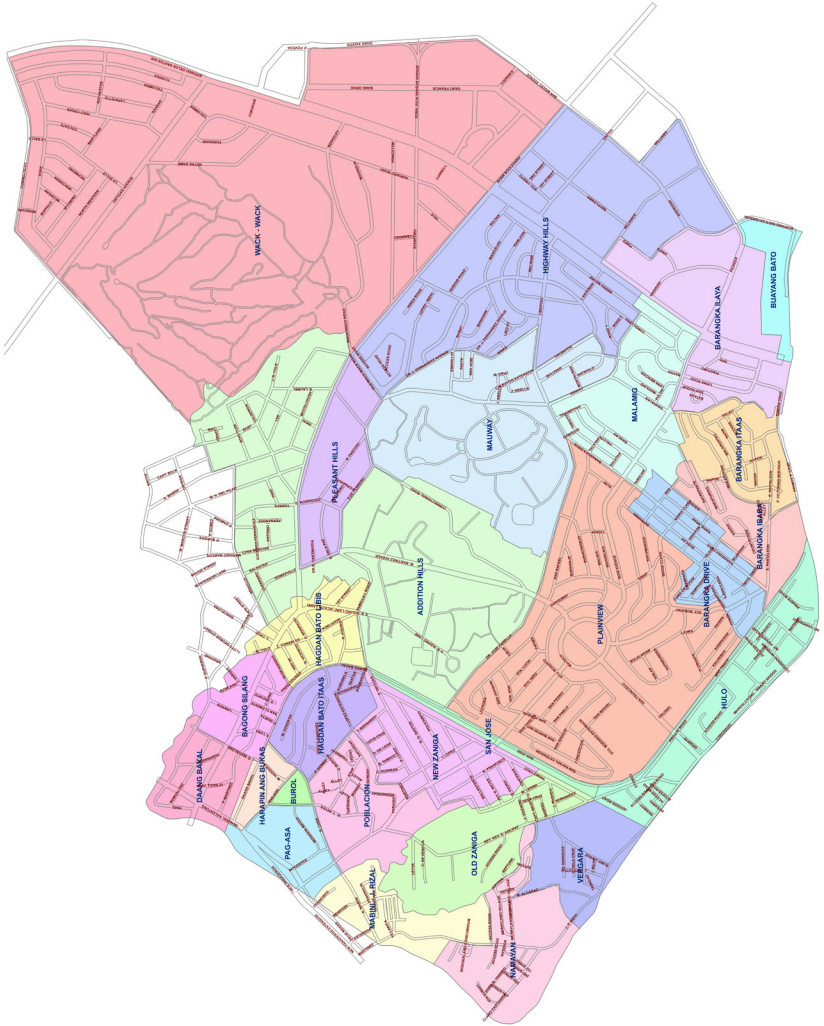
BARANGAY	BARANGAY CAPTAIN	DIRECT LINE
Addition Hills	Hon. Kent Faminial	534.0503
Bagong Silang	Hon. Marc Anthony I. Dominguez	995.3354
Barangka Drive	Hon. Darwin A. Fernandez	531.6544
Barangka Ibaba	Hon. Faustino O. Cruz, Jr.	747.1497
Barangka Ilaya	Hon. Joselito C. Pangilinan	531.0647
Barangka Itaas	Hon. Dannie DJ. Ocampo	532.7564
Buayang Bato	Hon. Reynaldo De Josep Nobela	631.5903/470.3686
Burol	Hon. Ernesto F. Santos, Jr.	625.3352
Daang Bakal	Hon. Richard B. Bassig	535.3392
Hagdang Bato Itaas	Hon. Edmon B. Espiritu	534.0345
Hagdang Bato Libis	Hon. Richmond Jamila	535.4720
Harapin Ang Bukas	Hon. Federico Ogbac	533.6611
Highway Hills	Hon. Rolando A. Rugay	531.9432/533.6298
Hulo	Hon. Bernardino C. Maglaque	534.5056
Mabini - J. Rizal	Hon. Angelina O. Tablan	531.0643
Malamig	Hon. Marlon R. Manalo	533.1319
Mauway	Hon. Denny Jayne S. Calimlim	531.2753/531.0306
Namayan	Hon. Leonardo C. Santiago	719.1736
New Zaniga	Hon. Edwin E. Cruz	533.5138
Old Zaniga	Hon. Victorio M. Carolino	719.2474
Pag-Asa	Hon. Tracy Rhoy R. Domingo	533.9980
Plainview	Hon. Michael C. Garcia	534.1874
Pleasant Hills	Hon. Tagani M. Evangelista	533.4794/535.5431
Poblacion	Hon. Godofredo A. Tolentino	576.1161
San Jose	Hon. Ronnel R. Tuazon	655.9918
Vergara	Hon. Ernesto C. Mendiola	719.0144/531.9900
Wack Wack	Hon. Manuel P. Syquia	722.4258

City Department

CITY OFFICIALS	DIRECT LINE	LOCAL
Accounting Department Head - MS. CHARITO MAGPANTAY	534.0812 534.0813/531.1218	537/538 539/579
Assessor's Department Head - MR. GENER SISON	532.4440 535.2835	505 506
Brgy. Affairs and Community Services Coordinator - MR. ARSENIÓ S. ABALOS	532.2160	558 559
Business Permits & License Office Head - MS. CATHERINE DL. ARCE	532.4437	509 510
City Administrator's Office Head - MR. ERNESTO VICTORINO	534.8970	555
City Budget Office Head - MS. CORAZON DG. RODRIGO	532.5445	507 508
City Health Department Head - DR. ZALDY CARPESO	534.0163	518 519
City Planning & Development Office Head - ENGR. ARMAN COMANDAO	532.5029	512 513
City Treasurer's Office Head - MS. CRISPINA ESPEDIDO	534.0173	540 541/542
Cultural Affairs, Tourism & Sports Head - MR. NOLAN V. ANGELES	533.9107	504
General Services Office Head - MR. PABLO GARCIA	534.2927 531.9880	611 612
Human Resource and Mgt. Office Head - MS. FLODELIZA BONADOR	533.9134	525/526 527/528
Legal Office Head - ATTY. VOLTAIRE SAN PEDRO	535.7112	533
Mandaluyong Housing & Dev't. Head - MR. FRANK CABOTAJE	535.4380	535
Office of the City Engineer Head - ENGR. CRISANTO ROXAS	532.4421 532.4198	514 515
Office of the City Civil Registrar Head - MR. JEFFREY ZULUETA	533.2821	511
Public Affairs and Information Office Head - MR. JIMMY ISIDRO	534.1662	529
Public Employment Service Office Head - MS. EMMA JAVIER	532.2606	570
Task Force Ordinance Head - MR. WILFREDO A. REYES SR.	535.3847	604
Traffic and Parking Management Office Head - MR. ARNALDO ADOR	532.5347 534.2993/533.8511	620 576
Environmental Management Division Head - MR. EMMANUEL S. OBLEA JR.	533.7975	
Public Order and Safety / MAC Head - MR. ROBERT G. GATCHALIAN	531.0182	568

Map of Mandaluyong City

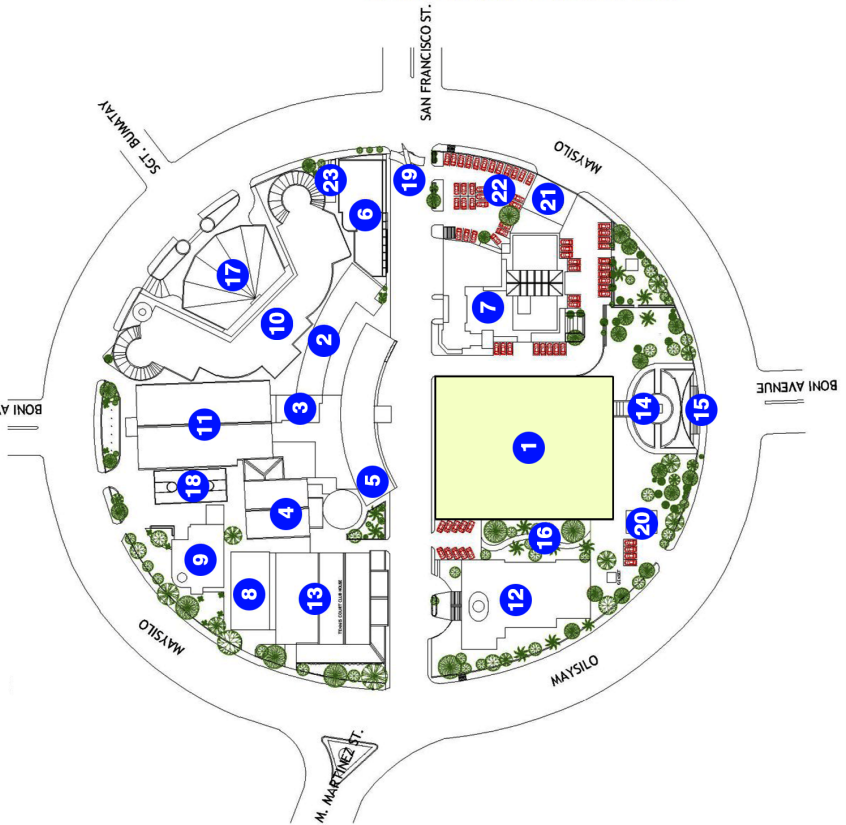
- Legend**
- STREETS
 - STREET NAMES
 - BARANGAY BOUNDARY
 - BARANGAY**
 - ADDITION HILLS
 - BAGONG SILANG
 - BARANGKA DRIVE
 - BARANGKA IRABA
 - BARANGKA LAYA
 - BARANGKA ITAAS
 - BUAYANG BATO
 - BURJOL
 - DAING BAKAL
 - HAGDAN BATO ITAAS
 - HAGDAN BATO LIBIS
 - HARAPIN ANG BUKAS
 - HIGHWAY HILLS
 - HULO
 - MABINI - J. RIZAL
 - MALANG
 - MAUIWAY
 - MAWANG
 - NEW ZANIGA
 - OLD ZANIGA
 - PAG-ASA
 - PLAINVIEW
 - PLEASANT HILLS
 - POBLACION
 - SAN JOSE
 - VERGARA
 - WACK - WACK



Map of Mandaluyong City Hall Complex

LEGEND:

- 1 Executive Building
- 2 Legislative Building
- 3 Session Hall
- 4 Trial Court
- 5 Old City Hall Building
- 6 BOC Building
- 7 PNP/Fire/Jail Building
- 8 Justice Hall
- 9 Post Office
- 10 Multi-Level Parking
- 11 Gymnasium
- 12 Kaban ng Hiyas Building
- 13 New Justice Hall (on construction)
- 14 Dr. Jose Rizal Monument
- 15 Dambana ng mga Alaala
- 16 A. T. Reyes Park
- 17 Shrine of Divine Mercy Park
- 18 Basketball Court/Parking Area
- 19 Freedom Monument
- 20 Traffic Regulations Office
- 21 Motor Pool
- 22 Parking
- 23 Senior Citizen Coop and Canteen



The City Government Complex

PNP & Fire Building

Executive Building

Kaban ng Hiyas Building

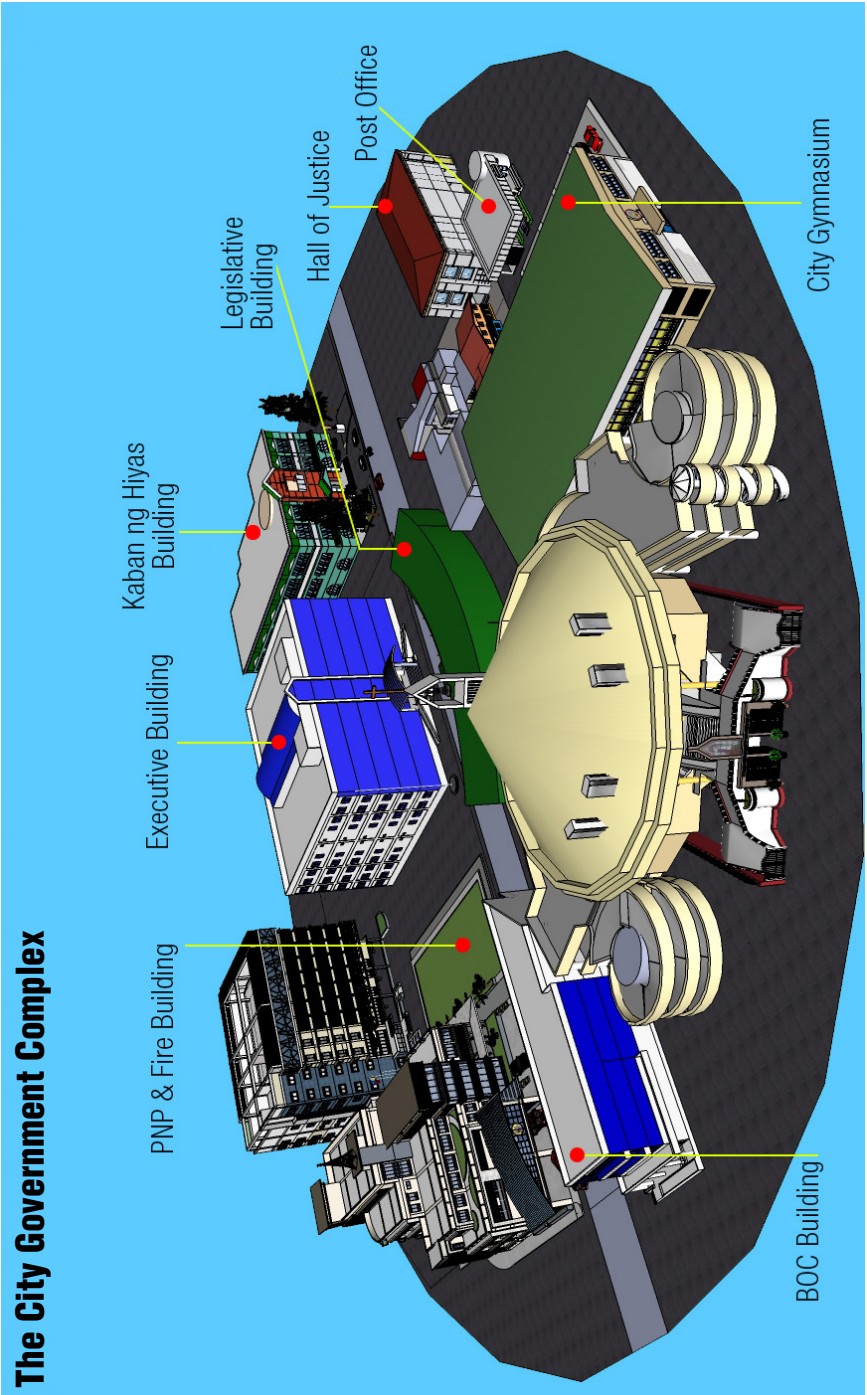
Legislative Building

Hall of Justice

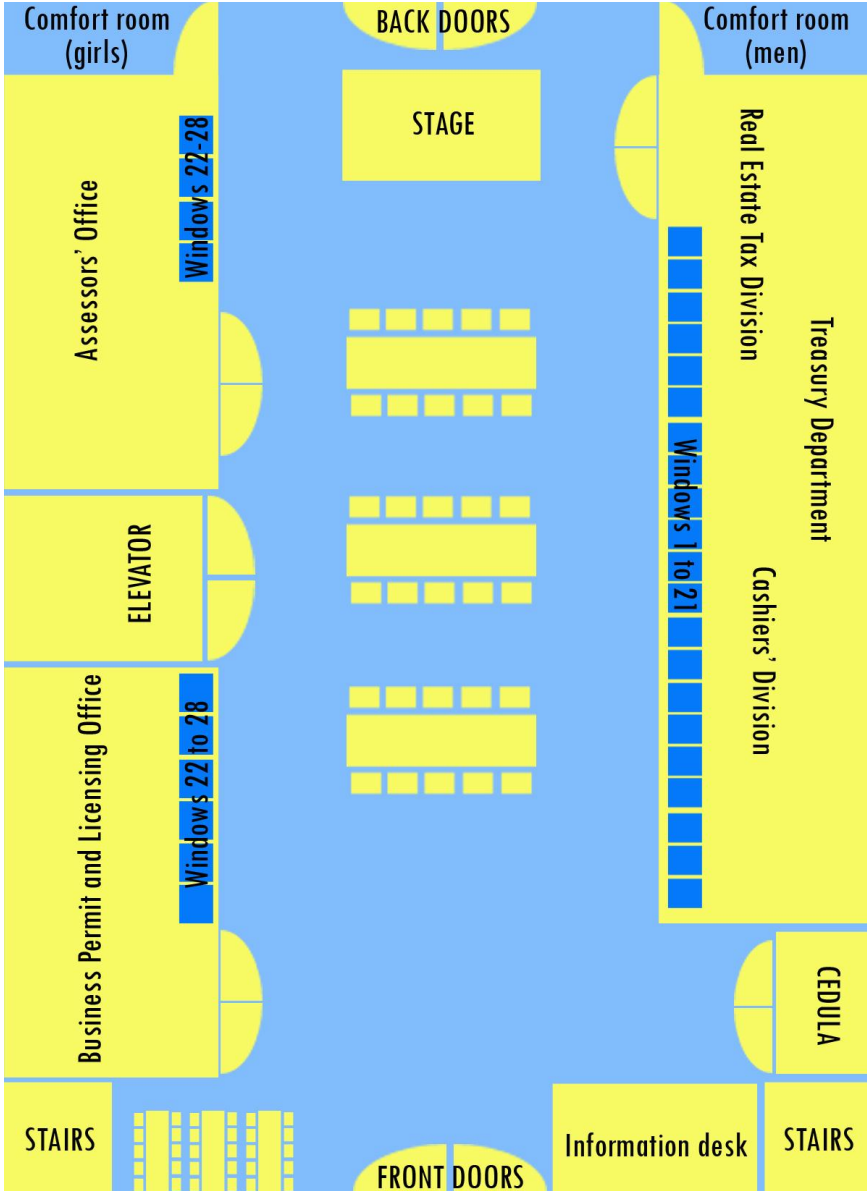
Post Office

BOC Building

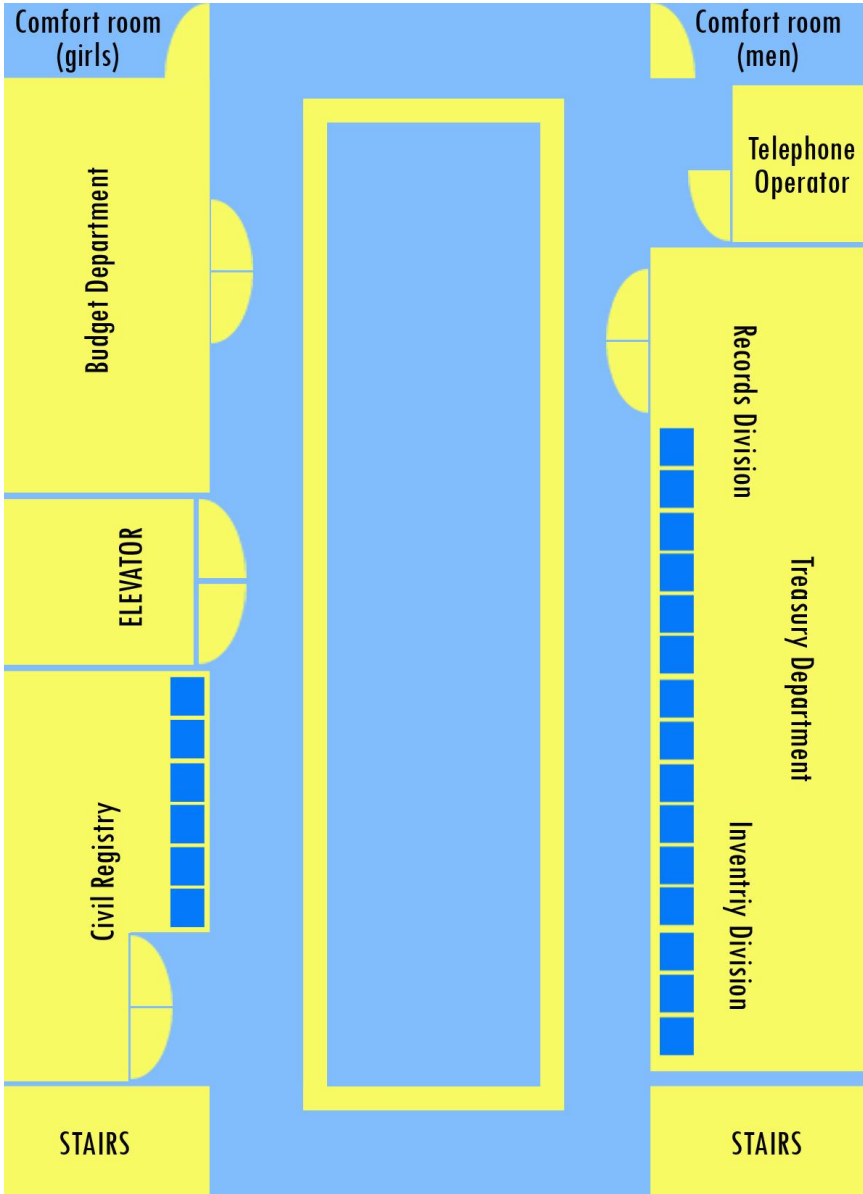
City Gymnasium



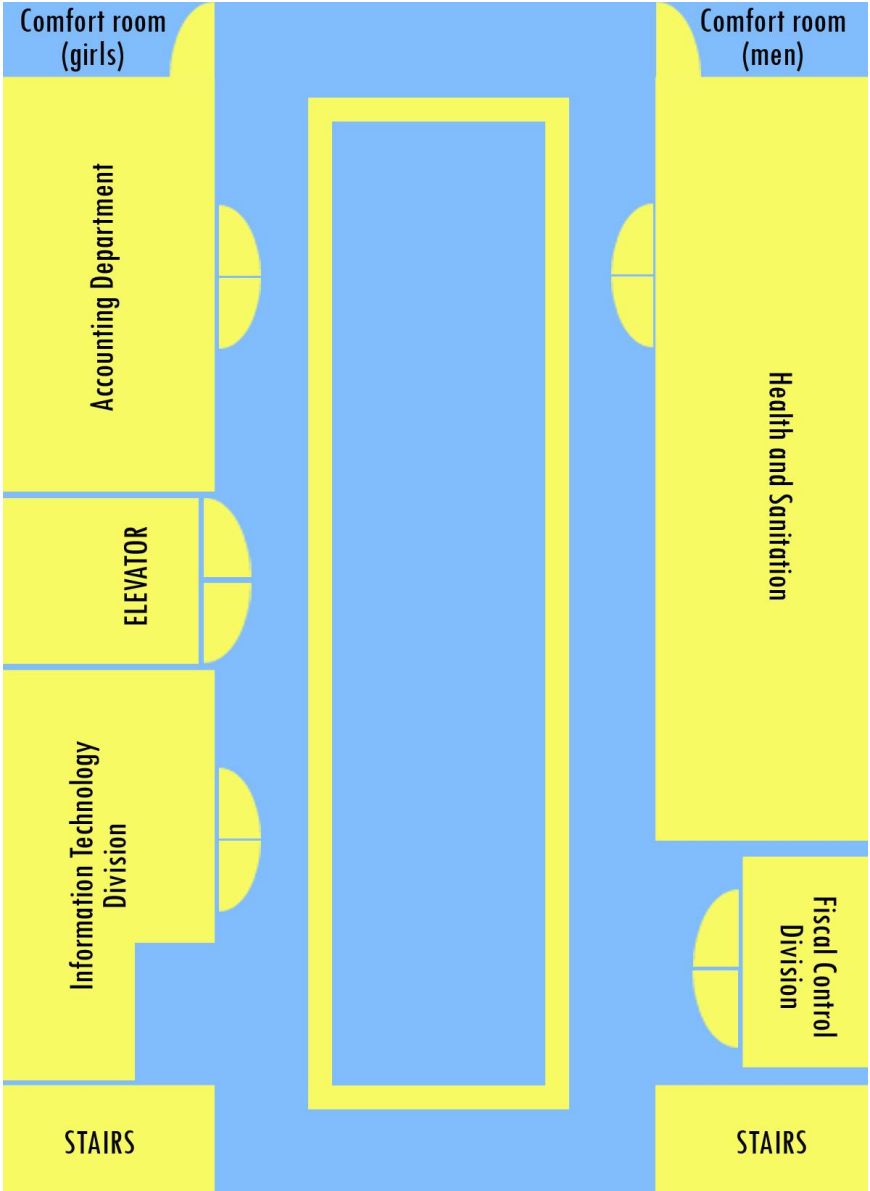
Floor Plan of the Executive Building (Lobby)



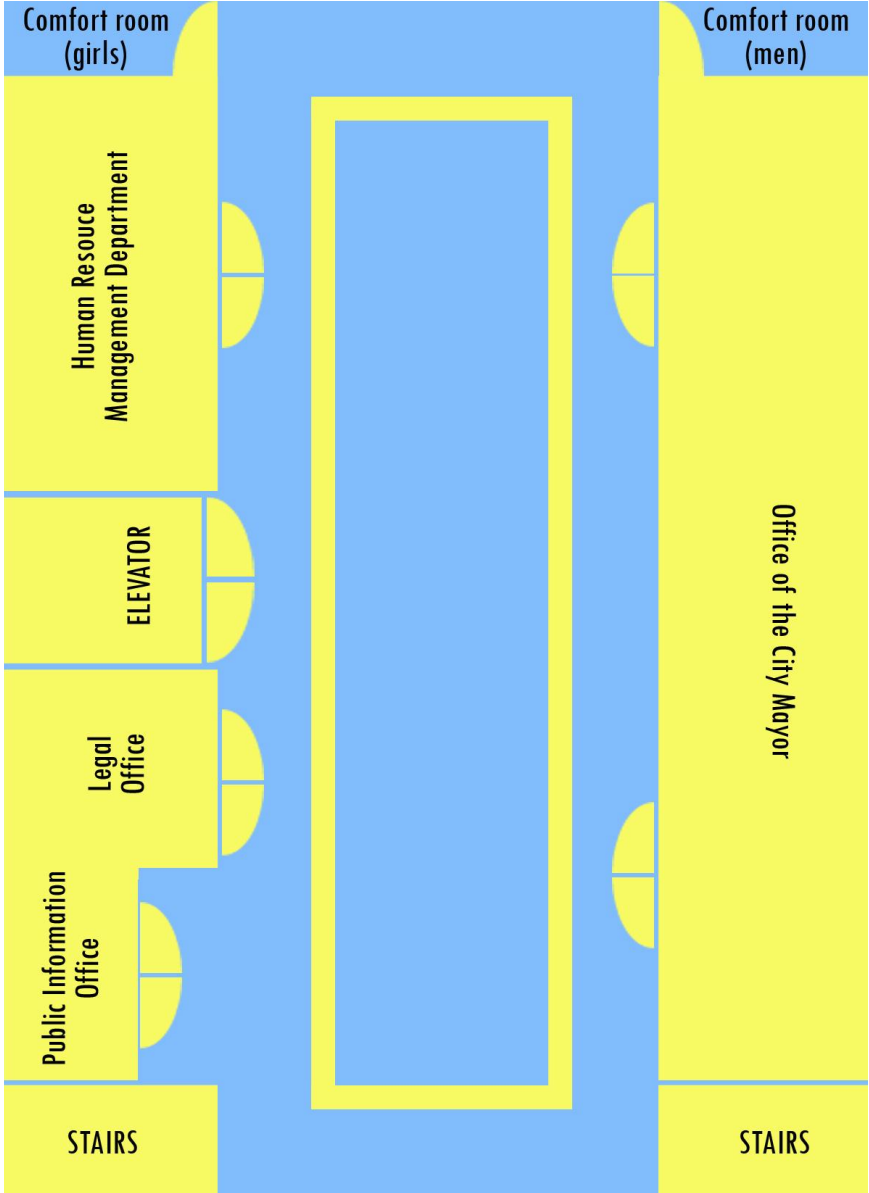
Floor Plan of the Executive Building (2nd Floor)



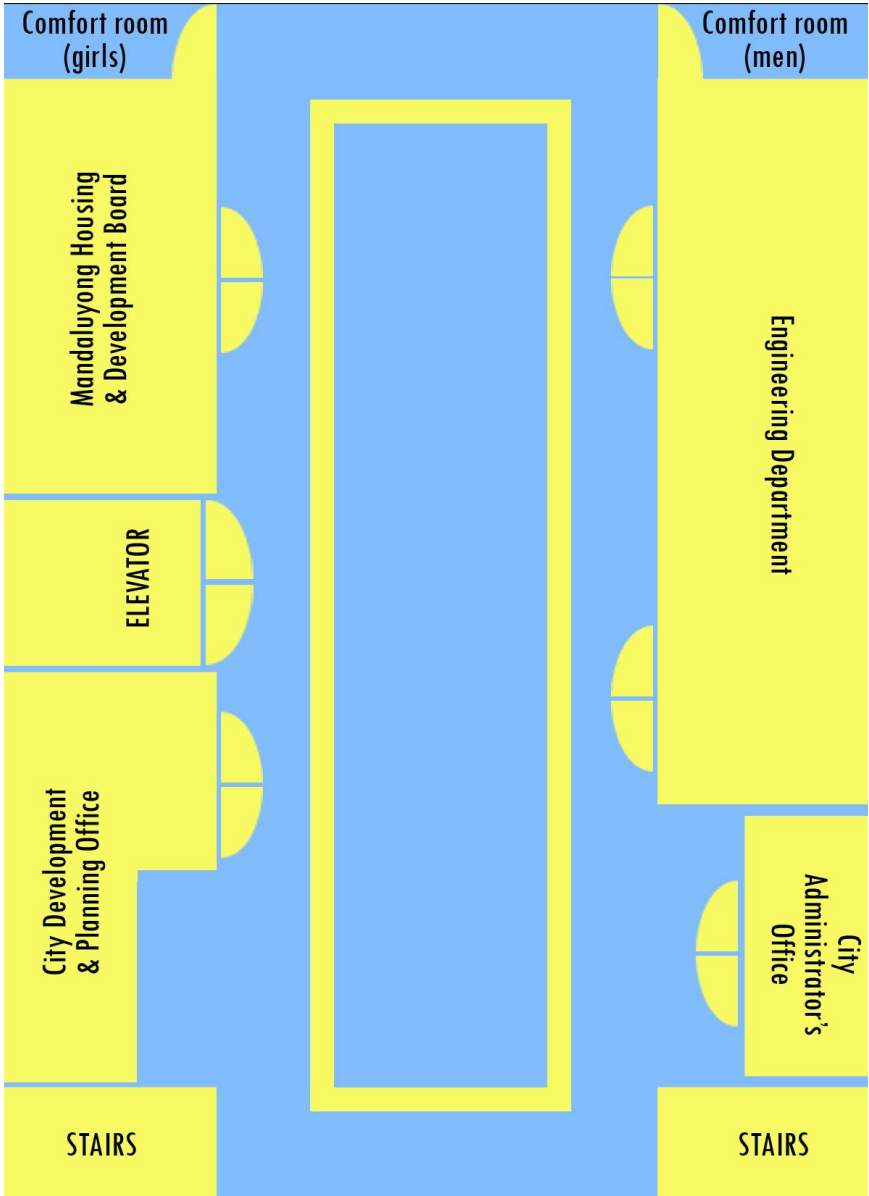
Floor Plan of the Executive Building (3rd Floor)



Floor Plan of the Executive Building (4th Floor)



Floor Plan of the Executive Building (5th Floor)



Easy Access Users Guidebook

The City of Mandaluyong Citizens Charter Guidebook is provided to aid our constituents and wide range of clientele of the essential information to fully maximize the services being offered. This enables users to have a full grasp of the various public services providers and elements contained in a user-friendly and simple format without compromising the needed facts and information available to all. It has always been the vision of the city government and its people to satisfy the needs of quality living through optimum utilization of local resources.

“Mandaluyong is envisioned to become a city with self-reliant economy, where people have equal access to basic services, infrastructure and facilities, livelihood and employment opportunities, in a healthy and well-maintained natural environment.”

Corollary, as knowledge broadens across various political, economic, and environmental crises being experienced globally, development direction must take its impetus not just from what the local government unit can offer but also to what the community, as the eventual beneficiary, can contribute for the overall progress of the constituents. As stated:

“An empowered community, competent government sector human resource, and benevolent private sector working in an atmosphere of mutual assistance shaping Mandaluyong into a sustainable and globally competitive city and an effective partner in nation-building.”


This user's guidebook is not just an ordinary handbook of information about the services of the City of Mandaluyong. More so, in our desire to promote transparency, efficiency and effectiveness in government service, we will be supplying other updated information about the city government including other matters relevant to all.

A. Information Guide:

For quick understanding of the charter, we have provided a sample page of the office services as your guide.

"Pursuing Government Service Excellence"

Name of the Office rendering the service



Executive Services

Brief description of the Office

About the Office

The Office of the Mayor caters to the various socio-economic services intended for the underprivileged sector of the city. These include assistance for the community affairs, medical assistance and educational assistance. Believing on the basic premise of serving the welfare of the people most. "Sa Mandaluyong... Lahat ay Tulong Tulong."

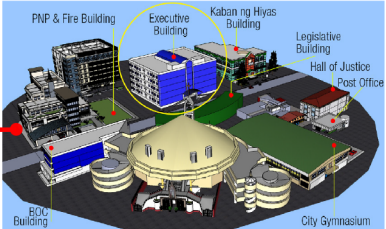
Contact details of the Office

OFFICE OF THE MAYOR

For more information, please contact:
HON. BENJAMIN C. ABALOS JR.
 City Mayor
 4th Floor, Executive Building,
 City Hall Complex, Mandaluyong City

Telephone:
 (+63) 532-5001 to 28
 local 501/502/503
 532.4492/531.0194/532.2224
 532.2332

email:
 citymayor@mandaluyong.gov.ph



Mini-Map. The yellow circle shows the location of the Office

Service offered by the Office

ASSISTANCE FOR COMMUNITY AFFAIRS

Requirements needed to acquire the service

Requirements:

- Letter of Intent
- Residence Certificate, upon claim

Fees:

This service is FREE of charge

Fees Details of the service

Shows the process for the easiest way to avail the service including: the steps, time period and the key persons

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Prepare a letter of intent containing specific details such as occasion, location, date and time, specific purpose of the affairs/s, names of persons/organizers responsible and specific form of assistance needed.	5-10 minutes	Mr. Ferdinand Candelaria
2. Have the letter received, stamped and dated at the office of the City Mayor. Said letter is subject for approval	5-10 minutes	Mr. Ferdinand Candelaria
3. Approved or declined, the Office Staff will inform sender of the status of request which may include date and time of claim (for approved requests)	5-10 minutes	

Page Number

1

MANDALUYONG CITY'S CITIZENS CHARTER
A Guidebook on City Government Services

Step-by-Step procedures

Time Period for the service

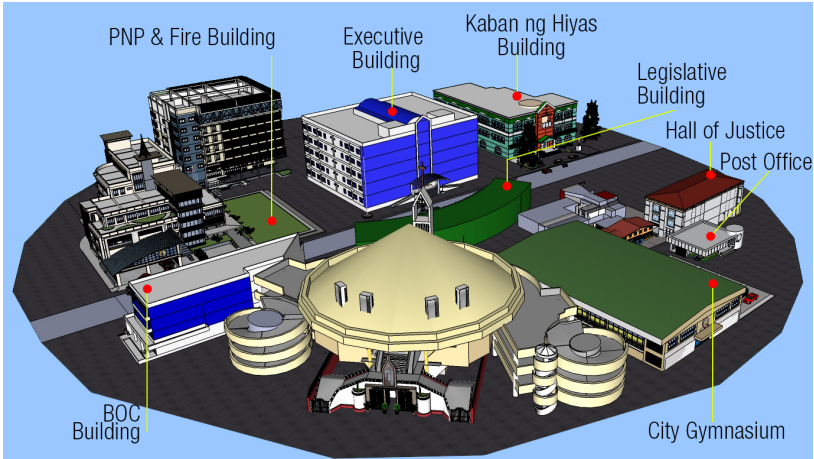
Key person/s to look for the service

MANDALEÑO DISIPLINADO • GAWA HINDI SALITA

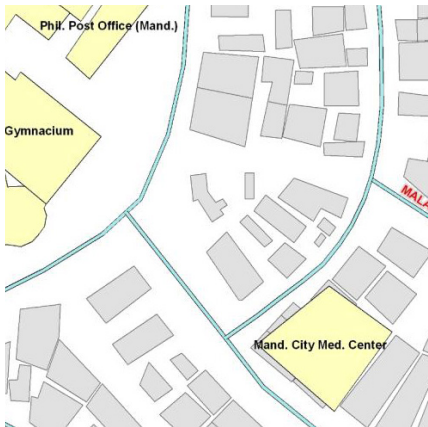
xliii

B. Maps and Locators

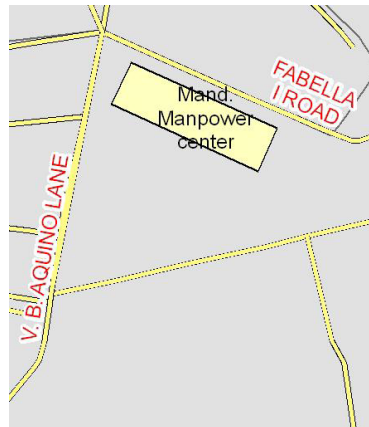
Shows locational and geographical directions to customers containing information and exact site details of offices and/or facilities. Majority of the services provided by the City Government of Mandaluyong is located at the New Executive Building (better known as the “Blue Bldg.”) This 5 storey structure serves as the center of all official public transactions inside the City Hall Complex.



3D Rendition of the City Government Complex.



Locational Map of the Mandaluyong City Medical Center



Locational Map of the Mandaluyong Manpower Training Center

Directory of Offices located at the Executive Building

LEFT WING	RIGHT WING
LOBBY	
BUSINESS PERMIT & LICENSING OFFICE	TREASURY DEPT. CEDULA
ASSESSOR'S OFFICE	TREASURY DEPT. CASHIER'S DIVISION
INFORMATION DESK	TREASURY DEPT. REAL ESTATE TAX DIV.
	MACOSPA
2ND LEVEL	
CIVIL REGISTRY	TREASURY DEPT. RECORDS DIVISION
BUDGET DEPARTMENT	TREASURY DEPT. INVENTORY DIVISION
	OFFICE OF THE CITY TREASURER
3RD LEVEL	
INFORMATION TECHNOLOGY DIVISION	HEALTH & SANITATION DEPARTMENT
BREASTFEEDING STATION	CITY NUTRITION OFFICE
ACCOUNTING DEPARTMENT	FISCAL CONTROL DIVISION
4TH LEVEL	
PUBLIC INFORMATION OFC.	OFFICE OF THE CITY MAYOR
LEGAL DEPARTMENT	
MANDALUYONG SPORTS DEVELOPMENT OFFICE	
HUMAN RESOURCE MANAGEMENT DEPT.	
5TH LEVEL	
CITY DEVELOPMENT & PLANNING OFFICE	CITY ADMINISTRATOR'S DEPARTMENT
MANDALUYONG HOUSING & DEVELOPMENT BOARD	ENGINEERING DEPARTMENT

C. Table of Contents

Shows preview of information regarding the various services extended by the city government including other relevant information about the city, such as but not limited to various programs, projects, landmarks and essential data about Mandaluyong and the great people behind its progress.

"Pursuing Government Service Excellence"

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Mandaluyong City Developmental Framework	vi
City Elected Officials	x
City Directory	xii
Map of the City of Mandaluyong	xvii
• City Map	
• City Government Complex	
• Executive Building Floor Plan	
User's Guide	xxiv
The Citizen's Charter of the City of Mandaluyong	
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• Assistance for Community Affairs	
• Medical Assistance	
• Unsettled Hospital Bills	
• Educational Assistance	
• Scholarship Program	
City Administrator's Office Services	5-9
• Issuance of Mayor's Clearance	
• Issuance of Endorsement / Job Application	
• Issuance of Survey Permit	
• Leafleting, Marketing and Sampling Permit	
• Parade Permit	
• Fireworks Permit	
• Permit to Use Space / Area	
• Complaints Handling	
• Inter-government Agency Customer Service	
Business Permit and Licensing Services	10-12
• Mayor's Permit	
• Individual / Occupational Permit	
City Engineering Department Services	13-20
• Building Permit	
• Occupancy Permit	
• Demolition Permit	
• Signage Permit	
• Electrical Permit	
• Mechanical Permit	
• Excavation Permit	

D. Customer Feedback Form

For our further improvement, we humble ourselves to encourage our customers express their views and sentiments on matters pertaining to our performance as public servants. An interactive avenue between the City Government service providers and our valued customers. The Customer Feedback Form will serve as our testament to innovate, improve and enhance our potentials in the realms of public service.



CUSTOMER FEEDBACK FORM

Thank you very much for visiting the City Hall of Mandaluyong. We are always more than willing to serve you. While we provide you only the best public service you truly deserve, please let us know if there are still areas and aspects that you want us to improve for greater public satisfaction :

1. Department / Office Visited : _____
2. Services Availled / Purpose: _____
3. Name : _____
4. Contact Number/s : _____

OUR FRONTLINERS

YES NO

- | | | | |
|--|--------------------------|-------------------------------------|--------------------------|
| 5. Is the personnel-in-charge courteous and accommodating ? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 6. Is the personnel-in-charge knowledgeable and polite? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 7. Were your purpose and intent served and attended efficiently? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 8. Were your needs and intent served fast? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

OUR OFFICE

- | | | | |
|---|--------------------------|-------------------------------------|--------------------------|
| 9. Is our office clean and organized? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 10. Did you find difficulty locating our office? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 11. Were there any available and appropriate locational signage? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 12. Were you comfortable in our office during the entire transaction? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 13. Is our office lay-out conducive for public service? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

OUR OFFICERS

- | | | | |
|--|--------------------------|-------------------------------------|--------------------------|
| 14. Were your inquiries and intents served by an officer? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 15. Were your needs and purpose served fast by an officer? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 16. Were you kept long to wait for an officer? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 17. Were you accommodated best by an officer? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

REQUIREMENTS

- | | | | |
|--|--------------------------|-------------------------------------|--------------------------|
| 18. Were you informed well of the requirements needed? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 19. Did you find difficulty securing all the requirements? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 20. Were the requirements fast and easy to avail? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 21. Were you informed and aware of the document fees and requirements? | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

COMMENTS / SUGGESTIONS: _____

Our gratitude for giving us the opportunity to serve you !

Please detach this page and send to : MAYOR BENJAMIN C. ABALOS, JR., Office of the City Mayor, 4TH Floor, Executive Bldg., City Hall Complex, Maysilo Circle, City of Mandaluyong.



MANDALUYONG: THE TIGER CITY
CITIZEN'S CHARTER
A Guidebook on
Key Government Service



Executive Services

About the Office

The Office of the Mayor caters to the various socio-economic services intended for the underprivileged sector of the city. These include assistance for the community affairs, medical assistance and educational assistance. Believing on the basic premise of serving the welfare of the people most. “ Sa Mandaluyong...Lahat ay Tulong Tulong.”

OFFICE OF THE MAYOR

For more information, please contact:

HON. BENJAMIN C. ABALOS JR.

City Mayor

4th Floor, Executive Building,

City Hall Complex, Mandaluyong City

Telephone:

(+63) 532-5001 to 28

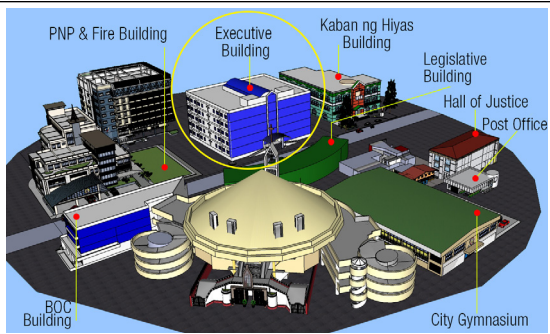
local 501/502/503

532.4492/531.0194/532.2224

532.2332

email:

citymayor@mandaluyong.gov.ph



ASSISTANCE FOR COMMUNITY AFFAIRS



Requirements:

- Letter of Intent
- Residence Certificate, upon claim

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Prepare a letter of intent containing specific details such as occasion, location, date and time, specific purpose of the affairs/s, names of persons/organizers responsible and specific form of assistance needed.	5-10 minutes	Mr. Ferdinand Candelaria Mr. Ernest Del Fiero Mr. Marvin Aboy Ms. Leonida B. Mina
2. Have the letter received, stamped and dated at the office of the City Mayor. Said letter is subject for approval	5-10 minutes	
3. Approved or declined, the Office Staff will inform sender of the status of request which may include date and time of claim (for approved requests)	5-10 minutes	

MEDICAL ASSISTANCE**Requirements:**

- Letter of Intent
- Community Tax Certificate upon claim

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Prepare original copy of doctor's prescription/s and or clinical abstract.	5-10 minutes	Mr. Ferdinand Candelaria
2. Request is subject for screening, assessment and approval of the Office of the City Mayor through the office of the Executive Secretary.	5-10 minutes	Mr. Ferdinand Candelaria

UNSETTLED HOSPITAL BILLS**Requirements:**

- Letter of Intent
- Community Tax Certificate upon claim

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Consult with Correspondence Supervisor	5-10 minutes	Mr. Ferdinand Candelaria
2. Prepare original copy of clinical abstract and Hospital Statement of Account.	5-10 minutes	Mr. Victor E. Victoria (Executive Secretary)
3. The Office of the City through the Correspondence supervisor will prepare an intercession letter in behalf of the patient and family.	5-10 minutes	Mr. Orly Fumera
4. For PCSO assistance, the same procedure as above mentioned will apply.	5-10 minutes	Mr. Orly Fumera

EDUCATIONAL ASSISTANCE**Requirements:**

- Letter of Intent
- Community Tax Certificate upon claim
- photocopied attachments:
Residence Certificate, Registration Card,
Class Card.

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Consult with Mr. Orly Fumera.	5-10 minutes	Mr. Orly Fumera

STEPS	HOW FAST?	KEY PERSON/S
2. Request is subject for screening, assessment and approval of the Office of the City Mayor through Mr. Fumera.	5-10 minutes	Mr. Orly Fumera
3. Approved or declined, the Office Staff will inform sender of the status of request which may include date and time of claim (for approved requests).	5-10 minutes	Mr. Orly Fumera

SCHOLARSHIP PROGRAM



Requirements:

- Letter of Intent
- Community Tax Certificate upon approval of application

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Consult with Mr. Orly Fumera.	5-10 minutes	Mr. Orly Fumera
2. Prepare photocopies of the following: Brgy. Clearance, Registration Card, Class Card, ITR of guardian.	5-10 minutes	Mr. Orly Fumera
3. Take and Pass qualifying examination.	30 minutes	Mr. Orly Fumera
4. The Office Staff will inform applicant of the status of application.	5-10 minutes	Mr. Orly Fumera

FUNERAL SERVICES

For funeral service assistance, please see page 123.



City Administrator's Department Services

About the Office

The City Administrator's Office is a proactive, efficient and effective administrative department supporting the City Mayor in planning, organizing, directing, staffing, controlling, implementing and executing laws, rules, regulations, policies, programs and projects of the City Government.

OFFICE OF THE CITY ADMINISTRATOR

For more information, please contact:

MR. ERNESTO E. VICTORINO

Department Head

5th Floor, Executive Building,

City Hall Complex, Mandaluyong City

☎ **Telephone:**

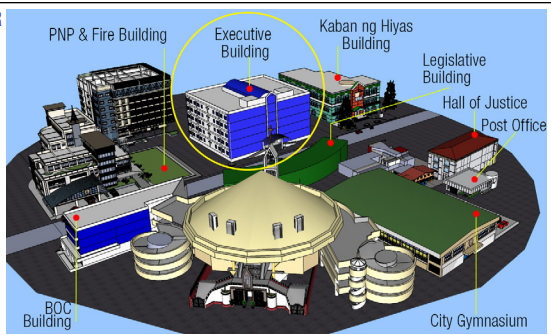
(+63) 532-5001 to 28

local 555

534.8970

@ **email:**

city.administrator@mandaluyong.gov.ph



ISSUANCE OF MAYOR'S CLEARANCE

Requirements:

- For Firearm Clearance
 - Fiscal Clearance, Court Clearance, Police Clearance and Community Tax Certificate/Cedula
- Others
 - Police Clearance and Community Tax Certificate/Cedula

₱ Fees:

- Firearm P150.00
- PNP, AFP, Coast Guard and BFP P10.00
- Local Employment P10.00
- Travel Abroad P10.00
- Identification P10.00
- Certificate to Marry an AFP Officer P10.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit required document to Admin. Officer.	10 minutes	RJ Concepcion Nonie Alipio Fernando Torres Joey Abrigo Vibsy Castillo
2. Undergo brief interview conducted by Admin. Officer		
3. Pay fees at the Cashier		
4. Present Official Receipt to Admin. Officer		
5. Check Mayor's Clearance for possible correction		

STEPS	HOW FAST?	KEY PERSON/S
6. If everything is correct, Mayor's clearance is released. (If not, necessary correction will be made.)		Mr. Orly Fumera

ISSUANCE OF ENDORSEMENT FOR JOB APPLICATION



Requirements:

- Resume/Biodata



Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit resume to person-in-charge	5 minutes	Leo Urmeneta
2. Face to face interview for data capturing		
3. Claim endorsement		

ISSUANCE OF SURVEY PERMIT



Requirements:

- Letter of Request
- Supporting docs



Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit letter of request	15 minutes	RJ Concepcion
2. Undergo interview with Admin. Officer		
3. Submit other supporting docs if necessary.		
4. Coordinate with concerned parties/ establishment		
5. Claim permit		

ISSUANCE OF LEAFLETING, MARKETING AND SAMPLING PERMIT



Requirements:

- Letter of Request
- Supporting docs



Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit letter of request	Within the day	RJ Concepcion
2. Undergo interview with Admin. Officer		
3. Submit other supporting docs if necessary.		

ISSUANCE OF PARADE PERMIT

Requirements:

- Letter of Request
- Supporting docs

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit letter of request	Within the day	RJ Concepcion
2. Undergo brief interview conducted by Admin. Officer		
3. Submit other supporting docs if necessary.		
4. Coordinate with concerned parties/establishment		
5. Claim permit		

ISSUANCE OF FIREWORKS PERMIT

Requirements:

- Letter of Request
- BFP Permit
- PNP Permit

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit letter of request	Within the day	RJ Concepcion
2. Undergo brief interview conducted by Admin. Officer		
3. Submit other supporting docs if necessary.		
4. Coordinate with concerned parties/establishment		
5. Claim permit		

ISSUANCE OF PERMIT TO USE SPACE/AREA

Requirement:

- Letter of Request

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit letter of request	5 minutes	Nonie Alipio
2. Undergo brief interview conducted by Admin. Officer		
3. Claim Permit.		

COMPLAINTS HANDLING



Requirement:

- Formal Written Complaint

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit written complaint	Minimum of 5 minutes*	Leo Urmeneta
2. Undergo interview for fact finding		Vibsy Castillo
3. Follow up status		

* Depending on the nature of the complaint. Immediate troubleshooting.

INTER-GOVERNMENT AGENCY CUSTOMER SERVICE



Requirement:

- Written Concerns or Queries

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit/fax concerns	Minimum of 5 minutes*	Leo Urmeneta
2. Discuss matter with person-in-charge		
3. Address concern & issues		

* Depending on the nature of the complaint.



Business Permits and Licensing Services

About the Office

The Business Permits and Licensing Office implements all directives and policies of the local government pertaining to the operational activity of all kinds of businesses in the city.

The office is authorized to issue permits and licenses related to business operations and closures of delinquent establishments.

BUSINESS PERMITS AND LICENSING DEPARTMENT

For more information, please contact:
MS. CATHERINE JANE DL. ARCE
Department Head
Ground Floor, Executive Building,
Hall Complex, Mandaluyong City



Telephone:

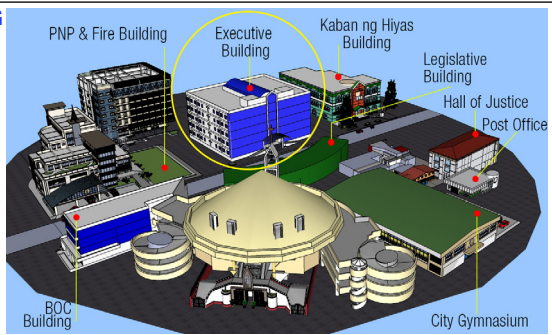
(+63) 532-5001 to 28
local 509/510



532.4437

email:

bplo@mandaluyong.gov.ph



ISSUANCE OF MAYOR'S PERMIT (NEW BUSINESS)



Requirements:

- (a) Filled up business permit application form
- (b) Original and photo copies of the following:
 1. Barangay Clearance (current year)
 2. Business Name Registration from the Department of Trade & Industry (DTI) for single proprietorship, Securities & Exchange Commission (SEC) Certificate of Registration for corporation and partnership and Certificate of Registration from the Cooperative Development Authority (CDA) for cooperatives
 3. Community Tax Certificate (current year)
 4. Lease Contract indicating area used in business if place of business is rented (Mayor's Permit of lessor must be attached). If place of business is owned, submit proof of ownership (TCT and Tax declaration)
 5. Photo copy of Building Permit and/or Occupancy Permit issued by the Engineering Department
 6. Two (2) pictures of the establishment (one photo taken in front that shows left and right neighbors while the other picture must show the external structure of the place of business)
 7. List of appliances and equipments
 8. Fire Safety Inspection Certificate (FSIC) issued by the Bureau of Fire Protection (BFP)
 9. Comprehensive General Liability Insurance (CGL) Policy if warranted

10. Other additional documentary requirements from concerned government offices and agencies as may be required such as; Dept. of Environment & Natural Resources (DENR), Dept. of Energy (DOE), Dept. of Health (DOH), Department of Labor and Employment (DOLE), Philippine Overseas Employment Authority (POEA), Board of Investments (BOI), Philippine Economic Zone Authority (PEZA), Bangko Sentral ng Pilipinas (BSP), etc.

₱ Fees:

- Notarial fee of application form P 50.00
- Taxes, fees and other charges are based on the Mandaluyong City Revenue Code while the fire fee assessment is equivalent to 10% of the regulatory fees as per Fire Code.

The easiest way to avail the service:

To prevent delays in our simplified business processing of services, we encourage clients to secure complete and fully-accomplished documents

ISSUANCE OF MAYOR'S PERMIT (RENEWAL)



Requirements:

- (a) Filled up business permit application form
- (b) Original and photo copies of the following:
 1. Barangay Clearance (current year)
 2. Previous year's Mayor's Permit and O.R.
 3. Community Tax Certificate (current year)
 4. Previous year's quarterly VAT payments & BIR ITR
 5. Audited Financial Statements
 6. Comprehensive General Liability Insurance (CGL) Policy if warranted
 7. Fire Safety Inspection Cert (FSIC) issued by the Bureau of Fire Protection (BFP)
 8. Other updated documentary requirements from concerned government office and agencies such as; DENR, NFA, DOE, DOH, DOLE, POEA, BOI, PEZA, BSP, etc.

₱ Fees:

- Notarial fee of application form P 50.00
- Taxes, fees and other charges are based on the Mandaluyong City Revenue Code while the fire fee assessment is equivalent to 10% of the regulatory fees as per Fire Code.

The easiest way to avail the service:

To prevent delays in our simplified business processing of services, we encourage clients to secure complete and fully-accomplished documents

FLOW CHART IN THE PROCESSING OF BUSINESS PERMIT

1. The officer of the day (OD) receives a filled up business permit application form, checks the attached requirements, have the application form notarized and verified at the EDP (for new business), and then affixes his signature after making the necessary assessment. (3 minutes)
2. The assessed application form, including the requirements are forwarded to the reviewer who affixes his signature after finding the same to be in order and presents the said documents to OIC/Asst. Chief for approval. (3 minutes)
3. The approved application form is transmitted to the EDP section for the printing of the Tax Order of Payment (TOP) which is then signed by the OIC/Asst. Chief and given back to the taxpayer/applicant who thereafter, is instructed to pay the billed fees and taxes indicated in the TOP at the City Treasurer's Office and likewise, the assessed fire fee at the Mandaluyong City Fire Station and is further advised to secure a Fire Safety Inspection Certificate (FSIC). (3 minutes)
4. Taxpayer presents both Official Receipts (OR) as proof of payments to the EDP which then prints the Mayor's Permit and forwards the said document to the Office Chief for approval. The approved permit is released to the taxpayer who is also advised to claim the business permit plate and sticker. (3 minutes)

PERSONNEL IN-CHARGE

Officers-of-the-day (Monday to Friday)

- | | | |
|----------------------|-----------------------|------------------|
| 1. ARISTOTLE GATDULA | 5. ROBERT TORRES | 9. WILLIAM RAMOS |
| 2. LELAND RAMOS | 6. ROBERTO PAPA | |
| 3. GENARO ACOSTA | 7. FRANCIS REGALA | |
| 4. RICARDO CAPARAS | 8. REYNALDO EITO, JR. | |

Reviewer:

- | | | |
|------------------|-------------------|-------------------------|
| 1. NEPTALI PEDRO | 4. ROLDAN LIM | 7. LUIS CANONIZADO, JR. |
| 2. MARK SULAYAO | 5. HENRY CONSULTA | |
| 3. RENE GLORIA | 6. RODOLFO CRUZ | |

Approval of both the application form and the TOP billing:

- | | |
|-----------------------|---------------------|
| 1. ANTONIO DOLOVINO | 4. ROMUALDO DAHIROC |
| 2. ELEANOR G. PEDRO | 5. CAROL S. SANTOS |
| 3. REYNALDO TUMAMBING | |

EDP encoders in charge of the TOP and Mayor's Permit printing:

- | | |
|------------------------|--------------------|
| 1. CAROL S. SANTOS | 3. MARY ANN HILOMA |
| 2. LUZVIMINDA LAGAMAYO | 4. MARIEL OWETE |

Approval and sole signatory of the Mayor's Permit:

CATHERINE JANE DL. ARCE

Releasing of approved Mayor's Permit:

- | | |
|---------------------------|---------------------|
| 1. MA. CRISTINA DEL CORRO | 4. TERESA VALERIO |
| 2. BRIGIDA RODRIGUEZ | 5. FERNANDO M. LEAL |
| 3. LEA P. SANTOS | 6. ALFRED JAUCIAN |

Releasing of business plate and sticker:

1. BELEN DEL PRADO

ISSUANCE OF INDIVIDUAL/OCCUPATIONAL PERMIT

 **Requirements:**

- | | |
|---|---------|
| 1. Mandaluyong City Police Clearance | P125.00 |
| 2. Mandaluyong City issued Health Certificate | P130.00 |
| Health/Stool/X-Ray | P150.00 |

 **Fees:**

- Notarial fee of application form P 30.00
- Mayor's permit fee P 50.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Fill up application form and attached police clearance and health certificate	60 seconds	Eleanor G. Pedro Lea P. Santos Miraflor De Leon Ferrie Anne Ferrer
2. Have the application form notarized	5 minutes	
3. Pay the Mayor's Permit fee at the City Treasurer's Office	60 seconds	
4. Mayor's permit is released by the BPLD staff in charge	60 seconds	



City Engineering and Building Officials Department Services

About the Office

The City Engineering and Building Official's Department initiates, reviews and recommends changes in policies and objectives, plans and programs, techniques, procedures and practices in infrastructure development and public works in general and enforce the provisions of the National Building Code of the Philippines (P.D. 1096) as well as the Implementing Rules and Regulations.

The office also supervises and controls the construction, maintenance, improvement and repair of roads, bridges and other public works projects of the City and take charge of the processing of all Building Permit applications on the basis of land use and architectural, structural and geodetic (Line and Grade) sanitary and plumbing, electrical, mechanical and as well as other standard requirements, rules and regulations promulgated in accordance with the National Building Code and likewise issue work stoppage order / discontinuance of occupying or use of any Building or structure if there are violations of the National Building Code of the Philippines.

CITY ENGINEERING DEPARTMENT

For more information, please contact:

ENGR. CRISANTO ROXAS

Department Head

5th Floor, Executive Building,
City Hall Complex, Mandaluyong City



Telephone:

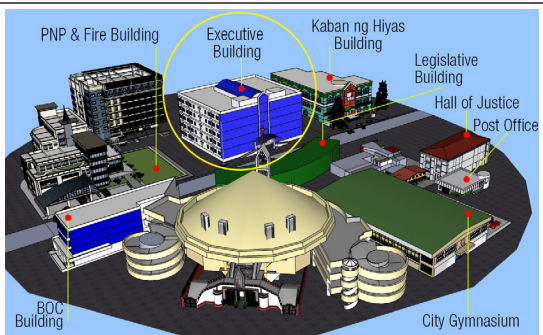
(+63) 532-5001 to 28
local 516

532.4421/532.4198



email:

mandaengrdept@gmail.com



ISSUANCE OF BUILDING PERMIT



Requirements:

- Duly accomplished application forms (Building, Electrical, Mechanical, Sanitary/ Plumbing)
- Site Development Plan/Location Plan/Perspective (First Page)
- Architectural Plan and Specification
- Structural Plans and Structural Computations/Seismic Analysis
- Sanitary/Plumbing Plan with Specifications, Detail of Septic Tank and Isometric Drawing.
- Electrical Plans with Specifications/Riser Diagram/Load Schedule and Floor Area Computation and Vicinity Map
- Mechanical Plans and Specifications.
- Certified True Copy OF T.C.T. from Register of Deeds.
- Tax Declaration/Current Real Property Tax Receipt.
- Bill of Materials/Cost Estimate
- Boring Test (for Building three story and above)
- Log Book
- Notarized Authorization from the lot owner if the applicant is not the owner of the Lot,

- Deed of Sale or Contract of Lease
- Barangay Clearance for Construction/Renovation
- Contractor's Tax (If Construction is Under contract) or Affidavit of Non-Hiring of Contractor (if by Administration)
- Locational Clearance (City Planning & Development Office)
- Survey Plan/Lot Plan (Duly sign and sealed by Geodetic Engineer)
- Comprehensive Public Liability Insurance and Group Personal Accident Insurance (accredited by City of Mandaluyong)
- Construction Safety and Health Program approved by DOLE
- ECC from DENR, Development Permit from HLURB, Height clearance from CAAP (If Applicable)
- Site Development Permit (issued by Sangguniang Panlungsod for Subdivision/ TownHouse development)
- Provision of Batas Pambansa 344 (Accessibility Law)
- Earthquake Recording Instrumentation,Traffic Impact (for High rise Building and large Scale Construction)
- DOH clearance (for outdoor antenna)

₱Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines
- Depending on the category. For R-2 (Residential bldg.– P8.40/sq.m. & commercial bldg.P23.00/sq.m.)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. FILING</p> <p>A. Submit duly accomplished application forms & complete sets of requirements</p> <p>a.1 Initial evaluation of plans (Architectural, Structural, Mechanical, Electrical and Sanitary/Plumbing)</p> <p>a.2 Endorsement to Fire Dept.</p> <p>B. Assign/Designate Technical staff</p> <p>b.1 Pre-Inspection</p> <p>b.2 Final evaluation and recommendation</p> <p>b.3 Assessment of fees</p> <p>b.4 Process order of payment</p> <p>2. PAYMENT</p> <p>3. PROCESSING OF BUILDING PERMIT</p> <p>a. Typing</p> <p>b. Recording</p> <p>c. Signing of Application forms and Building plans Releasing/ Issuance of Permits</p> <p>d. Applicant/Representative affixes signature on logbook</p>	<p>2 days</p>	<p>Receiving Personnel: Armando Padpad & Emmanuel Pangan</p> <p>Recording & Releasing Personnel: Daisy Garcia, Cynthia Arrieta, Monalisa Diokno, Evelyn Torres, Romeo Andres, & Melanie Castro</p> <p>Building Inspectors namely: Arch. Rosario Roxas, Emmanuel Pangan, Andrei Arabit, Dennis Holgado, Engr. Roy Galang, Engr. Jane Dela Cruz, Leo Cruz, , and Engr. Roberlito Santos</p> <p>Electrical Inspectors: Teodoro Saltarin, Jr., Jerome Dimain, Arnel Calvo, Rodolfo Penu, Romeo Medina, & Engr. Rico Yangco</p> <p>Chief, Elec. Div.: Engr. Ronnie Cerrudo</p> <p>Chief, Mechanical Div.: Engr. Gerardo Salandanan</p> <p>Asst. City Engr.: Engr. Rolly Danila</p> <p>Department Head: Engr. Crisanto Roxas</p> <p>Office Clerk/Typist: Aida Terrones, Analyn Angga, Evelyn Ramirez, Chantie Agilada, Zaida Fuentes and Editha Flores</p>

ISSUANCE OF OCCUPANCY PERMIT

Requirements:

- Approved Plans
- As built plans & specification (signed & sealed by Architect/Civil Engineer in-charge of construction)
- Photocopy of Permits
 - Building
 - Electrical
 - Sanitary/Plumbing
 - Mechanical
- Duly accomplished Certificate of Completion
 - Building
 - Electrical
 - Sanitary/Plumbing
 - Mechanical
- Logbook (with daily construction activities) Signed & sealed by Architect/Civil Engineer in-charge of construction

₱ Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. FILING A. Submit duly accomplished application forms & complete sets of requirements B. Endorsement b.1 Fire Dept. b.2 Health Dept. C. Inspection/s D. Final evaluation and recommendation E. Assessment of fees 2. PAYMENT 3. PROCESSING of Occupancy Certificate a. Typing b. Recording c. Signing of Certificates Releasing/ Issuance of Certificates d. Applicant/Representative affixes signature on logbook	2 days	Receiving Personnel: Armando Padpad & Emmanuel Pangan Recording & Releasing Personnel: Daisy Garcia, Cynthia Arrieta, Monalisa Diokno, Evelyn Torres, Romeo Andres, & Melanie Castro Building Inspectors namely: Arch. Rosario Roxas, Emmanuel Pangan, Andrei Arabit, Dennis Holgado, Engr. Roy Galang, Engr. Jane Dela Cruz, Leo Cruz, and Engr. Roberlito Santos Electrical Inspectors: Teodoro Saltarin, Jr., Jerome Dimain, Rodolfo Penus, Romeo Medina, & Engr. Rico Yangco Chief, Elec. Div.: Engr. Ronnie Cerrudo Chief, Mechanical Div.: Engr. Gerardo Salandanan Asst. City Engr.: Engr. Rolly Danila Department Head: Engr. Crisanto Roxas Office Clerk/Typist: Aida Terrones, Analyn Angga, Evelyn Ramirez, Chantie Agilada, Zaida Fuentes and Editha Flores

ISSUANCE OF DEMOLITION PERMIT



Requirements:

- Certified True Copy of TCT (from Register of Deeds)
- Tax Declaration and Current Real Property Tax Receipt
- Barangay Clearance for Demolition
- Picture
- Floor Plan of structure to be Demolished
- Standard/Safety Procedure for Demolition
- List of Demolition Crew
- Comprehensive Public Liability Insurance
- Construction Safety & Health Program (Approved by DOLE)

₱ Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. FILING</p> <p>A. Submit duly accomplished application forms & complete sets of requirements</p> <p>B. Assign/Designate Technical Staff</p> <p>b.1 Pre-Inspection</p> <p>b.2 Final evaluation and recommendation</p> <p>b.3 Assessment of fees</p> <p>2. PAYMENT</p> <p>3. PROCESSING of Demolition Permiot</p> <p>a. Typing</p> <p>b. Recording</p> <p>c. Signing of Certificates Releasing/ Issuance of Certificates</p> <p>d. Applicant/Representative affixes signature on logbook</p>	1 day	<p>Receiving Personnel: Armando Padpad & Emmanuel Pangan</p> <p>Recording & Releasing Personnel: Romeo Andres, & Melanie Castro</p> <p>Building Inspectors namely: Arch. Rosario Roxas, Emmanuel Pangan, Andrei Arabit, Dennis Holgado, and Engr. Roberlito Santos</p> <p>Asst. City Engr.: Engr. Rolly Danila</p> <p>Department Head: Engr. Crisanto Roxas</p> <p>Office Clerk/Typist: Aida Terrones, Anallyn Angga, Evelyn Ramirez, Chantie Agilada, Zaida Fuentes and Editha Flores</p>

ISSUANCE OF SIGNAGE PERMIT



Requirements:

- **For New Application:**
 - 3 sets of Signage Plan (duly signed and sealed by Architect or Civil Engineer)
 - Building or Occupancy Permit
 - Business Permit
 - Contract of Lease/TCT
- **For Renewal:**
 - Approved Plans for Signage
 - Picture of Signage
 - Business Permit
 - Previous Permit
 - Latest Copy of Lease Contract
 - Architect/Civil Engineer signed and sealed

₱ Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Submit the signage application form and its components with the complete sets of signage plans 2. Order of Payment 3. Payment to Treasury Dept. 4. Processing of Sign Permit 5. Typing and Recording 6. Signing of Signage Plans and Permit 7. Releasing 	1 day	<p>Receiving Personnel: Armando Padpad & Emmanuel Pangan</p> <p>Recording & Releasing Personnel: Romeo Andres, & Melanie Castro</p> <p>Processing of Order of Payment: Danilo Lopez, Eugene Nallasca, Ricardo Jimenez, Joel Cabugos, Norberto Corcuera</p> <p>Department Head: Engr. Crisanto Roxas</p>

ISSUANCE OF ELECTRICAL PERMIT



Requirements:

- **For Permit Application (w/o Building Permit):**
 - Yellow Card (Survey Report) from MERALCO Branch Office
 - Proof of Ownership – photocopy of Transfer Certificate of Title (TCT)
 - Lease Contract or Certification from the Owner
 - Previous MERALCO billing (statement of account)
 - Mandaluyong Housing Development Board (MHDB) Certificate
 - Photocopy of PRC Identification Card and PTR of Licensed Electrical Engineer.
 - Electrical Plan signed and sealed by PEE
 - Others
- **For Certificate of Electrical Inspection (CEI) Inspection:**
 - Yellow Card (Survey Report) from MERALCO Branch Office
 - Approved Electrical Permit and Electrical Completion Form
 - Photocopy of Building Permit, Certificate of Occupancy, Approved Electrical Plan and Two (sets) of as built Electrical Plan
 - Photocopy of Certificate of Occupancy
 - Photocopy of Approved Electrical Plan
 - Two (2) sets of as built Electrical Plan

₱ Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>A. Steps for the issuance of Electrical Permit (Separation, Reconnection and Addition of meter(s)),</p> <p>B. Steps for the issuance of certificate of Electrical Inspection,</p> <p>C. Steps for the issuance of Annual Electrical Inspection:</p> <ol style="list-style-type: none"> 1. FILING <ol style="list-style-type: none"> a. Secure application and completion forms 2. INSPECTION 3. PAYMENT 4. RELEASING 	1 day	<p>Recording & Releasing Personnel: Cynthia Arieta, and Monalisa Diokno</p> <p>Processing of Electrical Permit/ Order of Payment: Jun Saltarin, Jerome Dimain, Romeo Medina, Rodolfo Penus, Engr. Rico Yangco and Friend Bayani</p> <p>Chief Electrical Section/Division: Engr. Ronaldo Cerrudo</p> <p>Department Head: Engr. Crisanto Roxas</p>

ISSUANCE OF MECHANICAL PERMIT



Requirements:

- A. Issuance of Mechanical Permit
 - a. Five sets of mechanical plan with signed and sealed by (P.M.E.)
 - b. Duly accomplished mechanical permit forms
 - b.1 Photocopy of PRC & PTR
 - c. Contractor's Tax

- B. Issuance of Certificate of Operation
 - a. Approved mechanical permit (Photocopy)
 - b. Approved mechanical plan
 - c. Photocopy of certificate of occupancy
 - d. Certificate of completion from P.M.E.
 - e. Maintenance and equipment test result
 - f. Insurance(Policy) of 3rd Party (For Gondola, Tower Crane)

- C. Issuance of Annual Certificate of Operation
 - a. Approved Mechanical Permit (Photocopy)
 - b. Previous Certificate of operation (Photocopy)
 - c. Approved mechanical plan/as-built mechanical plan
 - d. Certification from professional mechanical engineer that the machineries is running in good condition
 - e. Inspection and test result of all machineries/equipmentf. Certificate of compliance from the Board of Mechanical Engineering (B.M.E) of PRC R.A. 8495

Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
A. Issuance of Mechanical Permit B. Issuance of Certificate of Operation C. Issuance of Annual Certificate of Operation 1. FILING A. Secure Application & Certificate of completion 2. INSPECTION 3. PAYMENT 4. RELEASING	1 day	Recording & Releasing Personnel: Evelyn Torres, Oliver Torres Mechanical Inspector: Francis Paulino Chief Mechanical Section/Division: Engr. Gerardo M. Salandanan Department Head: Engr. Crisanto Roxas

ISSUANCE OF EXCAVATION PERMIT



Requirements:

- **For Permit Application:**

- NATIONAL/CITY ROAD:
- Request Letter for Excavation Permit
- Barangay Clearance
- Sketch/Plan with complete details
- Contract or Notice to Proceed (for contractor)
- Other Clearance (i.e., Affidavit of Undertaking of the Owner)

NOTE: For National Road: Secure first an Excavation Permit from DPWH prior to the issuance of Excavation Clearance from this office.

- **For Water Service Connection: Please proceed to Manila Water Company, Inc.**

- For Refund of Restoration Deposit:
- Request Letter for final inspection and Restoration Deposit Refund
- Original Copy of Restoration Deposit Official Receipt
- Progress photographs

NOTE: Restoration deposit shall be forfeited in favor of the City Gov't. if the applicant fails to claim his/her deposit within six (6) months from the date the work has been completed as certified by City Engineer.

₱ Fees:

- Depends on the road classification/category

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>Excavation Permit:</p> <ol style="list-style-type: none"> 1. Submit request letter for Excavation Permit with complete requirements as per checklist. 2. Assignment to the designated technical staff who will handle the permit. 3. Site inspection 4. Final evaluation and recommendation 5. Assessment of Fees 6. Processing of order of payment 7. Payment to Treasury Dept. 8. Processing of Excavation Permit 9. Recording and Typing 10. Signing of Permit 11. Releasing 	<p>Excavation Permit:</p> <p>1 day upon payment of fees and completion of requirements.</p>	<p>Receiving Personnel: Luisa Jayme, Monalisa Diokno, Melanie Castro</p> <p>Recording & Releasing Personnel: Jimmy Baron, Engr. Karen Quirante and Arc. Ariel De Jesus</p> <p>Chief Excavation Section District 1: Engr. Karen Quirante and Arc. Ariel De Jesus</p> <p>Chief Excavation Section District 2: Jimmy Baron</p> <p>Asst. City Engineer: Engr. Rolly P. Danila</p> <p>Department Head: Engr. Crisanto Roxas</p> <p>Office Clerk/Typist: Aida Terrones, Analyn Angga, Chantie Agilada and Zaida Fuentes</p>
<p>Certificate of Completion & Acceptance Refund of Restoration Deposit:</p> <ol style="list-style-type: none"> 1. Submit request letter for final inspection and refund of restoration deposit with complete requirements as per checklist. 2. Assignment to the designated technical staff 3. Site Inspection 4. Final Evaluation and Recommendations 5. Processing of Certificate of Completion and Acceptance 6. Releasing of Certificate of Completion and Acceptance 7. Processing of Restoration Deposit Refund (Treasury Dept.) 	<p>Certificate of Completion & Acceptance Refund of Restoration Deposit:</p> <p>1 day upon completion of requirements and final inspection</p>	



City Planning and Development Department

About the Office

The City Planning and Development Department formulates integrated economic, social, physical and other comprehensive development plans and policies for consideration of the City Mayor.

The office also monitors as well as evaluates the implementation of the different development programs, projects and activities.

CITY PLANNING & DEVELOPMENT DEPARTMENT

For more information, please contact:

ENGR. ARMAN COMANDAO

Department Head

5th Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:

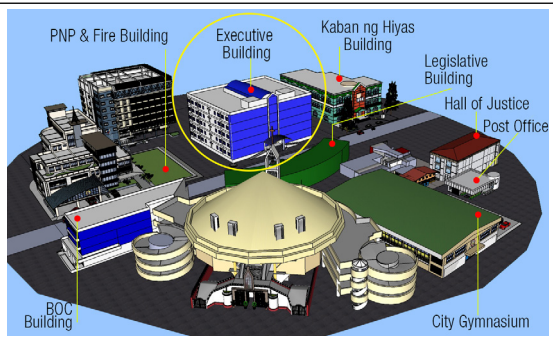
(+63) 532-5001 to 28

local 513

477.8565

@ email:

city.planning@mandaluyong.gov.ph



ISSUANCE OF THE FOLLOWING:

- Zoning Clearance for Business Permit
- Zoning Clearance for Building Permit
- Zoning Certificate
- Certificate of Non-Conformance for Business Permit
- Green Building Certificate
- Green Building Pre-Compliance Certificate (GBPCC)
- Green Building Compliance Certificate (GBCC)

₱ General Fees:

Pursuant to City Ordinance No. 484, S-2011, the amount of fees per service required are as follows:

A. FILING/APPLICATION FEE:	AMOUNT (P)
1. For Locational Clearance	133.50
2. For Motion Consideration	339.00
3. For Petition/Request for reclassification	2,000.00
4. Appeal	1,000.00
5. For filing of complaint, except those involving pauper-litigant which shall be free of charge	133.50

B. LAND USE/ ZONING FEE:	AMOUNT (P)
1. Residential (single, detached and duplex type)	1.95/sq.m of the total floor area
2. Commercial	4.50/sq.m of the total floor area
3. Yards utilized for commercial purposes	1.95 per sq.m. of total area
4. Institutional	3.45 per sq.m. of total floor area
5. Yards utilized for institutional purposes	1.95 per sq.m. of total area
6. Cemetery/Memorial Park	0.60 per sq.m. of total land area
7. Telecommunications Tower	6.90 per sq.m. of total base area
8. Gas Stations	8.00 per sq.m. of total floor area
9. Billboards (Advertisements, street graphics)	6.45 per sq.m. of total display surface area
10. Renovation (For uses 1-9)	Corresponding prescribed rate for items 1-9 above

C. PROCESSING FEE:

Twenty five (25%) of the corresponding prescribed Land Use Fee.

D. CERTIFICATE FEE:

P69.45

E. CERTIFICATE OF NON-CONFORMANCE	AMOUNT (P)
1. Manufacturing Industry	6.90 per sq.m. of total floor area
2. Non-manufacturing Industry	5.25 per sq.m. of total floor area
3. Yards utilized for industrial purposes	3.45 per sq.m. of total area
4. Renovations (for uses 1-3)	Corresponding prescribed rate for items 1-3 above

F. SURCHARGES

A surcharge of one hundred percent (100%) of the total locational clearance fees but not less than Two Thousand Pesos (P2,000.00) whichever is higher shall be charged to any applicant, proponent, proprietor, owner or representative who commences or undertakes any project without having first secured a Locational Clearance and which shall be due upon securing of such clearance.

G. DEVELOPMENT CHARGES

COMPUTATION OF DEVELOPMENT CHARGES. Any proposed land improvement or building expansion in excess of the allowable Floor Area Ratio or building height as provided in this Ordinance shall be subject to appropriate fees on top of the regulatory fees prescribed under Section 40 of this Ordinance. The amount of the development charge that shall be due from the proponent/owner shall be computed per 25% increment of the additional Building Area that may be allowed, and as follows:

DEVELOPMENT CHARGE, $D = A \times (B-C)$

Where:

- A** = The area assessment which shall be set P500.00, P750.00, P1,000.00, and P1,250.00 for the first, second, third, and fourth 25% increments, respectively, until December 31, 2013. Each January 1st thereafter until 2016, such amounts shall increase by ten (10%) percent over the Area Assessment charged in the immediately preceding year.
- B** = The total Building Area of the completed or expanded building in square meters
- C** = The estimated Total Building Area permitted under the original Floor Area Ratio/Building Height regulations

H. GREEN BUILDING FEES

Pursuant to City Ordinance No. 535, S-2014, the amount of fees service required are as follows:

TYPE OF TRANSACTION	GREEN BUILDING PRE- COMPLIANCE CERTIFICATE	GREEN BUILDING COMPLIANCE CERTIFICATE
	RATE OF FEES (Pesos)	RATE OF FEES (Pesos)
A. FILLING /APPLICATION FEE	P150.00	P50.00
B. PROCESSING FEE		
1. Residential		
a. Residential	3.00 per sq.m. of total floor area	1.00 per sq.m. of total floor area
b. Utilized for commercial/ gain purposes	5.25 per sq.m. of total floor area	1.75 per sq.m. of total floor area
2. COMMERCIAL /RETAIL/ OFFICE/HOTEL		
	5.25 per sq.m. of total floor area	1.75 per sq.m. of total floor area
3. INSTITUTIONAL		
a. School	3.75 per sq.m. of total floor area	1.25 per sq.m. of total floor area
b. Hospital	3.75 per sq.m. of total floor area	1.25 per sq.m. of total floor area
4. RENOVATION/ RETROFITTING		
	Corresponding prescribed rate per items 1-3 above	Corresponding prescribed rate per items 1-3 above
5. ALL GOVERNMENT PROJECTS		
	Free of charge pursuant to section 209 of the NBC	Free of charge pursuant to section 209 of the NBC
C. CERTIFICATE FEE	P75.00	P25.00
D. SURCHARGE	A surcharge of one hundred percent (100%) of the total Green Building fees but not less than Two Thousand Pesos (2,000.00) whichever is higher shall be charged to any project without having first secured a Green Building Pre-Compliance Certificate and which shall be due upon securing of such certificate.	

SECURING GREEN BUILDING PRE-COMPLIANCE CERTIFICATE (GBPCC)



Requirements:

- Dully accomplished Application Form and Pre-Compliance Checklist of Requirements
- At least seven (7) sets of Complete Plans (Architectural, Structural, Mechanical, Electrical, Sanitary and Electronics and Communications) signed by the owner or his duly authorized representative and relevant professionals. Out of 7 sets of documents required, one (1) set that provides details on the Green Building measures will be retained in the MCGBA.
- Architectural Plans
 - o Site Development Plans
 - o Floor Plan
 - o Elevation and Section
 - o Schedule Doors and Windows
 - o Spot Detailed Section (drawn into convenient scale):
 - Doors and Windows
 - Exterior and Interior Walls
 - Roof Deck with water-proofing/Roofing Insulation
 - Vertical and Horizontal Sun Shading
- Structural Plans
- Electrical Plans/Basis of Design/Design Calculation/Technical Specification
- Mechanical Plans and Fire Protection Plans/Basis of Design/Design Calculation/Technical Specification
- Sanitary Plans including details of Sewage Treatment Plan and Rain Water Harvesting/Basis of Design/Design Calculation/Technical Specification
- Electronic and Communication Plans

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the CPDO: Secure and Fill out application form, and submit requirements	15 minutes	Dorina Dayon/Christian Solero Vic Angel Belen Robert Lagarto
2. Evaluates submitted documents: Pre-evaluates documents, Check all requirements, prepares evaluation report, order of payment and GBPCC. 2.1 Site Inspection Site Inspection is conducted to verify all existing condition	1-7 working days	Archt. Abraham Raposon Jr. Vic Angel Belen Dorina Dayon Christian Solero Robert Lagarto
3. Review of Documents Review and Evaluates for correctness & compliance of green building measures	1 working day	Arch Abraham L. Raposon, Jr Engr. Gaspar F. Alcazar
4. Approval Review and sign certificate of compliance of green building measures	1 working day	Engr. Armando T. Comandao
5. Releasing of GBPCC The Approved GBPCC is encoded into the data bank prior to release	1 working day	Dorina Dayon/Christian Solero Vic Angel Belen Roberto Lagarto

SECURING GREEN BUILDING COMPLIANCE CERTIFICATE (GBCC)



Requirements:

- Duly accomplished Application Form and Compliance Checklist Requirements
- Three (3) sets of As-Built-Plan (Architectural, Structural, Mechanical, Electrical, Sanitary and Electronics and Communications) signed by the owner or his duly authorized representative and relevant professionals.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the CPDO: Secure and Fill out application form, and submit requirements	15 minutes	Dorina Dayon/Christian Solero Vic Angel Belen Robert Lagarto
2. Evaluates submitted documents: Pre-evaluates documents, Check all requirements, prepares evaluation report, order of payment and GBCC. 2.1 Site Inspection Site Inspection is conducted to verify all green building measures are installed and compliant	3-7 working days	Archt. Abraham Raposon Jr. Vic Angel Belen Dorina Dayon Christian Solero Robert Lagarto
3. Review of Documents Review and Evaluates for correctness & compliance of green building measures	1 working day	Arch Abraham L. Raposon, Jr Engr. Gaspar F. Alcazar
4. Approval Review and sign certificate of compliance of green building measures	1 working day	Engr. Armando T. Comandao
5. Releasing of GBCC The Approved GBCC is encoded into the data bank prior to release	1 working day	Dorina Dayon/Christian Solero Vic Angel Belen/Roberto Lagarto

Note: Releasing of GBPCC and GBCC shall follow upon Submission of Official Receipt of Payment

SECURING ZONING CLEARANCE FOR BUSINESS PERMIT



Requirements:

1. Original application form duly accomplished, notarized and signed by the owner/ applicant.
2. Photocopy of the following documents, whichever is applicable.
 - Tax Declaration with improvements
 - Contract of Lease or certification from the property-owner with specified area duly notarized and signed by the property-owner and the tenant.
3. Original or photocopy of picture of business establishment location (inside and outside views). However, for business establishment within mall, this is not necessary or applicable.
4. Photocopy of Barangay Clearance for Business Permit.
5. Duly Notarized written consent from the Home Owners Association or from the immediate Neighbors.
6. Others documents as deemed necessary by the Receiving Section/Evaluator pursuant to Section 39 of City Ordinance No. 475, S-2011.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the CPDO: Secure and Fill up application form, and submit requirements	5 minutes	Tzaddi Beltran Joselito Aniceto Antonio Raymundo Aldric Punzalan Alex Rebodos Julius Catamio Roberto Bermejo
2. Evaluates submitted documents: Pre-evaluates documents, Identify zone classification, prepares evaluation report, order of payment and clearance.	30 minutes	
3. Site Inspection: (Optional) Site inspection is conducted to verify actual activity and exact location for zone classification.	1 hour (on schedule)	
4. Review of documents: Review and evaluates report for correctness & adequacy in accordance with Zoning Ordinance	5 minutes	Lito Cloma Engr. Gaspar Alcazar
5. Approval Review and sign clearance	5 minutes	Engr. Armando Comandao
6. Releasing The approved clearance is encoded into the data bank prior to release.	2 minutes	Leoniza Dela Cruz

SECURING ZONING CLEARANCE FOR BUILDING PERMIT



Requirements:

1. Original application form duly accomplished, notarized and signed by the owner/ applicant.
2. Photocopy of the following documents, whichever is applicable.
 - a. In case the applicant is the registered owner.
 - Certified True Copy of transfer Certificate of Title.
 - Tax Declaration
 - Current Real Property Tax Receipt
 - Survey plan of the lot(s) as described in TCT.
 - b. In case the applicant is not a registered owner.
 - Duly notarized copy of Contract of Lease/Deed of Absolute Sale.
 - Current Real Property Tax Receipt
 - Survey plan of the lot(s) as described in TCT.
3. Six (6) sets of the following, duly signed and sealed by licensed Architect/ Engineer.
 - Site Development Plan, Vicinity Map and Perspective
 - Floor Plans
 - Elevations
4. Photocopy of Barangay Clearance for Construction or Renovation.
5. Duly Notarized written consent from the Home Owners Association or from the immediate Neighbors.
6. Others documents as deemed necessary by the Receiving Section/Evaluator pursuant to Section 39 of City Ordinance No. 475, S-2011.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the CPDO: Secure and Fill up application form, and submit requirements	5 minutes	Tzaddi Beltran Joselito Aniceto Antonio Raymundo Aldric Punzalan Alex Rebodos Julius Catamio Roberto Bermejo
2. Evaluates submitted documents: Pre-evaluates documents, Identify zone classification, prepares evaluation report, order of payment and clearance.	1-3 hours (depends on submitted plan)	
3. Site Inspection: (Optional) Site inspection is conducted to verify actual activity and exact location for zone classification.	1 hour (on schedule)	
4. Review of documents: Review and evaluates report for correctness & adequacy in accordance with Zoning Ordinance	15 minutes	Lito Cloma Engr. Gaspar Alcazar

5. Approval Review and sign clearance	10 minutes	Engr. Armando Comandao
6. Releasing The approved clearance is encoded into the data bank prior to release.	3 minutes	Leoniza Dela Cruz

SECURING ZONING CERTIFICATE



Requirements:

1. Original application form duly accomplished and signed by the owner/applicant.
2. Lot Plan duly signed & sealed by Geodetic Engineer (if applicable)
3. Certified True Copy of Transfer Certificate of Title.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the CPDO: Secure and Fill up application form, and submit requirements	2 minutes	Tzaddi Beltran Joselito Aniceto Antonio Raymundo Aldric Punzalan Alex Rebodos Julius Catamio Roberto Bermejo
2. Evaluates submitted documents: Pre-evaluates documents, Identify zone classification, prepares evaluation report, order of payment and clearance.	15 minutes	
3. Site Inspection: (Optional) Site inspection is conducted to verify actual activity and exact location for zone classification.	1 hour (on schedule)	
4. Review of documents: Review and evaluates report for correctness & adequacy in accordance with Zoning Ordinance	5 minutes	Lito Cloma Engr. Gaspar Alcazar
5. Approval Review and sign clearance	5 minutes	Engr. Armando Comandao
6. Releasing The approved clearance is encoded into the data bank prior to release.	2 minutes	Leoniza Dela Cruz

SECURING CERTIFICATE OF NON-CONFORMANCE FOR BUSINESS PERMIT

Requirements:

1. Original application form duly accomplished, notarized and signed by the owner/ applicant.
2. Building Plans, if applicable.
3. Photocopy of the following.
 - Tax Declaration for Land and Improvement
 - Previous CNC
 - Business Permit from year 2011 to present.
4. Barangay Business Clearance and Certification stating the fact that the business establishment was already existing prior to the adoption of City Ordinance No. 475, S-2011.
5. Neighbors'/Homeowners Association Consent interposing no objection to the existence and operation of such business establishment.
6. Others documents as deemed necessary by the Receiving Section/Evaluator pursuant to Section 39 of City Ordinance No. 475, S-2011.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the CPDO: Secure and Fill up application form, and submit requirements	5 minutes	Tzaddi Beltran Joselito Aniceto Antonio Raymundo Aldric Punzalan Alex Rebodos Julius Catamio Roberto Bermejo
2. Evaluates submitted documents: Pre-evaluates documents, Identify zone classification, prepares evaluation report, order of payment and clearance.	1 hour	
3. Site Inspection: (Optional) Site inspection is conducted to verify actual activity and exact location for zone classification.	1 hour (on schedule)	
4. Review of documents: Review and evaluates report for correctness & adequacy in accordance with Zoning Ordinance	5 minutes	Lito Cloma Engr. Gaspar Alcazar
5. Approval Review and sign clearance	5 minutes	Engr. Armando Comandao
6. Releasing The approved clearance is encoded into the data bank prior to release.	2 minutes	Leoniza Dela Cruz



City Civil Registry Services

About the Office

The City Registry Office is responsible for the civil registration program of the City of Mandaluyong pursuant to the Civil Registry Law, the Civil Code and other pertinent laws issued to implement them.

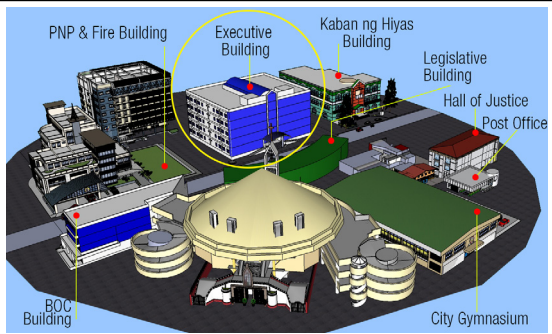
CITY CIVIL REGISTRY SERVICES

For more information, please contact:
MR. JEFFREY ZULUETA
Department Head
2nd Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:

(+63) 532-5001 to 28
local 511
533.2821

email:
civil.registrar@mandaluyong.
gov.ph



REQUEST FOR CERTIFIED TRUE COPY OF CIVIL REGISTRY DOCUMENTS (BIRTH/MARRIAGE/DEATH)

Requirements:

- Valid Identification Card
- Authorization Letter, if not the owner with valid ID of the requesting party and the authorized representative.

General Fees:

- Verification Fee P10.00
- Certified True Copy 40.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Present ID or authorization letter 2. Fill up Form found at the windows, indicate if registered late 3. Secure Order of Payment 4. Pay at Windows 7,8,9 (Treasury-Ground Floor) 5. Present the Official Receipt to claim the Certified True Copy requested. 	<p>5 to 10 minutes to get your copy</p>	<p>Birth Section: Eva Bautista Nancy Tuaño Armand Abear Raymond Fazon</p> <p>Death Section : Ma. Jhuneelyhn Caraan Edwin Erro Ronald Cañezó</p> <p>Marriage Section: Ma. Lorena del Fierro Welming Porcalla</p>

LATE REGISTRATION OF BIRTH CERTIFICATE



Requirements:

- Negative Result/Certification from the National Statistics Office
- Baptismal Certificate
- Medical Records
- Voter's Affidavit
- School Records
- SSS E-4/GSIS, ITR, NBI
- Driver's License
- Barangay Clearance
- Appearance of both parents with IDs and Residence Certificate
- Sworn Statement of Mother (Notarized)
- Marriage Contract , if married
- Affidavit of two disinterested persons (Notarized)



General Fees:

- Late Registration Fee P 50.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none">1. Submit the necessary requirements2. Parents will be interviewed or the registrant if of legal age.3. Order of Payment will be issued4. Pay the necessary fee (Treasury-Cashier at the Ground Floor)5. Present your Official Receipt to the personnel-in-charge.6. Stub will be given for the date of the release of the documents.	10 days (Posting period)	Ms. Charity Magtala Ms. Gloria De Guzman

ISSUANCE OF MARRIAGE LICENSE



Requirements:

- Personal Appearance of the Applicants
- Birth Certificate or Baptismal Certificate
- Residence Certificate
- 2 pcs. I.D. picture 1 x 1 (colored or B&W)
- Barangay Clearance/Proof of Billing
- CENOMAR (Certificate of No Marriage) of both parties from PSA-NSO
- Consent of parents for ages 18-20 years old
- Advice of parents for ages 21-24 years old
- Seminars

For Foreigners:

- Legal Capacity (to be issued by the Embassy)
- If Divorced, Divorce Certificate
- Passport, Original and Xerox

SEMINARS:

Counselling: (for 18-24 years old)

8:00 AM – Wednesdays only; City Social Welfare Development Department

Family Planning: (18 yrs. old and above)

1:00 PM – Wednesdays only; City Health Office

₱ General Fees:

- Filing Fee P 100.00
- Registration Fee 100.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Fill up application form for Marriage License and submit it together with the above requirements 2. After submission of the requirements, applicants will be given an advice for the schedule of the seminar. 3. Submit the certificate of attendance (seminar) on or before the release of the license. 	10 calendar days (posting period) for the release of the license.	Mr.Ronaldo Agpay Ms. Annie Chua Ms.Grace Vergara

Note: Marriage License validity: 120 days from the date of issuance.

LEGITIMATION OF BIRTH BY SUBSEQUENT MARRIAGE OF PARENTS

Requirements:

- Authenticated Marriage Contract
- Certificate of No Marriage (CENOMAR) or Advisory on Marriages (CSR Fonrm No. 5) from PSA-NSO
- Certificate of Live Birth of the Child (COLB)
- If not acknowledged, or if the name of the father is not entered in the COLB, Submit proof of Filiation, like SSS/GSIS, ITR, PhilHealth, Pag-IBIG Insurance Policy, Employment Record and execute the Affidavit of Paternity/Acknowledgment
- Joint Affidavit of Legitimation (AOL)
- Personal Appearance of both parents

Other requirements, if applicable:

- Certificate of Death of deceased spouse or
- Annotated Certificate/s of Marriage of previous marriage/s

₱ General Fees:

- Legitimation Fee P150.00
- Acknowledgment/Admission of Paternity P150.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Submit all the requirements with valid IDs 2. After evaluation of documents, and if found complete, an Order of Payment will be given. 3. Pay the required fees at the Treasury Windows located at the ground floor 	same day upon application	Mr. Pericles de Guzman Ms. Fe Ancheta Ms. Ma. Jhuneelyhn Caraan Ms. Rowena F. Arcangel Ms. Jenny Medel

STEPS	HOW FAST?	KEY PERSON/S
4. Submit the official receipt to the personnel assisting you 5. Wait for the release of your document		

**APPLICATION FOR R.A. 9255
(ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THEIR FATHER)**



Requirements:

- Authenticated Copy of the Certificate of Live Birth, including the dorsal page if signed by the father;
- If no acknowledgment, or if the name of the father is not written/entered
- In the COLB, submit proof of filiation like SSS/GSIS, ITR, Philhealth, Insurance Policy Pag –IBIG, Employment Record and execute the Affidavit of Paternity/Acknowledgment
- Affidavit to Use the Surname of the Father (AUSF) with conformity of the mother
- Personal Appearance of both parents with valid IDs



General Fees:

- Supplemental Fee P150.00
- Acknowledgment/Admission of Paternity P150.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all the requirements with valid IDs 2. After evaluation of documents, and found complete, an order of payment will be given. 3. Pay the required fees at Treasury Windows located at the Ground Floor, same building 4. Submit the official receipt to the personnel assisting you 5. Wait for the release of your documents	same day upon application	Mr. Pericles de Guzman Ms. Fe Ancheta Ms. Ma. Jhuneelyhn Caraan Ms. Rowena F. Arcangel Ms. Jenny Medel

APPLICATION FOR R.A. 9048 (CORRECTION OF CLERICAL ERROR AND CHANGE OF FIRST NAME)

APPLICATION FOR R.A. 10172 (CORRECTION OF CLERICAL AND TYPOGRAPHICAL ERRORS IN THE DAY AND MONTH IN THE DATE OF BIRTH OR SEX OF A PERSON APPEARING IN THE CIVIL REGISTER)



Requirements:

- Authenticated Copy of the Certificate of Live Birth
- Marriage Certificate, if married
- Baptismal Certificate
- Employment Records/Certification
- School Records
- Voter's Record
- Copy of the newspaper clippings
- Driver's License
- Insurance Policy
- Bankbook/Passbook
- Publication
- Affidavit of Publication (from the Publisher)
- Medical Records

- Medical Certificate from accredited government physician for correction of sex
- Business Records

₱ General Fees:

- Correction of Clerical Error P1,000.00
- Change of First Name P3,000.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Submit the necessary documents 2. After evaluation of documents, and found complete, an order of payment will be given. 3. Pay the required fees at Treasury Windows located at the Ground Floor, same building 4. Submit the official receipt to the personnel assisting you 5. Wait for the release of your documents 	2 to 3 months for the Decision including the period of publication	Ms. Potenciana Garduque Mr. Jerry Gavara Ms. Jenny Medel Mr. Ryan Michael Javier

REGISTRATION AND ANNOTATION OF ANNULMENT OF MARRIAGE

🇵🇭 Requirements:

- Certified True Copy of the Decision of the Court granting the petition for the absolute nullity of marriage
- Certified True Copy of the Certificate of Finality
- Certified True Copy of Entry of Judgment stating clearly that the Decision has become final and executory and the same has been recorded /entered in the Book of Entries/Judgment;
- Certified True Copy of the Decree of Absolute Nullity of Marriage
- Certificate of Registration of the Court Decision issued by the Civil Registrar where the Decision was granted
- Certificate of Authenticity of the Court Decision issued by the Civil Registrar where the Decision was granted

₱ General Fees:

- Annulment Registration Fee P700.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Documents submitted are subject for verification pursuant to Memorandum Circular 2012-02 of the Philippine Statistics Authority 2. After all the documents have been verified , an order of payment will be issued 3. Pay at the Treasury Department Windows located at the Ground Floor 4. Present the Official Receipt to the personnel in charge 	Annotations in the Certificate of Marriage can be done once all the verifications have been made and the Decree of Absolute Nullity of Marriage have been registered.	Ms. Rowena Arcangel Ms. Fe Ancheta

REGISTRATION OF COURT DECREES (PRESUMPTIVE DEATH, CANCELLATION OF CIVIL REGISTRY DOCUMENT, CORRECTION OF ENTRY)



Requirements:

- Certified True Copy of Decision of the Court granting the petition
- Certified True Copy of the Certificate of Finality
- Certified True Copy of the Entry of Judgment stating clearly that the Decision has become final and executory; and the same has been recorded /entered in the Book of Entries/Judgment;
- Certificate of Registration of the Court Decision issued by the Civil Registrar where the Decision was granted
- Certificate of Authenticity of the Court Decision issued by the Civil Registrar where the Decision was granted



General Fees:

- Court Decrees P 400.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none">1. Submit documents for evaluation2. Documents submitted are subject for verification2. After all the documents have been verified , an order of payment will be issued;3. Pay at the Treasury Department Windows located at the ground floor, same building4. Present the Official Receipt to the personnel in charge	Annotations in the Certificate will be done once all verifications have been made	Ms. Rowena Arcangel Ms. Fe Ancheta

REGISTRATION OF ADOPTION



Requirements:

- Certified True Copy of the Court Decree of Adoption
- Certified True Copy of the Certificate of Finality of the Court Decree of Adoption
- Certificate of Registration of the Court Decree of Adoption issued by the Civil Registrar where the Decree was granted
- Certificate of Authenticity of the Court Decree of Adoption issued by the Civil Registrar where the Decree was granted



General Fees:

- Adoption P 400.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none">1. Documents submitted are subject for verification2. After all the documents have been verified , an order of payment will be issued;3. Pay at the Treasury Department Windows located at the ground floor, same building- Present the Official Receipt to the personnel in charge	Annotations in the Certificate of Live Birth will be done once all verifications have been made	Ms. Rowena Arcangel Ms. Fe Ancheta

REQUEST FOR REGISTRATION OF LEGAL INSTRUMENTS:



Requirements:

- Certified True Copy of the Court Decree of Adoption
- Certified True Copy of the Certificate of Finality of the Court Decree of Adoption
- Certificate of Registration of the Court Decree of Adoption issued by the Civil Registrar where the Decree was granted
- Certificate of Authenticity of the Court Decree of Adoption issued by the Civil Registrar where the Decree was granted



General Fees:

- Option to Elect Citizenship P1,000.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit the legal instrument to the personnel in charge 2. After evaluation , an Order of Payment will be issued 3. Pay at the Treasury Department Windows located at the ground floor, same building 4. Present the Official Receipt 5. Get the registered legal instrument	Same day upon application	Ms. Rowena Arcangel Ms. Fe Ancheta



City Assessor's Department Services

About the Office

The City Assessor's Department is tasked to effect all laws governing the administration, appraisal and assessment of real property for taxation purposes.

The department maintains the identification, valuation and tax mapping information of all properties subject to assessment within the jurisdiction of the city.

It is also responsible for the preparation of a schedule of fair market values of the different classes of real property in accordance with the provisions of the Local Government Code including the conduct of physical surveys for verification and tax mapping purposes, and to recommend changes in assessment policies and procedures.

CITY ASSESSOR'S DEPARTMENT

For more information, please contact:

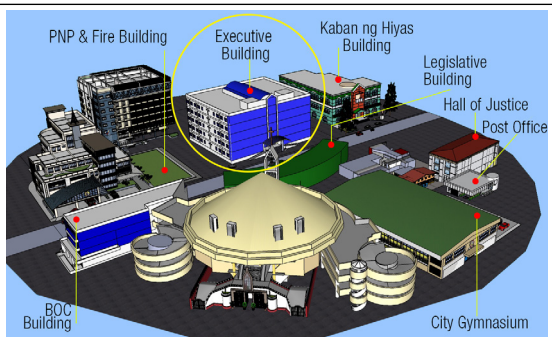
MR. GENER SISON

Department Head

Ground Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 505/506
532.4440/5352835

email:
assessor@mandaluyong.gov.ph



ISSUANCE OF THE FOLLOWING:

- **Certification of Property/Non-Property**
- **Certification of Property Holdings/Ownership**
- **Property Verification et als.**
- **Certified Photo Copy of Real Property**
- **Tax Declaration/Transfer of Ownership, Segregation, Consolidation**

Requirements:

- latest O.R. of RPT
- letter of request/ bearer
- Transfer of Tax Declaration (Ownership)
Transfer Certificate of Title/Condominium Cert. of Title (new owner)
Deed of Conveyance used to effect the transfer (Deed of sale, Donation, Extra-Judicial settlement, etc.)
- Tax Clearance or Real Property Tax Receipt (Updated)
- Certificate Authorizing Registration (CAR)
- Transfer Tax Receipt
- Processing Fee Php. 300.00 per Tax Declaration (to be paid at City Treasurer's Office)

₱ General Fees:

- Certifications, certified true/xeroxed copies and verifications are all amounting to P 50.00 fee (as per City Ordinance No. 416, S-2008)
- Transfer of ownership, segregations, consolidation (as per tax declaration made)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Computerized Data/RPTD Records (Manual) 2. Pay corresponding fee 3. For release by the signatory or authorized officer 	10-15 minutes	<p>Over-the-counter personnel: Ma. Dixie Angeles/Luz Malto</p> <p>Appraisal: Roberto Teoxon/Ferdinand Rodrigo Albert Masilang/Danilo Conwi Carlos Javier</p> <p>Records Division: Erwin Navarro/Teresita Maga-an</p> <p>Approval: Gener Sison/Juliet Ereso</p> <p>Releasing: Maricel Llaneta/Ariel Nuestro</p>

**ISSUANCE ON ASSESSMENTS:
(Appraisal/Operations) New, Re-Assessment Notice of Cancellation
and Transfer of Ownership**

 **Requirements:**

- Latest O.R. of RPT
- Building permit
- Certificate of Occupancy if any

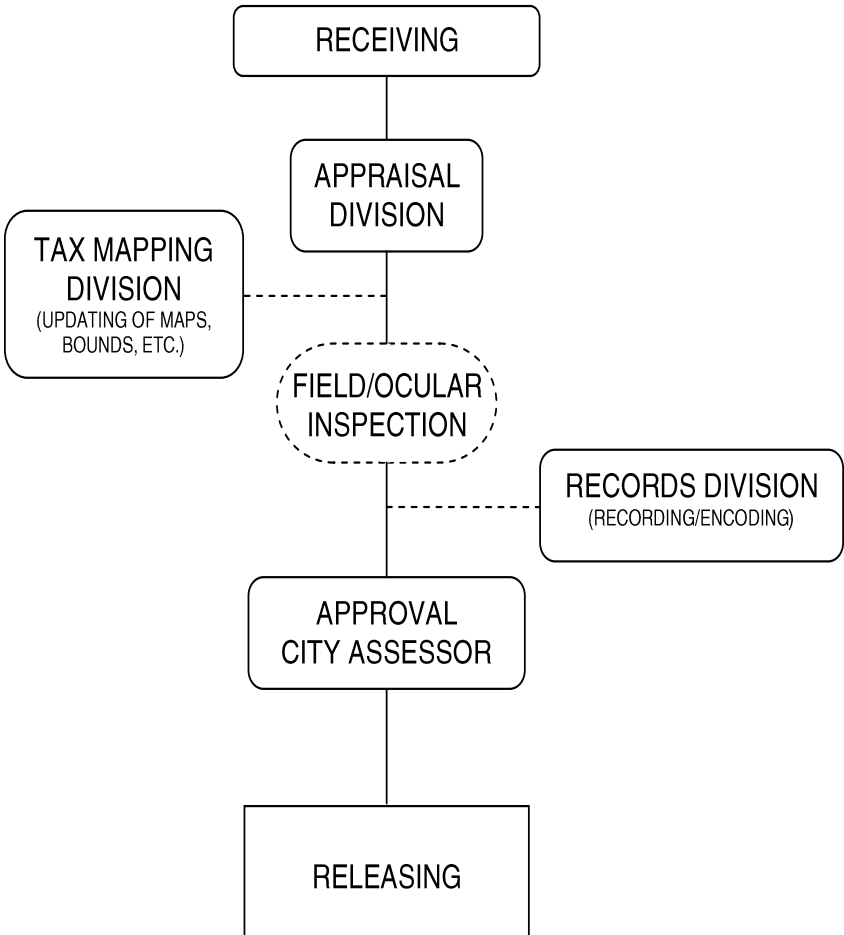
₱ General Fees:

- Please refer to Sec. 208 of PD 1096-National Bldg. Code of the Philippines

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Receiving 2. Appraisal Division (conduct field/ocular inspection along with Tax Mapping Division for updating of maps, bounds) 3. Record's Division (entry of records/computerized encoding) 4. Approval 5. Releasing 	1-3 days	<p>Over-the-counter personnel: Ma. Dixie Angeles/Luz Malto</p> <p>Appraisal: Roberto Teoxon/Ferdinand Rodrigo Albert Masilang/Danilo Conwi Carlos Javier</p> <p>Records Division: Erwin Navarro/Teresita Maga-an</p> <p>Approval: Gener Sison/Juliet Ereso</p> <p>Releasing: Maricel Llaneta/Ariel Nuestro</p>

OPERATIONAL WORK FLOWCHART
Real Property Appraisal
(New/Re-Assessment and Notice of Cancellation)





City Social Welfare and Development Services

About the Office

The City Social Welfare and Development Office handles the development of plans, strategies with the approval of the mayor, particularly those concerning social welfare programs and projects.

The office also serves as the frontline of service delivery and provides immediate relief assistance during and in the aftermath of disasters and calamities.

CITY SOCIAL WELFARE AND DEVELOPMENT DEPARTMENT

For more information, please contact:

MS. TERESITA C. PILLAS

Department Head

Ground Floor, Old City Hall Building,
City Hall Complex, Mandaluyong City

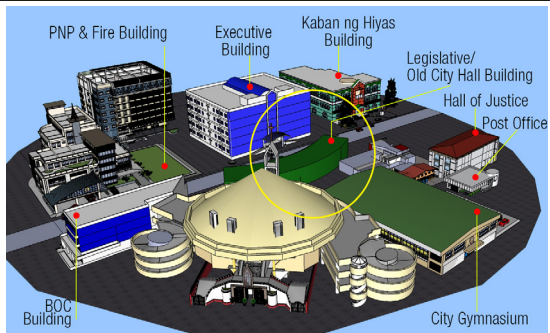
Telephone:

(+63) 532-5001 to 28
local 610

535.7127

email:

swd@mandaluyong.gov.ph



I. CHILD AND YOUTH WELFARE PROGRAM

A. Home-Based –EECD cum Supervised Neighborhood Play Program



Requirements:

- Birth Certificate

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Identification of Supervised Neighborhood Play (SNP) Worker • Intake/Interview of SNP Worker • Orientation of Supervised Neighborhood Play (SNP) Worker SNP Volunteers. • Enrollment of SNP Children to the Home based cum SNP Program (ages 2 years old to 2.9 years old, preferably Pantawid Pamilya Beneficiaries and who's Day Care Center is not accessible from their residence). • Orientation of SNP Children Parents. 	1 month	Dhoreen M. Bisnar Social Worker

B. Petron Tulong Aral Program (Educational Assistance/Special Project)



Requirements:

- Birth Certificate
- Barangay Certificate of Indigency
- Attend Day Care class

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Fill up application /Child History Form • Submit required documents • Take written examination and interviews from Local Social Worker together with the DSWD-NCR Worker • Validation of DSWD-NCR Social Worker thru written exam/ interview and home visitation 	15 Days including home visitation evaluation and approval	Dhoreen M. Bisnar Social Worker

C. Children in Need of Special Protection (CNSP)

A. Sexually Abused

B. Physically Abused

C. Neglected/Surrendered

D. Abandoned

E. Trafficking In Person

F. Street Children

G. Child Labor

H. Children In Conflict With The Law

I. Victims Of Illegal Recruitment

J. Sexually Exploited

K. Children With Disability

L. Children In Armed Conflict

M. Children In Ethnic/Cultural Communities

N. Children At Risk (CAR)



Requirements:

- Medical certificate
- Barangay blotter
- Police blotter
- Endorsement Letter from referring party/Referral Letter
- NSO Birth Certificate/ Baptismal Certificate/ School Record

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Intake/interview of the child and parents/guardian. • Coordination to barangay/ police or referring person. • Counseling to the minor and family. • Conducts home visitation and collateral interview. • Prepare referral to LGU's, NGO's and other stakeholders for medical, psychological, legal and other assistance. • Conducts monitoring and after care services. 	Case to case basis	<p>ARLENE GAMPA Social Worker</p> <p>SHERYL ALIM Social Worker</p> <p>MICHELLE LAURINARIA Social Worker</p> <p>MELINDA N. SUMAYLO Social Worker</p> <p>SARAH IRNICKA CARDENAS Social Worker</p> <p>CECILIA URBANO Social Worker</p>

D. Issuance of Certification Declaring a Child Legally Available for Adoption



Requirements:

Requirements for Abandoned Children

- Police Blotter
- Barangay Blotter
- Child's Profile of Foundling Certificate
- Media Announcement
 - a. Print Publication
 - b. Radio Announcement (3 radio station, 3 times announcement, 3 days interval)
- Social Case Study Report
- 3 pcs. 2x2 Oldest Picture
- Recent Picture
- Petition

Requirements for Surrendered Children

- Social Case Study Report
- Notarized Deed of Voluntary Commitment (DVC)
- Photocopy of Live Birth Certificate
- Old and Recent whole body photo of minor

₱ Fees:

This service is FREE of charge. The Print Publication Fee will be shouldered by the Prospective Adoptive Parent)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Inquiry and orientation on Certification Declaring a Child Legally Available for Adoption (CDCLAA) • Initial Interview • Home Visitation • Completion of Required Documents 	3 months	<p>MICHELLE LAURINARIA Social Worker</p>

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Submission to DSWD-NCR • Reviewed the Certification Declaring a Child Legally Available for Adoption (CDCLAA) from DSWD-Central Office • Issuance of Certification Declaring a Child Legally Available for Adoption (CDCLAA) to the client. 		

E. Issuance of Foster Care License and Foster Care Authority



Requirements:

- Marriage Contract (couple/married)
- Medical Certificate of applicant and each family and house member
- Recent Family Picture
- Police, NBI or Barangay Clearance
- Certificate of Employment
- Birth Certificate (applicant)

₱ Fees:

This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Inquiry and orientation on Foster Care Program • Initial Interview • Home Visitation • Completion of Required Documents • Submission to DSWD-NCR • Reviewed the Foster Care License and Foster Placement Authority • Issuance of Foster Care License and Foster Placement Authority 	2 months	MICHELLE LAURINARIA Social Worker

F. Pag-Asa Youth Association of the Philippines (PYA)



Requirements:

- 15-30 years old
- Out of school and In- school youth
- Residence of Mandaluyong

₱ Fees:

This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Inquire to CSWD Office about the program. • Fill up the membership form and submit the duly accomplished form to the person in charge with 2x2 I.D. pictures. • Recommend to the barangay chairman for reference and possible inclusion to the barangay youth organization. • Orientation of PYA Group/ organization regarding the program, activities and services. 	15 days	Ma. Elen Cestina Social Worker

II. FAMILY AND COMMUNITY WELFARE PROGRAM

A. Issuance of Solo Parent Identification Card



Requirements:

- 1X1 ID picture (2 copies)
- Birth Certificate of minor children
- Certificate of employment (optional)
- Barangay Certification
- Affidavit of guardianship (if happen to be a guardian of the minor)

₱ Fees:

This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Fill up application form • Submit required documents • Conduct intake/ interview and home visitation of the client • Assessment of client if qualified to avail the service • Issuance of Solo Parent ID 	1 month	DHOREEN M. BISNAR Social Worker

B. Issuance of Pre-marriage Certificate

Requirements:

- Pre-marriage slip from Civil Registry Office

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Fill up application form. • Attend pre-marriage counseling scheduled every Wednesday. • Submit herbal plants and vegetable seeds in lieu of the pre marriage certificate. • Issuance of Pre-marriage certificate 	2 hours	DHOREEN M. BISNAR Social Worker JOSEFINA CLARICIA Marriage Counselor

C. Parent Effectiveness Service

Requirements:

- Parents
- Parents of St. Children, Solo Parent, CICL Parents, ERPAT, Tulong Aral ng Petron Parents, SNP Workers, Houseparent's, INA Parents, Parents of Children at Risk, Parents who violated the R.A 7610 and the City Ordinance No. 538-2014 known as an ordinance enacting the Mandaluyong city code of parental responsibility for the protection of children's right and Community leaders.

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Fill up the Baseline Profile for parent's participants • Attend and participate the scheduled parent effectiveness service session • Fill up evaluation form after the session. 	1 hour	DHOREEN M. BISNAR Social Worker SHERYL ALIM Social Worker ARLENE GAMPAL Social Worker

D. Empowerment and Reaffirmation of Paternal Abilities (ERPAT)

Requirements:

- Male/Father
- Barangay Certificate
- Must be a residence of Mandaluyong City.

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Inquire at the CSWD Office about the program • Fill up the membership form and duly accomplished form with 2x2 I.D. picture. • Recommend the ERPAT applicant to their respected barangay chairman for possible organization of ERPAT • Orientation of ERPAT about the program, organization and activities 	1d days	Dhoreen M. Bisnar Social Worker

E. Livelihood Assistance

1. Individual Capital Assistance



Requirements:

- Voter's I.D./Valid ID
- Personal letter address to the Mayor requesting for capital assistance
- Certificate of Indigency from the barangay
- Project Proposal
- Approval slip from the Mayor's Office

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Conduct intake/ interview and home visitation of the client • Assessment of client if qualified to avail the assistance • Issuance of Social Case Study report • Monitoring of the individual livelihood projects 	1 week	MELINDA N. SUMAYLO Social Worker

2. Self-Employment Assistance-Kaunlaran (SEA-K) Program



Requirements:

1. Project Proposal
2. Brgy. Clearance

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Organize group with 5-25 members • Pantawid Pamilya beneficiaries • Intake/ interview and fill up general intake sheet • Social Preparation • Basic Business Management seminar • Fill up SEA-K forms <ul style="list-style-type: none"> - Project proposal - Certificate of eligibility - Constitution and by laws - Resolution to designate bank account • Opening of bank account at landbank • Submission of required documents of per group to the DSWD-NCR • Approval of concerned person's in charge • Release of Individual Capital Assistance • Monitoring of Individual projects • Monitoring of group repayment • Coordination of concerned focal persons for the project 	1 month	MILAGROS R. LAGARAN Social Worker

F. Pantawid Pamilya Pilipino Program (4Ps)

 **Requirements:**

- Had applied for inclusion to the program thru Listahanan
- Resident of Mandaluyong City
- With children 0- 18 years old who are studying
- Was validated by the DSWD-NCR thru National Household Targeting System (NHTS) Poverty Threshold
- Were identified as one of the Pantawid Pamilya beneficiary which names were posted at their respective barangays

 **Fees:**

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Validation and submission of all needed requirements • Attending of Family Development sessions and any other activities • Regular medical check-up of children beneficiaries • Regular attendance of children in school • Monitoring of family beneficiaries 	1 day	MILAGROS R. LAGARAN Social Worker

III. WOMEN WELFARE PROGRAM

Women in Protection

1. Violence Against Women and Children (VAWC)
2. Trafficking in Person
3. Women with Disability
4. Women in Extremely Difficult Circumstances (WEDC)

Requirements:

- Medical certificate
- Barangay blotter
- Police blotter
- Endorsement Letter from referring party/Referral Letter
- NSO Birth Certificate/ Baptismal Certificate/ School Record

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none">• Intake/interview of the child and parents/ guardian• Coordination to barangay/police or referring person• Counseling of the minor and family• Conducts home visitation and collateral interview• Prepare referral to other agencies, LGU's, NGO's for medical, psychological, legal and other assistance• Conducts monitoring and after care services	1 week	MA. GRACIELLA PEREZ Social Worker

IV. DISABLE WELFARE PROGRAM

A. Project TEACH (ISSUANCE OF CERTIFICATE OF INDIGENCY)

Requirements:

- Form A-Referral from the barangay health center physician
- Form B-Certificate of Indigency from the barangay
- 1 pc. 2x2 picture of client
- Medical assessment from the Neuro Developmental Pediatrician (if evaluated)
- Voter's I.D.

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Intake/interview with the parents or guardian • Conduct home visitation of the applicant for assessment and validation • Assessment of the family if child is qualified to avail the service. If not referred to private centers for accommodation • Issuance of Form C-Certificate of Indigency to qualified clients 	1 week	MELINDA N. SUMAYLO Social Worker

B. Referrals and Institutionalization of Disabled Person



Requirements:

- Endorsement letter from referring person/agency
- Medical certificate of client

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Intake/interview of client and referring person • Coordination with partner agencies, LGU's and NGO's for appropriate services needed and for institutionalization • Conduct home visitation and collateral information to families and relatives for possible unification and referrals • Referral of client for institutionalization or to his/her family 	1 week	MELINDA N. SUMAYLO Social Worker

C. Social Case Study Report for Assistive Devices Like Wheelchair, Cane, Stroller, Hearing Aid, Etc.

Requirements:

For Wheelchair, Cane, Stroller, Quadcane

- Voter's I.D.
- Medical Certificate/Clinical Abstract
- Brgy. Certificate of Indigency
- Whole body picture
- Personal letter Address to the Mayor

For Hearing Aid

- Hearing Test result
- 3 sets of quotation from different hearing aid centers (sealed envelope)
- Brgy certificate of indigency

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none">• Intake interview of client or representative• Coordination with partner agencies• Issuance of Social Case Study Report	1 week	MELINDA SUMAYLO Social Worker MELIENA BARIL Social Worker

V. ELDERLY WELFARE PROGRAM

A. Social Pension for Indigent Senior Citizen

Requirements:

- 60 years old and above
- Senior Citizen's Identification card
- Birth Certificate
- Frail, sickly or with disability
- Without pension
- No permanent source of income, compensation or financial assistance from relatives to support her/his basic needs

Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none">• Fill up the application form• Submit required documents• Home visitation of DSWD-NCR Social Worker to the client• Issuance of validated master list of Indigent Senior Citizen beneficiaries• Conducts monitoring and after care services	1 month	MA. ELEN CESTINA Social Worker

B. Referrals And Institutionalization Of Elderly



Requirements:

- Endorsement letter from referring person/agency
- Medical certificate of client

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Intake/interview of client and referring person • Coordination with partner agencies, LGU's and NGO's for appropriate services needed and for institutionalization • Conduct home visitation and collateral information to families and relatives for possible unification and referrals • Referral of client for institutionalization or to his/her family 	Case to case basis	MA. ELEN CESTINA Social Worker

VI. ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATION

A. Medical Assistance



Requirements:

- Clinical Abstract/Medical Certificate
- Prescription Medication or reseta ng doctor/laboratory request
- Barangay Certificate of indigency
- Valid ID's/Voters ID
- Others as may we required

B. Financial Assistance



Requirements:

For Hospital Bill:

- Clinical Abstract/Hospital bill
- Hospital bill sign by the Billing Head
- Endorsement letter from the Hospital
- Barangay Certificate of Indigency
- Valid I.D's/ Voters ID
- Others as may required

For Educational Assistance:

- Latest Enrollment or Registration Form
- Validated School I.D.
- Barangay certificate of Indigency
- Valid I.D's/Voters ID
- Personal Letter address to the Mayor
- Official Receipt of tuition fee payment
- Endorsement Slip from the Mayor's Office
- Others as may we required

For Burial/Cremation/Discount (City Ordinance #445 series of 2010):

- Registered Death Certificate
- Barangay certificate of Indigency
- Order of Payment from Garden of Life
- Valid I.D's/Voters ID

C. Issuance of Certificate of Indigency for PAO, Correction of Birth Certificate, Late Registration, Rehabilitation Treatment



Requirements:

- Certificate of No Property from Assessor's Office
- Certificate of No Business form Business Permit and Licensing Office (BPLO)
- Barangay Certificate of Indigency
- Valid I.D's/Voters ID
- Copy of Negative result from National Statistic Office (NSO) (for late registration)
- Copy of birth certificate(for correction of birth certificate)
- Other as may be required

D. Issuance of Disaster Certificate to Victims Of Disaster



Requirements:

- Certificate of Fire from barangay
- Photocopy of Disaster Assistance Family Access Card (DAFAC) Form

E. Mortuary Assistance



Requirements:

- Registered Death Certificate
- Fill up application form from the Office of the Senior Citizen Affairs
- Senior Citizen's I.D.
- Barangay Certificate of Indigency
- Valid I.D's/Voters ID

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Get a stub number and register the name of the person who is processing the needed assistance and wait for the number to be called for screening • An initial interview will be conducted by the screener to verify what assistance should be given and will validate the requirements presented by the client • After the initial interview and validation of requirements the screener will schedule the follow-up or release of Social Case Study Report or Certification 	Depending on request	MELIENA BARIL Social Worker ROBERT BOADO Welfare Worker JERIC JIMENEZ Welfare Worker DIANA NARRAL Welfare Worker JOSEPH ARCARDO Welfare Worker BENILDA GANDOL Welfare Worker

STEPS	HOW FAST?	KEY PERSON/S
<p>being requested, will provided follow-up slip for the client , stating the date, name of the worker assigned and time when he/she will follow-up or get his/her Social Case Study Report or Certification</p> <ul style="list-style-type: none"> • If the screener identified any urgency or that the case of the client needs special attention, screener will immediately bring the case to the social worker for proper disposition • Releasing or follow-up time is on every 3:00 P.M. everyday, Monday-Friday. Cut-off time of interview and screening is 2:00 P.M. except on Burial assistance, Monday-Friday • During releasing time, welfare worker assigned will only secure photocopied of all Social Case Study Report, Certification and required documents. The client will affix their signature on the photocopied Social Case Study Reports or certification as a sign that he/she has received his/her requested Social Case Study Reports or certification • Client's can avail the service every after 3 months from the last time he/ she availed of the service except for burial assistance and clients who are undergoing chemotherapy, dialysis and other chronic and progressive diseases 	<p>Depending on request</p>	<p>ROSALINDA RAMIREZ Welfare Worker NORMA SALVATIERRA Welfare Worker EMILY SALINGA Welfare Worker</p>

F. Referrals and Institutionalization for Psychotic and Vagrants and Street Dwellers



Requirements:

- Endorsement letter from referring person/agency
- Medical certificate
- Police/barangay blotter



Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Intake/interview of client and referring person • Medical laboratories of the client • Coordination to different agencies, NGO's, GO'S, and LGU's for possible reintegration to his/her family and for institutionalization. • Conduct home visitation of client's family and prospective relatives. • Referral of client to institutions, LGU's or to his/her family's 	1 month	<p>SHERYL ALIM Social Worker</p> <p>MA. GRACIELLA PEREZ Social Worker</p> <p>SARAH IRNICKA CARDENAS Social Worker</p>

BAHAY TULUYAN

Children in need of Special Protection:

- Sexually Abused
- Physically Abused
- Neglected/Surrendered
- Abandoned
- Child Trafficking
- Street Children
- Child Labor
- Children in Conflict with the Law Female
- Sexually Exploited
- Children with Disability
- Children at Risk (CAR)

Women in Extremely Difficult Circumstances:

- Violence Against Women and their children
- Trafficking in Person
- Abandoned Elderly
- Women with Disability
- Pregnant Women
- Victims of Rape

 **Requirements:**

- 0-6 male children
- Minor girls and women
- Referral letter from barangay and/or police
- Police or barangay blotter
- Medical certificate
- Legal document

 **Fees:**

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Intake/interview and initial assessment of the client • Conduct counseling to the minor and parents • Assist the client to Camp Crame or Child protection unit UP- PGH for Genital Examination (for Sexually abused clients) • Assist the minor client to Mandaluyong City Medical center for thorough Check-up (for physically abused clients) • Assist the client in filling the case • Conduct home visitation of family • Referral to CPU-PGH for psychological assessment and evaluation of the victim • Coordination and referral to respective LGU if client is non Mandaluyong resident for after care service • Referral to center/institution for further intervention and services if the client needs protective services or no family/relatives to take custody • Assist clients during court hearings 		<p>SHERYL ALIM Social Worker</p> <p>SARAH IRNICKA CARDENAS Social Worker</p>

BAHAY PAG-ASA YOUTH DEVELOPMENT CENTER-CENTER FOR MALE CHILDREN IN CONFLICT WITH THE LAW (CICL) AND CHILDREN AT RISK (CAR)



Requirements:

- Police/Brgy. Blotter
- Endorsement/Referral letter from Women and Children Protection Desk
- Medical Certificate
- Birth Certificate/Baptismal Certificate/School Record (if available)

₱ Fees:

This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Fill up Intake Form and admission slip • Interview and assessment of clients • Counseling with client and parent/parent guardian • Home visitation 		<p>SHERYL ALIM Social Worker</p> <p>SARAH IRNICKA CARDENAS Social Worker</p>

STEPS	HOW FAST?	KEY PERSON/S
<ul style="list-style-type: none"> • Coordination with institution/LGU's/ NGO's/barangays and other resources for referral and reintegration to their families • Prepare Social Case Study Report/Case Summary • Prepare psychological examination • Assist client for inquest/preliminary investigation at City Prosecutors • Assist client for court hearing • Prepare client for intervention/diversion program • After care 		<p>ARLENE GAMPAL Social Worker CECILIA URBANO Social Worker</p>



Legal Services

About the Office

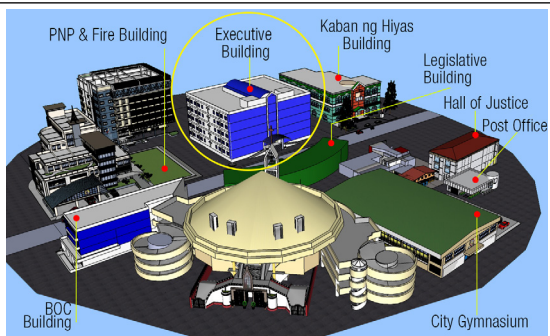
The Legal Office provides services to the unprivileged by providing free legal assistance to the city and the entire Mandaluyong populace.

City Legal Department

For more information, please contact:
ATTY. VOLTAIRE G. SAN PEDRO
Department Head
4th Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 533

email:
legal@mandaluyong.gov.ph



Notarization of Affidavits and other Legal Documents



Requirements:

- Pertinent Documents, please prepare a Xerox copy
- Government issued ID (Postal, COMELEC, GSIS, Driver's License, Senior Citizens ID, and others)



Fees:

- Notarial services to the indigent constituents of Mandaluyong is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present the documents to the receiving clerk and review of documents.	1-5 minutes	Gonzalo Alabastro Jr. Hazel V. Molina
2. Notarization of Document (clients must present the original & Xerox copies of the Notarial Section including Xerox copy of the Community Tax Certificate or any Government issued ID	5 minutes	Charito Dela Paz Ma. Lourdes Doroteo Jesusa Deladia
3. Issuance of Documents (Receive notarized document and leave a file copy to the assigned clerk)	60 seconds	Evelyn Trinidad

Availing of Free Legal Counseling



Requirements:

- No requirements needed



Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present the case. A brief overview about the case will be asked by our attending staff for documentation purposes.	5 minutes	Evelyn Trinidad
2. Counseling proper. Proceed to the Legal Officer in-Charge for interview of facts and counseling	30 minutes	Atty. Ernesto C. San Juan Atty. Gabriel P. Corton Atty. Julian T. Tutanes Atty. Jeffrey P. Omadto

Issuance of Authentication of Clearance Certification



Requirements:

- No requirements needed



Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Interview. Look for the designated officer for a brief interview as to the purpose of the certification/clearance	5 minutes	Evelyn Trinidad
2. Preparation of Certificate	10 minutes	Evelyn Trinidad
3. Approval. The City Legal Officer signs the clearance/certification	60 seconds	Atty. Voltaire G. San Pedro

Requesting a Written Legal Opinion



Requirements:

- Letter of Endorsement



Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present the case together with the facts and a letter of endorsement issued by the department concerned	60 seconds	Evelyn Trinidad Charito Dela Paz
2. Research and Review	A maximum of 15 working days should be allowed in order to review relevant issues of the case	Atty. Ernesto C. San Juan Atty. Gabriel P. Corton Atty. Julian T. Tutanes Atty. Jeffrey P. Omadto
3. Preparation and Delivery of Written Legal Opinion	30 minutes	Atty. Voltaire G. San Pedro

Adjudication Board on Illegally Parked/Stalled Vehicles



Requirements:

- Ordinance Violation Receipts (OVR)
- Complaint's Form



Fees:

- This service is FREE of charge

Steps when the apprehended party will contest:

STEPS	HOW FAST?	KEY PERSON/S
1. Key person will call the Towing Service Office to inform the Towing Enforcer concerned for the hearing on the contest.	1-3 minutes	Ma. Lourdes J. Doroteo Hazel V. Molina Carlos Capili
2. Upon arrival of the Towing Enforcer, hearing will start. If the Towing Enforcer failed to appear within the 3 ½ hours period of waiting, the OVR will be cancelled.		Hearing Officers: Jesusa C. Deladia Francisco Garcia Atty. Gabriel P. Corton Atty. Ernesto C. San Juan Atty. Julian T. Tutanes
3. If the violation is affirmed by the Hearing Officer, the apprehended party will pay the penalties/fees, indicated thereon.		
4. After hearing the complaint/contest, a Resolution will be issued to the apprehended party, on the findings of the hearing officer.	3 minutes	Ma. Lourdes J. Doroteo Hazel V. Molina Carlos Capili

Review of Memorandum Agreements and Contracts



Requirements:

- Draft Memorandum Agreements & Contracts



Fees:

- This service is FREE of charge

Steps when the apprehended party will contest:

STEPS	HOW FAST?	KEY PERSON/S
1. Present the draft Memorandum Agreements and Contracts by endorsing the same with this Department.	60 seconds	Evelyn Trinidad
2. Research and Review	A maximum of 15 working days should be allowed in order to review the terms and conditions as well as the responsibilities and duties to be imposed on the City	Atty. Gabriel P. Corton Atty. Ernesto C. San Juan Atty. Julian T. Tutanes Atty. Jeffrey P. Omadto
3. Preparation and Delivery of Legal Opinion	3 minutes	Atty. Gabriel P. Corton Atty. Ernesto C. San Juan Atty. Julian T. Tutanes Atty. Jeffrey P. Omadto



Health and Sanitation Services

About the Office

The City Health Office is the forefront in health care services of the city. The office develops plans and strategies, implements the same particularly those concerning health programs and projects.

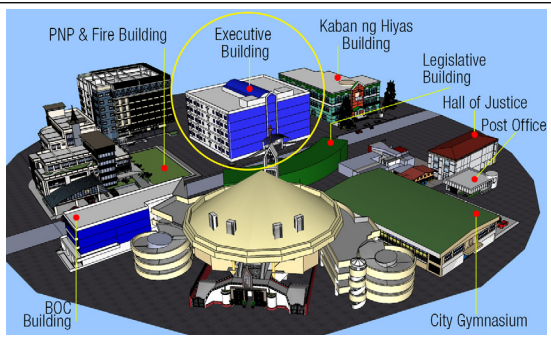
Sanitation Office implements all directives and policies of the Local and National Government pertaining to the operational activity of all kinds of businesses in the city. This includes issuance of Health Worker's Permits (Health Certificate), Sanitary Permits, Occupancy Permits, Certificate of Potability and Designated Smoking Area and other Health related Permits related to Business Operations. The office also recommends closures of delinquent establishments.

CITY HEALTH DEPARTMENT

For more information, please contact:
DR. ZALDY R. CARPESO
OIC-City Health Officer
3rd Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 518/519
534.0163

@ email:
health@mandaluyong.gov.ph



ISSUANCE OF HEALTH CERTIFICATE

Requirements:

- Results of routine urinalysis, routine fecalysis & Chest X-ray
- Certificate of attendance to seminar, ID photo & receipt of payment

₱ General Fees:

- The certificate fee is P 50.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all your requirements to the Health and Sanitation Office (Old City Hall Building, Ground Floor)	30 - 60 minutes	Leonila Neria/Antonio Santos Rodrigo Malabanan Roberto Jose Prestado Rosemarie Flores/Lea De Guzman Marie Roselle Razalan Dr. Rodora F. Lopez

ISSUANCE OF BLUE CARD FOR COMMERCIAL SEX WORKERS

Requirements:

- Results of routine urinalysis, routine fecalysis & Chest X-ray
- Certificate of attendance to seminar, ID photo & receipt of payment
- Submit client to gram stain, KON, NSS Examinations

₱ General Fees:

- The service fee is P 150.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all your requirements to the Health and Sanitation Office.	1 week	Simon Dolot Rowena Codilla Dr. Yolanda Tuaño

ISSUANCE OF SANITARY PERMIT

 **Requirements:**

- Health certificates of workers
 - Business permit
 - Previous Sanitary Permit
 - Waste Water Discharge Certificate (Malls/Condo)
- (Note: Already included in the Business Permit)

₱ General Fees:

- The service fee ranges from P1 10-880 depending on areas and kind of business.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all your requirements to the Health and Sanitation Office.	15 minutes	Jessica Jose/Rebecca Peralta Aileen Cusilit/Alan Alba/Irene Daos Nelsie Bombita/Emma Burce Elmer Codilla Dr. Emily Detaro

ISSUANCE OF CERTIFICATE OF WATER POTABILITY

 **Requirements:**

- Results of latest micro and physico-chemical tests for water
- Health Certificate of all employees
- Sanitary Permit (recent)

₱ General Fees:

- The service fee is P 1,000.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all your requirements to the Health and Sanitation Office.	15 minutes	Jessica Jose

ISSUANCE OF OCCUPANCY PERMIT



Requirements:

- Approved proposed & as built plumbing/sanitation plan



General Fees:

- This service fee is from P440.00 and above.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submission of approved proposed & as built sanitation plan	Subject for inspection	Nelsie Bombita/Emma Bruce Alan Alba/Jessica Jose/Irene Daos Aileen Cusilit/Elmer Codilla Rebecca Peralta

APPROVAL OF DESIGNATED SMOKING AREA



Requirements:

- Health certificates
- Proposed plan and specifications
- As built plan & specifications
- Application form
- Air purifier/cleaner (with specifications)



General Fees:

- The service fee is from P 10,400.00.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all your requirements to the Health and Sanitation Office.	Subject to inspection	Emma Burce

ISSUANCE OF DEATH CERTIFICATE



Requirements:

- Filled-up application form



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. For hospital deaths, submit properly filled death certificate signed by attending physician and embalmer. 2. If signed by a private physician, submit medical certificate and back-to-back xeroxed copy of his PRC card, with three (3) specimen signatures.	5 minutes	Yolanda Pecadizo Dr. Gloria Lacson Dr. Henry Yu Dr. Rodora Lopez Dr. Emily Detaro
All Death Certificates signed by hospital and private physicians shall be submitted for review.		

STEPS	HOW FAST?	KEY PERSON/S
3. All dead on arrival (DOA) and deaths at home must submit properly filled death certificate signed by embalmer, then secure Affidavit for Autopsy, Waiver for Insurance and Inspection Certificate signed by Sanitary Inspector before it is signed by a Medical Officer.		Yolanda Picadizo

ISSUANCE OF EXHUMATION PERMIT



Requirements:

- Filled-up application form
- Death Certificate



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit properly filled-up exhumation permit form from local cemetery together with the death certificate of the person to be exhumed.	5 minutes	Yolanda Pecadizo City Health Officer

ISSUANCE OF VETERINARY INSPECTION CERTIFICATE/ ALL MEAT MARKETS/CHANNELS



Requirements:

- Inspection of the facility/store
- Receipt of payment from the Cashier
- Meat Handler's, Butcher's, Cutter's ID/ Certificate
 - Health Certificate
 - Police Clearance
 - Payment / Receipt from the Cashier of P200.00



General Fees:

- The service fee is P 500.00.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Facility/store is first subjected to ocular inspection. 2. Order of payment 3. Payment at the Cashier 4. Issuance of Certificate of Registration	30 minutes or less	Dr. Louie Encarnacion Yolan Rodriguez Artemio Santos, Jr. Generoso Meñez, Jr. Carlos Gabriel Ranilo Codilla

ANCILLARY PROCEDURES

A. Routine Urinalysis & Routine Fecalysis



Requirements:

- Freshly collected urine and stool samples & receipt of payments from the Cashier



General Fees:

- Urinalysis P40.00
- Fecalysis P40.00

The easiest way to avail the service:

STEPS	HOW FAST?		KEY PERSON/S
1. Submit freshly collected samples to the receiving window at the City Health laboratory, Ground Floor, Old Building.	COLLECTED	RELEASE	Angeles Apad/Gloria Robles Jessielyn Hutchison Rosevi Jalova/Eresita Mendoza Magdalena Eugenio
	8-10 AM	11:30 AM	
	10-12 NN	2:30 PM	
	1-4 PM	4:30-5 PM	

B. Complete Blood Count and Platelet Count



Requirements:

- Freshly obtained blood & receipt of payments from the Cashier



General Fees:

- Complete Blood Count Fee P 60.00
- Platelet P 80.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the Health Laboratory, patient's blood will be obtained by extraction or pricking	30 minutes	Magdalena Eugenio Eresita Mendoza Arianne de Guzman Rosevi Jalova

C. Chest X-Ray Examination



Requirements:

- Request from the doctor
- Receipt of payment



General Fees:

- P 150.00 for initial procedure and P 90.00 for repeat examination

The easiest way to avail the service:

STEPS	HOW FAST?		KEY PERSON/S
1. Client submits himself to radiological exposure, film processed & developed for interpretation by the radiologist at the X-ray Laboratory.	RECEIVED	RELEASE	Ramil Zoleta/Lea Asis Aida Biag/Anna Leah Sta. Ana Jenny Casongsong Roberto Asis/Resty Ignacio Michelle Villareal Ma. Theresa Candelario Carlito Rodolfo Dr. Vita Veena Venturina Dr. Norberto Gonzales
	8:30 AM- 11:30 AM	2:00 PM - 3:00 PM	
	1:30 PM - 4:00 PM	4:00 PM	

PROGRAMS AND SERVICE DELIVERIES

A.1. MATERNAL AND CHILD HEALTH AND NUTRITION PROGRAM / REPRODUCTIVE HEALTH:

1. Child Health Program:
 - a. National Immunization Program (NIP):
 - Routine Immunization in the Health Facilities
 - School-based Immunization
 - b. Infant and Young Child Feeding (IYCF) - Breastfeeding
 - c. Micronutrients Supplementation
 - d. Newborn Screening
 - e. Integrated Management of Childhood Illness (IMCI)
 - f. Deworming
2. Maternal Health Program
 - a. Pre-natal and Post-partum Care
 - b. Tetanus Toxoid Immunization
 - c. Facility Based Deliveries
 - d. Micronutrient Supplementation
 - e. Ultrasound (Mauway Health Center)
3. Nutrition Program
4. Family Planning Program / Responsible Parenthood - Pre-Marriage Counseling
5. Dental Health Program
6. Adolescent and Youth Health Care program / "Batang Ina"
7. Care of the Elderly and Senior Citizens:
 - a. Health Center Visits
 - b. "House Call Kay Lolo at Lola"
8. Community Health Extension Program (Pamahalaan sa Pamayanan, Medical, Dental and Optical Missions)

A.2. PREVENTION AND CONTROL OF INFECTIONS

1. National Tuberculosis Program (NTP)
2. HIV/AIDS and STI Prevention and Control Program
3. Dengue Prevention and Control Program - Fogging
4. Leprosy and Skin Disorders Prevention and Control Program
5. Emerging / Re-emerging Infections; Prevention and Control Services (SARS, Meningococemia, Avian Flu, AH1N1, MERSCOV, EBOLA, ZIKA Virus, etc.)
6. Rabies Prevention and Control Program (Free available vaccination for animals and humans).

A.3. PREVENTION AND CONTROL OF LIFESTYLE RELATED NON COMMUNICABLE DISEASES, HEALTH PROMOTION AND HEALTH RISK REDUCTION PROGRAM:

1. Hypertension
2. Diabetes Mellitus
3. Renal Diseases

4. Cancer (All Types):
 - a) Early detection / examination through the following:
 - Papsmear
 - Visual Inspection and Acetic Wash (VIA)
 - Digital Rectal Examination (DRE)
5. Primary Eye Care
6. Substance and Drug Abuse
7. Tobacco Program - Smoking Cessation

B. OTHER SERVICES:

1. Laboratory Services
2. National Voluntary Blood Services Programs (NVBSP)
3. General Medical Services for Adults and Children (Primary Health Care)
4. Veterinary and Meat Inspection Services
5. Employees' Clinics
6. Radiologic (X-ray) Services

C. HEALTH POLICIES AND STANDARD REGULATIONS

1. Philhealth Accreditation of Health Centers and Lying-In Clinics
2. Milk Code
3. Mother-Baby Friendly Hospital (MBFH)
4. Asin Law
5. Anti-Tobacco Law
6. HIV / AIDS Prevention and Control
7. Responsible Pet Ownership
8. Sanitation Law
9. National Tuberculosis Program



Mandaluyong City Medical Center Services

About the Office

The Mandaluyong City Medical Center (MCMC) is a tertiary hospital of the city that ensures fast and effective delivery of health services.

For a better understanding on the services offered by the MCMC, we have provided in this section of the Mandaluyong City Citizen's Charter, a workflow of the hospital. This will help you with a step-by-step process of the various transaction you will need to know from out-patient department, emergency cases, admission of patient, medical records, medical social services and other medical services offered by the hospital.

Mandaluyong City Medical Center
For more information, please contact:
DR. ZALDY CARPESO
Medical Director
Boni Avenue cor. Sto. Rosario Street
Barangay Plainview, Mandaluyong City

Telephone:
(+63) 532.2563/532-2781
532.0480/532.2574
747-3393

email:
mcmc@mandaluyong.gov.ph

ACCOMPLISHING PATIENT RECORD – ADMISSION



Requirements:

- Doctor's Order Sheet



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Patient Informant submit Doctor's Order Sheet to Admitting Personnel in-charge, fill-up Patient Information Sheet and wait to be called.		Admitting Personnel on-duty
2. Patient Informant inform Admitting Personnel in-charge if patient is old or new for issuance of Hospital Record No. (new patient) / updating of patient record (old patient).		
3. Admitting Personnel in-charge interview patient informant for verification and encode to the computer for printing of patient record.	2 minutes	

STEPS	HOW FAST?	KEY PERSON/S
4. Admitting Personnel clarify hospital rules, policies and agreements and inform patient informant for signing of consent for admission.	2 minutes	

PROVISION OF FREE MEDICAL CONSULTATION FOR OUT-PATIENT SERVICE



Requirements:

- Queuing no. and patient information stub
- Patient OPD card (for old patient)



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Get queuing no. and fill-up patient information stub and wait for your number to be called.		Guard-on-duty / OPD Clerk on duty
2. Present Patient OPD Card for fast retrieval of existing medical record (old patient) / Interview patient for triaging and issuance of registered Hospital Record No. (new patient) and wait for your turn to be called.	2 minutes	OPD Clerk on duty
Upon informing to designated medical service: 3. Evaluate patient medical condition and inform the necessary diagnostic examinations (if applicable) / necessary interventions and advised to comeback for the result	case dependent	Physicians on duty
If patient is for Admission: 4. Advise patient to be admitted and proceed to Admitting section for interview.	case dependent	Physicians on duty

TRIAGING OF PATIENT AT EMERGENCY DEPARTMENT (EMERGENT, URGENT AND NON-URGENT)



Requirements:

- Properly Filled-Up Emergency Information Sheet (Patient/Informant)



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to Emergency Physician on duty for triaging and monitoring of vital signs. Fill-up properly emergency information sheet for documentation.	5 minutes	Emergency Phy- sician-on-duty / Emergency Nurse-on-duty

STEPS	HOW FAST?	KEY PERSON/S
Upon designating to respective medical service: 2. Evaluate patient medical condition and inform the necessary diagnostic examinations (if applicable) and wait for the result.	Case dependent	Physicians on duty
Upon the release of diagnostic examinations: 3. Inform patient for his/her medical conditions and interventions needed and advise patient for disposition. If patient is for admission, advise patient informant to proceed to Admitting section for interview.	5 minutes	Physicians on duty

ULTRASOUND EXAMINATIONS



Requirements:

- Properly Filled-Up Physician Request Form
- Receipt of Payment At The Cashier Section
- Indigency Form (From The Office of The Medical Director)



General Fees:

- Price list is posted in the hospital

TYPE OF PROCEDURES (PREPARATION BEFORE EXAMINATION)

- Whole Abdomen, Upper Abdomen / HBT / Gallbladder / Liver / FAST (Fasting)
- KUB / Pelvic / Prostate / Lower Abdomen (Full Bladder)
- Chest with marking (Must have the latest X-ray Film)
- TVS / BPS / Transabdominal / Pelvic (Empty Bladder)
- Cranial (patient must be below 1 year old – must open the anterior fontanelles)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present properly filled up physician request to the Ultrasound Technician on duty for assessment	1 minute	Emelinda Barnachea/ Efrena Raranga
2. Advise patient to pay at the Cashier section and to comeback for official receipt.	1 minute	
3. Perform Ultrasound Examination and advise patient for official result: • Next day for walk-in clients • Issuance of initial reading (emergency cases)	15 minutes	

DENTAL SERVICES



Requirements:

- None



General Fees:

- Oral Examination FREE of Charge
- Tooth Extraction P80.00
- Oral Prophylaxis P250.00
- Tooth Restoration P250.00
- Gum Treatment Free of Charge
- Sealant, Fluoride Therapy P250.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Secure appointment at the secretariat and wait for your name to be called.	1 minute	Emmarie Zaño
2. Evaluate patient condition and perform medical interventions	15 minutes (for tooth extraction) Case Dependent (other procedures)	Dr. Josephine Ahillon Dr. Ronald Hernandez
3. Advise patient for medical treatment and disposition	1 minute	

LABORATORY EXAMINATIONS



Requirements:

- Properly Filled-Up Physician Request Form
- Receipt of Payment at The Cashier Section
- Indigency Form (From The Office of the Medical Director)



General Fees:

- Price list is posted in the hospital

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present properly filled up physician request for assessment	1 minute	Phlebotomist on duty
2. Advise patient to pay the corresponding amount at the Cashier section and to comeback for official receipt.	1 minute	
3. Submit specimen and/or submit yourself for blood extraction. <ul style="list-style-type: none"> • Collection of specimen for OPD services until 10:00 AM 	1 minute	MedTech on duty
4. Advise patient to comeback for official result <ul style="list-style-type: none"> • OPD : 4:00 PM • Stat Patient : within 2 hours 		

PHILHEALTH APPLICATION

Requirements:

- Claim form 1 (to be filled-up by the employer)
- Member data record
- Certificate of contribution
- Philhealth id card, remittance
- Birth certificate, marriage contract (with registration numbers)
- Death certificate – for expired patient
- Birth certificate of member
- Receipt of medicines (for reimbursement)
- Cert. True copy – discharge summary, x-ray results, laboratory results
- Cert. True copy – anesthesia record, operation technique (for patient undergone surgical procedures)

General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present PHIC ID for PORTAL verification: <ul style="list-style-type: none"> • If Information verified: Advise claimant to sign PBEF Form and submit photocopy. • If Information not verified: Advise claimant to submit necessary documents for processing 	2 minutes	PHIC Personnel
2. Issue OK Slip for discharge upon completion of documents. Advise claimant to follow-up on the scheduled date for cheque releasing.	1 minute	
Upon claiming of cheque: 3. Get claim stub at the PHIC-MCMC Office then proceed to City Acctg Office for verification and City Treasurer's Office and present claim stub for cheque releasing.	1 minute	

NEWBORN SCREENING SERVICES

Requirements:

- Parent/s voter's id or certification and/ or PhilHealth office approval slip

General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present required documents at the Department of Pediatrics Secretariat for assessment and collection of blood specimen.	5 minutes	Resident Physician on duty
2. Upon collection of blood specimen, advise parent/s to comeback 1 month for official result. For ABNORMAL RESULT, parent/s will be notified early for recall and intervention	1 minute	

ECG PROCEDURE



Requirements:

- Properly filled-up physician request form
- Receipt of payment at the cashier section
- Indigency form (from the office of the medical director)



General Fees:

- P90.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present properly filled up physician request for assessment	1 minute	ECG Tech on duty
2. Advise patient to pay the corresponding amount at the Cashier section and to comeback for official receipt.	1 minute	
3. Start of ECG Examination	10 minutes	
4. Advise patient to comeback for schedule of official result together with the official receipt	1 minute	

X-RAY PROCEDURE



Requirements:

- Properly filled-up physician request form
- Receipt of payment at the cashier section
- Indigency form (from the office of the medical director)



General Fees:

- Price list is posted in the hospital

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present properly filled up physician request for assessment <ul style="list-style-type: none"> • Informed patient preparation for special procedures a day prior to examination. • Signed patient for consent for special procedure. 	1 minute	Radiologic Technician on duty
2. Advise patient to pay the corresponding amount at the Cashier section and to comeback for official receipt.	1 minute	
3. Start of X-RAY Procedure	2 minutes (Normal Procedure) Case Dependent (Special Procedures)	

STEPS	HOW FAST?	KEY PERSON/S
<p>4. Advise patient to comeback for schedule of official result together with the official receipt. Release of Official Result:</p> <ul style="list-style-type: none"> • After 24 hours • Release X-ray Film for initial assessment at the Emergency Department to be returned immediately for issuance of official result. • For MEDICO-LEGAL CASES: ONLY PATIENT is allowed to get the result • If patient is unable to get the official result, authorization letter from the patient together with photocopy of valid ID of patient and claimant. 	1 minute	Radiologic Technician on duty

PHYSICAL REHABILITATION MEDICINE THERAPY



Requirements:

- Physician's referral form
- Receipt of payment at the cashier section
- Indigency form (from the Office of the Medical Director)



General Fees:

Consultation Fee:

- New Patient: P200.00
- Old Patient: P50.00

Physical Therapy Session:

- New Patient: P200.00
- Old Patient: P50.00
- Senior Citizen / PWD: P30.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Enlist to the Physical Therapy Section secretariat and wait for your turn.		PT Secretary
2. Medical Evaluation and Therapy Program by the Physiatrist on duty	5 minutes	Physiatrist on duty
3. Advise patient to secure payment at the Cashier section to comeback with official receipt to start the program	1 minute	PT Secretary
4. Start of Treatment Program	Case Dependent	Physical Therapists on duty

CT-SCAN PROCEDURE



Requirements:

- Properly filled-up physician request form
- Receipt of payment at the cashier section
- Indigency form (from the Office of the Medical Director)



General Fees:

FREE OF CHARGE (for E-Copy of results - CD)
SEE PRICE LIST (for Special Procedures and Hard Copy)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present properly filled up physician request for assessment <ul style="list-style-type: none"> • Informed patient preparation for special procedures a day prior to examination. • Signed patient for consent for special procedure. 	1 minute	Radiologic Technician on duty
2. Advise patient informant to pay at the Cashier Section	1 minute	
3. Start of CT-SCAN Procedure	Case Dependent	
4. Advise patient to comeback for schedule of official result. <p>a. Release of Official Result:</p> <ul style="list-style-type: none"> • After 24 hours • Release CT-SCAN e-copy for initial assessment at the Emergency Department • For MEDICO-LEGAL CASES: ONLY PATIENT is allowed to get the result • If patient is unable to get the official result, authorization letter from the patient together with photocopy of valid ID of patient and claimant. 	1 minute	

AVAILMENT OF CIARA MARIE ABALOS MEDICAL ASSISTANCE



Requirements:

- Patient birth certificate
- Valid id of parent/guardian
- Barangay indigency certificate
- Doctor's latest prescription
- Supporting documents: medical certificate / clinical abstract
- * Patient must be at least 19 years of age and below

SUPPORTED MEDICAL CASES

- SEPSIS, DENGUE, RESPIRATORY DISEASE, KIDNEY FAILURE (limited to 5 dialysis ONLY)
- Special Cases (for deliberation)



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Fill-up application Form and Submit all required documents to the CMAF-MCMC Secretariat for assessment	1 minute	MARISSA A. GUIMBAL, RN
2. Informant will be interviewed and recommend for medical assistance program at the Office of Coun. Charisse Marie Abalos for approval.	5 minutes	DR. ELIZABETH A. CARPESO
3. Submit recommendation letter to the Office of Coun. Charisse Marie Abalos and to comeback at MCMC Secretariat together with ENDORSEMENT LETTER	2 minutes	Office of Coun. Charisse Marie Abalos

PAYMENT – CASHIER SECTION



Requirements:

- Charge Slip
- Indigency Form (From The Office Of The Medical Director)
- Assessment Slip (From The Medical Social Service Office)



General Fees:

- Bill of Charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present Charge Slip together with Assessment Slip or Indigency Slip (if applicable) for billing.	1 minute	Cashier Clerk on duty
2. Issue Official Receipt	1 minute	

ISSUANCE OF MEDICAL CERTIFICATE

Requirements:

- Valid Id (For Claiming Of Medical Certificate)
- Official Receipt Of Payment
- Authorization Letter Together With Photocopy Of Id Of Representative

General Fees:

- P20.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Patient request Medical Certificate to the Attending Physician upon Check-up.		Attending Physician
2. Physician advise patient to get the Medical Certificate at the Medical Records Office.	2 minutes	
3. Medical Records Personnel advise claimant to pay at the Cashier Section and submit Official Receipt of Payment.	2 minutes	MS. SHERRYL JOY FUENTES
4. Advise claimant to comeback on schedule date of release of Medical Certificate.	2 minutes	
Upon releasing of Medical Certificate: <ul style="list-style-type: none"> • Claimant is patient – present receipt of payment and valid ID • Claimant is representative – present authorization letter of patient and valid ID of patient and representative. • Claimant is police authority (medico-legal) – advise letter from the Chief of Police with photocopy of valid ID and valid ID of patient and receipt of payment. 		Clerk on duty

ISSUANCE OF CLINICAL ABSTRACT

Requirements:

- Valid Id (For Claiming Of Clinical Abstract)
- Letter Of Requisition For Clinical Abstract (Walk-In Clients)
- Official Receipt Of Payment
- Authorization Letter Together With Photocopy Of Id Of Representative

General Fees:

- P20.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. For Admitted: Patient request Clinical Abstract to the Nurse on duty. 2. For Walk-in: Patient submit letter of request for Clinical Abstract at Medical Records Office		Attending Physician

STEPS	HOW FAST?	KEY PERSON/S
3. Nurse on-duty / Medical Records Personnel advise patient to follow up on schedule date of release.	1 minute	Nurse on-duty (Admission) Medical Records Clerk (Walk-in)
4. Upon release: Nurse on-duty / Medical Records Personnel advise patient to pay the amount at the Cashier Section.	1 minute	
<p>Upon releasing of Clinical Abstract:</p> <ul style="list-style-type: none"> • Claimant is patient – present receipt of payment and valid ID • Claimant is representative – present authorization letter of patient and valid ID of patient and representative. • Claimant is police authority (medico-legal) – advise letter from the Chief of Police with photocopy of valid ID and valid ID of patient and receipt of payment. 		Clerk on duty

ISSUANCE OF BIRTH CERTIFICATE



Requirements:

- Properly Filled-Up Birth Information Sheet
- Official Receipt Of Payment



General Fees:

- BIRTH CERTIFICATE P30.00
- MEDICAL CERTIFICATE P50.00 (for late registration)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Fill-up Birth Information Sheet at the Medical Records Office.		
2. Advise informant to avail Birth Certificate at the Cashier Section	1 minute	MS. ANNA LIZA R. FORBES
3. Submit Birth Certificate to the MRS Officer on duty for printing (DO NOT FILL-UP)	1 minute	
4. Sign the accomplished Birth Certificate and follow-up release at the Office of the Civil Registry – 2nd flr, City Administrative Bldg.		Office of the City Civil Registry
5. For LATE REGISTRATION: Attached Medical Certificate together with Birth Information Sheet for verification and encoding then submit to City Civil Registry for registration.	2 minutes	MS. ANNA LIZA FORBES / Office of the City Civil Registry
6. If Child is Illegitimate, advise parents to Notarized the Birth Certificate and return back to Medical Records Office and follow-up release at the office of the City Civil Registry	1 minute	MS. ANNA LIZA R. FORBES

AVAILMENT OF DISCOUNT ON ANCILLARY PROCEDURES / AVAILMENT OF DISCOUNT ON HOSPITAL BILL

Requirements:

- Copy of Hospital Bill (From The Billing Section)
- Ancillary Request Form with Charge Slip
- Barangay Certificate of Indigency
- Valid Ids (Bring Any of the Following)
 - 4Ps ID
 - PWD ID
 - Senior Citizen ID
 - Court Order for Detainee / Inmate
 - Referral letter from the CSWD / SWD National

General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present copy of hospital bill / ancillary charge slip for assessment		MS. NORLYN JEAN CAMPITA MS. GINA SAMONTEZA MS. BENECIA GUILLARTE
2. MSS Personnel will conduct intake interview, assess and administer proper discount based on the patient's classification.	2 minutes	
3. Advise patient / informant to proceed to Office of the Medical Director for documentation and approval then settle bill at the Cashier Section	1 minute	Office of the Medical Director Clerk on duty

AVAILMENT OF FREE CATARACT OPERATION

Requirements:

- Barangay Certificate
- Photocopy Of Voters Id Or Senior Citizen Id
- Free Cataract Form

General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit documents for assessment and evaluation.	2 minutes	MS. MIGUELITA RAVINA MS. CLARA BADOCDOC
2. Advise patient to proceed to Office of the City Mayor together with Free Cataract Form given for approval.	1 minute	Office of the City Mayor c/o Office of Execu- tive Secretary

3. Proceed to the Office of the Medical Director for final assessment and submit approved documents to the Cataract / Cleft Lip Office for scheduling of operation.	1 minute	Office of the Medical Director Clerk on duty
4. Advise patient to return on the schedule date of operation	1 minute	MS. MIGUELITA RAVINA MS. CLARA BADOCDOC

AVAILMENT OF FREE CLEFT LIP OPERATION



Requirements:

- Barangay Certificate
- Photocopy of Voters Id or Senior Citizen ID



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit documents for assessment and evaluation.	2 minutes	MS. MIGUELITA RAVINA MS. CLARA BADOCDOC
2. Refer patient to the Department of Pediatrics for medical clearance	Case Dependent	DEPT. OF PEDIATRICS
3. Report to Cataract / Cleft Lip Office for approved clearance then proceed to the Philippine Band of Mercy for pick-up of medicines to be used in the operation.		Phil. Band of Mercy (Quezon City)
4. Submit all medicines to the Cataract / Cleft Lip Office and return on the schedule date of operation	1 minute	MS. MIGUELITA RAVINA MS. CLARA BADOCDOC

AVAILMENT OF 2D-ECHO PROCEDURE



Requirements:

- Properly Filled-Up Physician Request Form (Approved By The MCMC-MED Soc Svc. And Office Of The City Mayor)
- Receipt Of Payment At The Cashier Section



General Fees:

- 2DED Procedure P1,400.00
- 2DED KIT (purchase at the Pharmacy)- P100.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit documents for assessment and evaluation.	2 minutes	MS. JOCELYN LIQUIGAN
2. Advise patient to pay 2DED procedure at the Cashier Section and comeback on schedule date for procedure.	1 minute	
3. On the schedule date of procedure: Present Official Receipt of payment and wait for your name to be called.		MS. CHRYS ANN CUNANAN
4. Start of 2DED Procedure	30 minutes	
5. Advise patient to comeback on the schedule date of releasing of result	1 minute	
6. Present Official Receipt of payment for releasing of result	1 minute	MS. JOCELYN LIQUIGAN

AVAILMENT OF 2D-ECHO PROCEDURE



Requirements:

- Request Of Procedure
- Quotation Of The Requested Procedure
- Clinical Abstract / Medical Certificate
- Personal Letter
- Barangay Certificate Of Indigency
- Valid Id's (4p's, PWD, Senior Citizen, Referral Letter From CSWD)



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquire for required documents for medical assistance referral.	1 minute	MS. GINA SAMONTEZA MS. BENECIA GUILLARTE MS. NORLYN JEAN CAMPITA
2. Upon completion of documents needed, submit it for evaluation, assessment and interview and encoding of referral.	30 minutes	
3. Advise patient/relative to come back the next day to receive his/her referral letter and social case study report.		
4. Follow-up to the referring agency as need arises.		

AVAILMENT OF MEDICAL ASSISTANCE / MEDICAL DIAGNOSTIC PROCEDURES



Requirements:

- Photocopy of Medicines Needed
- Medical Diagnostic Procedure Request Form
- Referral Form (Office of The City Mayor) For Indigency



General Fees:

- DISCOUNT RATES ARE BASED ON PATIENT'S ASSESSMENT

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit documents needed for assessment and approval.	1 minute	Personnel Clerk on duty
2. Issue Referral Slip and encode patient details in the logbook.	1 minute	
FOR MEDICINE ASSISTANCE 3. Submit documents needed and returned on the time of releasing	1 minute	
Time of releasing of medicines: 11:00 AM, 2:00 PM & 7:00 PM For OPD Patients: Must come back at 6:00 PM on the same day		

ISSUANCE OF DEATH CERTIFICATE



Requirements:

- FULLY ACCOMPLISHED DEATH INFORMATION SHEET (for Dead-on-Arrival)



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Nurse on duty interview informant on the details of the expired patient.	2 minutes	Nurse on duty
2. Nurse on duty submit fully accomplished Death Certificate to the Medical Records Office for encoding.	1 minute	Nurse on duty / MS. TECLITA F. LARA
3. Upon encoding of Death Certificate, Medical Records Personnel inform Nurse on duty to get the Death Certificate for releasing.	1 minute	MS. TECLITA F. LARA
4. Nurse on duty verified the patient Informant before releasing the Death Certificate.	1 minute	Nurse on duty

FOR DEAD-ON-ARIVAL PATIENTS 5. Nurse on duty submit details of DOA patients to the Medical Records Office for issuance of Death Information Sheet.	1 minute	Emergency Room Nurse on duty
6. Medical Records Personnel prepares Death Information Sheet and released to the patient informant.	2 minutes	MS. TECLITA F. LARA
7. Advise patient informant to submit Death Information Sheet to the Funeral Parlor of their Choice before submitting to the City Health Office.	1 minute	MS. TECLITA F. LARA



Sangguniang Panlungsod Services

About the Office

The Office takes custody of local legislative archives and is tasked with keeping the journal of all ordinances and resolutions enacted by the Sangguniang Panlungsod and the proceedings of Sanggunian meetings.

In line with the incumbent Council's VISIONS and MISSIONS which has an acronym of PRIDE, which stands for: **P**-roactive, **R**-esponsible, **I**-nnovative, **D**-evelopment-oriented and **E**-fficient, the Secretariat as for its primary Mission and Objective is to give its unwavering and unqualified support, and in so doing, it will vigorously, courageously, vibrantly, socially and morally committed to deliver the real message of its **ABC=FOCUS** which stands also for **A**ptitude, **B**ehavior and **C**ompetence equals **F**ortitude, **O**rganized, **C**ollective, **U**nsullied **S**ustainability. Simply put, we always look forward for the missing link in exerting the best practices act to attain excellence in Public Service.

Red Tape is not known in this Department.

What is important, Public Service to us means self-denial.

Sangguniang Panlungsod

For more information, please contact:

MA. TERESA C. SANTOS-MIRANDA

Acting Department Head

2nd Floor, Legislative Building,

City Hall Complex, Mandaluyong City

Telephone:

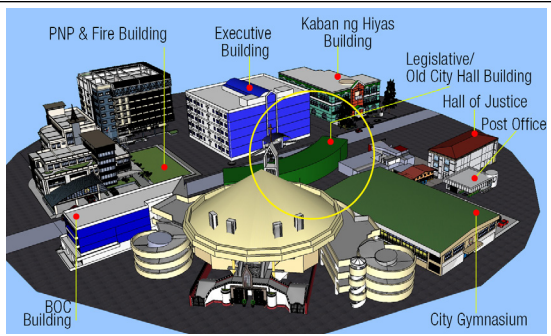
(+63) 532-5001 to 28

local 632/633

941.9922

@ email:

sanggunian@mandaluyong.gov.ph



FRANCHISE APPLICATION (for Corporate)



Requirements:

- written request addressed to the Sanggunian Secretary, MA. TERESA C. SANTOS-MIRANDA
- Board Resolution authorizing applicant's representative
- OTHERS

₱ Fees:

- No fees to be collected

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit request to the receiving clerk with attachment of complete requirements		Chona Celeste

STEPS	HOW FAST?	KEY PERSON/S
<p>2. For wise discretion of the Sanggunian Secretary whether to indorse the request to appropriate authority or have it calendared on the next earliest council session (NOTE: Council Session held only once a week and scheduled every Monday at 11:00 a.m.)</p> <p>3. Referral to the appropriate committee for study</p> <p>4. The committee in-charge shall formulate corresponding measure to effect the request and shall be subject to first up to third reading of the council depending on the request</p>		

CERTIFICATE of PUBLIC CONVENIENCE (for Tricycle Franchise) APPLICATION



Requirements:

- All applicants for renewal will submit to TRO their request with all other required documents.



Fees:

- Check all appropriate and corresponding fees from the Tricycle Regulation Office

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. TRO will review and check renewal and/or new applicants of franchise and submit it to TFB</p> <p>2. All renewal/new applicants submitted by TRO will be scheduled for hearing by TFB</p> <p>3. TFB will prepare a Board Resolution on the approved new/renewal applicants and furnish TRO a copy</p> <p>4. TRO will prepare the franchise (renewal) based on the Board Resolution approved by TFB</p> <p>5. TRO forwards to the Mayor the franchise for his signature</p>		Gina Lico

APPLICATION AND REQUEST FOR:

- ACCREDITATIONS (IT & NGO's)
- MOVIE TICKET SURCHARGE
- TAX EXEMPTION/INCENTIVES AND/OR REDUCTION



Requirements:

- Written request addressed to the Sanggunian Secretary, MA. TERESA C. SANTOS-MIRANDA



Fees:

- No fees to be collected

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Submit all the required documents to the receiving clerk 2. For intelligent study of the Sanggunian Secretary whether to indorse the request to appropriate authority or have it calendared on the next earliest council session 3. Referral to the appropriate committee for study 4. The committee in-charge will craft corresponding measure to effect the request and shall be subject to first up to third reading of the council depending on the request (the committee in-charge may either conduct a committee/public hearing) 5. Council will adopt a resolution or ordinance to effect the approval of the request subject for the approval of the City Mayor 	<p>Beyond the control of the Secretariat (you may directly follow-up with the concerned committee, copy furnish the Sanggunian Secretariat)</p>	<p>Chona Celeste</p>

FILING OF COMPLAINTS OR ADMINISTRATIVE CASES



Requirements:

- Verified Complaint attaching therewith other supporting documents with covering letter addressed to the Sanggunian Secretary



Fees:

- No fees to be collected

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Submit all the required documents to the receiving clerk 2. Sanggunian Secretary will check the merit of the complaint and subsequently calendar the same for the next earliest scheduled council session 		<p>Chona Celeste</p>

STEPS	HOW FAST?	KEY PERSON/S
<p>3. Council will decide upon to either refer to the chosen adhoc committee or deny (whichever the case maybe)</p> <p>4. When referred to a committee, the committee will make a study of the case and set a hearing or series of hearings (depending on the severity of the case) to hear both parties and eventually render a decision by way of a resolution that will be tackled at the council session for adoption or affirmation</p>		

**FURNISH COPY OF THE STATUTES PASSED/
TO PURCHASE A BOOK OF ORDINANCE**



Requirements:

- written request
- identification card
- corresponding fee

₱ Fees:

- Xerox copy P5.00/Page
CTC
CERTIFICATION P30.00
(above fees are prescribed by
Ord. No. 565, S-2014)

- P500.00/book (Book of Ordinance)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. Submit written request addressed to the Sanggunian Secretary to the receiving clerk</p> <p>2. Pay to the Treasurer's Cashier the corresponding fee when issued an Order of Payment</p> <p>3. Return to the SP when paid and show receipt and wait for a copy of the docs requested</p>	less than a minute	Chona Celeste



Taxes and Fees Division Quick Access on Services

About the Office

The Office of the City Treasurer takes custody of local government funds and such other funds entrusted by law.

The office is tasked with the proper management of public finance and the inspection of establishments within the jurisdiction of the city in relation to the implementation of tax ordinances apart from maintaining and updating the tax information system of the City.

The Taxes and Fees Division is entrusted to be the collector of the Office of the City Treasurer.

Office of the City Treasurer

For more information, please contact:

MS. CRISPINA ESPEDIDO

Department Head

2nd Floor, Executive Building,

City Hall Complex, Mandaluyong City

Telephone:

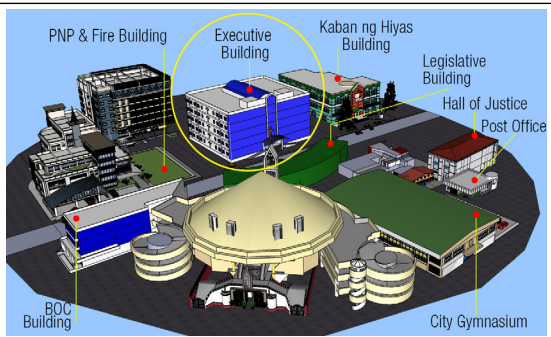
(+63) 532-5001 to 28

local 540/541/544/546

533.3414

@ email:

treasurer@mandaluyong.gov.ph



ISSUANCE OF COMMUNITY TAX CERTIFICATE

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Get Information Sheet at the lobby of the Executive Building. Fill out legibly.		Applicant
2. Immediately proceed to the pool of collectors located at the right alley beside the stairs and present your application form. <i>Note: Tax to be collected, depending on your income.</i>	60 seconds	Domingo Manalad Merly Morales Anselma Bayanin Virginia Yambao Teresita Santos Mildred Eneran
3. Applicant will be issued a Community Tax Certificate by the collector.	5 minutes or less	Emily Araneta Catherine Mahilum

PAYMENTS OF OTHER DEPARTMENTS' SERVICES AND ISSUANCE OF CORPORATE RESIDENCE CERTIFICATES

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Prepare your pertinent documents before proceeding with the transaction		Applicant
2. Proceed to Collector's Window 1-9 located at the lobby's right wing of the Executive Building <i>Note: Fees/Taxes will depend on your desired transaction.</i>	5 minutes	Oliver Llaneta Alexander Abad Virgilio Recuenco Jr. Virginia Sanchez Josefina Rhona Autor Raymond Garcia
3. Issuance of Official Receipt	1 minute	Krizia Aboy Adora Eval Salve Aguilar

PAYMENT OF BUSINESS PERMITS, CIVIL REGISTRY CERIFICATES, MAYOR'S WORKING PERMIT, AMUSEMENT TAX AND BMBE

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Prepare your pertinent documents before proceeding with the transaction		Applicant
2. Proceed to Collector's Window 1-9 located at the lobby's right wing of the Executive Building. <i>Note: Fees/Taxes will depend on your desired transaction.</i>	5 minutes	Krizia Aboy Oliver Llaneta Salve Aguilar Alexander Abad Virgilio Recuenco Jr. Virginia Sanchez Josefina Rhona Autor Raymond Garcia Adora Eval
3. Issuance of Official Receipt	1 minute	

PAYMENT OF REAL PROPERTY TAX

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Secure Order of Payment from the Assessor's Office with your pertinent documents before proceeding with the transaction	5 minutes	Applicant/Tax Payer
2. Proceed to Collector's Window 14-21 located at the lobby's right wing of the Executive Building. <i>Note: Tax to be collected, depending on the assessment.</i>	5 minutes	Emily Jaldon Josefina Medina Maura Antonio Marites Tesoro Luisa Mansujeto Liberty Dela Cruz Celia Lorenzo Marinelle Santos
3. Issuance of Official Receipt.	1 minute	

PAYMENTS FOR TRAFFIC AND PARKING VIOLATIONS

STEPS	HOW FAST?	KEY PERSON/S
1. For quick access to the service, the City Treasurer's Office has assigned collectors directly to the Traffic and Parking Management Office.	less than 5 minutes	Francisco Sacdalan Dondon Avila

PAYMENTS FOR MANDALUYONG HOUSING DEVELOPMENT BOARD

STEPS	HOW FAST?	KEY PERSON/S
1. For quick access to the service, the City Treasurer's Office has assigned collectors directly to the Office of the Mandaluyong Housing Development Board.	less than 5 minutes	Anselma Bayanin Ernestina Del Pilar



Mandaluyong Anti-Drug Abuse Council Services

About the Office

The Mandaluyong Anti-Drug Abuse Council (MADAC) was created under City Ordinance No. 293, S-2004 wherein it was mandated to serve as the highest governing body relative to drug problems, plans, programs and various operations.

OBJECTIVE:

- To serve as a focal point through which various organizations and individuals work together cooperatively in the planning, implementation, and evaluation of programs.
- To implement education and prevention campaigns, as well as specific programs for the rehabilitation and after care of clients.
- To monitor and evaluate all existing plans, program and various anti illegal drug operation, recommend measures necessary to improve and/or revamp the same.
- Formulate and implement new policies that are needed to improve and further enhance the performance of MADAC operations and programs implementation

MANDALUYONG ANTI-DRUG ABUSE COUNCIL

For more information, please contact:

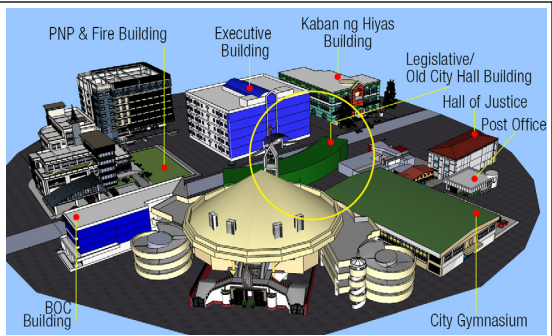
MS. AIDA R. DAVID

Chief

Ground Floor, Legislative Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 615

email:
madac@mandaluyong.gov.ph



REQUESTING FOR TREATMENT AND REHABILITATION OF DRUG DEPENDENT

The City Government of Mandaluyong through the Mandaluyong Anti-Drug Abuse Council extends assistance to referral and walk in drug dependents willing to undergo rehabilitation and provides direct assistance to the poorest drug users and dependents.



How to Request:

- The drug dependent volunteer may visit the MADAC Office for voluntary submission to the Drug Treatment and Rehabilitation Program and the immediate family member of a drug dependent may likewise seek MADAC's assistance for the rehabilitation of the drug dependent.
- A drug dependent or any person who violates Sec. 15 of the RA 9165 may himself/herself or through his/her parent, spouse, guardian, or relative within the fourth degree of consanguinity of affinity, apply at the nearest duly recognized agency representative of the Dangerous Drug Board for treatment and rehabilitation. (Art. 54, RA 9165) He/she shall be assisted by this office for his/her rehabilitation.



How to Request:

1. Intake Interview
2. Case Evaluation
 - a. for further case evaluation
 - b. for outpatient counseling program with client and the family – CSRU
 - c. for outpatient/community based detox and counseling program - CSRU
 - d. for confinement and treatment TRC, Bicutan
 - e. for confinement to mental institution
3. Processing of documents
 - Requirements for REHABILITATION confinement
 - Drug Test
 - 2x2 pictures
 - X-ray
 - Urinalysis & CBC
 - ECG for 35 y/o & above
 - Fecalysis
 - Pregnancy test for female
 - Voluntary Submission for notary
 - Non-forum shopping notary
 - Fiscal clearance
 - MTC clearance
 - RTC clearance
 - Police clearance
 - If Indigent, secure certificate of indigence in his/her respective barangay.
 - a. Medical Laboratories
 - Referred to Barangay Health Center for PTB Treatment
 - b. Medical Examination- DDE/Accredited Physician of DDB
 - c. DDB Endorsement-15 days temporary confinement order
 - d. Filing of Petition for Confinement to the Court
4. DOH-TRC, Bicutan, TaguigCity, DOH-TRC, Tagaytay City, DOH-TRC, Pilar Bataan, CLDRC, Magalang Pampanga.
 - a. Admission Fee P4,500.00
 - b. Monthly Fee- Class
 - A –P3,000.00
 - B – P1,500.00
 - C – P 750.00
 - D – Indigent (member of Pantawid Pamilyang Pilipino Program) 4P's

STEPS	HOW FAST?	KEY PERSON/S
<p>3. IMMERSION – involves clients in relapse prevention program to find triggering problem through spiritual formation, socialization, sports activity and family day.</p> <p>4. EVALUATION (2nd last stage) – inter office referrals for trainings / Income generating projects in coordination with CSWD, PESO, DepEd Mandaluyong, Don Bosco Technical College, Manpower Development Center, and Informal Sector Office.</p> <p>5. URINE COLLECTION – for follow – up drug test possibly every 3 mos.</p>		<p>AFTER CARE STAFF: Christoper Gumilao Matilde Evangelista</p>

EDUCATION AND PREVENTION



Requirements:

- Target Audience / Participants



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. Identify Brgys and Schools that need immediate enhancement of the efficacy of the law on dangerous drugs.</p> <p>2. Conduct initial survey of the “Target Recipients”</p> <p>3. Information dissemination.</p> <p>4. Coordinate with the Brgy Chairman or school principal for proper endorsement.</p> <p>5. Implementation of the scheduled lecture / symposium (film showing/side presentation)</p> <p>6. Group Dynamics.</p> <p>7. Evaluation of the program based on feedback and observations from the participants, organizers of the lecture.</p>	As per schedule	<p>AIDA R. DAVID (Section Chief)</p> <p>EDU/PREV STAFF: Rosalinda Ramirez Christoper Gumilao Maricris Ballelos</p>



Services for the Person with Disabilities

About the Office

The Persons With Disabilities Affairs Division (PDAD) was established in 1998 under City Ordinance 193 S. 1998. PDAD is the FIRST Local Government Office in the entire Philippines created that caters to the need of Persons With Disabilities (PWDs) and in accordance with the basic principle of the Magna Carta for Persons with Disabilities (Republic Act 9442), that the PWDs' right must not be perceived as welfare services of the government. Our mission is to work with and for Persons With Disabilities addressing their rights to EDUCATION, HABILITATION and REHABILITATION, PLAY and LEISURE, FAMILY SUPPORT, HEALTH EQUAL OPPORTUNITY, and ACCESSIBILITY.

PERSONS WITH DISABILITIES AFFAIRS DIVISION

For more information, please contact:
MS. WENNAH MARQUEZ

Chief

BOC Multi-Level Parking Exit,
City Hall Complex, Mandaluyong City

☎ **Telephone:**

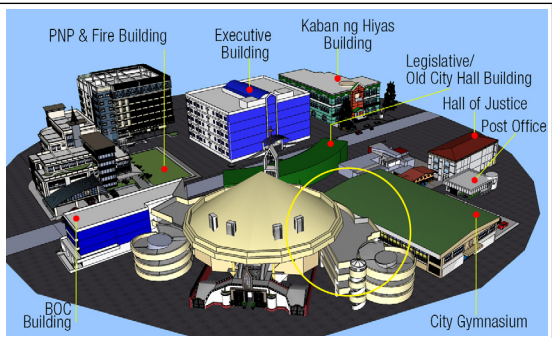
(+63) 532-5001 to 28

local 596

534.0986

✉ **email:**

dpad@mandaluyong.gov.ph



ISSUANCE OF THE NATIONAL PWD IDENTIFICATION CARD

(Pursuant to RA 9442, 20% Discount to Transportation, Medicine and Prime Commodities)

Requirements:

- **For Apparent Disability**, Medical Certificate from Licensed Private or Government Physician indicating the Disability; or School Assessment from Licensed Special Education Teacher duly signed by the Principal.
- **For Non Apparent Disability** (i.e., Autism, Mental Disorder, etc), Medical Certificate from a Licensed Private or Government Physician that can diagnose such conditions; or Clinical Abstract or Medical Evaluation.
- 3 pieces 2x2 and 2 pieces 1x1 Recent ID pictures
- Blood Type Result
- Voter's ID or Voter's Registration (Proof of Residency)
If the client/applicant is NOT of voting age, it will be the Voter's ID of his/her parents or caregiver

General Fees:

- This service is **FREE** of charge
In case wherein the client could not provide for the cost of ID pictures and blood typing, the city government will provide them for **FREE**. The service includes **FREE** lamination of the Identification Card.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit requirements for Evaluation.	2 minutes	Ms. Wennah Marquez Ms. Myrna Orayan
2. Fill out application Form	5-15 minutes	Client/Applicant
3. Processing of application Typing of information details in the ID card and writing details in the medicine and prime commodities booklets, and lamination of ID Card	5-15 minutes	Leandro Salvador Myrna Orayan Antonina Sotto Johnny Buncio Alex Lago
If client does not know his/her blood type, he/she will be accompanied to the City Health Laboratory for FREE blood typing.	15-20 minutes	Alex Lago Norma Pasion Johnny Buncio
If client is of voting age and have not registered with COMELEC and the Voter's Registration is available, he/she will be accompanied to the COMELEC Office for registration.	30-45 minutes	Alex Lago Norma Pasion Lito Orayan
If client's financial capability could not afford to have copies of ID pictures, PDAD will provide for it FREE of charge.	5 minutes	Dennis Balan Leandro Salvador
4. Issuance or release of the Identification card and booklets The governing law on the usage of the ID Card as well as its booklet will be explained to the applicant	5 minutes	Antonina Sotto Myrna Orayan

REQUEST FOR ASSISTIVE DEVICES

(Standard and intermediate Wheelchairs, Crutches, Canes, White Canes and Walkers)



Requirements:

- 1 piece 3R Whole Body picture
- Certificate of Community Service (40 hours for Wheelchairs and 10 hours for other devices)



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Referral and Appointment	2 minutes	Ariel Allorde Referring person

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
Those in need of wheelchairs usually self-refer or be referred by Health Centers, Barangay workers, Rehabilitation workers and Non Government Agencies		Ariel Allorde Referring person
2. Assessment Each user requires an individual assessment, taking into account their lifestyle, home environment, and physical condition. Certified Wheelchair Assessors either go to their house or user will be brought to our office for assessment.	(depending on client's cooperation and deformity)	Angelito Orayan Norma Pasion Ariel Allorde (Standard Wheelchairs & Other Assistive devices)
3. Prescription Using the information gained from the assessment, a wheelchair prescription is developed. The prescription details the selected wheelchair type, size, and modifications (if any)	5-15 minutes	Wennah Marquez Angelito Orayan
4. Funding and Ordering Funding source is identified and wheelchair is ordered from supplier or from stock	30 minutes	Ms. Wennah Marquez
5. Product Preparation PDAD will pick up ordered wheelchairs from donors (Latter Day Saints Charities) or from the Office of the Mayor and prepare the wheelchair for the initial fitting. Adjustment and modifications will be made.	30 minutes – 1 hour (depending on modifications)	Wennah Marquez Leandro Salvador Angelito Orayan Ariel Allorde
6. Fitting The Certified Wheelchair Technician who assessed the user fits them in the wheelchair. Final adjustments are made to ensure the wheelchair is correctly assembled and set up. If postural support or modifications are required, additional fitting will be necessary.	15 minutes (Standard Wheelchair) 2 – 4 hours (Intermediate Wheelchair)	Wennah Marquez Intermediate Wheelchair Angelito Orayan Standard Wheelchair
7. User Training The Wheelchair Technician instructs the User and their caregivers on how to safely and effectively use and maintain the wheelchair.	15 minutes	Wennah Marquez Angelito Orayan
8. The Wheelchair Technician will schedule with the User dates for follow up. This would also provide opportunity to check wheelchair fit and provide further training and support.	15 minutes - 1 hour	Wennah Marquez Angelito Orayan

REFERRALS

Request for Audiological or Hearing Test and Psychological Assessment



Requirements:

- Barangay Certificate of Indigency



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit requirement or request for evaluation	2 minutes	Myrna Orayan Ariel Allorde Leandro Salvador
2. Fill out request form	5 minutes	Client / Applicant
3. Prepare Endorsement Letter	5 – 10 minutes	Myrna Orayan Ariel Allorde
4. PDAD Staff will call Assessment center for schedule of clients	5 minutes	PDAD Staff
5. Give instructions to client re schedule of assessment and directions	5 – 10 minutes	Myrna Orayan Leandro Salvador Ariel Allorde

Request for Hearing Aid and Prosthesis/Orthosis



Requirements:

- Barangay Certificate of Indigency



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit requirement or request for evaluation	2 minutes	Myrna Orayan Ariel Allorde Leandro Salvador
2. Fill out request form	5 minutes	Client / Applicant
3. Prepare Endorsement / Referral Letter Endorsement Letter to PGH Spine and Rehab or UERM Philippine School of Prosthetics and Orthotics. For Hearing Aid, ensure that client have 3 Hearing Test with quotation from different Audiological Centers	5 – 10 minutes	Myrna Orayan Ariel Allorde
4. Endorse/Assist clients in securing Social Case Study from CSWD	5 minutes	Alex Lago Antonina Sotto
5. Explain other requirements of tie up organization. Give instructions to client re schedule of assessment and directions in going to assessment venue.	5 – 10 minutes	Myrna Orayan Leandro Salvador Ariel Allorde



Office for Senior Citizens Affairs

About the Office

The office serves as the focal point of needs of the senior citizens in the city. The office also plans, implements, and monitors programs and activities as directed in the Republic Act 9994.

OFFICE FOR SENIOR CITIZENS AFFAIRS

For more information, please contact:

MR. RIZALINO VILLARUZ

OIC

Ground Floor, Legislative Building,
City Hall Complex, Mandaluyong City

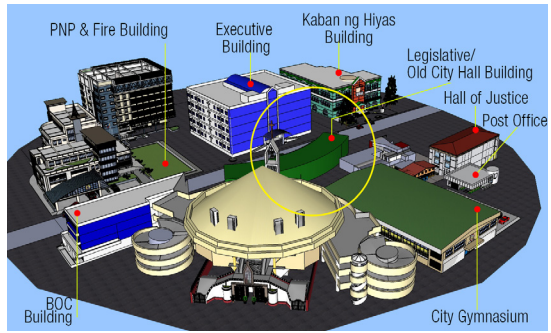
Telephone:

(+63) 532-5001 to 28
local 602

532.7627

email:

osca@mandaluyong.gov.ph



REDEMPTION PROCEDURE OF SENIOR CITIZEN ID



Requirements:

A. For new applicant

- 2 pcs. 1X1 picture (one attached on application and one for I.D. issued)
- Community Tax Certificate of the current year.
- Barangay Clearance (to determine the Barangay where he/she is residing)
- Either Baptismal Birth Certificate plus Driver's License, GSIS ID, Passport, Postal ID, SSS ID, Voters ID, or Philhealth MDR.)

B. For Mortuary Assistance

- The claimant to surrender the original Senior Citizens ID of the deceased.
- Photo Copy of official Death Certificate; and
- Photo Copy of Marriage Contract / Birth Certificate of Claimant.

C. Lost Senior Citizens ID.

- 2 pcs. 1X1 picture (one attached on application and one for I.D. issued)
- Affidavit of Loss ID
- Replacement Fee P100.00

₱ General Fees:

- This service is FREE of charge
However, Replacement cost for lost ID is P100.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquire and get application form	2 minutes	Celia Rezaba / Alfredo Asistio
2. Fill-out Application Forms	5-7 minutes	Applicant
3. Submit application form with requirements to the front desk for review and verify documents.	5 minutes	Celia Rezaba Alfredo Asistio
4. Approval of the OSCA Chair	1 minute	OSCA HEAD
5. Releasing of Senior Citizens ID	5 minutes	Celia Rezaba

FILING OF CITIZENS COMPLAINT



Requirements:

- Official Receipts

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Fill out complainant form	15 minutes	Rosalie dela Vega Cathy Macaspac

FILING OF CITIZENS COMPLAINT

Initial interview for applicants to the DSWD social pension for indigent seniors.



Requirements:

- OSCA ID
- Xerox of Senior Citizen ID (Back to Back)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. OSCA Staff - to fill up the form	10-15 minutes	Rosalie dela Vega Cathy Macaspac Jun Lim Flor Gahol Judge Jimenez



City Manpower Development Center Services

About the Office

The office provides a continuing, coordinated and fully-integrated technical education and skills development policies, plans, and programs for the constituents.

Awarded of the National Kabalikataw Award by TESDA (back to back NCR Kabalikataw Award) year 2013.

MANDALUYONG MANPOWER DEVELOPMENT CENTER

For more information, please contact:

MS. MERLITA TAMPINCO

Administrator

Fabella Road I, Barangay Addition Hills

Mandaluyong City

Hulo Bliss, Coronado Street, Barangay

Hulo, Mandaluyong City

 **Telephone:**

(+63) 533-2098/531-5159

 **email:**

manpowermanda@gmail.com



TRAINING ON THE FOLLOWING VOCATIONAL COURSES:

SOFT COURSES (3 MONTHS)

1. Arc Welding
2. Beauty Care NC II
3. Bread/Pastry Production
4. Carpentry NC II
5. Dressmaking NC II
6. Events Management Services
7. Food Processing NC II
8. Hairdressing
9. Hotel and Restaurant Services
10. Massage Therapy NC II

HARD COURSES (6 MONTHS)

1. Automotive Servicing NC II
2. Building Wiring Installation
3. Computer Hardware Servicing
4. Radio/TV Servicing
5. Refrigeration and Air-condition Servicing

Requirements:

1. Voter's ID / Barangay Clearance
2. NCA / NCEE / NSAT / YP4 Result (any of the ff.)
3. High School/College Diploma (please bring original copy)
4. Birth Certificate (please bring original copy)
5. Marriage Contract (for female only and bring original copy)
6. Chest X-ray Negative Result (for Welding Course only)
7. At least 1 NC II under Tourism Sector (for Events Management Services Course only)

General Fees:

- FREE Tuition Fee

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Validation of required documents and fill-up Enrolment Form	5 minutes	Dinah B. Buaron Edna S. Watanabe
2. Take YP4 Profiling Exam of TESDA in case NCAE/NCEE/NSAT Result is not available	35 minutes	Manny M. Lorenzo Ma. Vanessa L. Lorenzo
3. Interview for enrollee by the trainer	5 minutes	Course Trainer
4. E-Registration	10 minutes	Ma. Ana M. Pahilga Joey R. Tulod
5. Release of Admission Slip with Picture Taking for ID (use collared clothes for picture taking)	5 minutes	Alfonso G. Siao



Public Employment Services

About the Office

The Public Employment Service Office (PESO) is a non-fee charging multi-service provider established or accredited pursuant to Republic Act 8759 otherwise known as the PESO Act of 1999.

The office ensures the prompt, timely and efficient delivery of employment service and provision of information on other DOLE employment and self-employment programs in the city.

Provides employment and recruitment assistance, labor market information, career guidance and employment counseling and other DOLE programs.

PUBLIC EMPLOYMENT SERVICE OFFICE

For more information, please contact:

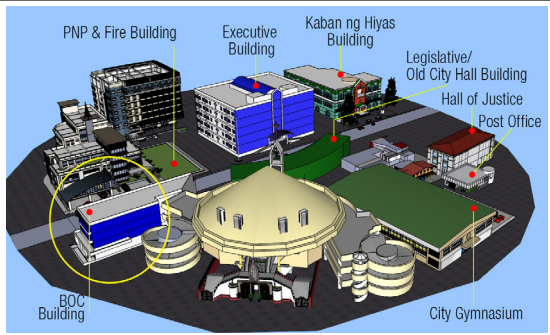
MS. EMMA JAVIER

Chief

3rd Floor, BOC Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532.5001 to 28
local 570
532.2606

email:
mandaluyong.peso@yahoo.com



Target Clients

- Jobseekers
- Employers and enterprises
- Planners and researchers
- Training institutions
- NGOs and foundations
- Labor market information users
- Persons with disabilities (PWDs)
- Migrant workers within the city
- Leaving or returning OFWs
- Displaced workers
- Students and out-of-school youth



Requirements:

For Job Seekers:

- Resume or Bio-Data with picture
- Barangay clearance

For Employers/Enterprises:

- Establishment registration form*
- Letter of intent
- Company profile
- BIR 2303
- SEC or DTI Registration
- Business Permit
- PRPA or DA-18A (for Agency)
- PEZA Certification (for Call Center)
- CDA Certification (for Cooperative)



General Fees:

- Services offered by this office are FREE of charge.

**secure a copy of Establishment Registration Form from PESO staff*

Job Placement Procedure:

STEPS	HOW FAST?	KEY PERSON/S
1. Preliminary Interview	2 minutes	Norman E. Dela Cruz
2. Submit Resume or Bio-Data and Photocopy of Barangay Certificate, secure a Registration Form (SRS Form)	20 seconds	Applicant
3. Fill up SRS Registration Form	3 minutes	Applicant
4. Validation of SRS Form and applicant assessment, Philjob.net Application/ Encoding	3 minutes	Norman E. Dela Cruz Diodelyn T. Fernando Alexander E. Escobal
5. Placement Officer: For jobseekers who are occupationally set	5 minutes	Adora A. Benigno
Employment Guidance Officer: For jobseekers who are NOT occupationally set*		Christine S. Lacanlale
6. Job Matching through interview and preparation for employer interview	2 minutes	Adora A. Benigno Christine S. Lacanlale
7. Database Encoding and Job Placement Referral	20 seconds	John Alfred M. Victoria
8. Signing of Job Placement Referral	20 seconds	Ms. Emma L. Javier

* for **Jobseekers who are NOT occupationally set**, referred for Training/Employability or Self-Employment Program.



Mandaluyong Housing and Development Board Services

About the Office

The Mandaluyong Housing and Development was created to formulate, develop and implement a comprehensive and integrated housing and land development program that shall embrace among other housing development and resettlement, sources and schemes of financing, and promoting government and private sector partnership.

MANDALUYONG HOUSING AND DEVELOPMENT BOARD

For more information, please contact:

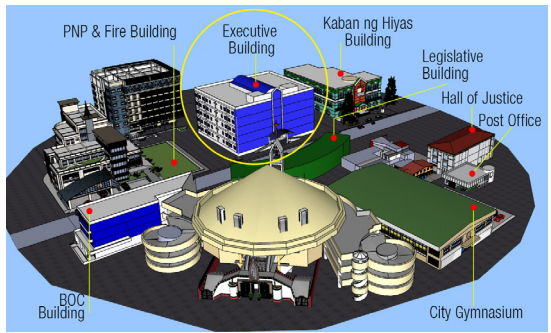
MR. FRANKLIN M. CABOTAJE

Officer-In-Charge

5th Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532.5001 to 28
local 535/536
535.4380

email:
mhdb@mandaluyong.gov.ph



ISSUANCE OF ORDER OF PAYMENT OF MONTHLY AMORTIZATION



Requirements:

- Latest or Previous O.R.



General Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Check/verify payment record of payee	3-5 minutes	Catherine De Leon Joan Dalman
2. Printing of Order of Payment to payee		
3. Proceed to Treasury Department	5-7 minutes	Treasury Cashier
4. Photocopying of O.R. & O.P.	3-5 minutes	Payee
5. Submission of Photocopy of O.R. & O.P to MHDB		

ISSUANCE OF CERTIFICATION AND WAIVER FOR MERALCO



Requirements:

- Barangay clearance
- Community Tax Certificate
- Certification from Homeowners' Association
- Waiver to be notarized by the applicant



General Fees:

- Certification Fee P50.00 (As per City Ordinance No. 399 S-2008)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Verify and Assess applicant's status & requirements	5-10 minutes	Sherilyn Santos Rowena Ventayen
2. Encoding & Printing of Certification & Waiver	5-7 minutes	Emilia Gonzaga
3. Printing of Order of Payment		
3. Signing of approved Certificate	3-5 minutes	OIC-Franklin M. Cabotaje
4. Releasing of Certificate & Waiver		Sherilyn Santos Rowena Ventayen

GUIDELINES IN PROCESSING OF INDIVIDUAL TRANSFER CERTIFICATE OF TITLE



Requirements:

- Certificate of Award
- Certification from Association
- Reconciled OR
- Community Tax Certificate
- Government issued ID
- Marriage Contract



General Fees:

- Processing Fee P2,000.00
(As per City Ordinance No. 399 S-2008)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Assess applicant's status & requirements	5-10 minutes	Project Coordinator
2. Verify payments & prepare OP for Certified True Copy of OR	10-30 minutes	Emilia G. Gonzaga/Sherilyn F. Santos
3. Proceed to Treasury Department for payment	5 minutes	Treasury Cashier
4. Preparation of Certificate of Full Payments	5-10 minutes	Emilia G. Gonzaga
5. Signing of approved request for Certificate of Full Payments	5 minutes	OIC-Franklin M. Cabotaje
6. Endorsement of request to the Office of the City Treasurer	5 minutes	Project Coordinator
7. Releasing of Certificate of Full Payments	Next day	Emilia G. Gonzaga
8. Request for Certified True Copy of Title in the name of the City Government of Mandaluyong	3 days	Registry of Deeds of Mandaluyong

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
9. Preparation Deed of Absolute Conveyance	10-20 minutes	Emilia G. Gonzaga
10. Signing of Deed of Absolute Conveyance		Awardee
11. Checking of the prepared Deed of Absolute Conveyance	5-10 minutes	Jose T. Peralta, Jr.
12. Department Head approval of Deed of Absolute Conveyance	5-10 minutes	OIC-Franklin M. Cabotaje
13. Signing of Deed of Absolute Conveyance	Depend upon the schedule (during People's Day)	Hon. Mayor Benjamin C. Abalos, Jr.
14. Notarization of Deed of Absolute Conveyance	15 minutes	Awardee
Payment of Transfer Tax	10 minutes	Treasury Cashier
Issuance of Certified True Copy of Tax Declaration and Realty Tax Clearance (Exemption from Real Property Taxes)	20-30 minutes	City Assessor's Office
Issuance of Tax Clearance	10-15 minutes	Land Tax
Proceed to B.I.R.	1-2 hrs.	BIR District Mandaluyong
Releasing of Certification Authorizing Registration (CAR)	15-30 days	BIR District Mandaluyong
Proceed to Registry of Deeds	20 working days	Registry of Deeds of Mandaluyong



Task Force Ordinance

About the Office

The office was created to intensify apprehension and enforcement of the city ordinances pertaining and related to violations committed by illegal vendors and other similar activities.

TASK FORCE ORDINANCE

For more information, please contact:

MR. WILFREDO A. REYES SR.

Officer-In-Charge

Ground Floor, Legislative Building

City Hall Complex, Mandaluyong City

Telephone:

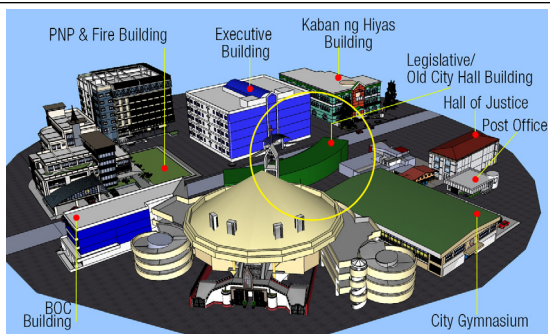
(+63) 532-5001 to 28

local 604

535.3847

email:

tfo@mandaluyong.gov.ph



PAYMENT OF OFFICIAL VIOLATION RECEIPT (OVR) FOR ILLEGAL VENDORS AND RELEASING OF CONFISCATED ITEM



Requirements:

- CTS/Cedula and any valid ID
- Official Violation Receipt

₱ Fees:

P 500.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present the Official Violation Receipt	5-10 minutes	H. Belarmino
2. Payment of penalties at the TPMO		
3. Release of confiscated item(s)		
4. To claim the confiscated item, please present your official receipt		E. Sebastian



Traffic and Parking Management Department

About the Office

The office is solely vested with the power to enforce and implement the Traffic Ordinance and related Ordinances and other traffic management plans and programs.

It functions mainly as the Redemption Office of Ordinance Violation Receipts issued by the traffic enforcers and other enforcement units. It also has administrative supervision of overall enforcers of the different operation units – ASTF, ASEU, TRO, TEG and ASBU - and imposes disciplinary sanctions for improper or irregular apprehensions of enforcers.

Finally, the TPMO also has special operational function to combat colorem vehicles and other ordinance violations of public utility drivers and transport groups.

TRAFFIC & PARKING MGT. DEPT.

For more information, please contact:

MR. ARNALDO G. ADOR

Department Head

Ground Floor, Legislative Building
City Hall Complex, Mandaluyong City

Telephone:

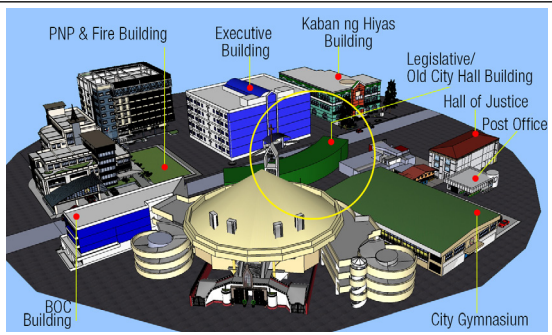
(+63) 532-5001 to 28

local 619/620

533.8511/532.5347

email:

tpmo@mandaluyong.gov.ph



REDEMPTION PROCEDURE:



Requirements:

- Official Violation Receipt (OVR)
- Affidavit of Loss (if lost OVR)
- Resolution (Optional: if Adjudicated)

₱ Fees:

Fines and Penalties
(Ordinance 519, S2013)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to Window #1 and present the OVR for assessment.	2 minutes	Mr. William Escudra Mr. Ronilo Yalong
2. You will be advised of the penalty to pay corresponding violation(s).		
3. An Order of Payment will be issued to you.		
4. Proceed to the cashier at the Executive Building (ground floor, left side) for payment by presenting the Order of Payment.	7 minutes	Treasury Department (Cashier)
5. An Official Receipt will be issued to you		

STEPS	HOW FAST?	KEY PERSON/S
6. Depending on the confiscated item you are redeeming, proceed to Window #2 (for releasing of Driver's License) or Window #3 (for releasing of Vehicle Plate) and present Official Receipt.	7 minutes	Leonardo S. Del Rosario (Window 2)
7. Wait for your name to be called (Releasing).	2 minutes	Orlando B. Bien (Window 3)
8. Please affix your signature in our log book to acknowledge receipt of item.		

COMPLAINT PROCEDURE

Requirements:

- Official Violation Receipt (OVR)

₱ Fees:

The Service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the Complaint Desk Officer	2 minutes	Ms. Angelica Narvaza
2. Finding your OVR still within the prescribed period for complaint, you will be instructed to write down your complaint in a Pro-porma Complaint Sheet.	10-30 minutes	
3. Your complaint will be filed and you will be advised for your schedule of adjudication.	5 minutes	

Remarks:

1. Time duration is exclusive for writing of complaint (accomplishment of Pro-forma Complaint Sheet).
2. Scheduling is pursuant to the provisions of Ordinance No. 588,S-2014.

ADJUDICATION PROCEDURE

Requirements:

- Official Violation Receipt (OVR)
- Pro-forma Complaint Sheet
- Schedule of Summon Sheet

₱ Fees:

The Service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Proceed to the complaint desk officer to retrieve complaint sheet you filed.	2 minutes	Ms. Angelica Narvaza
2. Complaint Desk Officer gives you the cue to proceed to Legal Department.	7 minutes	
3. With both parties present, Adjudication Officer hears your case and makes the decision (Resolution)	30 minutes	
4. You will be advised to wait for your name to be called at the waiting area to receive the Resolution.	10 minutes	Legal Department (Hearing Officer)
5. Proceed to complaints desk officer and present the Resolution for processing.	5 minutes	Ms. Angelica Narvaza

Note: Adjudication proper will only take ten to fifteen (10-15) minutes under normal condition.



Urban Poor Affairs Office

About the Office

The Urban Poor Affairs Office coordinates the speedy and smooth implementation of all programs, projects and various services of the Government and Non- Government Organizations for the city informal settlers and poorest of the poor. Undertakes action program that will establish a community that will promote a high level of family moral and structure values, productivity and self –reliance.

The office establishes a community culture among urban poor communities/ depressed areas in order to promote a high level of family values, productivity and self-reliance through access to employment, livelihood and job opportunities, Skill Trainings, Alternative Education and Social Protection.

URBAN POOR AFFAIRS OFFICE

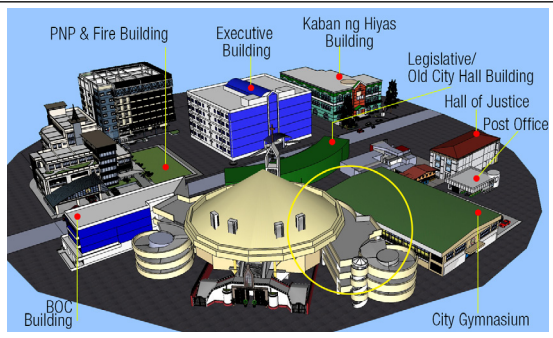
For more information, please contact:

MR. GERULDO BLANCO

Chief

The Parking Area, BOC Building
City Hall Complex, Mandaluyong City

☎ **Telephone:**
(+63) 532-5001 to 28
local 606



LINKAGING FOR ORGANIZATIONAL DEVELOPMENT



Requirements:

- Informal sector of every Barangay must organize themselves into sub-sectors;
 1. Homebase
 2. Vendors
 3. Construction workers
 4. Pedicab/Tricycle drivers (Transport)
 5. Service Providers

₱ Fees:

- No fees to be collected

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Organizing I.S. sub-sector per Barangay.	Per schedule	Jojo A. Blanco Leo Marcos Renato D. Hipona

FACILITATION IN MAINSTREAM SOCIAL PROTECTION PROGRAM



Requirements:

- Birth Certificate
- I.D. picture
- Bio-data
- Barangay Certificate

₱ Fees:

- No fees to be collected

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. LGU official registration and endorsement for the workers at the Informal Sector. Advocacy Orientation.	Per schedule	Leo Marcos Renato D. Hipona

ENHANCING ACCESS TO PRODUCTIVE RESOURCES



Requirements:

For DOLE WORKTREP

- existing business
- MEMORANDUM OF AGREEMENT between the Barangay and DOLE
- Business Plan
- I.D. picture.

For DOLE Program TUPAD

- Barangay clearance
- I.D. picture
- at least 18 to 46 years old.

₱ Fees:

- No fees to be collected

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Registration of possible access in the; DOLE WORKTREP (Business enhancement) 2. TUPAD (Tulong Pangkabuhayan Para sa mga Displaced Workers), TESDA Trainings and MANPOWER Courses and other available National Agencies Programs.	Per schedule	Jojo A. Blanco

ASSISTANCE FOR INFORMAL SETTLERS



Requirements:

- Letter of Intent
- Personal Appearance

₱ Fees:

- The service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. Prepare a letter of intent containing the specific details of service needed such as; accreditation as legal community organization for HLURB and Presidential Commission for Urban Poor registration, community, organizing, census and validation of informal settlers, assistance for livelihood trainings and seminar assistance, social protection and alternative learning system.</p> <p>May personally appear at the Urban Poor Affairs Office</p>	3-5 minutes	Mr. Peter Pallones Mr. Delfin Daylo
2. Have their letter received stamped and dated by the officer of the day.	1 minute	Ms. Remedios S. Espiritu
3. The schedule of date and time of appointment and ocular inspection and validation will be given by the officer of the day	3 minutes	Mr. Leo Marcos



Cultural Affairs and Tourism Department Services

About the Office

The Cultural Affairs and Tourism Development Office is tasked to organize and implement activities/projects that enhance cultural awareness among the citizenry. He plays a vital role in promoting tourism in the city.

The office is also responsible for researching, analyzing, recording, reporting, and publishing of historical incidents, biography of heroes, and important persons and/or relics in the territorial jurisdiction of the City of Mandaluyong.

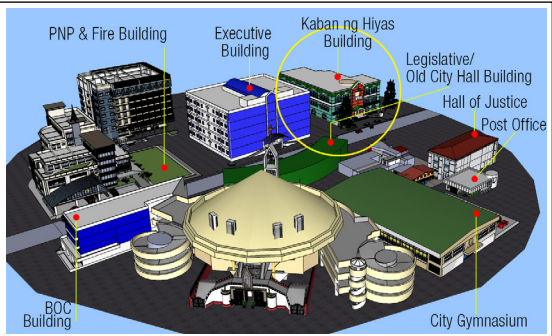
CULTURAL AFFAIRS AND TOURISM DEPARTMENT

For more information, please contact:
MR. NOLAN V. ANGELES

Officer-In-Charge
2nd Floor, Kaban ng Hiyas Building
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 504
533.9107

email:
cultural@mandaluyong.gov.ph



ISSUANCE OF PERMIT FOR THE FOLLOWING FACILITIES/SERVICES:

- **Botanical Garden**
- **Kaban ng Hiyas Auditorium**
- **City Band**
- **City Sound System**

Requirements:

- Letter of Request (3 copies) addressed to: HON. CARMELITA A. ABALOS

Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquire schedule availability of facility/service and reserve it	1 minute	Kaban ng Hiyas Auditorium Asuncion T. Torres 2nd Floor, Kaban ng Hiyas Building, Mandaluyong City Hall 533-9107

STEPS	HOW FAST?	KEY PERSON/S
		<p>City Band Rolando B. Abiog 2nd Floor, Kaban ng Hiyas Building, Mandaluyong City Hall 533-9107</p> <p>Sound System Roberto I. Cruz 2nd Floor, Kaban ng Hiyas Building, Mandaluyong City Hall 533-9107</p>
2. Submit Letter of Request for the issuance of permit on the reserved date and time.	1 minute	Front Desk/Receiving Officer, Office of the Mayor
3. Wait for the received copy from the Mayor's Office	1 minute	Ferdie Candelaria Person-in-Charge Mayor's Office 532-4492
4. Present the received copy to the Person-In-Charge of the requested facility/service.	1 minute	
5. Get permit from the Person-In-Charge	1 minute	

MANDALUYONG CITY GYMNASIUM
For more information, please contact:
MANUEL DC. AMPAYA
Administrator
City Gymnasium
City Hall Complex, Mandaluyong City
Telephone:
☎ (+63) 532-5001 to 28
local 598
532.5030

ISSUANCE OF PERMIT FOR THE USE OF THE CITY GYMNASIUM



Requirements:

- Letter of Request (3 copies) addressed to: HON. BENJAMIN C. ABALOS JR.

₱ Fees:

- | | |
|--------------------------------------|---------------------|
| • Basketball Court | P330.00 per hour |
| • Electronic Score Board | P165.00 per game |
| • Sound System | P1,100.00 per event |
| • Concert and other Allied Events | P2,200.00/event |
| • Boxing and other big sports events | P2,200.00/event |

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquire schedule availability of facility/ service and reserve it	1 minute	Manuel DC. Ampaya
2. Submit Letter of Request for the issuance of permit on the reserved date and time.	1 minute	Front Desk/Receiving Officer, Office of the Mayor
3. Wait for the received copy from the Mayor's Office	1 minute	Ferdie Candelaria Person-in-Charge Mayor's Office 532-4492
4. Present the received copy to the Person-In-Charge of the requested facility/service.	1 minute	
5. Pay corresponding fees at the Executive Building Treasury Department	2 minutes	Cashier, Treasury Department
6. Present Original Receipt to the Gym Office	30 seconds	Person-In-Charge
7. Get permit from the Person-In-Charge	1 minute	



Congressional Library Services

About the Office

The City Congressional Library archives the city's most important documents ranging from historical, political, social and economic aspect of the City of Mandaluyong. It also houses updated periodicals, and other up-to-date chronicles of knowledge and informative data via the traditional reference cataloguing and cyber information facility.

CONGRESSIONAL LIBRARY

For more information, please contact:

MS. LORNA BULOS

Head Librarian

2nd Floor, Kaban ng Hiyas Building
City Hall Complex, Mandaluyong City



Telephone:

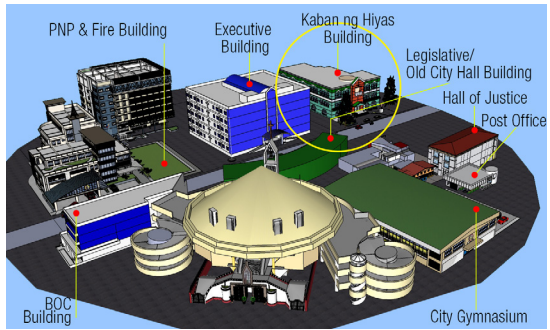
(+63) 532-5001 to 28
local 557

748.0047



email:

library@mandaluyong.gov.ph



BOOKS AND REFERENCE MATERIALS



Requirements:

- Valid Identification Card

₱ Fees:

- This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Register 2. Fill up and give borrower's form to the person-in-charge per section and wait for your name to be called 3. Return the book and get your tag number after using it. 	30 seconds to 1 minute	Marian Regencia

INTERNET ACCESS



Requirements:

- Identification Card
- Tag number issued by the POS

₱ Fees:

- This service is FREE of charge.

The easiest way to avail the service:


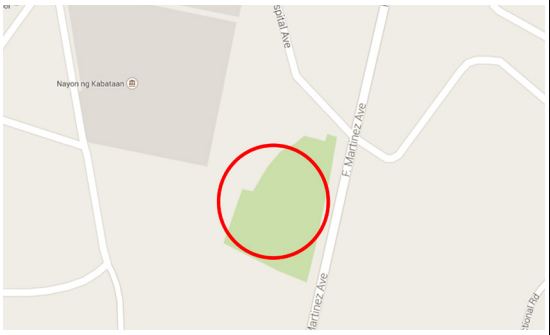
STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Register for time in and out 	60 seconds	Maria Rizalina Pangilinan Lorna B. Bulos Christopher Valladolid



Lingap Karunungan Center Services

About the Office

Lingap Karunungan Center caters to the underprivileged sector of the city. Services included are therapy for persons with disabilities and special needs, facilities for children to play and have viewing sessions and computer services for research.

<p>LINGAP KARUNUNGAN CENTER For more information, please contact: PAOLO MARTIN L. TRINIDAD Building Administrator Lingap Karunungan Center, P. Martinez St., Brgy. Addition Hills, Mandaluyong City  Telephone: (+63) 535.4104</p>	
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PROJECT THERAPY EDUCATION AND ASSIMILATION OF CHILDREN WITH HANDICAP (TEACH)

Please see the next page (p. 107) for the complete services of Project TEACH

COMPUTER ROOM RESEARCH & ENCODING, FREE PRINTING



Requirements:

- Identification Card

Fees:

- This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Registration and Internet Access	Maximum of 1 hour per student	Giovani Yasul Ma. Consuelo Ventura Joseph Jaramillo

LIBRARY & KIDDIE PLAYROOM



Requirements:

- No requirements needed

Fees:

- This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Log-in	30 seconds	Elizabeth dela Cruz Alicia Nonong



PROJECT T.E.A.C.H.

About the Office

The local government of Mandaluyong City spearheaded the conceptualization and implementation of Project Therapy, Education and Assimilation of Children with Handicap (TEACH). This is a community-based rehabilitation program that directly benefits youth with disabilities residing in depressed areas. It is a joint project with the Rehabilitation and Empowerment of Adults and Children with Handicap (REACH) Foundation Inc., a non-stock non-profit organization based in Mandaluyong City.


Mandaluyong CARES is a THERAPY and SPED TUTORIAL services for children with special needs rendered for FREE. This is staffed by licensed professionals, as well as interns from top universities in the Philippines. The center also provides FREE diagnostic services from the developmental pediatricians. The project emphasizes empowerment and transfer of knowledge by recruiting experts to teach essential competencies to lay people. Community Rehabilitation and Education Workers (CREW) and volunteer parents undergo rigorous training activities to enable them to assist in the implementation of therapy and educational programs. To ensure the quality of services, they work under the close supervision of licensed therapists and special education teachers.

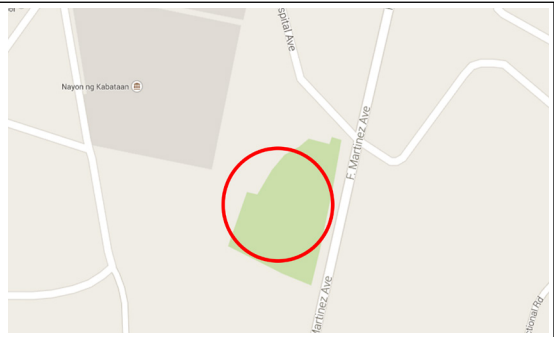
PROJECT TEACH

For more information, please contact:

PROF. ABELARDO APOLLO I. DAVID
Project Manager

MS. KAREN JEORGHIA M. BALLAD
Head, Mandaluyong CARES
Lingap Karunungan Center, P.
Martinez St., Brgy. Addition Hills,
Mandaluyong City

 **Telephone:**
(+63) 710-7190
0943.668.6918



FOR INITIAL ASSESSMENT, DEVELOPMENTAL SCREENING, OCCUPATIONAL THERAPY, PHYSICAL THERAPY, SPEECH THERAPY AND SPECIAL EDUCATION TUTORIALS.



Requirements:

- For Initial Assessment - NO REQUIREMENTS NEEDED.

Once assessed, the client will need the following:

- Form A (Medical Check-up and Initial Developmental Screening of Barangay Health Center Doctors)
- Form B (Certificate of Indigency/Proof of Residency by the respective Barangay Hall)
- Form C (Certificate of Indigency/Eligibility Screening by the City Social Welfare and Development)

Fees:

- The services are FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<p>1. Please get in touch with Project TEACH</p> <p>Surveillance of children suspected to have special needs by trained barangay health workers including breastfeeding patrol, day care service providers, barangay coordinators for persons with disability (PWD), social workers, teachers, parents, volunteers and other civic organization. Once identified, these children are referred to the barangay health center doctors for initial medical and developmental screening</p>	on-going	<p>Ms. Karen Jeorgha M. Ballad Mandaluyong CARES (02) 710-7190 (0943) 668-6918</p> <p>Your respective Barangay Officials</p> <p>Person with Disability Affairs Division</p>
<p>2. Once identified, these children are referred to the barangay health center doctors for initial medical and developmental screening (Kindly secure Form A)</p>	Depends upon availability of barangay health center doctors	<p>Respective Barangay Health Center Doctors</p> <p>Dr. Pecos Camarines City Health Office (02) 534-0163</p>
<p>3. Proceed to their respective Barangay Hall to ask for proof of residence and initial assessment of financial status (Kindly secure Form B)</p>	Within the day	<p>Barangay Captain of their respective barangays</p> <p>Mr. Edmon Espiritu Liga ng mga Barangay President (02) 532-4432</p>
<p>4. Eligibility screening for indigency (Kindly secure Form C)</p>	Depends upon the availability of social worker	<p>Ms. Nel Nongo</p> <p>Mrs. Teresita Pillas City Social Welfare & Development (02) 535-7127</p>
<p>5. Screening of Developmental Pediatricians</p>	Depends upon the availability of slot for developmental screening	<p>Ms. Karen Jeorgha M. Ballad Mandaluyong CARES (02) 710-7190 (0943) 668-6918</p>
<p>6. Referral to appropriate services (therapy, education, health, dental, counseling, work placement, etc.)</p>	Depends upon the availability of slot for developmental screening	<p>Ms. Evangeline Ladines Schools Division Superintendent</p> <p>Mrs. Teresita Pillas City Social Welfare & Development</p>

STEPS	HOW FAST?	KEY PERSON/S
		<p>Mr. Ramon Alfredo S. Amores, OTRP</p> <p>Ms. Cherryl Joyce G. Daguman, PTRP REACH Foundation</p> <p>Ms. Karen Jeorgha M. Ballad Mandaluyong CARES</p> <p>Dr. Pecos Camarines City Health Office</p> <p>Dr. Zaldy Carpeso Mandaluyong City Medical Center</p> <p>Mr. Edmon Espiritu Liga ng mga Barangay</p> <p>Ms. Wennah G. Marquez Persons with Disability Affairs Division</p> <p>Ms. Erdelinda Diaz Division SpEd/TLE Coordinator</p> <p>Mr. Gilbert Sta. Ana Mandaluyong Federation of Parents and Teachers</p> <p>Mrs. Derlina Lanza Mandaluyong Manpower Development Center</p> <p>Ms. Merlinda Ibusag Mandaluyong Day Care Service Program</p> <p>Mrs. Rosalie Escoto Hands of Mercy, Inc. Mandaluyong City</p> <p>Mr. Jimmy Isidro Public Information Office</p>



City Educational Services Office

About the Office


The City Educational Program Executive Committee or the CEPEC was organized by Mayor Benjamin S. Abalos, Sr. in 1996 to handle and act as the policy making body for the City of Mandaluyong Collegiate Scholarship Program.

Mayor Benhur Abalos decided to accommodate the average students in order to help them in pursuing collegiate education. It was then when the category of “grantee” started. Unlike the scholars, the recipients under grantee category has no stipend or allowance but no grade requirement. The grantee needs only to pass all the subjects he/she has taken to renew the scholarship grant.

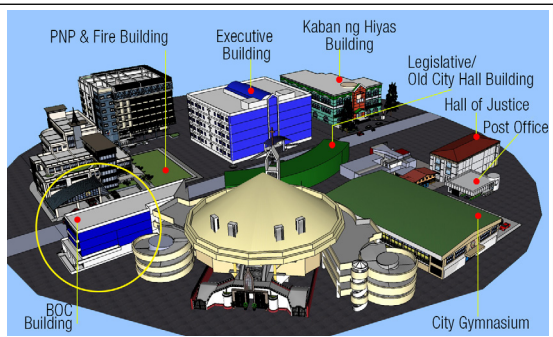
CITY OF EDUCATIONAL SERVICES OFFICE

For more information, please contact:
ENGR. MELODY IMELDA TUBIG
City Scholarship Officer
2nd Floor, BOC Building
City Hall Complex, Mandaluyong City

Telephone:

 (+63) 532-5001 to 28
local 573
531.0070

 **email:**
scholarship@mandaluyong.gov.ph



POLICIES AND GUIDELINES FOR NEW APPLICANTS, SCHOLARSHIP RETENTION & RENEWAL

I. SELECTION OF NEW APPLICANTS (SCHOLARS & GRANTEES)

Documents to be passed:

1. Incoming 1st year
 - a. High school Report Card
 - b. Results of RTU Entrance Examination and Interview
2. Incoming 2nd year
 - a. Copy of First and Second Semester grades

II. QUALIFICATION:

- Parents or legal guardian must be a resident of Mandaluyong City;
- In good health and in good moral character;
- Natural-born Filipino citizen;
- Parents annual gross income in ITR not exceeding Php100K or Family income not exceeding Php200,000.00

Incoming 1st year:

- HS weighted average at least 83%;
- Must have a Final grade of 80% in Math, Science, English and Values;

Incoming 1st year:

- Gen. Weighted Ave. in 1st year, at least 2.5 (CEIT), 2.25 (other courses) and no grades below 3.0.

III. ADMISSION OF NEW SCHOLARS/GRANTEES

- After passing the Scholarship Examination, additional requirements to be submitted are as follows (in TWO sets):
 1. Latest Income Tax Return of your parents or Joint-Affidavit of Non-filing of ITR in case they are unemployed (supported by BIR Certification);
 2. Medical Certificate, either from the government or private physician;
 3. Certificate of Residency & Indigency issued by the Barangay Captain concerned;
 4. Voter's ID (Parent);
 5. Two 2 pcs. 2" X 2" pictures; and
 6. A copy of Course Curriculum

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1.Submission of Requirements	5 minutes	Staff
2. Interview	5 minutes	Scholarship Officer
3. Issuance of Enrolment Slip	2 minutes	Staff

IV. FOR SCHOLARSHIP RETENTION

a. Academic Load

- Full load per curriculum schedule each semester. Course must be finished within the number of years stated in the contract.
- Cross-enrolment requires RTU and CEPEC approval; expenses shall be on the account of the recipient.

b. Shifting of Course

- Requires approval of the Dean, CEPEC Chair & City Scholarship Officer;
- Shifting is allowed only after the first year;
- Lacking subject(s) should be taken during summer; tuition and miscellaneous fees on the account of the recipient.

c. Dropping of Subjects:

- Dropping is accepted on a case-to-case basis.
- Lacking Subject(s) should be taken during summer; the tuition and miscellaneous fees on the account of the recipient.

d. Incomplete Grades:

- Three (3) incomplete grades, a ground for termination;
- Completed passing grade must be submitted within one(1)month from the renewal period.

e. Deferment:

Deferment of scholarship requires approval of the CEPEC. Acceptable reasons are as follows;

- Illness supported by medical certificate;
- Psychological/emotional problems certified by the school guidance counselor;
- Death of father and/or mother; or
- Others on a case-to-case basis.

f. Weighted Average:

- Scholar
 - Engineering & Technology-2.50 or better
 - Other Courses-2.25 or better

- Grantee- no required GWA, as long as all grades are passing.

V. BENEFITS

City Government pays the tuition & miscellaneous

a. Scholar-plus stipend on each school day; as follows;

Regular

- Freshmen or 1st year in the program-P20.00
- Sophomores- P25.00
- Juniors- P30.00
- Seniors- 4th or 5th year-P35.00

Warning – less than P5 from the prescribed regular stipend

- If classified as Level 3 & 4: Special Stipend
 - LEVEL 3-P45.00 per day if GWA is
 - 1.46-1.75-non CEIT/IT COURSES
 - 1.60-1.99-CEIT/IT COURSES
 - LEVEL 4-P50.00 per day if GWA is
 - 1.0-1.45-non-CEIT/IT COURSES
 - 1.0-1.59-CEIT/IT COURSES

Note: Basis of GWA- first & second semesters or 1 school year performance.

b. Grantee – NO STIPEND/ALLOWANCE

VI. STATUS OF SCHOLARSHIP/GRANTS

a. Scholar

1. Regular

- CEIT – 2.5 and above GW
- NON CEIT – 2.25 and above GWA

2. Warning

- CEIT – GWA is 2.5 & above but with combination grades of 2.75 and 3.0
- NON CEIT – GWA is 2.25 & above but with combination grades of 2.50 & 2.75

a. Grantee

1. Approved – if no failing grades.
2. Terminated if with failing grades

VII. TERMINATION

a. Scholar

- Failing grades(s), 3 INC's, DROPPED, WITHDRAW, 4.0 and below GWA

• **Grantee**

- Failing grades(s), 3 INC's, DROPPED, WITHDRAW, 4.0

VIII. RENEWAL PROCESS



Requirements:

1. Accomplished renewal form
2. Grades for the current semester
3. Registration Form
4. Course Curriculum
5. Pre-enrolment Form

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submission of Requirements	2 minutes	Staff
2. Computation of General Weighted Average	3 minutes	Staff
3. Evaluation	3 minutes	Scholarship Officer
4. Approval	2 minutes	Scholarship Officer
5. Issuance of Enrolment Slip	1 minutes	Staff

Note: After the process proceed to Rizal Technological University for enrolment



Requirements:

1. Death Certificate (indicates name of deceased; date of death; place of death; residence; cause of death; etc)
2. Order of Payment (containing fees/ charges of burial transactions)
3. Barangay Certificate to determine the residency/ indigency of the deceased
4. DSWD Certificate for indigents (to avail discounts)
5. Discounts must be approved by the Mayor's Office
6. Payments to the Treasurer's Office
7. Return Order of Payments the GLPAO for record purposes

₱ Fees:

- CITY ORDINANCE NO. 455, S-201 FEES AND CHARGES

BASIC FEES			
	Exhumation/Restus for Infants	Php	400.00
	Burial/ Transfer		500.00
	Entrance		1,000.00
NICHES (residents only)	APARTMENT		NO RENEWAL
	Resident of the City		5,000.00
	Indigents (SECURED DSWD CERT.)		3,500.00
	EXCLUSIVE Lots Area x 400.00php/M2		RENEWABLE YEARLY
CREMATION			
	BONES		
	Non- Resident		7,000.00
	AT Least (1) yr. Resident		6,000.00
	Long Time Resident		4,000.00
	Indigent (SECURED DSWD CERT.)		2,000.00
	(2)		
	FRESH		
	Non- Resident	Php	12,000.00
	At Least (1) yr. Resident		10,000.00
	Long Time Residents		7,000.00
	Indigent (SECURED DSWD CERT.)		3,500.00
COLUMBARIUM	VI- LEVEL 1,2,3 & 7,8,9		LEASED YEARLY
RESIDENT ONLY	Resident of the City		1,500.00
	Indigent (SECURED DSWD CERT.)		1,000.00
	LEVEL 4,,5 & 6 (EYE LEVEL)		2,000.00
CHAPEL	VII- Rent per Day		1,000.00/day

The easiest way to avail the service:

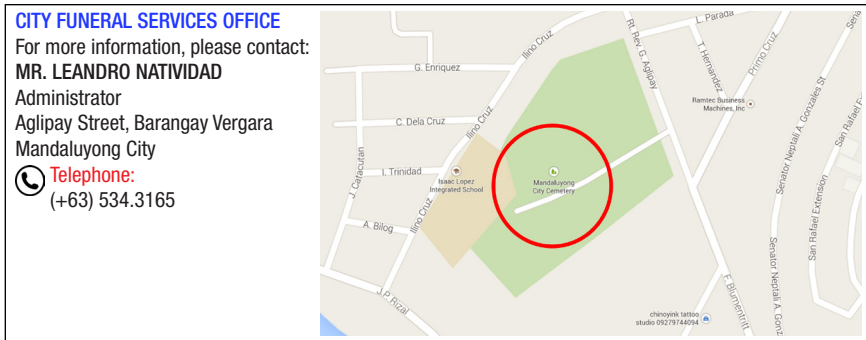
STEPS	HOW FAST?	KEY PERSON/S
1. Inquire to the GLPAO about cemetery transaction	4 minutes	Engr. Luz Racelis, Fe Pagaspas, Rey Mendoza, Jinky Villagera
2. Fill up order of payment form upon presentation of the required documents	5 minutes	Key person same as above
3. Waiver signing on the apartment/exclusive niches/ columbarium	10 minutes	Applicant
4. Submit order of payment to DSWD for assessment on indigency	It depends	DSWD employees
5. Approval of discounts to Mayor's Office	Its depends	Mayor's Office employees
6. Payment to the Treasurer's Office	It depends	Treasurer's Office employees
7. Return to GLPAO for scheduling of interment/cremation, etc	10 minutes	Engr. Luz Racelis, Fe Pagaspas, Rey Mendoza, Jinky Villagera
8. Cremation of fresh remains	2 hour	Cremator: Engr. Danilo Nombre (OIC), Danilo Bermejo, Eduardo Luna, Ruben dela Cruz, Rommel Alvarado
9. Cremation of Bones remains	20 hour	Same as above cremator's
10. Burial of Ash to Columbarium	15 minutes	Reynaldo Mendoza, Danilo Bermejo, Mario Enriquez
11. Burial of remains to an apartment/ exclusive niches	1 hour	Sepulcher: Salvador dela Cruz, Manuel dela Cruz, Donald Sartorio, Victorino Santos, Elmerchor Santos, Darius Recto, Enrique de Leon, Jhoen Rille Mise

The City Funeral Services

About the Office

The City Funeral Services is the answer in giving decent burial but low cost and reasonable price for a funeral service to bonafide residents of Mandaluyong who cannot afford to pay high cost funeral services. The office provides inexpensive, economical and very affordable funeral services to the constituent of Mandaluyong.

Funeral Service such as pick-up of cadaver, embalming, preparation of the cadaver, setup for the wake until to its burial.



CITY FUNERAL SERVICES OFFICE

For more information, please contact:

MR. LEANDRO NATIVIDAD

Administrator

Aglipay Street, Barangay Vergara

Mandaluyong City

☎ Telephone:
(+63) 534.3165

FUNERAL SERVICES

Inclusive of:

- a. Pick-up cadaver within the City only
- b. Embalming
- c. Preparation
- d. GLP Chapel viewing for 3 days



Requirements:

- Barangay Certificate or an Identification Card showing address that you are a resident of the City.

₱ Fees:

- P4,000.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquiry thru phone or personal conversation in office	60 seconds	City Funeral Secretary
2. Fill-up Deceased information	2-3 minutes	Relatives of the deceased
3. Payment of funeral Service fee at the treasurer's office	60 seconds	Cashier-treasury Department



Anti-Smoke Belching Unit

About the Office

The Anti-Smoke Belching Unit (ASBU) shall enforce the vehicle emission control standards fixed in the Ordinance No. 396, S-2008. The Anti-Smoke Belching Unit (ASBU) and its authorized deputies may conduct mobile emission testing anywhere in the City of Mandaluyong.

Any vehicle within the jurisdiction of Mandaluyong City which, in the opinion of the Authorized deputies of the Department, is not compliant with the emission standards set in the Ordinance may be apprehended and subjected to emission control tests.

ANTI-SMOKE BELCHING UNIT
For more information, please contact:
MR. VICTOR EMMANUEL S. FRANCISCO, JR
Chief
Ground Floor, Old Building
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 580
535-7259

email:
asbu.mandaluyong@yahoo.com

RELEASE OF CONFISCATED PLATE/LICENSE TO THE DRIVER



Requirements:

- Subject Vehicle
- Ordinance Violation Receipt (original)
- Xerox Copy of OR/CR

₱ Fees:

- Every violation of this ordinance shall be penalized as follows:
 - First Offense ----- P 1,000.00
 - Second Offense ----- P 2,000.00
 - Third Offense ----- P 3,000.00
- The amount of Four Hundred Fifty Pesos (P450.00) shall be collected for the emission testing services if the same is rendered by the City.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Get order of payment to TPMO	3 minutes	Officer of the day
2. Payment of Penalty at Treasurers' office	3-5 minutes	Cashier
3. Mandaluyong compliance testing center	5-10 minutes	Compliance Officer
4. Releasing of confiscated materials with COC	3 minutes	Cristina Labago Eleanor Socorro Donna Villanueva



Tricycle and Pedicab Regulations Division

About the Office

The office process application for Motorized Tricycle Operator's Permit (MTO) prior to its submission, with proper recommendation, to the Office of the Mayor for appropriate action. Provided, however, that for motorized tricycle-for-hire, the Certificate of Public Convenience (CPC) shall have been secured first.

The office also process all applications for Certificate of Public Convenience (CPC) and forward the same, together with all the requirements for its issuance to the City Tricycle Franchising Board and for appropriate action.

To strictly implement and enforce the provisions of this and other laws and ordinances relative to the operation of motorized tricycles in the City.

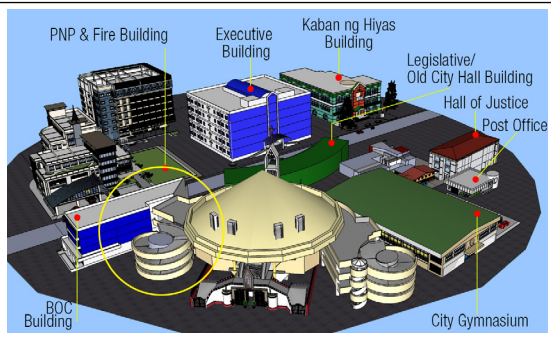
TRICYCLE AND PEDICAB REGULATIONS DIVISION

For more information, please contact:
MR. FLORANTE G. DE LEON
Chief

2nd Floor, BOC Parking Area Building
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 575
532.6736

email:
tro@mandaluyong.gov.ph



ISSUANCE OF FRANCHISE



Requirements:

- Renewal / New Applicant
- Latest MTO
- Official Receipt (OR) Certificate of Registration (CR)- Latest
- Barangay Business Clearance Latest
- Voter's ID or COMELEC Certification
- Current Residence Certificate (CEDULA)
- One Legal Size Folder
- Motorcycle for Inspection

₱ Fees:

- Registration Fee P150.00
- If late filing, penalty P50.00/year
- Sticker P60.00
- Franchise Fee P200.00
- City License Plate P425.00 (one time payment)

NOTE: Sticker should be availed every January, if failed comply a 50% penalty will be charged.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all the requirements for Verification	10-12 minutes	Mariano G.Leray Jr. and Gina Reyes
2. Inspection of units	4-6 minutes	Francisco R. Banares
3. Issuance of order of payment	30 seconds	Mariano G.Leray and Gina Reyes

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
4. Proceed to TPMO for order of payment, then to Cashier's Window at treasury	15-20 minutes	TPMO and Treasury Cashier
5. Release of application	5 minutes	Mariano G.Leray Jr. and Gina Reyes
6. Review and checking the requirements	Depend on folder to assess, review or check	Merlyn R. Acasio and Liza Mangaban
7. Encoding	2-3 days	Merlyn R. Acasio and Liza Mangaban
8. Submittal of application at Tricycle Franchising Board	20 seconds	Sanggunian Office
9. Hearing	2-3 hours	Sanggunian Session Hall
10. Waiting for resolution with Tricycle Franchising Board member's approval	1 week (depends upon the availability of the Signatory)	Sanggunian Office
11. Encoding and printing the approved franchise	1 week	Leopoldo L. Dumas Jr.
12. For Signature of TRO Chief	15 minutes	Chief, Florante G. De Leon
13. Forwarded to Mayor's Office for Signature of the Mayor	1 week	Mayor's Office
14. Issued notice to every TODA's to inform that the Franchise is approved	1 day	Samson C. Digma

RELEASING OF FRANCHISE



Requirements:

- Applicant together with his application form

NOTE: In case the applicant is not available an authorize person can get the franchise by presenting the owner's application form together with an authorization letter and valid ID.

₱ Fees:

- This service is FREE of charge.

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Issuance of order of payment	5 minutes	Merlyn C. Acasio, Gemma S. Mangubat
2. Proceed to TPMO for another order of payment then to Cashier's Window for Franchise Fee, Sticker, etc. at Treasury Department	15-20 minutes	TPMO and Treasury Cashier

ISSUANCE OF UTILITY PLATE



Requirements:

- Renewal / New Applicant*
- Official Receipt (OR) / Certificate of Registration (CR) - Latest
- Mayor's Permit – Latest
- Barangay Business Clearance Latest
- Picture of Tricycle (Front & Back) – Latest
- One Legal Size Folder

₱ Fees:

- Registration Fee P500.00
- Utility Plate P150.00
(one-time payment for new application)
- Sticker P60.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all the requirements for Verification	3-5 minutes	Gina L. Reyes
2. Issuance of order of payment	1 minutes	Gina L. Reyes
3. Proceed to TPMO for another order of payment then to Cashier's Window for Registration Fee, Utility Plate (for new applicant), Sticker, at the Treasury Department	15-20 minutes	TPMO and Treasury Cashier
4. Issuance of utility plate, sticker	3-5 minutes	Gina L. Reyes

ISSUANCE OF SPECIAL PERMIT



Requirements:

- Renewal / New Applicant*
- Special Permit Latest (For Renewal)
- Official Receipt (OR) / Certificate of Registration (CR) – Latest
- Business or Mayor's Permit
- Picture of Tricycle (Front & Back)
- DTI permit
- 1 Legal Size-Folder

₱ Fees:

- Special Permit Fee P500.00
- Notary (depend on the Notary Public)

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all the requirements for Verification	5 minutes	Gina L. Reyes
2. Typing the application form	3-5 minutes	Gina L. Reyes
3. Recommending approval of Special Permit	3 minutes	Chief, Florante G. De Leon
4. Signing approval Special Permit	2-3 days (depends the availability of the signatory)	Councilor Fernando Ocampo
5. Notarization of Special Permit	5-10 minutes	Notary Public Personnel
6. Issuance of order of payment	1 minutes	Gina L. Reyes

STEPS	HOW FAST?	KEY PERSON/S
7. Proceed to TPMO for order of payment then to Cashier's Window for payment of Special Permit Fee at Treasury Department	5minutes	TPMO and Treasury Cashier
8. Releasing of Special Permit	3 minutes	Gina L. Reyes

ISSUANCE OF PERMIT TO DRIVE (FOR PEDICAB DRIVERS ONLY)



Requirements:

- Bio-data with Latest ID picture 2x2
- PODA Certificate
- Barangay Certificate
- CEDULA
- Voters ID
- 1 Legal Size Folder



Fees:

- Permit to Drive P50.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit all the requirements for Verification	3minutes	Francisco R. Banares Jr.
2. Issuance of order of payment	3minutes	Francisco R. Banares Jr.
3. Proceed to TPMO for order of payment then to Cashier's Window for payment of Permit to Drive at Treasury Department	15-20 minutes	TPMO and Treasury Cashier
4. Record the Official Receipt NO.	3minutes	Francisco R. Banares Jr.

ISSUANCE OF RELEASING OF IMPOUNDED TRICYCLE



Requirements:

- Official Receipt
- Violator

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Redeem or reclaim	15-20 minutes	TPMO and Treasury Cashier
2. Release order and signing of person who violate	3 minutes	Francisco R. Banares Jr.
3. Release of impounded tricycle	5-10 minutes	Sgt. Carlito B. Gutierrez



City Disaster Risk Reduction and Management Office (CDRRMO) Services

About the Office

This City Disaster Risk Reduction and Management Office (CDRRMO) is the executive arm of the City Disaster Risk Reduction and Management Council and operate under the Office of the City Mayor responsible in setting the direction, development, implementation and coordination disaster management programs within the City and organizing and, training and directly supervising all city/local emergency response teams and the Accredited Community Disaster Volunteers (ACDVs).

The CDRRMO has four (4) sections: (a) Office of the DRRM Office; (b) Office of Administrative and Training; (c) Office Research and Planning; and (d) Office of Operations and Warning.

There are two (2) units under the Operations and Warning Section: (a) Communications, Command and Control Center; and the (b) Rescue and Emergency Medical Service Units.

The CDRRMO is located at the Second Floor of the Barangay Operations Center Building, City Hall Complex, Maysilo Circle, City of Mandaluyong.

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

For more information, please contact:
FSSUPT BENJAMIN A. LADRA
 DRRM Officer
 2ND Floor, BOC Building
 City Hall Complex, Mandaluyong City

Telephone:
 (+63) 532-5001 to 28
 local 635
 533.2225

REQUEST FOR RISK MAPS AND OTHER RELATED DOCUMENTS



Requirements:

- Letter request addressed to the DRRM Officer
- Blank DVD-R (If needed)



Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Prepare your letter containing specific details of your request.		
2. Have the letter received, stamped and dated at the CDRRMO. Said letter is subject for approval by the DRRM Office.	1 minute	Ms.Mary Ann Luna

STEPS	HOW FAST?	KEY PERSON/S
3. Approved or declined, the responsible staff will inform the requesting party of the status of request which may include the date and time for releasing	5-10 minutes	Mr. Marc Dan Padilla

REQUEST FOR CERTIFICATE OF COMPLIANCE FOR EVENT EMERGENCY CONTINGENCY PLAN

Requirements:

- A copy of your letter request addressed to the City Mayor.
- An approved event map/route from the Mandaluyong Traffic Enforcement Division.
- Emergency contingency plan for your event.
- Incident Command System (ICS) Structure.

Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Submit a copy of your letter request addressed to the City Mayor. Enclose the following documents: (a) an approved event map/route coming from the Mandaluyong Traffic Enforcement Division; (b) Emergency Contingency Plan; and (c) ICS Structure. Have the letter received, stamped and dated at the CDRRMO.	1 minute	Ms. Mary Ann Luna
2. Your Contingency plan will be evaluated by the Operations Section of the CDRRMO. Approved or declined, the responsible staff will inform the requesting party of the status of request which may include the date and time for releasing.	1 day	Mr. Rommel E. Flores

REQUEST FOR CCTV FOOTAGES

Requirements:

- Letter request coming from the investigator (PNP or Traffic).
- Blank DVD.

Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Have the letter received, stamped and dated at the CDRRMO.	1 minute	Ms. Mary Ann Luna

STEPS	HOW FAST?	KEY PERSON/S
2. A Command Center staff will review the footage indicated in the investigator's request. The responsible C3 staff will inform the requesting party of the status of request which may include the date and time for releasing. The footage will only be released to the investigator of the case.	1 day	C3 Team Leader on Duty



Welfareville Commission (WELCOMM)

About the Office

The office Welfareville Commission (WELCOMM) was created on the year 2001 under the Administration of Mayor Benjamin C. Abalos Jr. The purpose of which is to secure the WELFAREVILLE Compound from the incoming and outgoing of the informal settlers. The Prime functions of this office are as follows:

1. Conduct census from time to time with in the perimeter wall of Welfareville Compound.
2. Relocate informal settlers which were affected by the various project of the City Government of Mandaluyong with in Welfareville Compound.
3. Verify the construction/ repairs of residential dwelling if said construction/ repair activities has a necessary permit approved by this office.
4. Monitor the approved construction/repair permit of the informal settlers if approved permit is being followed as per request plan.
5. Acts as mediator if needed between the conflicting party, majority of which is overlapping dispute and overhang.

WELFAREVILLE COMMISSION
For more information, please contact:
MS.MA CRISTINA B. PICAZO
Officer-in-Charge
Senior Citizen Compound Welfareville
Comp. Brgy. Addition Hills
Mandaluyong City
 Telephone:
(+63) 535.5184/535.9265

PROCESS IN SECURING CONSTRUCTION/REPAIR PERMIT



Requirements:

- Written request for repair of the applicant address to the OIC Welfareville Commission.
- Photo copy of the portion of the house requested for repair.
- Valid Xerox copy of Identification card.
- Filled-up application inspection report form of the prime Agency Inc.

Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Secure the Application Form	60 seconds	Prime Security Agency Inc.

STEPS	HOW FAST?	KEY PERSON/S
2. Submit the application form to this office (WELCOMM) for proper validation as to whether if he/she is the owner of the residential structure.	15 minutes	Vilma Maza
3. Return the validated house repair application form to prime security agency inc. For inspection	1 day	Prime Security Agency Inc.
4. Return to this office (WELCOMM), the inspection report form duly signed by the OIC and roving guards of the prime security agency inc. And attach the written request for repair of the application.	5 minutes	Hector Avila Rogelio Bautista
5. Validate the inspection report done by the roving guard thru re inspection by the WELCOMM office personnel in charge on the request for repair	5 hours	Ma. Cristina Picazo Rogelio Bautista Hector Avila Jaime Medina Jr.
6. For approval of the OIC Welfareville Office	5minutes	Ma.Cristina Picazo
7. Releasing	60 seconds	Hector Avila



Market Operation Division

About the Office

The office govern the administration, operation and maintenance of the Mandaluyong Public Market and the imposition and collection of Market rental fees for occupancy thereof.

MARKET OPERATION DIVISION


For more information, please contact:

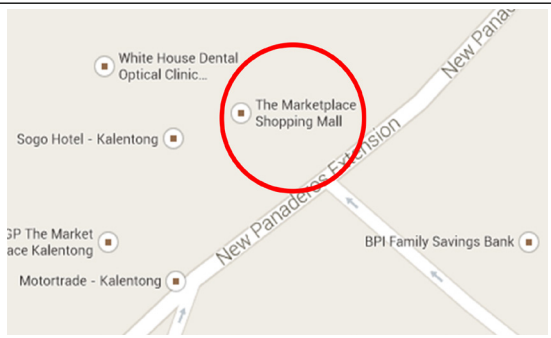
MR. JOSEPH RANDY A. GARCIA

Market Administrator

General Kalentong St.

Mandaluyong City

 **Telephone:**
(+63) 534.1735/531.4118



MARKET STALL OCCUPANCY

Requirements:

- Notarization of application form P100.00
- Mayor's permit and five fee payment

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquire and get application	3 minutes	Collector of the day
2. Fill-up Application Forms	5-7 minutes	Applicant
3. Submit application form with requirements for verification at the Market Operation Div. as to whether applicant has previously registered business with arrear, whether lessor has Mayor's Permit when applicable.	3 minutes	M.O.D Collectors
4. Notarization of Application form	5 minutes	Notary Public Personnel
5. Have application assessed by Collector for regulatory fees.	5-10 minutes	M.O.D Collectors
6. Stall Owner submit the application and requirements to Office of the Day for assessment and review.	5 minutes	Office of the Day
7. Signing approval by the Market Administrator	3 minutes	Joseph Randy A. Garcia

STEPS	HOW FAST?	KEY PERSON/S
8. Proceed to Barangay Hall for Barangay Clearance/ Permit	10 minutes	Barangay Captain/ Staff
9. Stall Owner present OR of fire fees at EDP Sec. for printing of Mayor's Permit	3 minutes	Encoders: Carlo Santos, Luzviminda Lagamayo, Belinda Casayuran, Catalina Tagayon, Mariel Owete
10. Signing approval of Mayor's Permit	3 minutes	Chief-Catherine DL. Arce
11. Releasing of Mayor's Permit and issuance of License Plate and Sticker	2 minutes	Brigida Rodriguez, Belen Del Prado



City Environmental Management Department

About the Office

The City Environmental Management Department (CEMD) formerly known City Environmental Sanitation Services, Greening and Beautification Department (CESSGBD) is committed to the enhancement of Ecological Balance of the community through sustainable environmental management systems and facilities for the protection, preservation and conservation of environment.

ENVIRONMENTAL SERVICES

For more information, please contact:

MR. EMMANUEL P. OBLEA, JR.

Department Head

Boni Avenue cor. Lions Road, Brgy.

Barangka Ilaya, Mandaluyong City



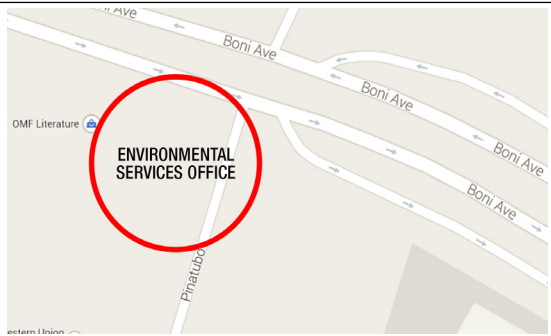
Telephone:

(+63) 533.7975 to 76



email:

esc.mandaluyong.city@gmail.com



GARBAGE COLLECTION SERVICES

1. Supervise and monitor the garbage collection schedule in coordination with the barangay for strict compliance of all concerned (Residential, Commercial areas, Institutions and Industries).
2. All concerned must ensure that waste brought out in front of their gate, along the collection route complied with the prescribed schedule of Garbage Truck Collector (GTC).
3. All concerned must see to it that garbage taken out in accordance with the prescribed schedule of collection are properly placed in closed receptacles to avoid spilling out on roadside.
4. Residential garbage are directly dump into GTC standby at designated point of collection along the streets, curb side or alleys on the prescribed schedule of collection.
5. The Department and concerned offices must be inform, in advance to assist for hygienic means of loading waste for collection for the on time brought out of garbage during the prescribed schedule of GTC collection for Commercial, Institutions and Industries.
6. Collection of Hazardous waste has coordinated with concern government agencies/offices for proper disposition.
7. All concerned must directly report to the Department for any uncollected garbage within their vicinity.
8. Illegal disposal of garbage must be treated violation of Anti-littering law and Illegal Dumping must be penalizing accordingly.

GARBAGE COLLECTION SERVICES

Department attends to all concerned complaints/request concerning Garbage Collection/Hauling of filling materials; Trees cutting & trimming; Streets cleaning; Creeks, canals and esteros cleaning and declogging. Course of action to be taken.



Requirements:

- Letter from complainant or requesting party
- Coordination from Barangay
- Endorsement Letter to DENR, MMDA, PRRC and other concerned agencies if necessary.

SERVICES	PROCEDURES	RESPONSIBLE PERSON	TIME
IEC (Information and Education Campaign)	Conduct of IEC to the 27 Barangay's of the City, various Homeowners Association, Schools, Market, Hospitals and other institution for proper waste disposal in compliance to R.A. 9003 and other existing laws and ordinances	Research and Planning office and Solid Waste Management Office	As scheduled
CLEANING AND BEAUTIFICATION	Daily Deployment of Street Sweepers along the city's various main and secondary roads Deployment of Task Force personnel for plant watering and beautification, preservation activities	Greening and Beautification Division	<ul style="list-style-type: none"> • 6:00am-10:00am and 1:00pm-5:00pm for Street Sweepers • 7:00am-4:00pm for Greening Division • Daily
GARBAGE COLLECTION	Daily collection of wastes allocated at the City 27 Barangay's, main and secondary roads, institutions, etc.	Expedition Construction Corporation (Official Garbage Hauling Contractor of the City)	8:00am Daily for Barangay (Morning Collection) 4:00pm Daily for Main road (Evening Collection) 5:00am Daily for Mopping Collection
MONITORING	Monitoring and Supervision of garbage hauling operation in the city to ensure the cleanliness thereof.	Monitoring/Enforcement Division	6:00am-2:00pm for 1 ST Shift 2:00pm-10:00pm for 2 ND Shift 10:00pm-6:00am for 3 RD Shift
ENFORCEMENT	Implementation/Enforcement of National Laws and Ordinances related to preservation of environment and Solid Waste Management	Monitoring/Enforcement Division	Daily basis



Department of Public Order and Safety

About the Office

The Department of Public Order and Safety (DPOS) is committed to the establishment of a highly dedicated, fully motivated and dynamically organized Peace and Order Unit, supported by a responsive community, and dedicated to the attainment of a peaceful and orderly City of Mandaluyong.

The DPOS commits to enforce all laws in order to prevent and control crimes and public disturbances, such that peace and order is maintained at all times and public safety is always ensured in the entire City of Mandaluyong.

DEPARTMENT OF PUBLIC ORDER AND SAFETY

For more information, please contact:

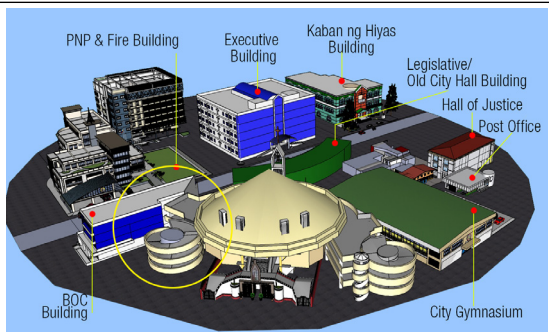
MR. ROBERT GATCHALIAN

Chief

Ground Floor, BOC Parking Area Building, City Hall Complex, Area Mandaluyong City

Telephone:
(+63) 534.0045

email:
pos@mandaluyong.gov.ph



ENFORCEMENT OF MUN. ORD. NO. 4, S-1988, MUN. ORD. NR. 88, S-1991 AS AMENDED BY CITY ORDINANCE NO. 393, S-2008 requiring Mayor's Permit for Security Agencies; Security Guards and Private Watchmen engaging business in the City

Information dissemination thru visitation and inspection of the Security Agency and Detachment of Security Guards are regularly conducted by POS personnel.

Requirements:

- Accomplished Application Form
- PNP-SAGSD License
- One 1x1 Picture
- One 2x2 Picture

General Fees:

- Mayor's Permit P500.00
- Individual Security Guards P150.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Application Form is issued to applicant for filing up.	10 minutes	POS Office Personnel
2. Order of Payment Slip issued and applicant pays directly to the City Treasury.	5 minutes	POS Office Personnel Treasury Cashier

STEPS	HOW FAST?	KEY PERSON/S
3. Mayor's Permit and Individual Security Guard ID is processed and issued to applicants.	5 days	POS Office Personnel



Task Force Anti-Illegal Vending

About the Office

The office was created to intensify apprehension and enforcement of the City Ordinances pertaining and related to violations committed by illegal vendors, sidewalk and street obstructions and other similar activities.

TASK FORCE ANTI-ILLEGAL VENDING

For more information, please contact:

WILFREDO A. REYES SR.

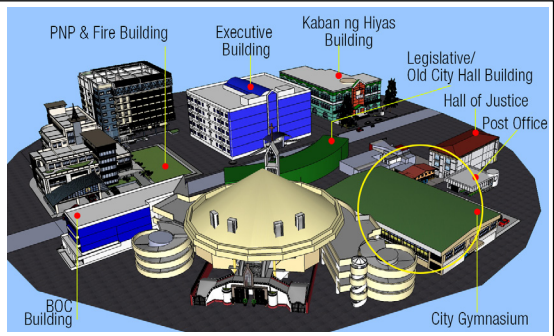
Old COMELEC Building

City Hall Complex, Mandaluyong City



Telephone:

(+63) 535-3847



ISSUANCE OF ORDINANCE VIOLATION RECEIPT (OVR) FOR ILLEGAL VENDORS/SIDEWALK VIOLATORS AND RELEASING OF CONFISCATED ITEMS.



Requirements:

- Any Valid I.D. (Company, COMELEC, driver's license, SSS or postal id's)



General Fees:

P500.00

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Present the Ordinance Violation Receipt (OVR)	5-10 minutes	Ronaldo A. Ancheta Edgardo S. Francisco
2. Secure Order of Payment at the City Ordinance Enforcement Division		
3. Payment of penalties at the City Treasurer's office.		
4. Zerox of official receipt for copy of COED.		
5. To Claim the confiscated item(s), please present your official receipt. To be recorded/ blotted/photo	5-10 minutes	Herminigildo S. Bellarmino Jr.



Task Force Anti-Vice

About the Office

The Task Force Anti-Vice is authorized to execute and enforce all existing laws and ordinances affecting the city, pursuant to EXECUTIVE ORDER NO. 96-02-01 of Mayor BENJAMIN C. ABALOS, JR.

TASK FORCE ANTI-VICE

For more information, please contact:

RIZALDY M. SALVADOR

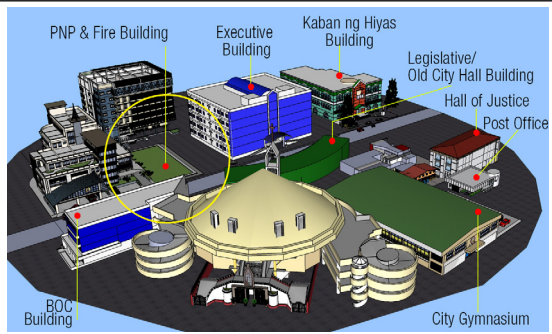
PNP Building

City Hall Complex, Mandaluyong City



Telephone:

(+63) 531-6886



PROCEDURES IN OBTAINING STAMP FOR INDIVIDUAL AND BUSINESS PERMIT

Requirements for Individual Mayor's Permit:

- 1 pc. 2x2 photo
- Duly accomplished Mayor's permit application form
- Health Certificate (original & photocopy)
- Community Tax Certificate (original & photocopy)
- Police Clearance
- Certification from DOH (for Therapists)

Requirements for Business Permit

- Duly accomplished Business Application Form (original & photocopy)
- Duly accomplished MOA (Memorandum of Agreement)
- Photos of Establishment (For Newly Applied Business Permit)
- Certificate to Operate from Philippine Amusement And Gaming Corporation (For Egames)

Fee: NONE

Processing Time: 3 to 5 minutes

Availability of Service: Monday to Friday 7:00 to 5:00PM
NO NOON BREAK

HOW TO AVAIL THE SERVICE

STEP 1: Submit duly accomplished Mayor's Permit (Individual/Business) with other Requirements particularly MOA and Affidavit of Undertaking (Original and photocopy) to the Desk Officer.

STEP 2: Duly assigned Desk Officer and Officer of the day ensures that all requirements are properly complied and submits the same to the Chief or Deputy Chief for stamping.

STEP 3: The Chief or Deputy Chief approves and stamps the Individual Mayor's permit and/or Business Permit.

STEP 4: Submit the stamped photocopy of Business/Individual permit and photocopy of Certificate for Massage Therapist from the DOH (For SPA) to the Desk Officer.

STEP 5: Proceed to BPLD to submit the Business and/or Individual Mayor's Permit to complete the process.

TO ALL INDIVIDUALS WHO WERE APREHENDED FOR VIOLATION OF CITY ORDINANCES AND WERE ISSUED CORRESPONDING OVRs. KINDLY PROCEED TO CITY ORDINANCE ENFORCEMENT DIVISION (COED) OFFICE LOCATED NEAR POLICE CLEARANCE AND NBI SATELLITE OFFICE.

TO THOSE WHO WERE APREHENDED FOR TRAFFIC VIOLATION AND WERE ISSUED TRAFFIC OVRs PLEASE PROCEED TO TRAFFIC AND PARKING MANAGEMENT OFFICE (TPMO) LOCATED AT OLD CITY HALL BUILDING INFRONT OF MANDALUYONG CITY POLICE STATION.

KEY PERSONNELS:

RIZALDY M. SALVADOR
Police Officer III
Head, Task Force Anti -Vice

ROBERTO P. DEL CORRO
Police Chief Inspector (Ret.)
Deputy Head, Task Force Anti-Vice

MR. WARLITO N. BEJEC
2nd Shift Officer In Charge

MR. JOSHUA P. DELA CRUZ
MS. BRIGETTE O. ATIENZA
MS. IMELDA P. BIJASA
MS. CHERRY C. MADRID
Record Officers



Internal Control Division

INTERNAL CONTROL DIVISION

For more information, please contact:

MS. ZORAYDA DIMAGMALIW

Head

3rd Floor, Executive Building

City Hall Complex, Mandaluyong City



Telephone:

(+63) 532.5001 to 28

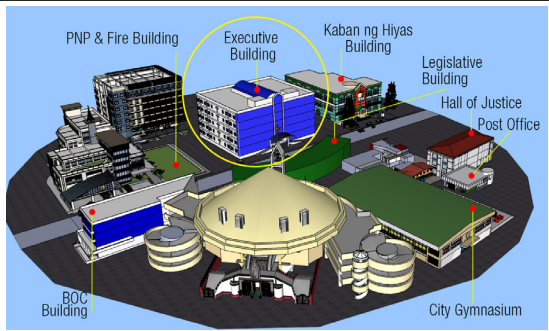
local 531/532

533.2827



email:

fcd@mandaluyong.gov.ph



I. CASH DISBURSEMENT VOUCHERS:

1. Cash Disbursement Vouchers (CDVs) are forwarded to ICD Accounting Department, Mayor's Office and/or other claimants.
2. Audit staff examines and verifies CDVs as to:
 - a. Completeness of supporting documents/attachments.
 - b. Pertinent documents are signed by officers/employees concerned.
 - c. Accuracy of costing and computations.
 - d. Properly obligated/coded.
3. Audit staff signs CDVs without findings.
4. Chief of ICD reviews and signs audited/approved CDVs.
5. All approved CDVs are forwarded to Office of the Treasurer/Claimants.
6. CDVs with findings are returned to the requesting office/person for completion of lacking documents/signatures before presenting/returning to ICD for approval.

II. PAYROLLS

1. Payrolls are forwarded to ICD from Human Resources Mgt. Dept./City Administrators Dept.
2. Audit staff examines and verifies payrolls.
 - a. Check the names, designation and rates of salary of the employees appearing on the payrolls against last payroll period on file or on the latest appointment on file at HRMD.
 - b. Accuracy of computations.
 - c. Proper coding of accounts.
 - d. Completeness of attachments.
 - e. Properly signed by officers concerned.
3. Audit staff signs the audited payrolls.
4. Audit chief reviews and signs audited/approved payrolls.
5. All pre-audited and approved payrolls are forwarded to Budget Department for fund allocations.

III. APPLICATION FOR LEAVE

1. Applications for Leave are forwarded to ICD from Human Resource and Management Department.
2. Audit staff verifies and ensure that leaves availed are accurately recorded and updated.
3. Leaves without pay are counter-checked from the payrolls.
4. Audit staff signs the audited applications for leave.
5. Audit chief reviews and signs audited/approved applications for leave.
6. All audited applications for leaves are returned to Human Resource and Management Department for filing.



City Customer Service & Complaint Desk

About the Office

This desk serves as a channel to entertain and/or address the public's inquiries, concerns and grievance with the objectives to provide accurate information, proper guidance and assistance, prompt coordination and appropriate solution.

CITY CUSTOMER SERVICE & COMPLAINT DESK
c/o The City Administrator's Office
For more information, please contact:
MR. ERNESTO E. VICTORINO
5th Floor, Executive Building,
City Hall Complex, Mandaluyong City

Telephone:
(+63) 532-5001 to 28
local 555
534.8970

email:
city.administrator@mandaluyong.gov.ph

CITY GOVERNMENT SERVICE INQUIRIES



Requirements:

- No requirement needed

₱ Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
1. Inquiries may be received through phone-in, walk-in and/or written manner.	30 seconds	Leo Urmeneta
2. Needed general information will be given immediately. (Information which may require more time to verify will be given ASAP.)		

COMPLAINTS HANDLING



Requirements:

- No requirement needed

₱ Fees:

- This service is FREE of charge

The easiest way to avail the service:

STEPS	HOW FAST?	KEY PERSON/S
<ol style="list-style-type: none"> 1. Complaints may be received through phone-in, walk-in and/or written manner. 2. Preliminary table discussion for data gathering / fact finding, if necessary. 3. For simple cases, the desk may suggest solutions to address the complaints. 4. For complex cases, parties involved will be referred / forwarded to the central complaints handling body of the LGU, the HRMD, for proper investigation and appropriate action. 	<p>Time may vary depending on the nature of the complaint. Simple cases may take less than 30 minutes. Complex cases will depend on the cooperation of the parties involved and other related legal parameters, if applicable.</p>	<p>Leo Urmeneta Vibsy Castillo</p>



CUSTOMER FEEDBACK FORM

Thank you very much for visiting the City Hall of Mandaluyong. We are always more than willing to serve you. While we provide you only the best public service you truly deserve, please let us know if there are still areas and aspects that you want us to improve for greater public satisfaction :

1. Department / Office Visited : _____
2. Services Availed / Purpose: _____
3. Name : _____
4. Contact Number/s : _____

OUR FRONTLINERS

	YES	NO
5. Is the personnel-in-charge courteous and accommodating ?	<input type="checkbox"/>	<input type="checkbox"/>
6. Is the personnel-in-charge knowledgeable and polite?	<input type="checkbox"/>	<input type="checkbox"/>
7. Were your purpose and intent served and attended efficiently?	<input type="checkbox"/>	<input type="checkbox"/>
8. Were your needs and intent served fast?	<input type="checkbox"/>	<input type="checkbox"/>

OUR OFFICE

9. Is our office clean and organized?	<input type="checkbox"/>	<input type="checkbox"/>
10. Did you find difficulty locating our office?	<input type="checkbox"/>	<input type="checkbox"/>
11. Were there any available and appropriate locational signage?	<input type="checkbox"/>	<input type="checkbox"/>
12. Were you comfortable in our office during the entire transaction?	<input type="checkbox"/>	<input type="checkbox"/>
13. Is our office lay-out conducive for public service?	<input type="checkbox"/>	<input type="checkbox"/>

OUR OFFICERS

14. Were your inquiries and intents served by an officer?	<input type="checkbox"/>	<input type="checkbox"/>
15. Were your needs and purpose served fast by an officer?	<input type="checkbox"/>	<input type="checkbox"/>
16. Were you kept long to wait for an officer?	<input type="checkbox"/>	<input type="checkbox"/>
17. Were you accommodated best by an officer?	<input type="checkbox"/>	<input type="checkbox"/>

REQUIREMENTS

18. Were you informed well of the requirements needed?	<input type="checkbox"/>	<input type="checkbox"/>
19. Did you find difficulty securing all the requirements?	<input type="checkbox"/>	<input type="checkbox"/>
20. Were the requirements fast and easy to avail?	<input type="checkbox"/>	<input type="checkbox"/>
21. Were you informed and aware of the document fees and requirements?	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS / SUGGESTIONS: _____

Our gratitude for giving us the opportunity to serve you !

Please detach this page and send to : **MAYOR BENJAMIN C. ABALOS, JR.**, Office of the City Mayor, 4TH Floor, Executive Bldg., City Hall Complex, Maysilo Circle, City of Mandaluyong.

