



OFFICE OF THE CITY MAYOR

External Services



1. FINANCIAL ASSISTANCE

Financial assistance includes medical assistance, burial assistance, educational assistance and any other assistance that the Mayor may extend to the residents of the City of Meycauayan.

Office or Division:	Office of the City Mayor (City Hall Saluysoy & City Hall Annex – Camalig)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigent residents of the City of Meycauayan, People's Organizations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Indigency - 1 original copy	Barangay Hall where the client is residing
2. Valid government issued ID - 1 photocopy with 3 specimen signature <ul style="list-style-type: none"> ▪ SSS UMID Card ▪ GSIS UMID Card ▪ Driver's License ▪ PRC ID ▪ Voter's ID ▪ TIN ID ▪ Valid or Latest Passport ▪ Postal ID ▪ PhilID/ePhilID ▪ Senior Citizen ID ▪ NBI Clearance ▪ Barangay Clearance 	Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulation Commission (PRC) Commission on Election (COMELEC) Bureau of Internal Revenue (BIR) Department of Foreign Affairs (DFA) Philippine Post Office Philippine Statistics Authority (PSA) City Social Welfare & Development Office (CSWDO), 1 st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan National Bureau of Investigation (NBI) Barangay Hall where the client is residing
Additional documents for Burial Assistance: <ol style="list-style-type: none"> 1. Death Certificate - 1 original and 1 photocopy 2. Funeral Contract or Official Receipt of the funeral plan or Official Receipt of the memorial lot - 1 original and 1 photocopy 	City Civil Registrar, 1 st Floor, City Hall, City of Meycauayan, Bulacan Funeral Services
Additional documents for Medical Assistance: <ol style="list-style-type: none"> 1. Barangay Indigency - 1 original and 1 photocopy 2. Medical Abstract/Medical Certificate - 1 original and 1 photocopy 	Barangay Hall where the client is residing Hospital where the client was confined Hospital where the client was confined



3. Temporary Hospital Bill/Laboratory Request with Price - 1 original and 1 photocopy 4. Prescription of medicine/Official Receipt of medicine - 1 original and 1 photocopy 5. Quotation for Dialysis Patient - 1 original and 1 photocopy 6. Treatment Protocol for Cancer Patient - 1 original and 1 photocopy 7. Schedule of Injection for Dog/Cat Bite - 1 original and 1 photocopy		Attending Physician Attending Physician Attending Physician Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the social welfare desk and submit all the required documents	1.1 Interview and prepare report and forward to the City Mayor for approval 1.2 Inform the client to wait for advise as to the release of the assistance	None	10 minutes	Erlinda E. Manalo Administrative Aide I Sonny T. Rodeadilla Administrative Aide III Elizabeth E. Baldemor Administrative Aide I Romeo DS. Flores Administrative Aide III Rizalina DC. Samson Administrative Aide I City Mayor's Office Marelyn L. Lapeña Clerk City Mayor's Office, (City Hall Annex)
	1.3 Review and approve request through a notation in the document	None	10 minutes	Atty. Henry R. Villarica City Mayor City Mayor's Office
	1.4 Record and forward documents to the City Social Welfare and Development Office	None	5 minutes	Justine Nicole M. Trinidad Administrative Aide I City Mayor's Office



	1.5 Process the request by the CSWDO and Local Finance Committee and forward cheque to the City Mayor for signature	None	7 days	<p>April M. San Pedro Clerk / Support Staff</p> <p>Lord Allen J. Mendieta Encoder</p> <p>Vilma R. Rupac CSWD Officer CSWDO</p> <p>Lhiezll L. Lozada Administrative Officer V City Budget Office</p> <p>Sherry P. Bernabe Administrative Officer V</p> <p>Dexter D. Calalang Administrative Officer V City Accountant's Office</p> <p>Cristina G. Orlanda Administrative Officer V City Treasurer's Office</p> <p>Atty. Henry R. Villarica City Mayor City Mayor's Office</p>
	1.6 Inform the client as to the scheduled date of release through text	None	2 minutes	<p>Justine Nicole M. Trinidad Administrative Aide I City Mayor's Office</p>
2. Receive cheque on the scheduled date	2.1 Release cheque	None	1 hour	<p>Maria Cristina G. Orlanda Administrative Officer V</p> <p>Emily R. Rifol Senior Labor & Employment Officer City Treasurer's Office</p> <p>Justine Nicole M. Trinidad Administrative Aide I</p> <p>Melda Bautista Administrative Officer IV City Mayor's Office</p>
	TOTAL:	None	7 days, 1 hour, and 27 minutes	



2. MARRIAGE SOLEMNIZATION

A function expressly provided under the Local Government Code of 1991.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		At least one of the contracting party is a resident of the City of Meycauayan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License - 1 original copy		City Civil Registrar, 1 st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the marriage license	1.1 Receive the document, verify with the City Civil Registrar's Office all the supporting documents and issue order of payment	None	5 minutes	Elizabeth E. Baldemor Administrative Aide I City Mayor's Office
2. Proceed to the Cashier Window at the City Treasurer's Office, 1 st Floor, present the order of payment and pay the required fees	2.1 Issue official receipt	Php 200.00	5 minutes	Michelle A. Lanozo Senior Administrative Assistant I Ethel B. Zuniga Administrative Assistant V Dominica I. Lagpao Administrative Aide I City Treasurer's Office
3. Proceed to the City Mayor's Office and present the original receipt	3.1 Schedule the marriage ceremony and inform the client	None	5 minutes	Elizabeth E. Baldemor Administrative Aide I City Mayor's Office
4. Return to the City Mayor's Office on the scheduled date of marriage accompanied by two witnesses	4.1 Solemnize marriage	None	20 minutes	Atty. Henry R. Villarica City Mayor City Mayor's Office
	4.2 Inform the client on the date	None	15 minutes	Elizabeth E. Baldemor Administrative Aide I



	of release of Marriage Certificate and return the documents to the City Civil Registrar's Office for registration			City Mayor's Office
5. Married couple to return to the City Mayor's Office on the scheduled date of release of certificate	5.1 Release the Certificate of Marriage	None	5 minutes	Elizabeth E. Baldemor Administrative Aide I City Mayor's Office
	TOTAL:	Php200.00	55 minutes	

3. REQUEST FOR A COPY OF CCTV FOOTAGE

A copy of CCTV footage may be given to any interested residents or non-residents to be used for any legal purposes it may serve.

Office or Division:	Office of the City Mayor – CCTV Room			
Classification:	Simple			
Type of Transaction:	G2G – Government to Citizen			
Who may avail:	Residents and Non-Residents of the City of Meycauayan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form - 1 original copy		CCTV Room, 5 th Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan		
2. Police Report or Blotter - 1 original copy		PNP or Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled out form and all required documents	1.1 Check, record request and forward to the immediate supervisor for review	None	2 minutes	Jonathan M. Matocinos CCTV Operator Krisanto R. Orbigo CCTV Operator Rodel M. Flores CCTV Operator Rafhael L. Delino CCTV Operator



				Jose S. Bautista Jr. Administrative Aide I City Mayor's Office – CCTV Room
	1.2 Review request and forward to the City Mayor for approval	None	4 minutes	Atty. Jackelyn Joy B. Pernitez Attorney III Atty. Henry R. Villarica City Mayor City Mayor's Office
2. Receive the CCTV footage copy	2.1 Send the copy of CCTV footage through any available storage device	None	10 minutes	Jonathan M. Matocinos CCTV Operator Krisanto R. Orbigo CCTV Operator Rodel M. Flores CCTV Operator Rafhael L. Delino CCTV Operator Jose S. Bautista Jr. Administrative Aide I City Mayor's Office – CCTV Room
	TOTAL:	None	16 minutes	

4. REDEMPTION OF IMPOUNDED VEHICLES (INVOLVED IN ACCIDENT / COLORUM)

Release of impounded vehicles due to traffic violation committed by motorists, in accordance with city ordinances, rules and regulations, upon payment of prescribed fines and penalties.

Office or Division:	Office of the City Mayor - Meycauayan Traffic and Parking Bureau (MTPB)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Motorist / Driver
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Traffic Violation Receipt – 1 Yellow copy		Issued by Traffic Enforcers to the client when apprehended		
2. Original Receipt / Certificate of Registration (OR/CR) - 1 original copy		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cashier Window at the City Treasurer's Office, 1 st Floor, present the Traffic Violation Receipt and pay the required fee	1.1 Issue official receipt.	P200.00 (involved in accident) P1,000.00 (colorum)	5 minutes	Michelle A. Lanozo Senior Administrative Assistant I Ethel B. Zuniga Administrative Assistant V Dominica I. Lagpao Administrative Aide I City Treasurer's Office
2. Proceed to the Meycauayan Traffic and Parking Bureau at the Meycauayan Common Transport Terminal, Malhacan and present the Official Receipt and OR/CR	2.1 Verify records and impounded vehicle	None	15 minutes	Ramon Ariel S. Mendoza Vehicle Impound Clerk Francisco L. Andaya Traffic Enforcer Meycauayan Traffic and Parking Bureau
3. Signed in the logbook for the release of vehicle	3.1 Record and release the impounded vehicle	None	5 minutes	Ramon Ariel S. Mendoza Vehicle Impound Clerk Francisco L. Andaya Traffic Enforcer Meycauayan Traffic and Parking Bureau
	TOTAL:	P200.00 (involved in accident) P1,000.00 (colorum)	25 minutes	



5. REDEMPTION OF WHEEL-CLAMPED VEHICLES

Procedure on how to settle and release wheel-clamped vehicles.

Office or Division:	Office of the City Mayor - Meycauayan Traffic and Parking Bureau (MTPB)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Motorist/Driver			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Violation Notice of Clamped Vehicle - 1 original copy		Meycauayan Traffic & Parking Bureau – Clamping Division, Meycauayan Common Transport Terminal, Malhacan, City of Meycauayan, Bulacan		
2. Valid government issued ID – 1 photocopy <ul style="list-style-type: none"> ▪ SSS UMID Card ▪ GSIS UMID Card ▪ Driver's License ▪ PRC ID ▪ Voter's ID ▪ TIN ID ▪ Valid or Latest Passport ▪ Postal ID ▪ NBI Clearance ▪ PhilID/ePhilID ▪ Senior Citizen ID ▪ Barangay Clearance 		Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulation Commission (PRC) Commission on Election (COMELEC) Bureau of Internal Revenue (BIR) Department of Foreign Affairs (DFA) Philippine Post Office National Bureau of Investigation (NBI) Philippine Statistics Authority (PSA) Municipal/City Social Welfare & Development Office Barangay Hall where the client is residing		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the documents required	1. Check record and issue order of payment	None	3 minutes	Dareen A. Dela Cruz Clerk/Monitoring Staff Rina L. Santos Clerk Cecille R. Llaneras Clerk/Support Staff Meycauayan Traffic & Parking Bureau-Clamping Division
2. Pay the required fee	2. Issue Official Receipt and	P500.00 (2 & 3-	3 minutes	Dareen A. Dela Cruz Clerk/Monitoring Staff



	inform the Parking Enforcer of full payment	wheel vehicles) P1,500.00 (4-wheel vehicles) P5,000.00 (6-wheel and above vehicles)		Rina L. Santos Clerk Cecille R. Llaneras Clerk/Support Staff Meycauayan Traffic & Parking Bureau-Clamping Division
3. Proceed to the area of clamped vehicle	3. Unlock and release wheel-clamp vehicle	None	30 minutes	Mark Apolinario C. Colasito III Carlo O. De Jesus Francis A. Dela Cruz Ronald C. Flores Enrico Roy B. Pascual Ronaldo D. Santos Raymond R. Tacugue Albert D. Valledo Parking Enforcer Meycauayan Traffic & Parking Bureau-Clamping Division
	TOTAL:	P500.00 (2 & 3-wheel vehicles) P1,500.00 (4-wheel vehicles) P5,000.00 (6-wheel and above vehicles)	36 minutes	



6. APPLICATION FOR TRAFFIC IMPACT CLEARANCE

Application for traffic impact clearance is being requested so as to determine if a specific project/development will cause traffic and safety issues in the City of Meycauayan, Bulacan

Office or Division:	Office of the City Mayor - Meycauayan Traffic and Parking Bureau (MTPB)			
Classification:	Complex			
Type of Transaction:	G2G / G2B - Government to Government / Government to Business			
Who may avail:	Contractor of Government Agencies / Government-Owned & Controlled Corporations (GOCCs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request with detailed information (project, work schedule, location of project) addressed to the City Mayor through the Head of MTPB - 1 originally signed copy		To be provided by the client		
2. Vicinity Map of the Project - 1 original or 1 photocopy		To be provided by the client or City Engineer's Office, 3 rd Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan		
3. Excavation Permit - 1 photocopy		City Engineer's Office, 3 rd Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan (if local road) Provincial Engineer's Office, Provincial Government of Bulacan, City of Malolos, Bulacan (if provincial road)		
4. Barangay Permit - 1 photocopy		Barangay Hall where the project is located		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete required documents	1.1 Receive documents and inform the client to wait through text for the scheduled interview and assessment of request 1.2 Forward all documents to the Head of MTPB for review	None	10 minutes	Rosanna L. Chacon Administrative Clerk Meycauayan Traffic & Parking Bureau



	1.3 Review request and schedule date of interview	None	1 day	Ret. Gen. Buenaventura M. Viray Jr. Head – MTPB Meycauayan Traffic & Parking Bureau
	1.4 Inform the client through text of the scheduled date of interview.	None	5 minutes	Rosanna L. Chacon Administrative Clerk Meycauayan Traffic & Parking Bureau
2. Attend to the scheduled date of interview at the MTPB, Meycauayan Common Transport Terminal, Malhacan	2.1 Conduct interview and assessment 2.2 Inform the client to wait through text / call on the action to the request and to sign the clearance	None	1 day	Ret. Gen. Buenaventura M. Viray Jr. Head – MTPB Rosanna L. Chacon Administrative Clerk Meycauayan Traffic & Parking Bureau
	2.3 Prepare Traffic Impact Clearance and forward to the Head of MTPB for signature	None	2 days	Rosanna L. Chacon Administrative Clerk Ret. Gen. Buenaventura M. Viray Jr. Head – MTPB Meycauayan Traffic & Parking Bureau
3. Proceed to MTPB as to scheduled date and sign on the clearance	3.1 Present the Traffic Impact Clearance and inform the client to wait through text / call on the release of clearance 3.2 Record to logbook and forward the Clearance to the City Mayor's Office for approval 3.3 Review and sign the Traffic Impact Clearance	None None None	5 minutes 5 minutes 2 days	Rosanna L. Chacon Administrative Clerk Meycauayan Traffic & Parking Bureau Rosanna L. Chacon Administrative Clerk Meycauayan Traffic & Parking Bureau Atty. Henry R. Villarica City Mayor City Mayor's Office Rosanna L. Chacon



	3.4 Inform the client through text / call on the release of approved request	None	5 minutes	Administrative Clerk Meycauayan Traffic & Parking Bureau
4. Proceed to MTPB as to scheduled date and receive the approved clearance	4.1 Record and release the Traffic Impact Clearance	None	5 minutes	Rosanna L. Chacon Administrative Clerk Meycauayan Traffic & Parking Bureau
	TOTAL:	None	6 days and 35 minutes	

- Note: If long term project, subject for monthly renewal. Traffic Clearance will be prepared and issued by the MTPB Staff.

7. ADMISSION FOR REFORMATION PROGRAM

This service is for pushers to be delisted from the PNP-PDEA Certified Barangay Anti-Drug Abuse Council (BADAC) Watchlist. Reformation program is provided to all clients and issue Certificate of Completion once they completed the program.

Office or Division:	Office of the City Mayor - Balay Silangan Reformation Center		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Pushers listed in PNP-PDEA CBWL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Affidavit of Undertakings – 3 original copies		Notary Public	
2. Valid government issued ID – 1 photocopy with 3 specimen signatures <ul style="list-style-type: none">▪ SSS UMID Card▪ GSIS UMID Card▪ Driver’s License▪ PRC ID▪ Voter’s ID▪ TIN ID▪ Valid or Latest Passport▪ Postal ID▪ NBI Clearance▪ PhilID/ePhilID▪ Senior Citizen ID		Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulation Commission (PRC) Commission on Election (COMELEC) Bureau of Internal Revenue (BIR) Department of Foreign Affairs (DFA) Philippine Post Office National Bureau of Investigation (NBI) Philippine Statistics Authority (PSA)	



<ul style="list-style-type: none"> Barangay Clearance 		City Social Welfare & Development Office (CSWDO), 1 st Floor, City Hall, Saluysoy, City of Meycauayan, Bulacan Barangay Hall where the client is residing		
3. Certificate of Indigency – 1 original copy		Barangay Hall where the client is residing		
4. Referral/ Endorsement Letter – 1 original copy		Barangay Captain, Barangay Hall where the client is residing		
5. Medical Certificate with laboratory results, if with medical condition – 1 original copy		Rural Health Physician at City Health Units or Private Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check all documents, verify in Barangay Anti-Drug Abuse Council (BADAC) Watchlist, interview the client and fill out intake sheet form	None	30 minutes	Ella L. Panen Social Worker Officer IV Balay Silangan Reformation Center
	1.2 Take photo, inspect personal belongings and accept and orient the client for the reformation program	None	1 hour	Rolf M. Camargo Purchaser / Support Staff Joel Y. Carrillo Administrative Aide III Ella L. Panen Social Worker Officer IV Balay Silangan Reformation Center
	1.3 Prepare Certificate of Enrollment and forward to City Health Officer for signature	None	1 hour	Ella L. Panen Social Worker Officer IV Balay Silangan Reformation Center
	1.4 Review and sign	None	1 day	Dr. Christian B. Roque City Health Officer City Health Office
2. Receive Certificate of Enrollment	2.1 Record and issue Certificate of Enrollment upon receipt of signed certificate	None	5 minutes	Ella L. Panen Social Worker Officer IV Balay Silangan Reformation Center



3. Undergo Reformation Program	<p>3.1 Reformation Program Phase 1: Conduct of Moral Recovery Program/Spiritual Formation</p> <p>Physical Fitness</p> <p>Personality Development</p> <p>Drug Awareness Talk / RA 9165</p> <p>First Aid and Disaster Awareness</p>	None	31 days in-house	<p>Bless Our Cops Spiritual Formators</p> <p>PNP Personnel</p> <p>Ella L. Panen Social Worker Officer IV</p> <p>PNP Personnel Yeshua Change Agent</p> <p>Joel Y. Carrillo Administrative Aide III Balay Silangan Reformation Center</p>
	Phase 2: Livelihood Training Program	None	31 days lived-out	TESDA Trainor
	<p>Phase 3: Community Service in their respective barangay</p> <p>Note: After each phase completed, client is required to undergo drug testing</p>	None	31 days live-out reporting in their respective barangay	Barangay Anti-Drug Abuse Council (BADAC)
	3.2 Prepare all documents required for graduation of the reformist	None	1 day	Ella L. Panen Social Worker Officer IV Balay Silangan Reformation Center
4. Attend the Graduation and receive the Certificate of Completion	4.1 Conduct Graduation and Awarding of Certificate of Completion	None	4 hours	<p>City Anti-Drug Abuse Council (CADAC)</p> <p>Philippine Drug Enforcement Agency</p>
	TOTAL:	None	95 days, 6 hours and 35 minutes	



8. PROVISION OF FINANCIAL ASSISTANCE TO REFORMIST

Balay Silangan Reformation Center provided financial assistance to reformist for them to augment income of the family during their one-month in-house reformation program and start anew.

Office or Division:	City Mayor's Office - Balay Silangan Reformation Center			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Reformist of the Balay Silangan Reformation Center, City of Meycauayan, Bulacan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid government issued ID – 1 photocopy with 3 specimen signatures <ul style="list-style-type: none"> SSS UMID Card GSIS UMID Card Driver's License PRC ID Voter's ID TIN ID Valid or Latest Passport Postal ID NBI Clearance PhilID/ePhilID Senior Citizen ID Barangay Clearance 		Social Security System (SSS) Government Service Insurance System (GSIS) Land Transportation Office (LTO) Professional Regulation Commission (PRC) Commission on Election (COMELEC) Bureau of Internal Revenue (BIR) Department of Foreign Affairs (DFA) Philippine Post Office National Bureau of Investigation (NBI) Philippine Statistics Authority (PSA) City Social Welfare & Development Office (CSWDO), 1 st Floor, Saluysoy, City of Meycauayan, Bulacan Barangay Hall		
2. Certificate of Indigency – 1 original copy		Barangay Hall where the reformist is residing		
3. Certificate of Enrollment		City Mayor's Office - Balay Silangan Reformation Center, Saluysoy, City of Meycauayan, Bulacan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Review documents, interview and assess the client	None	30 minutes	Ella L. Panen Social Worker Officer IV Balay Silangan Reformist Center
	1.2 Prepare and sign Social Case Study and inform the client to wait for the release of financial assistance	None	30 minutes	Ella L. Panen Social Worker Officer IV Balay Silangan Reformist Center



	1.3 Prepare all documents for financial assistance and forward to City Accountant's Office for payroll preparation	None	1 day	Ella L. Panen Social Worker Officer IV Balay Silangan Reformist Center
	1.4 Inform the client on the date of release through text / call	None	10 minutes	Ella L. Panen Social Worker Officer IV Balay Silangan Reformist Center
2. Receive financial assistance as to scheduled date	2.1 Release financial assistance	None	1 hour	Cecilia J. Alcantara Senior Administrative Assistant II City Treasurer's Office
	TOTAL:	None	1 day, 2 hours and 30 minutes	