

OFFICE OF THE CITY MAYOR
External Services

1. Referral for Anti-Rabies Vaccination

Issuance of referrals for anti-rabies vaccinations.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
-Valid ID -Presence of Parent/Guardian (if minor)			Personal	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give information for verification	1. Verify information	None	3 minutes	Admin Aide III (Office of the City Mayor)
2. Wait for the release of Animal Bite referral stub	2. Fill out and process stub for release to requesting client.	None	5 minutes	Admin Aide III (Office of the City Mayor) City Mayor (Office of the City Mayor)
3. Proceed to Animal Bite Clinic (2F City Hall Bldg.)	3. Check referral stub, interview patient re health background and administer vaccination needed.	None	15 minutes	Nurse I (Animal Bite Clinic)
TOTAL:		None	23 minutes	

2. Referrals for Laboratory Examinations

Issuance of referrals for laboratory tests such as Urinalysis, Blood Chemistry and other blood works needed for medical check-up as requested by patient-client or their family members.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> -Barangay Cert. of Indigency -Barangay Clearance -Request form from the hospital/doctor -Medical Certificate -Valid ID 		Personal		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification	1. Receive and verify submitted requirements	None	3 minutes	Admin Aide III (Office of the City Mayor)
2. Wait for the release of Laboratory request referral stub.	2. Fill out and process stub for release to requesting client. 2.1 Sign and approve request referral stub	None	3 minutes	Admin Aide III (Office of the City Mayor) City Mayor (Office of the City Mayor)
3. Proceed to Mega Health Center for scheduling.	3. Issue the necessary form, medical screening/ interview and give schedule for Lab exam.		20 minutes	Nurse I or assigned Medical Staff (Cavite MeDCare Mega Health Center)
TOTAL:		None	26 minutes	

3. Financial Assistance

Acceptance, Evaluation and Processing of Requests for Financial Assistance for Indigent Constituents.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MEDICAL ASSISTANCE (PAYOUT) HOSPITAL BILL ASSISTANCE/ CONFINEMENT/ MEDICAL PROCEDURE (GUARANTEE LETTER) <ul style="list-style-type: none"> •Medical Certificate/Abstract •Laboratory Request (if any) or •Prescription •Barangay Certificate of Indigency •Barangay Clearance •Valid ID BURIAL ASSISTANCE/ FUNERAL SERVICE INDIGENT PACKAGE (GUARANTEE LETTER) <ul style="list-style-type: none"> • Death Certificate • Original Barangay Clearance • Barangay Certificate of Indigency • Valid ID • Receipt/Service Contract from Funeral Home 		Personal		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification (Financial Assistance pay-out; Hospitalization Bill assistance;	1. Receive and verify submitted requirements 1.1 Interview client for other data needed in filling up of the Intake Sheet	None	2 minutes 10 minutes	Administrative Assistant IV (Office of the City Mayor) Administrative Aide III (Office of the City Mayor)

Funeral Service Indigent Package)	and Case Study Report			Social Welfare Officer I (Office of the City Social Welfare and Dev't. Officer)
2. Wait for the release of Financial Assistance Pay-out Stub (scheduled date and time)	2. Provide client with Financial Assistance Pay-out stub Sort documents signed by client-recipient.	None	5 minutes	Administrative Aide III (Office of the City Mayor)
2. (a) to Mayor, for approval of request for Funeral Service Indigent Package.	2. (a) Interview client and approve request for Funeral Service for Indigent Package.	None	5 minutes	City Mayor (Office of the City Mayor)
2. (a.1) Wait for the release of Guarantee Letter addressed to partner Funeral Homes	2. (a.1) Prepare Client's Personal Information Form; process Guarantee Letter and issue same to requesting client.	None	15 minutes	Administrative Aide III (Office of the City Mayor)
2. (b) to Mayor, for approval of request for hospitalization bill assistance.	2. (b) Interview client and approve request for hospital bill assistance.	None	5 minutes	City Mayor (Office of the City Mayor)
	2. (b.1) Prepare Client's Personal	None	15 minutes	Administrative Aide III (Office

2. (b.1) Wait for the release of Guarantee Letter addressed to partner Hospitals	Information Form; process Guarantee Letter and issue same to requesting client.			of the City Mayor)
TOTAL:		None	17 minutes (for Financial Assistance) 32 minutes (for Hospitalization Bill Assistance; Funeral Service Indigent Package)	

4. Issuance of Mayor’s Permit for the use of government facilities and equipment (Montano Hall, Covered Court, Floating Venue etc.)

A formal order giving permission for the use of government facilities/equipment

Office or Division:	Office of the City Mayor		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizens		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
-Letter of Request -Valid ID		Personal	

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a written or verbal request	1. Receive written letter request and review details.	None	5 minutes	Administrative Aide III (Office of the City Mayor)
1.2. Scheduling of requested use of Gov't. facility or equipment	1.2. Arrange/confirm availability of facility or equipment for use on the requested time and date.	None	5 minutes	
2. To secure approval of the City Mayor and receive same after.	2. Approval of requested permit and release of same to the requesting client.	None	5 minutes	City Mayor Administrative Assistant IV (Office of the City Mayor)
TOTAL:		None	15 minutes	

5. Provision for Cane, Quad cane, Wheelchair and other assistive device/ apparatus

Acceptance, Evaluation and Processing of Requests to avail and be included in the distribution of cane, quad cane, wheelchair and other assistive device/apparatus for senior citizens, persons with disability (PWD) and indigent constituents in need of such.

Office or Division:	Office of the City Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Patient: - Photocopy of PWD ID/ Senior Citizen Greencard ID/ Valid ID	Personal Issued by CSWDO/ OSCA

3. Wait for the scheduled distribution of requested device/apparatus	3. Distribution scheduled; requesting client informed via call or text message.	None	2 Minutes	Administrative Assistant IV (Office of the City Mayor) Secretary I (Office of the City Mayor)
TOTAL:		None	12 minutes	

6. Provision for Stage, Tents and Sound System

Refers to the setting up and dismantling of stage, platforms, tents and sound system for various occasions, activities.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
-Letter Request for approval of City Mayor -Valid ID			Personal	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for approval of City Mayor	1. Receive letter request. 1.1 Review and approve client's request.	None	5 minutes	Administrative Aide III City Mayor (Office of the City Mayor)
2. Submit approved Letter	2. Receive approved letter request, stamped and	None	10 minutes	Administrative Aide III (Office

request/referral from City Mayor	process for scheduling 2.1 coordination with the office or department concerned.			of the City Mayor)
3. Scheduling of requested service confirmed	3. Request scheduled and recorded.	None	5 Minutes	Administrative Assistant IV (Office of the City Mayor)
TOTAL:		None	20 minutes	

7. Solemnization of Marriage

Ministerial function of the City Mayor to solemnize marriage.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - Marriage License/ - Article 34, with attached Certificate of No Marriage (CENOMAR) - Complete list of witnesses 		City Civil Registrar's Office Personal		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	1. Receive Requirements for checking	None	10 minutes	Administrative Aide III (Office of the City Mayor)

2. Scheduling of Wedding	2. Arrange and confirm availability of Schedule for the Wedding	None	10 minutes	Administrative Aide III (Office of the City Mayor)
3. Processing of Marriage Contract	3. Marriage contract processed	None	10 minutes	
4. Wedding proper	4. Conduct Solemnization	None	20 minutes	City Mayor
5. To wait for the Issuance of Marriage Contract	5. Hand over to the couple copy of their Marriage Certificate	None	5 minutes	Administrative Aide III (Office of the City Mayor)
TOTAL:		None	35 minutes for document preparation (pre-nuptial) 20 minutes (nuptial ceremony)	

8. SWAB (RT-PCR/COVID-19 Antigen) Test Assistance

Issuance of referrals for Swab Tests (RT-PCR/Covid-19 Antigen) needed by patient-clients.

Office or Division:	Office of the City Mayor	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
-Doctor's Request/advice	Personal	

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification	1. Receive and verify submitted requirements	None	5 minutes	Administrative Aide III (Office of the City Mayor)
2. Wait for the release of RT-PCR or Covid-19 Antigen referral stub Proceed to CESU Office for the swab/antigen test.	2. Fill out and process stub for release to requesting client. Inform of the next step which is to undergo swab/antigen test at CESU Office, and to provide direction of its location.	None	10 minutes	Administrative Aide III (Office of the City Mayor)
TOTAL:		None	15 minutes	

9. Referral for Laboratory Examination (Anti-Tetanus Vaccine)

Issuance of referral for anti-tetanus vaccine needed by patient-client.

Office or Division:	Office of the City Mayor	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
-Presence of Parent/Guardian (if minor and birth certificate) -Valid ID -Doctor's Request/advice	Personal	

CLIENTS STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification	1. Receive and verify submitted requirements	None	5 minutes	Administrative Aide III (Office of the City Mayor)
2. Wait for the release of anti-tetanus vaccine stub	2. Fill out and process stub for release to requesting client	None	5 minutes	Administrative Aide III (Office of the City Mayor)
TOTAL:		None	10 minutes	