



# **CITY GOVERNMENT OF CALAMBA**

## **CITIZEN'S CHARTER**

2025 – 1<sup>st</sup> Edition



## AGENCY PROFILE

### I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

*Dahil dito, ang Citizen's Charter ay naglalayon na:*

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

### II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

### III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





#### IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





Republic of the Philippines  
CITY OF CALAMBA  
Province of Laguna  
**OFFICE OF THE SANGGUNIANG PANLUNGSOD**

*EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.*

**MEMBERS:**

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

**ABSENT:**

*NONE*

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**RESOLUTION NO. 218**  
**Series of 2023**

**Sponsor: Councilor DYAN DV. ESPIRIDION**

**A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".**

**WHEREAS**, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

**WHEREAS**, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

**WHEREAS**, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

**WHEREAS**, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

**WHEREAS**, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

**WHEREAS**, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

**WHEREAS**, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

**WHEREAS**, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

**NOW THEREFORE**, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

**CITY ORDINANCE NO. 758**  
**Series of 2023**

**AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.**

Be it ordained by the Sangguniang Panlungsod in session assembled that:

**SECTION I. TITLE.** This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

**SECTION II. PURPOSE.** This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

**SECTION III. LEGAL COMPLIANCE.**

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

**SECTION IV. IMPLEMENTING RULES AND REGULATIONS.** Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

**SECTION V. SEPARABILITY CLAUSE.** If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

**SECTION VI. REPEALING CLAUSE.** All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

**SECTION VII. EFFECTIVITY.** This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

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*Certified Enacted:*

  
**HON. ANGELITO S. LAZARO, JR.**  
*City Vice Mayor*

*Attested by:*

  
**ATTY. NOEL M. VILLANUEVA**  
*SP Secretary*

*Approved by:*

  
**HON. ROSELLER H. RIZAL**  
*City Mayor*



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





# **PUBLIC ORDER & SAFETY OFFICE**

## **External Services**





# 1. Pagsasagawa ng Kaalaman at kasanayan sa mga Pampublikong Paaralan, Barangay at Organisasyon

Oryentasyon sa mga Pampublikong Paaralan, Barangay at Organisasyon

<b>Office or Division :</b>		Public Order & Safety Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail :</b>		Pampublikong Paaralan, Barangay at Organisasyon		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat Kahilingan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Sulat Kahilingan	1.1 Tanggapin at suriin ang Sulat Kahilingan	Walang Babayaran	5 minuto	Administrative Aide IV /VI
	1.2 Pakikipag-ugnayan para sa araw ang pagsasanay		30 minuto	Administrative Officer IV
	1.3 Pagsasagawa ng kasanayan		8 oras	Special Operations Officer IV Traffic Operations Officer IV
2. Pagtataya ng natutunan	2. Pamimigay ng Post Evaluation Test		20 minuto	
<b>TOTAL :</b>		None	8 oras 55 minuto	





## 2. Kahilingan para sa pag-agapay sa Parada at Motorcade

Pag-agapay sa Parada at Motorcade

<b>Office or Division :</b>	Public Order & Safety Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C – Government to Citizen			
<b>Who may avail :</b>	Mamamayan ng Calamba			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Permit galing sa Mayor's Office o sa City Administration Office		Mayor's Office / City Administration Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang Aprubadong Permit galing sa Mayor's Office o sa City Administration Office	1.1 Suriin ang dokumento	Walang Babayaran	5 minuto	Administrative Aide VI Traffic Aide III
	1.2 Italaga ang Traffic Enforcer na aalalay sa parade o motorcade		10 minuto	Traffic Operations Officer IV Administrative Aide VI
	1.2 Pagsasagawa ng pag-aalalay		2 oras	Nakatalagang Traffic Enforcers
<b>Total :</b>		None	2 oras at 20 minuto	





### 3. Kahilingan na mapanood o makahingi ng kopya CCTV footage

<b>Office or Division :</b>		Public Order & Safety Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail :</b>		Mamamayan		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Form		POSO Command Operations Center		
2. Police Request (kung hihingi ng kopya)		Calamba City Police Station		
3. Any Valid ID		Kliyente		
4. Flash Drive (kung hihingi ng kopya)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. Kahilingan na mapanood ang CCTV Footage</b>				
1. Punan ang Request Form at iprisinta ang Valid ID	1.1. Tanggapin at beripikahin ang request form at valid id	Walang Babayaran	8 minuto	POSO Personnel
	1.2 Aprubahan ang Request Form			Special Operations Officer III
2. Isagawa ang panonood ng hinihinging sipi (bawal irecord cctv footage)	2. Paghahanap ng sipi na hiniling mapanood		30 minuto	POSO personnel
			38 minuto	
<b>B. Kahilingan makahingi ng kopya ng CCTV Footage</b>				
1. Punan ang Request Form at iprisinta ang valid ID at isumite ang flash drive at police request	1.1. Tanggapin at beripikahin ang request form, valid id, flash drive at police request	Walang Babayaran	10 minuto	POSO Personnel
	1.2 Aprubahan ang Request Form			Special Operations Officer III





	1.3 Pagsasalin ng kopya ng CCTV footage sa Flash Drive		1 araw	POSO Personnel
2. Tanggapin ang kopya ng CCTV footage at lumagda sa logbook	2. Ibigay ang Flash Drive		2 minuto	
<b>Total :</b>		None	1 araw at 50 minuto	

#### 4. Pagtubos ng Lisensya

<b>Office or Division :</b>	Public Order & Safety Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C – Government to Citizen			
<b>Who may avail :</b>	Mga nahuling lumabag sa batas trapiko o ordinansa			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Traffic / Ordinance Violation Ticket		Traffic Enforcer		
2. Valid ID		Kliyente		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Kumuha ng queue number	1. Bigyan ng queue number	Walang Babayaran	2 minuto	POSO Personnel
	1.2 Beripikahin sa system ang kaukulang halaga ng multa at gumawa ng order of payment		10 minuto	
2. Magbayad ng kaukulang halaga ng multa	2. Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Base sa Fines & Penalties	8 minuto	Administrative Aide IV <b>Treasury Office</b>
3. Tanggapin ang lisensya at lumagda sa logbook	3. Ipagkaloob ang lisensya	Walang Babayaran	2 minuto	POSO Personnel
<b>Total :</b>		Base sa Fines & Penalties	22 minuto	





## Section 137. Fines & Penalties

- a. Any violation of the provision of this Ordinance shall be imposed with the fines and penalties as prescribed and indicated hereunder, to wit;

Violation Against	1 <sup>st</sup> Offense	2 <sup>nd</sup> Offense	3 <sup>rd</sup> Offense
<b>TRAFFIC CONTROL SIGNAL, SIGNS &amp; SIGNAGES</b>			
Erection and Interference with Traffic Control Items <ol style="list-style-type: none"> <li>a. Erecting, establishing, or displaying traffic control, signs, or signage's, or alter or take down any traffic control signal, signs, signage's without proper authority.</li> <li>b. Erect, establish, place, maintain or display on any road which interfere with the effectiveness of or prevents an approaching driver from clearly distinguishing the whole or party of any traffic control item.</li> </ol>	500.00	750.00	1,000.00
Obedience to Traffic Control Signals and Signage's b.3 Beating the Red Light	500.00	750.00	1,000.00
Obedience to Signs <ol style="list-style-type: none"> <li>a. Disobedience to a "No Left Turn" sign</li> <li>b. Disobedience to a "No Right Turn" sign</li> <li>c. Disobedience to a "No U-Turn" sign</li> <li>d. Disobedience to a "One-Way" sign</li> <li>e. Disobedience to a "No Entry" sign</li> <li>f. Disobedience to a "No Overtaking or Passing" sign</li> <li>g. Disobedience to a "No Overtaking on Bridge" sign</li> <li>h. Disobedience to a "Load/Weight Capacity" sign on the approach of a bridge</li> <li>i. Disobedience to a "Stop" sign</li> <li>j. Disobedience to a "Give Way or Yield" sign</li> <li>k. Disobedience to a "No Loading/Unloading" sign</li> </ol>	250.00	500.00	750.00
Use of Siren, Dazzling Lights, Similar Lights	500.00	750.00	1,000.00
<b>GENERAL DRIVING RULES</b>			
Violation of Right-side Driving	500.00	750.00	1,000.00
Obstruction to Driver's View or Driving Mechanism <ol style="list-style-type: none"> <li>a. Overloading, such that the driver's view is obstructed</li> </ol>	250.00	500.00	750.00
<ul style="list-style-type: none"> <li>• Giving Way to Overtaking Vehicles</li> <li>• Driving abnormally slowly or in such other manner is to obstruct, hinder and prevent the free passage of any person or vehicle</li> <li>• Driving on Lane on Thoroughfare</li> <li>• Keeping Right to Double Yellow Lane</li> <li>• Driving Over a Yellow Box</li> <li>• Driving / Parking on Bicycle Lane</li> </ul>	250.00	500.00	750.00





<i>Driving through Funeral, Motorcade or Procession</i>			
a. Driving a vehicle between vehicles comprising a funeral or other authorized motorcade or procession, assembly, or parade	250.00	500.00	750.00
b. Funeral, motorcade, procession, assembly or parade containing 200 or more persons or 50 or more vehicles without permit			
Following Fire Trucks or Other Emergency Vehicles Prohibited	500.00	750.00	1,000.00
Blowing of Horns, Use of Warning Instruments	250.00	500.00	750.00
<b>SPEED RESTRICTIONS</b>			
Speed Limits	250.00	500.00	750.00
Speed Contest / Drag Racing	750.00	1,000.00	2,500.00
<b>STOPPING AND PARKING OF VEHICLES</b>			
Vehicles not to be in Certain Areas			
a. Leaving a vehicle in a "No Waiting Area"	250.00	500.00	750.00
b. Leaving a vehicle in a "No Parking Area"			
Parking Near Crest or Curve	250.00	500.00	750.00
Parking for Certain Purpose Prohibited			
a. Displaying vehicle for sale	250.00	500.00	750.00
b. Washing, greasing, or repairing such vehicle, except when repair is necessitated by an emergency, provided that a warning device be placed near the rear of his car			
Parking in Front of Residential or Commercial Establishment	250.00	500.00	750.00
<b>PARKING ZONES AND FACILITIES</b>			
Violations in Parking Areas			
a. Refusal to pay parking charges	100.00	250.00	500.00
b. Park any vehicle across any line or marking of a parking space or in such position that the vehicle shall not be entirely within the area designated by such lines or markings			
c. Tamper or damage any vehicle, other than his own, parked in the same facility			
d. Park any vehicle for the purpose of washing, cleaning, greasing, or repairing such vehicle, except when repairs are necessitated due to emergency			
e. Use of parking space as display room to sell vehicle or to sell goods or merchandise			
f. Disregard any official direction, instruction, or restriction posted on the parking area			



<b>RECKLESS, CARELESS AND DANGEROUS DRIVING – DRIVING UNDER THE INFLUENCE OF LIQUOR OR DRUGS</b>			
Reckless, Careless, and Dangerous Driving	750.00	1,000.00	2,500.00 + Community Service
Driving under the Influence of Intoxicating or Incapacitating Drugs			
<b>OTHER ROAD USERS OF CITY STREETS</b>			
Safety Helmets for Motorcycles	1,500.00	2,000.00	2,500.00
License Required	100.00	250.00	500.00
Riding on Bicycle, Motorcycle or Tricycles	500.00	750.00	1,000.00
Riding more than Two Abreast	1,000.00	1,250.00	1,500.00
<b>LIGHTS, WARNING SIGNALS, ETC</b>			
Lings on Moving Vehicles	100.00	250.00	500.00
Dimming of Headlights			
Portable Warning Signs for Disabled Vehicles			
Interior Lighting			
Lights and Other Equipments on Bicycles			
Flashing Warning Lights			
Spot Lamps			
Mufflers and Noise Controlling Devices			
Front Windshields not to Obstructed and Equipped with Wipers			
<b>WEIGHTS, SIZE AND LOAD</b>			
Gross Weight, Axle and Wheel Loads	500.00	750.00	1,000.00
Projecting Loads on Passenger Vehicles			
Load(s) to be Properly Secured			
Restrictions on the Use of Bridges			
Permit to Move Equipment and/or Load of Excessive Weight, Width or Height			
<b>TRUCK BANS AND PUBLIC TRANSPORT ROUTES</b>			
Trucks Routes and Limited Trucks Ban	500.00	750.00	1,000.00





<b>DUTIES AND RESPONSIBILITIES OF DRIVERS / OWNERS OF A MOTOR VEHICLE</b>			
License Motor Vehicle Registration and Other Requirements: a. Driving without valid Driver's License b. Driving outside the License Restrictions c. Driving using an Expired or Fake Traffic Violation Report in Lieu of a Driver's License d. No Valid Registration and License Plate e. Driving in Sleeveless Shirt or Slippers f. Driving While Using Mobile or Cellular Phones or Similar Device g. Driving while Smoking (Public Utility Vehicles)	500.00	750.00	1,000.00
Driving Under the Influence of Drugs or Liquor – Strictly Prohibited	750.00	1,500.00	2,500.00 + Community Service
Student Driver's Permit	500.00	750.00	1,000.00
Tourist Driver's Permit			
Use, Posting or Display of Fake / Unauthorized ID, Stickers, etc. a. Use of Fake Driver's License, Plates, Sticker, etc. b. Improper and Inconspicuous Display and Transfer of Plate c. Unauthorized Stickers and Decals on Front of Windshields of all PUVs	500.00	750.00	1,000.00
Roadworthiness of Motor Vehicles	500.00	750.00	1,000.00
Throwing of Litters, Injurious and Hazardous Materials or Substances on Roads, Streets, and Highways			
<b>PUBLIC UTILITY OPERATIONS</b>			
Conditions of Operations a. Out of Line b. Colorem PUVs c. Trip Cutting d. Incorrect Fare	500.00	750.00	1,000.00
TRICYCLES (Governed by the Implementing Guidelines of Business Permits & Tricycle Franchising Office (BPTFO))	250.00	500.00	750.00
Unauthorized Use of a Terminal / Illegal Terminal	500.00	750.00	1,000.00
Operation / Activity of Barkers (Passenger Callers) in PUV Terminals	1-day Community Service	2-days Community Service	3-days Community Service





<b>PEDESTRIAN RIGHTS AND DUTIES</b>			
Jaywalking in Streets	1-day Community Service or 50.00		
<b>CITY ROAD – PROHIBITIONS AND RESTRICTIONS</b>			
Putting Sharp Objects, Slippery Materials or Substances on Roads, Streets and Highways	500.00	750.00	1,000.00
Tracking or Spilling Mud, Cement, Debris, Human and Animal Waste or Obnoxious Substance unto the Roads, Streets, or Highways			
Obstructing Roads			
Other Restrictions on the Use of Streets, Sidewalks and Public Places			





## 5. Kahilingan sa Pagpapatupad ng kaayusan sa mga kaganapan sa mga pampublikong lugar

<b>Office or Division :</b>		Public Order & Safety Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail :</b>		Sanggunian Barangay, Mamayan ng Calamba		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sulat Kahilingan		Kliyente		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Isumite ang sulat kahilingan na naglalaman ng mga detalye ng kaganapan	1.1 Tanggapin at suriin ang Sulat Kahilingan	Walang Babayaran	5 minuto	POSO Personnel
	1.2. Pagpapatupad ng kaayusan sa aktwal na kaganapan		Walang tiyak na oras	POSO Personnel
<b>TOTAL :</b>		Walang Babayaran	Walang tiyak na oras	





## 6. Kahilingan sa Pag-agapay sa paghahawan ng mga sagabal sa daan

<b>Office or Division :</b>	Public Order & Safety Office			
<b>Classification :</b>	Simple			
<b>Type of Transaction :</b>	G2C – Government to Citizen			
<b>Who may avail :</b>	Sanggunian Barangay, Mamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sulat Kahilingan		Kliyente		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang sulat kahilingan	1.1 Tanggapin at suriin ang Sulat Kahilingan	Walang Babayaran	5 minuto	POSO Personnel
	1.2. Pag-schedule ng nasabing paghahawan		5 minuto	POSO Personnel
	1.3 Aktwal na pag-agapay sa paghahawan ng mga sagabal sa daan		Walang tiyak na oras	
<b>TOTAL :</b>		Walang Babayaran	Walang tiyak na oras	





## 7. Pagkuha ng Sertipikasyon ng pagsunod sa mga alintuntunin ng CCTV para sa mga Negosyong Establisimyento

<b>Office or Division :</b>		Public Order & Safety Office		
<b>Classification :</b>		Simple		
<b>Type of Transaction :</b>		G2C – Government to Citizen		
<b>Who may avail :</b>		Sanggunian Barangay, Mamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit Application		BPTFO		
2. Inspection Report		POSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Business Permit Application	1.1 Tanggapin at suriin ang mga dokumento	Walang Babayaran	5 minuto	POSO Personnel
	1.2. Bigyan ng schedule ng inspeksyon at pag-isyu ng 90-days undertaking		5 minuto	
2. Isumite ang Inspection Report  <b>Kung lumabag sa alituntunin:</b> Magbayad ng kaukulang halaga  <b>Kung walang nilabag:</b> Tanggapin ang Sertipikasyon at lumagda sa logbook	2.1 Tanggapin at beripekahin ang inspection report	Walang Babayaran	15 minuto	Treasury Staff
	2.2 Tanggapin ang kaukulang halaga at bigyan ng opisyal na resibo	Base sa paglabag sa alituntunin	5 minuto	
	Ipagkaloob ang Sertipikasyon	Walang Babayaran	20 minuto	
<b>TOTAL :</b>		Base sa paglabag sa alituntunin	50 minuto	





## VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"><li>1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina</li><li>2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.</li></ol>
How feedbacks are processed	<ol style="list-style-type: none"><li>1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.</li><li>2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw</li><li>3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente.</li></ol> <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i><a href="mailto:chrnocalamba2001@gmail.com">chrnocalamba2001@gmail.com</a></i></p>
How to file a complaint	<ol style="list-style-type: none"><li>1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.</li><li>2. Isulat ang reklamo at kung sino ang inirereklamo.</li></ol>
How complaints are processed	<ol style="list-style-type: none"><li>1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.</li><li>2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto</li></ol>
Contact Information of ARTA, CCB, PCC	ARTA : <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> PCC : 8888 CCB : 0908-8816565 (sms) : <a href="mailto:contactcenterngbayan@gov.ph">contactcenterngbayan@gov.ph</a> : 1-6565