



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2024-1st 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





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

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.**

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.





CITY COLLEGE OF CALAMBA

External Services





1. Enrollment for Regular and Freshmen Students

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Office of College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sagutan ang Online Pre-Registration	1. I-enrol ang estudyanteng nagparehistro	Walang Babayaran	5 minuto	College Registrar
2. Kuhanin ang Registration Form	2. Iprint at ibigay ang Registration Form.		20 minuto	Registrar I
TOTAL :		None	25 minuto	



2. Enrollment for Irregular and Transferee Students

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student ID 2. Comp Cards 3. Transcript of Records (Transferee)		Previous School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sagutan ang Online Pre-Registration.	1. Isumite ang listahan ng mga nagpa rehistro sa Office of the Director.	Walang Babayaran	5 minuto	College Registrar
2. Magtungo sa Office of the Director para sa evaluation at adding of subject	2. I-evaluate ang estudyante at bigyan ng study load.		15 minuto	Assistant / Associate Professor
3. Kunin ang Registration Form.	3. I-encode ang study load at i-print ang registration from.		5 minuto	Registrar I
TOTAL :		None	25 minuto	



3. Pre-Registration for Entering Freshmen and Transferee

Office or Division :	CCC - Office of the College Registrar			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Estudyanteng Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form 138 / Transcript of Record (Transferee)		Previous School		
2. Form 137 / Copy of Grades (Transferee)				
3. Honorable Dismissal				
4. Admission Slip				
5. Good Moral Character				
6. Birth Certificate		Philippine Statistics Authority (PSA)		
7. Personal Information Sheet		Office of the College Registrar		
8. Brgy. Clearance		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sagutan ang online pre-registration mula sa CCCRegs FB Page para makatanggap ng schedule para sa pagpasa ng mga requirements.	1. Magbigay ng schedule para sa pagpapasa ng mga dokumento	Walang Babayaran	5 minuto	College Registrar
2. Isumite ang lahat ng requirements para makatanggap ng ID number at enrollment stub.	2. Tanggapin at suriin ang lahat ng isinuniteng dokumento.		10 minuto	Registrar I
TOTAL :		None	15 minutes	



4. Request of Copy of Grades

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary Stamp 2. Official Receipt 3. Request Form		Cashier Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at magtungo sa Cashier's Office				
2. Magbayad ng kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Php 30.00	5 minuto	Administrative Assistant II
3. Iprisinta ang Request Form at Opisyal na Resibo	3. Bigyan ng Claim Stub	Walang Babayaran	5 minuto	Registrar I
4. Tanggapin ang Copy of Grades sa araw na itinakda	4. Ibigay ang dokumento.		2 minuto	
TOTAL :		Php 30.00	12 minuto	

Note: Matatanggap ang Copy of Grades sa loob ng pitong (7) araw ng pagtatrabaho base sa City College of Calamba Registrar's Manual of Operation.





5. Request of Transcript of Records

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary Stamp 2. Official Receipt 3. Request Form		Cashier Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at magtungo sa Cashier's Office				
2. Magbayad ng kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Php 50.00 / page	5 minuto	Administrative Assistant II
3. Iprisinta ang Request Form at Opisyal na Resibo	3. Bigyan ng Claim Stub	Walang Babayaran	5 minuto	Registrar I
4. Tanggapin ang Transcript of Records sa araw na itinakda	4. Ibigay ang dokumento.		2 minuto	
TOTAL :		Php 50.00 / page	12 minuto	

Note: Matatanggap ang Copy of Grades sa loob ng pitong (7) araw ng pagtatrabaho base sa City College of Calamba Registrar's Manual of Operation.



6. Issuance of Certificates (Enrollment, GWA, Medium of Certifications, Graduation, Completion)

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documentary Stamp 2. Official Receipt 3. Request Form		Cashier Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at magtungo sa Cashier's Office				
2. Magbayad ng kaukulang halaga	2. Bigyan ng Opisyal na Resibo	Php 50.00 / page	5 minuto	Administrative Assistant II
3. Iprisinta ang Request Form at Opisyal na Resibo	3. Bigyan ng Claim Stub	Walang Babayaran	5 minuto	Registrar I
4. Tanggapin ang Certificate sa araw na itinakda	4. Ibigay ang dokumento.		15 minuto	
TOTAL :		Php 50.00 / page	25 minuto	



7. Dropping of Subjects

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Dropping Form 2. Official Receipt		1. Registrar's Office 2. Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang dropping form	1. Suriin ang dropping form Approved: Proceed to Cashier's Office Disapproved: Consultation with the Dean	Walang Babayaran	10 minuto	Registrar I
2. Magbayad ng kaukulang halaga sa Cashier's Office	2. Bigyan ng Opisyal na Resibo	Php 25.00 / Subject	5 minuto	Administrative Assistant II
3. Isumite ang nakumpletong dropping form	3. Tanggapin at ipunin ang mga dropping form.	Walang Babayaran	5 minuto	Registrar I
TOTAL :		Php 25.00 / Subject	20 minuto	



8. Filing of Student Leave of Absence (LOA)

Office or Division :	CCC - Office of the College Registrar			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Estudyanteng Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave of Absence Form		Registrar's Office		
2. Dropping Form				
3. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng Leave of Absence form. Sagutan at pirmahan ang form.	1. Magbigay ng Leave of Absence at dropping forms.	Walang Babayaran	5 minuto	Registrar I
2. Magbayad ng kaukulang halaga sa Cashier's Office.	2. Bigyan ng Opisyal na Resibo	Php 25.00 / subject	5 minuto	Administrative Assistant II
3. Isumite ang nakumpletong forms	3. Tanggapin at ipunin ang mga forms	Walang Babayaran	5 minuto	Registrar I
TOTAL :		None	15 minuto	



9. Exit Clearance or Returning Clearance

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave of Absence Form (for returning clearance)		Registrar's Office		
2. Dropping Form (If Applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng Exit or Returning clearance, pirmahan at kumpletuhin ang form.	1. Magbigay ng exit clearance o returning clearance	Walang Babayaran	5 minuto	Registrar's Staff
2. Isumite ang form at hintayin ang kopya	2. Tanggapin at ipunin ang mga Clearance		5 minuto	
TOTAL :		None	10 minuto	



10. Petition of Opening of Subject

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Petition Form		Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Kumuha ng petition form.	1. Magbigay ng Petition Form.	Walang Babayaran	5 minuto	Registrar I
2. Punan, pirmahan at isumite ang petition form.	2. Tanggapin at ipunin ang petition form. Approved: The course will be offered Disapproved: For Consultation with the Dean		5 minuto	
TOTAL :		None	10 minuto	



11. Authentication of Documents

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the College Registrar		
2. Original Copy of the Document		Kliyente		
3. Photocopy of the Document to be authenticated				
4. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at magbayad sa Cashier's Office	1. Bigyan ng Opisyal na Resibo	Php 30.00 / document	5 minuto	Administrative Assistant II
2. Ipakita ang request form at opisyal na resibo at antayin ang dokumento.	2. Iproseso at ibigay ang dokumento	Walang Babayaran	5 minuto	Registrar I
TOTAL :		Php 30.00 / document	10 minuto	



12. Request for Second Copy (Registration Form, Comp Card & Diploma)

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the College Registrar		
2. If Request for 2 nd Copy of Diploma submit affidavit of loss		Any Legal Office		
3. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form				
2. Magbayad sa Cashier's Office	2. Bigyan ng Opisyal na Resibo	PHP 100.00 (Registration Form) PHP 50.00 (Comp. Card) PHP 300.0 (Diploma)	5 minuto	Administrative Assistant II
2. Iprisinta ang request form at opisyal na resibo at tanggapin ang dokumento	2. Iproseso at ibigay ang dokumento	Walang Babayaran	10 minuto (Registration Form & Comp Card) 14 araw (Diploma)	Registrar I
TOTAL :		PHP 100 (Registration Form) PHP 50 (Comp. Card) PHP 300 (Diploma)	15 minuto (Registration Form & Comp Card) 14 araw (Diploma)	

Note: Makukuha ang kopya ng Diploma sa loob ng labing-apat (14) na araw sapagka't ipapagawa pa ito sa printing press



13. Request for Completion Form

Office or Division :	CCC - Office of the College Registrar			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Estudyanteng Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Registrar's Office		
2. Documentary Stamp (Diploma)				
3. Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form				
2. Magbayad ng kaukulang halaga sa Cashier's Office	2. Bigyan ng Opisyal na Resibo	PHP 50.00	5 minuto	Administrative Assistant II
3. Iprisinta ang request form at Opisyal na Resibo at tanggapin ang dokumento.	3. Ibigay ang dokumento	Walang Babayaran	5 minuto	Registrar I
TOTAL :		PHP 50.00	10 minuto	





14. Application for Late Enrollment, Re-Admission and Shifting

Office or Division :		CCC - Office of the College Registrar		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Estudyanteng Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Evaluation Form		Registrar's Office		
2. 2x2 picture (Shiftee)				
3. Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang Form				
2. Magbayad ng kauukulang halaga sa Cashier's Office	2. Bigyan ng Opisyal na Resibo	PHP 50.00	5 minuto	Administrative Assistant II
3. Isumite ang request form at opisyal na resibo at tanggapin ang shifting form	3. Ibigay ang shifting form.	Walang Babayaran	5 minuto	Registrar I
4. Punan ang form at isumite.	4. Tanggapin at Ipunin ang Form		5 minuto	
TOTAL :		PHP 50.00	15 minuto	



15. Application for Clearance for Graduating Students

Office or Division :	CCC - Office of the College Registrar			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Estudyanteng Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Graduation Stub		Registrar's Office		
2. 2 pcs Documentary Stamp				
3. Birth Certificate		Philippine Statistics Office		
4. Prospectus				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang online application form para sa graduation	1. Magbigay ng schedule of appointment.	Walang Babayaran	5 minuto	Registrar I
2. Ipasa ang mga kinakailangang dokumento	2. Ipunin ang mga ipinasang dokumento		5 minuto	
TOTAL :		None	10 minuto	



16. Request for Change of Grades

Office or Division :		CCC-Office of the College Registrar		
Classification :		Highly Technical		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Teachers or Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter for change of grade 2. Supporting Documents 3. Request Form		Estudyante or Teacher Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpasa ng letter for change of grade/s ng hindi hihigit sa isang (1) buwan pagkatapos maisumite ang mga grades kasama ang mga supporting document/s	1. I-review ang supporting document/s at magrequest ng audience with the Academic Personnel Council kung kinakailangan.	Walang Babayaran	5 minuto	College Registrar
2. Tanggapin ang kopya ng resolution.	2. Paglalabas ng Resolution sa mga kinauukulan na guro at/o mag-aaral.		5 minuto	
TOTAL :		None	10 minutes	

Note: Ang Deliberation ay tatagal ng isang (1) buwan o higit pa.





17. Pagbibigay ng Certificate of Good Moral Character

Office or Division :		CCC – Guidance, Counselling, Testing and Career Development Center		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Form		Guidance, Counselling, Testing and Career Development Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Registrar's Office at kumuha ng Request Form				
2. Magbayad ng kauukulang halaga sa Cashier's Office	2. Bigyan ng Opisyal na Resibo	Php 30.00	2 minuto	Administrative Assistant II
3. Isumite ang request form at Iprisinta ang Opisyal na Resibo	3. Beripikahin at iproseso ang dokumento.	Walang Babayaran	15 minuto	Guidance Service Specialist I
3. Tanggapin ang dokumento	3. Ibigay ang Certificate of Good Moral Character		3 minuto	
TOTAL :		Php 30.00	20 minuto	





18. Learning Management System (LMS) Queries and Concerns

Office or Division :		CCC – Management Information System Department		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		CCC Students and Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
User Requirements, Logic Design and System Update Manual, Client Query Form		Management Information System Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sagutan ang Client Query Form (Email)	1. Suriin at siyasatin ang Query	Walang Babayaran	5 minuto	Associate Professor
2. Hintayin ang abiso tungkol sa status ng query.	2. Abisuhan ang kliyente tungkol sa Status ng Query		4 minuto	
TOTAL :		None	9 minuto	



19. Hardware / Software / Network Maintenance and Troubleshooting

Office or Division :		CCC – Management Information System Department		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		CCC Students and Teachers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Log, Service Request Form		Management Information System Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang Service Request Form	1.1 Suriin ang Service Request Form	Walang Babayaran	2 minuto	Administrative Assistant I
	1.2 Isagawa ang maintenance at troubleshooting sa hardware / software / network		30 minuto	
2. Hintayin ang abiso tungkol sa Status ng Repair	2. Abisuhan ang kliyente tungkol sa Status ng Repair		3 minuto	
TOTAL :		None	35 minuto	

Note: Ang Hardware / Software / Network Maintenance and Troubleshooting ay pwedeng tumagal ng higit sa 30 minuto.





20. Request for Retrieval of Document

Office or Division :		CCC – Records Management Office		
Classification :		Simple		
Type of Transaction :		G2C – Government to Citizen		
Who may avail :		Teachers and Non Teaching Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Records Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form	1.1 Suriin ang request form	Walang Babayaran	3 minuto	Administrative Officer III
	1.2 Iproseso ang dokumento		30 minuto	
2. Tanggapin ang dokumento	2. Ibigay ang hinihinging dokumento.		5 minuto	
TOTAL :		None	38 minuto	



21. Application for Temporary ID

Office or Division :	CCC – Office of the Student Affairs			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form 2. Letter 3. 1 x 1 picture 4. Filled out forms ID (photocopy guardian)		1. Office of the Student Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ang request form at isumite ang mga kailangang dokumento	1.1 Suriin ang dokumento	Walang Babayaran	10 minuto	Administrative Aide VI
	1.2 Iproseso ang Temporary ID			
2. Tanggapin ang Temporary ID	2. Ibigay ang Temporary ID		2 minuto	
TOTAL :		None	12 minuto	



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none">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.2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <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>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none">1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565